

Total No. of Questions—7]

[Total No. of Printed Pages—4

Seat No.	
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[5527]-1

B.Sc. (Hospitality Studies) (First Year) EXAMINATION, 2019
HS-101 : FUNDAMENTALS OF FOOD PRODUCTION PRINCIPLES
(2016 PATTERN)

Time : Three Hours

Maximum Marks : 80

N.B. :- (i) Question No. 1 is compulsory.

(ii) Attempt any 5 questions from Question Nos. 2 to 7.

(iii) Draw neat diagram wherever necessary.

1. (A) Explain the following terms (any *ten*) : [10]
- (1) Sauteing
 - (2) Shallow frying
 - (3) Zarda
 - (4) Puring
 - (5) Grating
 - (6) Creaming
 - (7) Beating
 - (8) Blanching
 - (9) Folding
 - (10) Dum
 - (11) Luchi
 - (12) Mincing.

P.T.O.

- (B) Give Hindi equivalents for the following (any *five*) : [5]
- (1) Plantain
 - (2) Cluster beans
 - (3) Mustard leaves
 - (4) Sago
 - (5) Dill
 - (6) Caraway seeds
 - (7) Chikpeas
- (C) Give *two* examples of the following (any *five*) : [5]
- (1) Leafy vegetables
 - (2) By-products of milk
 - (3) Herbs
 - (4) Stone fruit
 - (5) By-prdoucts of rice
 - (6) Cuts of vegetables
 - (7) Artificial sweetner.
- 2.** (A) Explain the role of yeast, flour, sugar while making yeast dough. [6]
- (B) What are the aims and objectives of cooking food ? [3]
- (C) Draw a neat labelled knife diagram and *two* precautions while handling knife. [3]
- 3.** (A) Draw neat labelled wheat diagram and white 3 by-products of wheat. [6]
- (B) Write a short note on personal hygiene. [3]
- (C) Explain heat transfer principles. [3]

4. (A) What do you mean by stock ? What are the basic rules for making stock. [6]
- (B) Define microwave cooking and *two* advantages. [3]
- (C) Define non-desirable texture with suitable examples. [3]
5. (A) List down *six* international soup with their country of origin. [6]
- (B) Explain role of eggs, flour and sugar while making cakes. [3]
- (C) Write a note on executive chef. [3]
6. (A) Enlist **3** small and **3** large equipments used in bakery and their uses. [6]
- (B) Role of thickening agents in continental cuisine with suitable examples. [3]
- (C) Draw neat labelled egg diagram. [3]
7. (A) Differentiate between : [6]
- (a) Boiling-poaching
- (b) Indian food—continental food.

(B) Name colour pigment present in the following : [3]

(1) Spinach

(2) Carrots

(3) Cauliflower

(4) Egg plant

(5) Egg yolk

(6) Red cabbage.

(C) Classification of vegetables with *one* example of each. [3]

Total No. of Questions—4]

[Total No. of Printed Pages—2

Seat No.	
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[5527]-101

S.Y. B.Sc. (HOSPITALITY STUDIES) (Sem. I) EXAMINATION, 2019
HS-201 : PRINCIPLES OF QUANTITY FOOD PRODUCTION
(2016 PATTERN)

Time : Two Hours

Maximum Marks : 40

- N.B. :—** (i) Solve *All* questions.
(ii) *All* questions carry equal marks.

1. Explain the following terms (any *ten*) : [10]
- (a) Brat pan
 - (b) Indenting
 - (c) Short crust
 - (d) Kadhai
 - (e) Pulverizer
 - (f) Phyllo
 - (g) Recovery time
 - (h) Dum
 - (i) Ganache
 - (j) Malpuha
 - (k) Blind Baking
 - (l) Chenna.
2. Solve any *two* :
- (A) What are the factors which influence Indian Regional cuisine ? [5]
 - (B) What are the advantages of standard recipe in menu planning ? [5]
 - (C) Enlist different methods of cake making. Explain any *two*. [5]

P.T.O.

3. Solve any *two* :
- (A) Explain the following while making cookies (any *two*) : [5]
 (a) Panning
 (b) Baking
 (c) Cooling.
- (B) Differentiate between industrial and institutional catering (minimum **5** points each). [5]
- (C) Plan A Kashmiri Festive Menu with an option of N/veg, Veg, Rice, Bread and Sweet with *one* line explanation. [5]
4. Solve any *two* :
- (A) (i) Define Pastry and enlist its types with ratio. [2½]
 (ii) Enlist the principles of menu planning and explain any *two*. [2½]
- (B) (i) Define cookies and enlist its types with example. [2½]
 (ii) What do you mean by volume forecasting and its importance ? [2½]
- (C) (i) Define Icings and enlist its types. [2½]
 (ii) Plan a full day menu (Industrial) with breakfast, lunch and dinner. [2½]

Or

4. (1) Name *four* Bengali Dishes. [2]
 (2) Write *four* ingredients used for icings. [2]
 (3) Write *four* Indian speciality equipments. [2]
 (4) Name *four* Indian basic Gravy. [2]
 (5) Why fruits sunk at bottom after baking ? [2]

Total No. of Questions—4]

[Total No. of Printed Pages—2

Seat No.	
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[5527]-102

S.Y. B.Sc. (HS) (I Semester) EXAMINATION, 2019

HS-202 : BEVERAGE SERVICE METHODOLOGY

(2016 PATTERN)

Time : Two Hours

Maximum Marks : 40

N.B. :— (i) Attempt all *four* questions.

(ii) *All* questions carry equal marks.

1. Explain the following terms : [10×1=10]

(a) Noble Rot

(b) Distillation

(c) Viticulture

(d) Marsala

(e) Absinthe

(f) Feni

(g) Pastis

(h) Humidor

(i) Port

(j) AOC

2. Answer any *two* out of three : [2×5=10]

(a) With the help of a neat diagram, explain Pot Still Method of Distillation.

P.T.O.

- (b) Explain the various methods of making cocktails along with suitable examples.
- (c) Explain the wine making procedure.

3. Answer any *two* out of three : [2×5=10]

- (a) List and explain any *five* Bar Equipment.
- (b) What is Champagne ? Explain Methode Charmat and Methode Champenoise.
- (c) Briefly describe any *five* rules to be followed while making cocktails.

