

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT  
AND CATERING TECHNOLOGY, NOIDA  
**ACADEMIC YEAR – 2018-2019**

COURSE : 3<sup>rd</sup> Semester of 3-year B.Sc. in H&HA  
SUBJECT : Accommodation Operations  
TIME ALLOWED : 03 Hours MAX. MARKS: 100

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(Marks allotted to each question are given in brackets)

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Q.1. With the help of a flow chart, explain the functioning of the linen room in a hotel. (10)

Q.2. Considering the following points, design a uniform for a waitress in leisure hotel:  
(a) Fabric selection  
(b) Name and location of the hotel  
(c) Costing (10)

Q.3. Draw a sample layout of an on premises laundry in the hotel.  
**OR**  
Draw and explain **any two** records to be maintained in the laundry. (10)

Q.4. Calculate the par stock for a 250 room hotel of 5-star category having 100 single rooms, 100 double rooms and 50 triple rooms. The par level has been set as follows:  
(i) Towels=3  
(ii) Blanket, Mattress protector and bed spread = 1.5 each  
(iii) Bed linen=4  
(iv) Pillows=2.  
**OR**  
How does the housekeeping department follow the 'recycle, reuse and reduce' policy when it comes to linen? (10)

Q.5. Discuss the advantages and dis-advantages of linen hire.  
**OR**  
Explain the stages of the wash cycle in a commercial laundry. (10)

Q.6. What are the principles of design that govern flower arrangements?

**OR**

Explain the unique features of flower arrangements of different countries.

(10)

Q.7. 'Maintaining a sewing room can save cost for the hotel'. Justify this statement by explaining the activities of a sewing room.

(10)

Q.8. Explain the procedure to remove the following stains (**any four**):

- (i) Mud stain
- (ii) Blood stain
- (iii) Egg stain
- (iv) Tea stain
- (v) Lipstick

(4x2 ½ =10))

Q.9. Distinguish between (**any five**):

- (a) Ikebana and Moribana
- (b) Uniform slip and repair slip
- (c) Synthetic and natural fibres
- (d) Cactus and succulent
- (e) French curve and hem gauge
- (f) Fabric bleach and fabric softeners

(5x2=10)

Q.10. Give **two** examples for each of the following:

- (a) Indoor plants
- (b) Flower arrangement equipment
- (c) Bed linen
- (d) Laundry symbols
- (e) Types of weaves

(5x2=10)

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**ACADEMIC YEAR – 2018-2019**

COURSE : 3<sup>rd</sup> Semester of 3-year B.Sc. in H&HA  
SUBJECT : Food & Beverage Control  
TIME ALLOWED : 03 Hours MAX. MARKS: 100

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(Marks allotted to each question are given in brackets)

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Q.1. What do you mean by cost? Discuss the various elements of cost. Differentiate between variable and semi-variable cost.

**OR**

Define control. Explain the aims and objectives of control. State the characteristic of an effective control system

(1+6+3=10)

Q.2. What is purchasing? Briefly explain the various methods of purchasing used in catering industry.

(2+8=10)

**OR**

Prepare the job description of a purchase manager of a five-star hotel.

(10)

Q.3. Explain the objectives of receiving. Distinguish between blind receiving and routine receiving procedure.

**OR**

What do you mean by pricing of commodities? Discuss the various methods used for pricing of commodities.

(3+7=10)

Q.4. Draw the standard formats for the following (**any four**):

- |                         |                                   |
|-------------------------|-----------------------------------|
| (a) Delivery notes      | (b) Cashier's sales summary sheet |
| (c) Goods received book | (d) Transfer notes                |
| (e) Bin card            |                                   |

(4x 2 ½ =10)

Q.5. What do you mean by inventory control? Explain various methods of inventory control.

**OR**

What is standard yield? Explain the process of yield testing.