4. Answer any *two* out of three : [2×5=10]

- (a) Explain step-by-step procedure for service of Cigarettes.
- (b) Name and briefly explain any *five* Aperitifs.
- (c) Describe the methods of producing Liqueurs.

Or

Name the following brands : [5×2=10]

- (a) 4 Brands of Vodka
- (b) 2 Brands of Scotch Whiskey and 2 Brands of Irish Whiskey
- (c) 4 Indian Vineyards
- (d) 4 International Brands of Cigars
- (e) 2 Brands of Gin and 2 brands of Dark Rum.

Total No. of Questions—4]

[Total No. of Printed Pages—2

Seat No.	
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[5527]-103

B.Sc (HOSPITALITY STUDIES) (Second Year) (Sem-I)

EXAMINATION, 2019

HS-203 : ACCOMMODATION TECHNIQUES

(2016 PATTERN)

Time : Two Hours

Maximum Marks : 40

N.B. :— (i) *All* questions carry equal marks.

(ii) Draw suitable diagrams wherever necessary.

1. Answer the following in *one* line each (any *ten*) : [10]

- (1) Par stock
- (2) Linen Inventory
- (3) Calender Machine
- (4) First Aid
- (5) Pest
- (6) Understay
- (7) Charge privilege
- (8) High Balance Report
- (9) House count
- (10) ARR.
- (11) Suzie
- (12) GHC.

2. Explain in brief (any *two*) : (**5** marks each) : [10]

- (1) Explain the term contract cleaning along with its advantages and disadvantages.
- (2) Write down the role of security department in hotels.
- (3) Explain the procedure for handling the hotel uniforms.

P.T.O.

3. Explain in brief (any *two*) : (5 marks each) : [10]

(1) Which are the different reports maintained at front office ?

Explain any *one*.

(2) Write a short note on GRE.

(3) How can we handle the following situations :

(a) Bomb threat

(b) Death in a guestroom.

4. Solve *five* questions : (2 marks each) : [10]

(1) Safety of hotel property.

(2) Sizes of the following :

(a) Pool towel

(b) Pillow cover %

(3) Conditioning of plant material.

(4) Write formulae for :

(i) ARR

(ii) No show.

(5) Enlist different guest complaints.

(6) Write a note on credit monitoring.

Total No. of Questions—4]

[Total No. of Printed Pages—2

Seat No.	
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[5527]-104

B.Sc. (Hospitality Studies) (II Year) (I Semester)

EXAMINATION, 2019

HS-204 : PRINCIPLES OF MANAGEMENT

(2016 PATTERN)

Time : Two Hours

Maximum Marks : 40

N.B. :— (i) Attempt all *four* questions.

(ii) *All* questions carry equal marks.

1. Define the following in *one* line :

[10]

- (a) Management
- (b) Planning
- (c) Motivation
- (d) Leadership
- (e) Controlling
- (f) Co-ordination
- (g) Communication
- (h) Organizing
- (i) Staffing
- (j) Short-term plan

P.T.O.

- 2.** Answer any *two* out of the following : [2×5=10]
- (a) Henry Fayol's Management Theory
 - (b) Maslow's Theory of Need Hierarchy
 - (c) Explain the different types of organisation.
- 3.** Answer any *two* out of the following : [2×5=10]
- (a) State the different types of plans.
 - (b) Explain the various characteristics of a good leader.
 - (c) What are the benefits of motivated employees ?
- 4.** Answer any *two* out of the following : [2×5=10]
- (a) List down the different types of communication.
 - (b) Explain the importance of co-ordination in hotel industry.
 - (c) Explain the process of controlling.

Total No. of Questions—4]

[Total No. of Printed Pages—4

Seat No.	
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[5527]-105

S.Y. B.Sc. (H.S.) (I Semester) EXAMINATION, 2019

HS-205 : BASIC PRINCIPLES OF ACCOUNTING

(2016 PATTERN)

Time : Two Hours

Maximum Marks : 40

- N.B. :—**
- (i) All questions are compulsory.
 - (ii) All questions carry equal marks.
 - (iii) Use of pocket calculator is allowed.

1. (a) Fill in the blanks : [5]
- (1) A commodity in which a trader deals is known as
 - (2) Money value of reputation of business is known as
 - (3) Goods or money taken by proprietor for his personal use should be debited to
 - (4) An entry recorded on both sides of cash book is known as
 - (5) A list of balances of veg ledger accounts is called as

P.T.O.

- (b) Write the appropriate word/term/phrase : [5]
- (i) Subsidiary book in which only credit purchases of goods is recorded.
 - (ii) Brief explanation of Entry.
 - (iii) Page number of ledger.
 - (iv) Excess of expenses over income.
 - (v) A person to whom amount is payable.

2. Attempt any *two* questions :

- (a) Journalise the following transactions in the books of M/s Abhiram : [5]

2018

- August 1 Started business with cash of ₹ 1,50,000 and furniture of ₹ 30,000.
- „ 4 Paid for advertisement of ₹ 9,500 by cheque.
- „ 5 Cash sales are of ₹ 15,000 @ 10% C.D.
- „ 7 Received rent of ₹ 25,000.
- „ 9 Goods worth of ₹ 1,500 utilized for personal purpose.

- (b) Explain the following : [5]

- (i) Business Entity Concept
- (ii) Money Measurement Concept.

- (c) Record the following transactions in suitable subsidiary books : [5]

2017

- June 1 Purchased goods of ₹ 70,000 from Mr. Kiran @ 10% T.D.
- „ 9 Sold goods of ₹ 40,000 to Ms. Seema @ 5% T.D.

- ,, 10 Sold goods to Mr. Raj of ₹ 20,000 @ 5% T.D.
- ,, 12 Goods of ₹ 2,000 returned to Ms. Seema (Gross).
- ,, 14 Mr. Nikhil invoiced goods of ₹ 90,000 to us.

3. Attempt any two :

- (a) Explain objectives of Accounting. [5]
- (b) From the following information prepare Trading Account for M/s Patil for the year ending 31st March, 2018 : [5]

Particulars	Amt. (₹)	Particulars	Amt. (₹)
Opening Stock	30,000	Sales	1,81,200
Purchases	76,500	Purchase Returns	1,500
Wages	13,500	Fuel charges	7,500
Sales Returns	1,200	Closing stock	20,000
Carriage Inward	1,000		

- (c) What is the meaning of capital expenditure ? Give examples. [5]

4. Attempt any two :

- (a) Prepare trial balance from the following information : [5]

Particulars	Amt. (₹)	Particulars	Amt. (₹)
Capital	60,000	Salaries	10,000
Machinery	30,000	Loan	30,000
Purchases	60,000	Sales	80,000
Furniture	50,000	Cash	25,000
Discount	4,000	Interest Received	9,000

(b) Differentiate between : [5]

(i) Trade Discount and Cash Discount

(ii) Journal and Ledger.

(c) Record the following transactions in simple petty cash book maintained on imprest system : [5]

2017

May 1 Cash in hand ₹ 350.
,, 1 Received cheque from head cashier of ₹ 1,150.
,, 4 Paid for refreshment ₹ 50.
,, 6 Purchased stationery of ₹ 170.
,, 7 Purchased three ink bottles of ₹ 40 each.
,, 8 Paid carriage of ₹ 250.
,, 10 Paid to Ms. Meena ₹ 370.
,, 11 Sold old newspapers for ₹ 100.

Total No. of Questions—4]

[Total No. of Printed Pages—3

Seat No.	
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[5527]-106

S.Y. B.Sc (H.S.) (I Sem.) EXAMINATION, 2019

H.S.-206 : THE SCIENCE OF HOTEL ENGINEERING

(2016 PATTERN)

Time : Two Hours

Maximum Marks : 40

N.B. :— (i) *All* questions are compulsory.

(ii) Assume suitable data, if necessary.

(iii) Use of electronic pocket calculator is allowed.

(iv) Neat diagrams must be drawn wherever necessary.

1. Explain the following terms (any *ten*) :

[10×1=10]

- (1) Condenser
- (2) Circuit breakers
- (3) Earthing
- (4) Refrigerant
- (5) Ozone layer
- (6) Joule
- (7) WC
- (8) 'P' Trap
- (9) Vermicompost
- (10) Central A.C.
- (11) Pollution
- (12) HVAC.

P.T.O.

2. Answer (any two) : [2×5=10]

- (a) Explain Vapour Absorption Refrigeration system with the help of a neat diagram.
- (b) Draw a neat sketch of window A.C. and explain its working.
- (c) What are the duties and responsibilities of chief engineer of a hotel.

3. Answer (any two) : [2×5=10]

- (a) Explain the factors affecting the comfort of A.C.
- (b) What are the sources of Noise pollution in Hotel.
- (c) Draw and explain any *five* plumbing fixtures.

4. Answer (any two) : [2×5=10]

- (a) Name *two* types of fire extinguishers. Draw and explain working of any *one*.
- (b) What are the Audio-Visual equipments used in hotel. Explain any *five*.
- (c) Calculate the electricity bill for the month of January with the following electricity consumption :
 - (i) LED light 5 W 20 Nos. 8 hrs/day.
 - (ii) Geyser 1 kW 1 No. 1 hr/day
 - (iii) Computer 200 W 3 Nos. 6 hrs/day.The cost of electricity is Rs. 5 per unit.

Or

4. Answer (any *five*) : [5×2=10]

- (a) Explain the importance of solar energy in a hotel.
- (b) Give simple methods of energy conservation in hotels.
- (c) Maintenance of computer [4 points]
- (d) Water pollution sources in hotels.
- (e) Name *four* security system used in Hotels.
- (f) Give *four* classes of fire.

Total No. of Questions—7]

[Total No. of Printed Pages—3

Seat No.	
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[5527]-2

B.Sc. (Hospitality Studies) (First Year) EXAMINATION, 2019

HS-102 : FUNDAMENTALS OF FOOD AND BEVERAGE

SERVICE METHODOLOGY

(2016 PATTERN)

Time : Three Hours

Maximum Marks : 80

N.B. :— (i) Question No. 1 is compulsory.

(ii) Attempt any **5** questions from the remaining. *All* questions carry equal marks.

(iii) Draw neat diagram wherever necessary.

1. (A) Explain the following terms (any ten) : [10]

- (a) Snackbar
- (b) Gueridon
- (c) HOPS
- (d) Nightclubs
- (e) Perry
- (f) Kiosks
- (g) Sideboard
- (h) NAB
- (i) Motels
- (j) Executive lounge
- (k) Food court
- (l) Vending machine.

(B) Write down the capacities of the following equipments : [10]

- (a) Highball glass
- (b) Liqueur glass

P.T.O.

- (c) Fish plate
- (d) Full plate
- (e) Pilsner glass
- (f) Demitasse cup
- (g) Soup cup
- (h) Champagne flute
- (i) Quarter plate
- (j) Beer mug.

- 2.** (A) Elaborate any *six* attributes of food and beverage personnel. [6]
- (B) Draw the restaurant brigade and explain the duties and responsibilities of restaurant manager. [6]
- 3.** (A) Define catering. Classify catering establishment with *two* examples of each. [6]
- (B) Explain the following service methods : [6]
- (a) English service
 - (b) American service
 - (c) Russian service.
- 4.** (A) Explain the various factors to be considered while menu planning. [6]
- (B) Plan a six course French Classical Menu and write one accompaniment for each. [6]
- 5.** (A) Differentiate : [6]
- (a) Brunch and Hi-Tea
 - (b) Ale and Layer
 - (c) Ala-carté and Table d'hote.
- (B) List *six* buffer equipments. Explain what points should be kept in mind while setting buffet ? [6]

6. (A) Classify Alcoholic beverage with *two* examples of each. [6]
(B) List down the ingredients used in Beer making process. Highlight the role and importance of each. [6]
7. (A) Draw a neat flowchart of triplicate KOT system and explain in brief. [6]
(B) Draw and explain three formats used in room service. [3]
(C) Draw the following KOT : [3]
(a) Suivant
(b) Retour-enplace
(c) Accident.

Total No. of Questions—10]

[Total No. of Printed Pages—3

Seat No.	
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[5527]-3

B.Sc. (Hospitality Studies) (First Year) EXAMINATION, 2019

HS-103 : ROOMS DIVISION TECHNIQUES

(2016 PATTERN)

Time : Three Hours

Maximum Marks : 80

- N.B. :—** (i) Both the sections are to be attempted in the same answer-sheet.
(ii) Q. No. 1 and Q. No. 6 are compulsory questions.
(iii) Out of remaining questions attempt any *three* questions from each section.