(3+7=10)

- Q.6. Distinguish between (**any two**):
- (a) Purchase order and purchase requisition
  - (b) Ordering cost and carrying cost
  - (c) Perpetual inventory control and physical inventory control
- (2x5=10)
- Q.7. Write short notes (**any two**):
- (a) Economic order quantity
  - (b) Limitations of control
  - (c) Meat tag
- (2x5=10)
- Q.8. State the reasons for preparing a standard purchase specification. Prepare a standard purchase specification for tandoori chicken.
- (3+7=10)
- Q.9. Standard recipe plays an important role in maintaining food cost. Justify the statement.
- (10)
- Q.10 **A** State True or False:
- (i) Staff meal is included in the food cost.
  - (ii) Standard purchase specification is prepared by the General Manager of a hotel.
  - (iii) Lead time is the time gap between ordering and receiving of a raw material.
  - (iv) Bin card reflects the quantity and value of an ingredient held in stock at any given time.
  - (v) Request for credit memo is issued when a hotel wants to make credit purchases.
- B** Match the following:
- |                              |                                     |
|------------------------------|-------------------------------------|
| (i) Stores ledger            | (a) Rotation of stocks              |
| (ii) Milk                    | (b) Portion control                 |
| (iii) Rate of stock turnover | (c) Standing order                  |
| (iv) ABC analysis            | (d) Cost of raw material            |
| (v) Soup plate               | (e) Differential treatment of stock |
- (5+5=10)

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COURSE : 3<sup>rd</sup> Semester of 3-year B.Sc. in H&HA  
SUBJECT : Food & Beverage Service Operations  
TIME ALLOWED : 03 Hours MAX. MARKS: 100

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(Marks allotted to each question are given in brackets)

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Q.1. With the help of flow chart, classify alcoholic beverages and explain each in one line. (10)

**OR**

- (i) Give the difference between pot still distillation and patent still distillation.  
(ii) Explain fermentation process in detail. (5+5=10)

Q.2. Write short notes on the following (**any two**):  
(a) Dispense bar (b) Bar equipment (c) Bitters (2x5=10)

Q.3. Define fortified wine. Discuss in detail the process of making port wine. (2+8=10)

**OR**

What are the steps involved in tequila making process? Discuss how it is served. (8+2=10)

Q.4. Explain in detail 'Méthode Champenoise'. Enlist **four** brands of champagne. (8+2=10)

Q.5. Explain Solera system in sherry production. Give **two** brands of sherry. (8+2=10)

**OR**

- (i) Discuss the guidelines for food and wine pairing.  
(ii) Plan a three course continental menu and suggest wine with each course. (5+5=10)

Q.6. How is vodka made? Explain. Give **two** brands of vodka with its country of origin. (8+2=10)

Q.7. What are the steps involved in the production of beer? Explain.

(10)

OR

- (a) Give **five** differences between Ale beer and Lager beer.  
 (b) Discuss hops. Why is it used in beer production?

(5+5=10)

Q.8. Briefly explain **any ten**:

- |              |                   |              |
|--------------|-------------------|--------------|
| (a) Dark rum | (b) London gin    | (c) Cognac   |
| (d) VSOP     | (e) Beer storage  | (f) Proof    |
| (g) Vermouth | (h) Grey rot      | (i) Sake     |
| (j) Fenny    | (k) Scotch whisky | (l) Sloe gin |

(10x1=10)

Q.9. State True or False:

- (i) Humulus Lupulus is the scientific name of yeast.  
 (ii) Corn whiskey is made from mash containing 80% corn.  
 (iii) Saccharometer is used for the measurement of sugar content in the mash.  
 (iv) Brand which is asked by guest at bar is known as pour brand.  
 (v) Madeira has a distinct burnt flavor.  
 (vi) Piedmont is wine region of Germany.  
 (vii) Benedictine is a fruit flavoured liqueur.  
 (viii) Drambuie is honey and herb flavoured liqueur.  
 (ix) Gin originated in Holland.  
 (x) First distillate is called as Heart.