SECTION I

1. Define the following terms (any *five*) : [10]
(A) Pent house
(B) DND
(C) Back areas
(D) Back pack
(E) Spring cleaning
(F) Twin bed.
2. (A) Explain the purchase criteria for cleaning equipment. [5]
(B) Explain job description of Guest Room Attendant. [5]
3. (A) How does housekeeping department coordinate with : [5]
(i) Purchase
(ii) Personal department.
(B) Draw a layout of housekeeping department and explain any *two* sections in brief. [5]

P.T.O.

4. (A) Explain the cleaning procedure for V.I.P. room. [5]
(B) What are the rules to be followed by Guest Room Attendant on floor. [5]
5. (A) Write short notes on (any *two*) : [5]
(i) Role of cleaning agent
(ii) Turn down service
(iii) Inspection checklist.
(B) Explain any *five* records maintained by control desk. [5]

SECTION II

6. Define the following terms (any *five*) : [10]
(A) VIP
(B) Lanai
(C) Black list
(D) Floatel
(E) Master key
(F) CRS.
7. (A) Define 'Hotel' and explain the classification on the basis of 'Location'. [5]
(B) Draw an organizational chart of front office for a large hotel. [5]
8. (A) Explain the various types of room rates. [5]
(B) What is the arrival procedure for an international guest. [5]

9. (A) Explain the types of reservation. [5]
(B) List down the various methods of payment and explain any *two*. [5]
10. (A) Write short notes on (any *two*) : [5]
(i) Express checkout
(ii) Rooming a guest
(iii) Reason for room change
(B) What are the various activities performed at Bell Desk ? [5]

Total No. of Questions—5]

[Total No. of Printed Pages—2

Seat No.	
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[5527]-301

T.Y. B.Sc. (Hospitality Studies) (III Sem.) EXAMINATION, 2019
HS-301 : ADVANCED FOOD PRODUCTION SYSTEMS
(2016 PATTERN)

Time : Two Hours

Maximum Marks : 40

N.B. :- (i) All questions are compulsory.
(ii) All questions carry equal marks.

1. Explain the following terms (any ten) : [10]

- (1) Bruschetta
- (2) Zest
- (3) Relish
- (4) Glaze
- (5) Dust
- (6) Timbale
- (7) Suet
- (8) Sweetbread
- (9) Galantine
- (10) Dashi
- (11) Paella
- (12) Waldrof salad.

2. Answer the following (any two) : [2×5=10]

- (a) Classify fish in tabular way and explain.
- (b) Explain principles to be followed while thawing and stoning poultry.
- (c) Draw a neat diagram of cuts of lamb.

P.T.O.

3. Answer the following (any *two*) : [2×5=10]
- (a) Give the factors affecting the tenderness of meat.
 - (b) Give the importance of food colour in food industry.
 - (c) Define convenience foods. Explain any *two* types of processing.

4. Answer the following (any *two*) : [2×5=10]
- (a) Classify appetizers with *two* examples.
 - (b) Discuss the manufacturing process of chocolate.
 - (c) Enlist any *six* principles of making salad and name and explain *two* classical salads.

Or

5. Solve any *five* of the given questions : [5×2=10]
- (a) Name *four* types of sandwiches.
 - (b) Explain salad dressing.
 - (c) Give any *two* precautions taken while storing of chocolate.
 - (d) List any *two* artificial sweeteners used in food industry.
 - (e) Name any *four* processes used in convenience food.
 - (f) Explain chateaubriand.

Total No. of Questions—4]

[Total No. of Printed Pages—2

Seat No.	
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[5527]-302

T.Y. B.Sc. (Hospitality Studies) (III Sem.) EXAMINATION, 2019

HS-302 : FOOD AND BEVERAGE SERVICE TECHNIQUE

AND MANAGEMENT

(2016 PATTERN)

Time : Two Hours

Maximum Marks : 40

N.B. :— (i) *All* questions are compulsory.

(ii) *All* questions carry equal marks.

1. Explain the terms given below (any *ten*) :

[10]

- (1) Suzetté pan
- (2) Jigger
- (3) Corkage
- (4) EOQ
- (5) Bin card
- (6) Cobra gun
- (7) BEP
- (8) BFP
- (9) ODC
- (10) Sunken bar
- (11) FLR
- (12) SOP.

P.T.O.

2. Solve any *two* questions : [2×5=10]
- (1) Write a short note on MICE.
 - (2) Why is Menu Engineering important in today's food and beverage industry ?
 - (3) Explain Gueridon Service. Write service procedure of :
 - (i) Steak Diane
 - (ii) Banana flambé.
3. Answer any *two* questions : [2×5=10]
- (1) Plan a BFP for a conference lunch of 100 pax. (Assume required data).
 - (2) Write a short note on importance of HACCP (Minimum 10 points).
 - (3) Explain any *five* objectives of F & B control.
4. Answer any *two* questions : [2×5=10]
- (1) Draw and explain 3 parts of BAR with the help of 'BAR PROFILE' diagram.
 - (2) Define cost and explain :
 - (i) ABC analysis
 - (ii) Roh
 - (3) Write down a SOP for setting up the bar counter in a BAR outlet (10 points).

Or

- Solve the questions given below : [2×5=10]
- (1) Draw *two* formal banquet seatings.
 - (2) Explain *two* bar licenses.
 - (3) List down *four* bar equipments.
 - (4) Explain net profit and overhead cost.
 - (5) List down *four* types of trollies.

Total No. of Questions—4]

[Total No. of Printed Pages—2

Seat No.	
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[5527]-303

T.Y. B.Sc. (Hospitality Studies) (III Sem.) EXAMINATION, 2019
HS-303 : ACCOMMODATION OPERATIONS TECHNIQUES
(2016 PATTERN)

Time : Two Hours

Maximum Marks : 40

N.B. :— (i) *All questions are compulsory.*
(ii) *All questions carry equal marks.*

- 1.** Explain the following terms : [10]
- (a) Line
 - (b) Redecoration
 - (c) Outdoor plants
 - (d) Capital budget
 - (e) ROL
 - (f) Houselimit
 - (g) Upselling
 - (h) Errand card
 - (i) Stayover
 - (j) Hospitality room.
- 2.** Solve any *two* out of three : [2×5=10]
- (a) Explain the various principles of design.
 - (b) What points are kept in mind while planning for redecoration ?
 - (c) Describe the conditioning of outdoor plants.

P.T.O.

3. Solve any *two* out of three : [2×5=10]
- (a) Write a short note on concept of Night auditing.
 - (b) How do behavioural skills help in maximising revenue of the hotel ?
 - (c) Describe the importance of concierge.

4. Solve any *two* out of three : [2×5=10]
- (a) Explain types of budgets followed by housekeeping department.
 - (b) How do you identify and select supplier for hotel linen ?
 - (c) Draw and explain three day forecast form.

Or

Answer the following questions : [10]

- (a) Explain styles of welcoming guest
- (b) Advantages of forecasting
- (c) Role of night auditor
- (d) List the records maintained for purchasing
- (e) Types of gardens.

Total No. of Questions—4]

[Total No. of Printed Pages—4

Seat No.	
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[5527]-304

T.Y. B.Sc. (H.S.) (III Semester) EXAMINATION, 2019

HS-304 : HOTEL ACCOUNTING PROCEDURES

(2016 PATTERN)

Time : Two Hours

Maximum Marks : 40

N.B. :— (i) All questions are compulsory.

(ii) All questions carry equal marks.

(iii) Use of pocket calculator is allowed.

1. (a) State whether the following statements are True or False : [5]

(i) Allowance is a discount given by the hotel.

(ii) Fixed Cost are directly associated with the production.

(iii) Cost Accounting is a branch of Financial Accounting.

(iv) Cost sheet is a statement which shows only the indirect components of Total Cost.

(v) P/V Ratio is obtained by dividing profit by sales.

(b) Fill in the blanks : [5]

(i) + Factory Overheads = Factory Cost.

(ii) Under Marginal Costing, only cost forms part of product.

(iii) is a point where there is no profit or no loss.

P.T.O.

(iv) Royalty payable is to be treated as expense.

(v) is a technique by which a company determines whether a project is worth pursuing or not.

2. Attempt any *two* questions :

(a) Explain VPO, with the help of Format. [5]

(b) Distinguish between Financial Accounting and Cost Accounting. [5]

(c) What is Night Audit and explain the various functions performed by Night Auditor. [5]

3. Attempt any *two* questions :

(a) Calculate P/V Ratio, Break Even Point and Sales to earn a profit of ₹ 40,000 from the following data :

Sales = ₹ 5,00,000

Variable Cost = ₹ 3,00,000

Fixed Cost = ₹ 1,50,000 [5]

(b) Project X has an Initial Investment of ₹ 10,00,000. Its cash inflows for five years are ₹ 3,00,000, ₹ 3,60,000, ₹ 3,00,000, ₹ 2,40,000 and ₹ 2,60,000. Determine Pay Back Period. [5]

(c) Prepare cost sheet from the following information for the year ended 31 March, 2018 : [5]

Cost of Direct Material 2,50,000

Direct Wages 80,000

Postage and Telegram	2,000
Factory Rent	8,000
Advertisement	1,500
Direct Other Expenses	5,000
Salesman Salary	6,500
Depreciation on Machinery	800
Sales	4,80,000
Office Lighting	3,200
Printing and Stationery	1,200

4. Attempt any *one* question :

- (a) (i) Explain Ratio Analysis along with its advantages. [5]
(ii) What is Standard Costing and also write its advantages. [5]

Or

- (b) Mr. and Mrs. Jain arrived and occupied Room No. 401 on EP @ ₹ 4,500 in 'Hotel Hill Top' on 7th Nov. at 5.00 A.M. They checked out on 10th Nov. at 3.00 P.M. Prepare guest's weekly bill. [10]

Nov. 7th : EMT, Breakfast, Telephone ₹ 65, Newspaper ₹ 30, Lunch with one Guest, A.N.C., Food Sundries ₹ 200, Dinner and Deposited ₹ 12,000 in cash.

Nov. 8th : EMT one cup, Breakfast with one Guest, Cigarettes ₹ 80, Theater Tickets ₹ 1,500, Snacks ₹ 60, Soft Drinks ₹ 90, Dinner for one only.

Nov. 9th : EMT, Breakfast, Flowers ₹ 500, Taxi ₹ 2,000, Lunch, ANC, Dinner Deposited ₹ 7,000.

Nov. 10th : EMT, Breakfast, Telephone ₹ 30, Lunch and Taxi ₹ 400.

Hotel Tariff :

E.M.T. = ₹ 20 per cup

E.M.C. = ₹ 25 per cup

A.N.T. = ₹ 30 per cup

A.N.C. = ₹ 35 per cup

Breakfast = ₹ 150 per person

Lunch = ₹ 300 per person

Dinner = ₹ 350 per person

Calculate service charge @ 10% on Apartment and Food only.

Check out time 12.00 Noon.

Total No. of Questions—4]

[Total No. of Printed Pages—2

Seat No.	
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[5527]-305

T.Y. B.Sc. (H.S.) (III Sem.) EXAMINATION, 2019
HS-305 : HOSPITALITY MARKETING MANAGEMENT
(2016 PATTERN)

Time : Two Hours

Maximum Marks : 40

N.B. :— (i) *All questions are compulsory.*
(ii) *All questions carry equal marks.*

1. Solve *ten* questions (*one* line answer) : [10]
- (1) Marketing
 - (2) Wants and Needs
 - (3) Market positioning
 - (4) Price
 - (5) Advertisement
 - (6) Hospitality products
 - (7) Franchise
 - (8) Cost plus pricing
 - (9) Market segmentation
 - (10) Production concept.
2. Solve any *two* out of three (each carries **5** marks) : [10]
- (1) Explain the social and cultural environment.
 - (2) Describe demographic segmentation.
 - (3) Explain the levels of products.

P.T.O.