(10x1=10)

Q.10. Fill in the blanks:

- (a) Beefeater is the brand of \_\_\_\_\_ gin.  
 (b) By-product of sugarcane is \_\_\_\_\_ used for Rum production.  
 (c) Angostura is the example of \_\_\_\_\_.  
 (d) Alsace is the wine region of \_\_\_\_\_.  
 (e) Whisky is served in \_\_\_\_\_ glass.  
 (f) Gin is served in \_\_\_\_\_ glass.  
 (g) \_\_\_\_\_ is the white grape used for the production of champagne.  
 (h) \_\_\_\_\_ is the equipment used for measuring the alcoholic content of any beverage.  
 (i) \_\_\_\_\_ and \_\_\_\_\_ are the two parts of patent still distillation process equipment.  
 (j) \_\_\_\_\_ is the best grape variety for red wine production.

(10x1=10)

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**ACADEMIC YEAR – 2018-2019**

COURSE : 3<sup>rd</sup> Semester of 3-year B.Sc. in H&HA  
SUBJECT : Front Office Operations  
TIME ALLOWED : 03 Hours MAX. MARKS: 100

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(Marks allotted to each question are given in brackets)

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Q.1. Justify the importance of safety and security in hotel. How would you handle bomb threat situation in hotel?

**OR**

Explain proper key and access control in hotel.

(10)

Q.2. How can a Front Office staff prevent fraud while handling the following?

- (a) Bill to Company
- (b) Travellers Cheque
- (c) Credit Cards
- (d) Travel Agent's Voucher
- (e) e-payment

(5x2=10)

Q.3. What is front office guest accounting? Explain the various systems of front office accounting.

(3+7=10)

Q.4. Define the following (**any five**):

- (a) City ledger
- (b) Master folio
- (c) Day book
- (d) High balance account
- (e) Self check out
- (g) House limit
- (h) Account aging

(5x2=10)

Q.5. Define PMS. Justify the role of information technology in hospitality.

(2+8=10)

**OR**

Explain the credit control measure at various stages of guest cycle.

(10)

Q.6. What is night auditing? List the duties of night auditor. (3+7=10)

Q.7. Write short notes on the following (**any two**):  
(a) Factors to be kept in mind while purchasing PMS for hotel.  
(b) Methods of guest account settlement  
(c) Express check out process (2x5=10)

Q.8. Explain hotel check out process for group in the form of flow chart.  
**OR**  
Explain step by step hotel check out process by accepting credit card. (10)

Q.9. Draw the format of the following (**any two**):  
(a) Paid out voucher  
(b) Travel agent voucher  
(c) Correction voucher  
(d) Room and rate change voucher (2x5=10)

Q.10. **A** Translate the following in French:  
(i) We have three standard category of room available.  
(ii) Good morning. How may I assist you?  
(iii) The room is on the eleventh floor.  
(iv) May I have your passport please?  
(v) Your room number is one hundred one.

**B** Fill in the blanks:  
(i) \_\_\_\_\_ is extended to in-houseguests for availing food & beverages, laundry, telephone services, entertainment services.  
(ii) On departure, the guest folio or account has to be \_\_\_\_\_.  
(iii) \_\_\_\_\_ form of cash book will have payments on right hand side and receipts on left hand side.  
(iv) Front office cash report and night auditor's summary report is also called as \_\_\_\_\_.  
(v) \_\_\_\_\_ key gives access to all guest room doors of hotel. (5+5=10)

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**ACADEMIC YEAR – 2018-2019**

COURSE : 3<sup>rd</sup> Semester of 3-year B.Sc. in H&HA  
SUBJECT : Food Production Operations  
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. List the salient features of Hyderabadi cuisine considering food habits and major ingredients used. List **five** specialty dishes of the region.

**OR**

Discuss different factors responsible for the change in the food habits in our country.

(10)

Q.2. Discuss various control measures that help in food cost control in large scale food production.

(10)

Q.3. List and justify essential large and small equipment required for the institutional canteen kitchen which serves 2500 meals per day.

**OR**

Explain the practical difficulties while indenting for volume feeding.

(10)

Q.4. (a) How transport (mobile) catering plays a vital role in our country?  
(b) Explain salient features of railway catering.

**OR**

(a) Explain unique features of Maharashtra Cuisine.  
(b) List **five** dishes from Awadhi region with one-line description of each.