- 3.** Solve any *two* out of three (each carry **5** marks) : [10]
- (1) Explain the internal environment.
 - (2) Describe alliances and its benefits.
 - (3) Explain the role of social media in hospitality marketing.
- 4.** Solve any *two* out of three (each carries **5** marks) : [10]
- (1) Explain the consumer behaviour model.
 - (2) Describe geographic segmentation.
 - (3) Explain any *five* sales promotion tools used in hotels.

Total No. of Questions—4]

[Total No. of Printed Pages—2

Seat No.	
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[5527]-306

T.Y. B.Sc. (H.S.) (III Sem.) EXAMINATION, 2019

HS-306 : HOTEL LAW PRACTICES

(2016 PATTERN)

Time : Two Hours

Maximum Marks : 40

N.B. :— (i) *All questions are compulsory.*
(ii) *All questions carry equal marks.*

- 1. Define the following :** [10]
- (1) Express contract
 - (2) Capacity of party
 - (3) Eating house
 - (4) Complaint
 - (5) Lay-off
 - (6) Seller
 - (7) Adulterant
 - (8) Food
 - (9) Industrial dispute
 - (10) Consumer.
- 2. Write short notes on (any two) :** [10]
- (a) Responsibilities of the food business operator.
 - (b) Discharge of contract.
 - (c) Rights of unpaid seller against goods.

P.T.O.

- 3.** Answer the following (any *two*) : [10]
- (a) Define sexual harassment.
 - (b) Explain provisions related to prohibition of sale of certain food articles.
 - (c) Explain any *five* standard deductions from the wages.
- 4.** Attempt any *two* of the following : [10]
- (a) Explain any *five* permits required for running star category hotels.
 - (b) Explain provisions relating to packing and labelling of food.
 - (c) Difference between retrenchment and closure.

Total No. of Questions—4]

[Total No. of Printed Pages—2

Seat No.	
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[5527]-4

B.Sc. (Hospitality Studies) (I Year) EXAMINATION, 2019

HS-104 : TOURISM OPERATIONS

(2016 PATTERN)

Time : Three Hours

Maximum Marks : 80

N.B. :— All questions carry equal marks.

1. Explain the following terms with examples (any *ten*) : [20]
- (1) Inbound Tourism
 - (2) Rural Tourism
 - (3) Ethnic Tourism
 - (4) Immigration
 - (5) Tourist
 - (6) Travellers
 - (7) P.A.T.A.
 - (8) Tour Operator
 - (9) Sustainable Tourism
 - (10) Medical Tourism
 - (11) Film Tourism
 - (12) Destination
 - (13) International Tourism
 - (14) Wholesale Travel Agent
 - (15) Heritage Tourism.

P.T.O.

- 2.** Answer the following (any *five*) : [20]
- (i) What are the qualities of a good guide ?
 - (ii) Explain the various types of Package Tour.
 - (iii) Describe the Primary Constituents of Tourism.
 - (iv) Explain the Environmental Impacts of Tourism.
 - (v) Discuss any *four* functions of a Travel Agent.
 - (vi) How does the various modes of Transport act as an Infrastructure in Tourism ?
 - (vii) What role do Government organisations play in promoting tourism in India ?
- 3.** Write short notes on the following (any *five*) : [20]
- (i) Tourism Leakages
 - (ii) Types of Accommodation
 - (iii) Famous beaches in India
 - (iv) Four 'A's of Tourism
 - (v) Political Impact of Tourism
 - (vi) ITDC
 - (vii) Types of Passport.
- 4.** Answer the following (any *two*) : [20]
- (i) List and explain any *five* types of VISA.
 - (ii) Define Itinerary. Explain the various points to be considered while planning an Itinerary.
 - (iii) List and explain various travel formalities to be undertaken to travel abroad.
 - (iv) What are the various career opportunities available for Tourism professionals globally.

Total No. of Questions—4]

[Total No. of Printed Pages—2

Seat No.	
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[5527]-401

T.Y. B.Sc. (H.S.) (IV Sem.) EXAMINATION, 2019
HS-401 : PRINCIPLES OF INTERNATIONAL CUISINE
(2016 PATTERN)

Time : Two Hours

Maximum Marks : 40

N.B. :— (i) All questions are compulsory.
(ii) All questions carry equal marks.

1. Explain the following culinary terms (any 10) : [10]
- (a) Ballotine
 - (b) Sushi
 - (c) Foie gras
 - (d) Black pudding
 - (e) Baba Ghanoush
 - (f) Tofu
 - (g) Zabag lione
 - (h) Salami
 - (i) Mousseline
 - (j) Dashi
 - (k) Tacos
 - (l) Umali.
2. Solve any *two* out of three : [10]
- (a) Classify Frozen Desserts with *one* example of each.
 - (b) List and explain briefly any *five* hot puddings.
 - (c) What are Pate Galantine. How to prepare galantine ?

P.T.O.

3. Solve any *two* out of three : [10]
- (a) Write down functions and duties of larder chef.
 - (b) List down various records to be maintained in kitchen administration. Explain any *one*.
 - (c) Write a note on budgetary control.

4. Solve any *two* out of three : [10]
- (a) Elaborate the term 'Menu Engineering'.
 - (b) Write a note on Nouvelle cuisine.
 - (c) Explain how to research and develop new product by testing new recipes, developing new food recipes, food trials and organoleptic and sensory evaluation.

Or

- Solve the following questions : [10]
- (a) List and explain any *two* popular dishes of France.
 - (b) List and explain any *two* popular dishes of Italy.
 - (c) List and explain any *two* popular dishes of Spain.
 - (d) List and explain any *two* popular dishes of China.
 - (e) List and explain any *two* popular dishes of Turkish.

Total No. of Questions—4]

[Total No. of Printed Pages—2

Seat No.	
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[5527]-402

B.Sc. (Hospitality Studies) (IV Sem.) EXAMINATION, 2019

402 : ADVANCED FOOD AND BEVERAGE SERVICE

TECHNIQUES AND MANAGEMENT

(2016 PATTERN)

Time : Two Hours

Maximum Marks : 40

N.B. :— (i) *All questions are compulsory.*
(ii) *All questions carry equal marks.*

1. (A) Explain the planning of Fast Food outlet with respect to the following points : [5]
 - (i) Location
 - (ii) Equipments required.
- (B) Plan and duty rota for a Fine Dining Restaurant in Five Star Hotel. (Assume suitable data). [5]
2. (A) What is budget ? Write down the objectives of Budget. [5]
- (B) Write the features of Fast Food Sector. [5]
3. (A) Write down the characteristics of Transport Catering. [5]
- (B) Explain the Meal Experience in Restaurant Operations. [5]
4. (A) Explain the following Budgets : [5]
 - (i) Labour cost budget
 - (ii) Sales budget.
- (B) Explain the criteria for performance measurement. [5]

P.T.O.

Or

Explain the following terms (any *ten*) :

[10]

- (a) APC
- (b) Franchising
- (c) Task analysis
- (d) Contract catering
- (e) Convenience food
- (f) Menu Engineering
- (g) Budget
- (h) Rotisserie
- (i) Fire safety license
- (j) Railway catering
- (k) Sous-Vide
- (l) Galley.

Total No. of Questions—4]

[Total No. of Printed Pages—2

Seat No.	
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[5527]-403

T.Y. B.Sc. (Hospitality Studies) (IV Semester) EXAMINATION, 2019

HS-403 : SPECIALIZED ACCOMMODATION MANAGEMENT

(2016 PATTERN)

Time : Two Hours

Maximum Marks : 40

N.B. :— (i) *All questions are compulsory.*

(ii) *All questions carry equal marks.*

1. Explain the following terms (any ten) : [10]

- (1) Value
- (2) Diffused Lighting
- (3) French Window
- (4) Shutters
- (5) Bonded Carpet
- (6) Accessories
- (7) Intensity
- (8) Ecotels
- (9) Primary colour
- (10) Roman Blinds
- (11) Soft Flooring

P.T.O.

- 2.** Solve any *two* out of three : [10]
- (a) Explain the advantages of Hard and Soft Flooring.
 - (b) Explain selection criteria of carpets.
 - (c) Give importance of Yield Management.
- 3.** Solve any *two* out of three : [10]
- (a) Explain psychological effects of colour.
 - (b) Explain the components of MICE.
 - (c) Draw and explain any *two* reports generated at front desk.
- 4.** Solve any *two* out of three : [10]
- (a) Classify lighting with suitable examples.
 - (b) Explain any *two* softwares used in hotels.
 - (c) Explain various Waste Reduction Programmes which could be adopted in Housekeeping Department in hotel.

Total No. of Questions—4]

[Total No. of Printed Pages—2

Seat No.	
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[5527]-404

T.Y. B.Sc. (H.S.) (IV Semester) EXAMINATION, 2019

HS-404 : TOTAL QUALITY MANAGEMENT

(2016 PATTERN)

Time : Two Hours

Maximum Marks : 40

N.B. :— (i) *All questions are compulsory.*

(ii) *All questions carry equal marks.*

(iii) *Figures to the right indicate full marks.*

1. Explain the following terms (any *ten*) : [10]

- (a) Quality
- (b) Diligence
- (c) PDCA
- (d) Mission
- (e) Seiri
- (f) ISO
- (g) Empowerment
- (h) Pareto Principle
- (i) HACCP
- (j) Six Sigma
- (k) Muda

P.T.O.

2. Attempt (any *two*) : [10]
- (a) Explain any *ten* principles of Quality Guru Dining.
 - (b) Write any *five* tools to measure customer satisfaction.
 - (c) Illustrate benefits and barriers to Total Quality Management.
3. Attempt (any *two*) : [10]
- (a) Define quality circles and explain its role in an organization.
 - (b) Explain 5S Philosophy of Kaizen.
 - (c) Enlist and explain basic concepts of TQM.
4. Write notes on the following (any *two*) : [10]
- (a) Brainstorming : The problem solving tool
 - (b) GAP model of service quality
 - (c) Elements of ISO 14001 standards.

Or

Answer the following questions (any *five*) :

- (a) Explain prevention cost with respect to TQM.
- (b) Explain Innovation as a Core Value of Japanese Management.
- (c) Write a short note on Appraisal Cost.
- (d) Importance of EMS.
- (e) Give a brief note on Process Mapping.

Total No. of Questions—4]

[Total No. of Printed Pages—2

Seat No.	
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[5527]-405

T.Y. B.Sc. (H.S.) (IV Semester) EXAMINATION, 2019

HS-405 : HUMAN RESOURCE MANAGEMENT

(2016 PATTERN)

Time : Two Hours

Maximum Marks : 40

N.B. :— (i) *All questions are compulsory.*

(ii) *All questions carry equal marks.*

1. One line answers :

[10]

- (1) Human Resource Management
- (2) Job Analysis
- (3) Job Specification
- (4) Appraisal
- (5) Orientation
- (6) Induction
- (7) Vestibule Training
- (8) Conflict
- (9) Aptitude
- (10) Trade Union

P.T.O.

2. Solve any *two* out of three (each carries **5** marks) : [10]
- (1) Discuss various sources of recruitment.
 - (2) Explain in brief about collective bargaining.
 - (3) Describe the selection process.
3. Solve any *two* out of three (each carries **5** marks) : [10]
- (1) What are the causes and effects of labour turnover ?
 - (2) Explain the purpose of performance appraisal.
 - (3) What are the objectives of Good Compensation System ?
4. Solve any *two* out of the three (each carries **5** marks) : [10]
- (1) What is the role of Human Resource Manager in Service Industry ?
 - (2) Explain in detail about promotion and transfer.
 - (3) How to prevent labour turnover ?

Or

- Answer the following (each carries **2** marks) : [10]
- (1) What do you understand by Fringe benefits ?
 - (2) Explain in short about Job evaluation.
 - (3) List down the *four* training methods.
 - (4) What are the different interview techniques ?
 - (5) Mention any *four* types of conflicts.

Total No. of Questions—4]

[Total No. of Printed Pages—2

Seat No.	
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[5527]-406

T.Y. B.Sc. (H.S.) (IV Sem.) EXAMINATION, 2019

HS-406 : ENTREPRENEURSHIP DEVELOPMENT

(2016 PATTERN)

Time : Two Hours

Maximum Marks : 40

N.B. :— (i) *All* questions are compulsory.

(ii) *All* questions carry equal marks.