(5+5=10)

Q.5. 'Hygiene and Nutrition are important parameter while planning menu for hospitality Catering'. Explain. Plan a one day menu for a diabetic patient.

(10)

Q.6. Write short notes on **any two**:

- (a) Gujarati snacks      (b) Goda masala  
(c) Gravies used in Indian cooking

(2x5=10)

Q.7. Differentiate between:

- |                                      |                                      |
|--------------------------------------|--------------------------------------|
| (a) Foogath and poriyal              | (b) Haleem and lapsi                 |
| (c) Dhokla and idli                  | (d) Bisi bele bath and tamarind rice |
| (e) Shikampuri kebab and shami kebab |                                      |

(5x2=10)

Q.8. Describe the following dishes (**any four**):

- |              |             |             |
|--------------|-------------|-------------|
| (a) Basundi  | (b) Dhansak | (c) Avial   |
| (d) Gustaba  | (e) Shukto  | (f) Bebinca |
| (g) Lal Maas |             |             |

(4x 2 ½ =10)

Q.9. Name **ten** Indian breads with their region of origin and give recipe of any two.

(10)

Q.10. Match the following:

- |                    |                  |
|--------------------|------------------|
| (a) Makke ki roti  | (i) Maharashtra  |
| (b) Khakhra        | (ii) Bengal      |
| (c) Dadol          | (iii) Mace       |
| (d) Amthi          | (iv) Chicken     |
| (e) Sandesh        | (v) Gujarat      |
| (f) Chettinad      | (vi) Punjab      |
| (g) Kacchi biryani | (vii) Goa        |
| (h) Safed mass     | (viii) Hyderabad |
| (i) Erussery       | (ix) Rajasthan   |
| (j) Javitri        | (x) Pumpkin      |

(10x1=10)

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**ACADEMIC YEAR – 2018-2019**

COURSE : 3<sup>rd</sup> Semester of 3-year B.Sc. in H&HA  
SUBJECT : Food Safety & Quality  
TIME ALLOWED : 02 Hours MAX. MARKS: 50

(Marks allotted to each question are given in brackets)

- Q.1. (a) Suggest some suitable methods for disinfection / sanitization in the hospitality industry. Name few agents for sanitization.  
(b) What are the causes of food spoilage? Mention **three** basic principles of food preservation.

(5+5=10)

- Q.2. What do you mean by adulterants in food? Elaborate the answer by giving **five** examples of adulteration practices and method of their detection.

**OR**

What are the intrinsic (natural) and extrinsic (external) factors for growth of micro-organism?

(10)

- Q.3. Write short notes on **any four**:

- (a) Food additives (b) Hazard analysis and critical control point  
(c) Lag phase (d) Food hygiene (e) Food label

(4x 2 ½ =10)

- Q.4. Differentiate between **any five**:

- (a) Contamination and adulteration (b) Contamination and cross contamination  
(c) Disinfection and sterilization (d) Bacteria and virus  
(e) Food poisoning and food spoilage (f) Conventional food and organic food

(5x2=10)

- Q.5. What are the main features of prevention of Food Adulteration Act 1954?

**OR**

What are various authorized bodies for certifying and standardizing food product? Explain briefly.

(5)

- Q.6. Match the following:

(a) Salmonella	(i) Cold loving micro-organisms
(b) E coli O 157: H7	(ii) Poultry products
(c) Clostridium botulinum	(iii) Ground meat
(d) Staphylococcus aureus	(iv) Paralytic disease
(e) Psychrophilic	(v) Round shaped typically occur in clusters

(5x1=5)

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**ACADEMIC YEAR – 2018-2019**

COURSE : 3<sup>rd</sup> Semester of 3-year B.Sc. in H&HA  
SUBJECT : Hotel Accountancy  
TIME ALLOWED : 03 Hours MAX. MARKS: 100

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(Marks allotted to each question are given in brackets)

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Q.1. What is Departmental accounting? Explain its advantages.

**OR**

Explain with example how will you control Food & Beverage sales of a restaurant?  
(10)

Q.2. What do you mean by auditing? What are the advantages of auditing?

**OR**

What is cost allocation? Explain the basis of allocation with examples.  
(10)

Q.3. What do you understand by external audit? How is it different from internal audit?

**OR**

What are the types of control systems used in hotels? How does internal control differ from internal audit?  
(10)

Q.4. Differentiate between the following (**any two**):

- (a) Reserve and Revenue
- (b) Debtors and Creditors
- (c) Current assets and Current liabilities

(2x5=10)

Q.5. What do you understand by Uniform System of Hotel Accounting? What are the difficulties in implementing this system?

**OR**

What is income statement? How income statement is different from balance sheet?  
(10)

Q.6. Prepare an income statement in accordance with the format prescribed in 'Uniform System of Accounts' for Raj Hotel from the information given below:

Particulars	Amount (Rs.)	Particulars	Amount (Rs.)
<b>Sales:</b>		<b>Other expenses:</b>	
Room	20,00,000/-	Room	1,00,000/-
Food & Beverage	7,00,000/-	Food & Beverage	45,000/-
Telephone	2,00,000/-	Telephone	5,000/-
Other operated departments	1,50,000/-	Other operated departments	10,000/-
Rentals & other income	1,25,000/-	Administration & General	15,000/-
		Marketing	10,000/-
		Maintenance	15,000/-
		Energy cost	80,000/-
<b>Cost of sales:</b>		<b>Fixed charges:</b>	
Food & Beverage	3,00,000/-	Rent	50,000/-
Telephone	60,000/-	Property taxes	10,000/-
Other operated departments	40,000/-	Insurance	40,000/-
		Depreciation	40,000/-
		Profit on sale of assets	1,00,000/-
		Income tax	50,000/-
<b>Pay roll &amp; related expenses</b>			
Room	1,25,000/-		
Food & Beverage	1,00,000/-		
Telephone	75,000/-		
Other operated departments	15,000/-		
Administrative & General	50,000/-		
Marketing	10,000/-		
Maintenance	20,000/-		

(10)

Q.7. Write short notes on **any five**:

- Cost allocation
- Net profit
- Intangible asset
- Depreciation
- Additional capital
- Indirect expense

(5x2=10)

Q.8. From the following information, prepare a balance sheet by using uniform system of hotel accounts:

Particulars	Amount (Rs.)	Particulars	Amount (Rs.)
Creditors	4,000/-	Capital	15,000/-
Net profit	7,800/-	Cash	500/-
Bank	1,000/-	Debtors	9,000/-
Stock	5,000/-	Furniture	1,300/-
Machinery	10,000/-		

(10)

Q.9. From the following information, prepare an income statement according to Departmental Accounting:

		Amount (Rs.)
Sales	Food	4,00,000/-
	Beverage	2,00,000/-
Cost of sales	Food	1,20,000/-
	Beverage	1,00,000/-
Wages & Salaries	Food	75,000/-
	Beverage	40,000/-
Unallocated expenses	Light	40,000/-
	Advertisement	20,000/-
	Rent	70,000/-
	Laundry	10,000/-
	Cleaning materials	6,000/-
	Office expenses	50,000/-

Note: Unallocated expenses are to be apportioned amongst departments on the following basis:

- (i) Light and advertisement – Food 50%; Beverage 50%;
- (ii) Rent – Food 60%; Beverage 40%
- (iii) All other expenses in the ratio of sales

(10)

Q.10. Prepare an Income statement of Food & Beverage Department from the information given below:

<b>Particulars</b>	<b>Amount (Rs.)</b>	<b>Particulars</b>	<b>Amount (Rs.)</b>
Food sales	5,50,000/-	Glassware	8,000/-
Beverage sales	2,50,000/-	Kitchen fuel	50,000/-
Food allowances	2,000/-	Cleaning expenses	5,000/-
Beverage allowances	1,000/-	Laundry expenses	4,000/-
Food (cost of sales)	2,00,000/-	License fee	5,000/-
Beverage (cost of sales)	75,000/-	Advertisement	40,000/-
Salaries & wages	1,50,000/-	Operating supplies	10,000/-
Employee benefits	25,000/-	Other operating expenses	3,000/-

(10)

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