1. Answer the following (any *four*) : [10]

- (a) Explain the meaning of entrepreneur and intrapreneur.
- (b) State *four* reasons for entrepreneurial success.
- (c) Explain the role of implementation in the entrepreneurial process.
- (d) Name *five* women entrepreneurs with their enterprises.
- (e) Explain corporate social responsibility.

2. Answer any *two* of the following : [10]

- (a) What is SWOT ? Explain the need for SWOT analysis.
- (b) Explain the need of the following in resource mobilization :
 - (i) Manpower planning
 - (ii) Inventory control.
- (c) Write a note on the following entrepreneur (any *one*) :
 - (i) J.R.D. Tata
 - (ii) Raj Bahadur Mohan Singh Oberoi

P.T.O.

3. Answer any *two* of the following : [10]

- (a) List the types of business finance and explain any *two*.
- (b) Explain any *five* contents of project report.
- (c) Write a note on trends in market segmentation.

4. Answer any *two* of the following : [10]

- (a) Explain the effectiveness of marketing for an entrepreneur.
- (b) Explain role of financial institutions in entrepreneurial development.
- (c) Discuss the role of the following in entrepreneurial process :
 - (i) Idea generation
 - (ii) Motivation.

Or

Answer the following : [10]

- (a) Differentiate by *two* points between entrepreneur and entrepreneurship.
- (b) Explain motivated entrepreneur.
- (c) Define women entrepreneur by GOI.
- (d) Explain role of social entrepreneur.
- (e) Explain *two* reasons for entrepreneurial failure.

Total No. of Questions—7]

[Total No. of Printed Pages—4

Seat No.	
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[5527]-5

F.Y. B.Sc. (H.S.) EXAMINATION, 2019

FOOD SCIENCE

(2016 PATTERN)

Time : Three Hours

Maximum Marks : 80

N.B. :— (i) Question No. 1 is compulsory.

(ii) Attempt any *four* from Q. No. 2 to Q. No. 7.

(iii) Draw diagrams wherever necessary.

1. (A) Define the following terms (any 10) : **[10]**

- (a) Boiling point
- (b) Cross contamination
- (c) Food adulteration
- (d) Danger zone
- (e) Smoking point
- (f) Sol
- (g) Density
- (h) pH
- (i) Hygiene
- (j) Emulsion
- (k) Desirable browning
- (l) Pest.

P.T.O.

(B) Match the following : [10]

Column A	Column B
(a) Bacteria	(i) Liquid Foam
(b) Caramelisation	(ii) 5°C—63°C
(c) AGMARK	(iii) Poisonous Mushrooms
(d) Dry Store Area	(iv) Bread Making
(e) Steaming of Rice	(v) Below 5°C
(f) Cold Drinks	(vi) Desirable Browning
(g) Amanita	(vii) Intestinal Parasite
(h) Dairy Products Storage Temperature	(viii) 15—21°C
(i) Tapeworm	(ix) Boiling under Pressure
(j) Saccharomyces Cerevisiae	(x) Undesirable Browning
	(xi) Binary Fission
	(xii) Agricultural Products
	(xiii) Undesirable Browning

2. (A) Discuss 'Perfringens Food Poisoning' on the basis of :

- (i) Name of responsible organism [1]
- (ii) Any *two* foods involved [2]
- (iii) Any *two* preventive measures [2]

(B) List any *four* foods to be stored in freezer storage areas and also explain any *three* operating procedures for refrigerator. [5]

(C) What is good health of staff necessary in the catering industry ? Explain the importance of rest, recreation and exercise. [5]

3. (A) Give any *five* uses of micro-organisms in food industry. State names of micro-organisms. [5]
- (B) Define browning reactions in food. Explain any *three* preventive measures to prevent undesirable browning. [5]
- (C) Explain the following : [5]
- (i) Protective clothing
- (ii) Natural toxins present in food.
4. (A) Explain any *three* factors affecting growth of micro-organisms and explain any *two* ways to control microbial growth in food. [5]
- (B) State SI units of measurement for each weight and volume- Convert 200°C into °F. [5]
- (C) Define Sanitation. State the importance of hygiene and sanitation in food industry. [5]
5. (A) State any *two* spoilage indicators for the following food stuff : [5]
- (1) Spinach
- (2) Canned food
- (3) Egg
- (4) Veg. pulao
- (5) Fish.
- (B) Explain the concept of HACCP in catering industry. [5]
- (C) Why is protective display of food necessary. State any *three* ways to prevent cross-contamination in food. [5]

6. (A) State the name of adulterant and test to detect them in the following food stuffs : [5]
- (1) Tea
 - (2) Milk
 - (3) Coffee
 - (4) Chilli Powder
 - (5) Turmeric.
- (B) Why are additives added to food ? Explain any *three* types of food additives with *one* example of each. [5]
- (C) What is the role of food standards in India ? Explain any *two* food standards with *one* example each. [5]
7. (A) Why is pest control necessary ? Mention any *two* controlling measures to control growth of ants and stored grain insects for each. [5]
- (B) Explain any *five* non-bacterial metal poisoning in food. [5]
- (C) Explain morphology of moulds with diagram. [5]

Total No. of Questions—7]

[Total No. of Printed Pages—4

Seat No.	
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[5527]-6

B.Sc. (Hospitality Studies) (First Year) EXAMINATION, 2019

PRINCIPLES OF NUTRITION

(2016 PATTERN)

Time : Three Hours

Maximum Marks : 80

N.B. :— (i) Question No. 1 is compulsory.

(ii) Attempt any *five* questions from Question No. 2 to Question No. 7.

1. (A) Define the following : [10]

- (1) Edible portion of food
- (2) Balanced diet
- (3) Malnutrition
- (4) RDA
- (5) Protein
- (6) Vitamins
- (7) Unsaturated fatty acids
- (8) Cholesterol
- (9) ORS
- (10) Minerals.

P.T.O.

(B) Give food sources for the following foodstuffs (any *five*) : [10]

- (1) Partially complete protein
- (2) Pulses
- (3) Oil
- (4) Vitamin D
- (5) Vitamin B₁₂
- (6) Iron.

2. Give reasons for the following (any *six*) : [12]

- (i) Hurry, curry and worry are not beneficial for health.
- (ii) Fresh fruit juices are better than aerated drinks.
- (iii) Pressure cooking is always advisable method of cooking.
- (iv) A high intake of protein may risk health.
- (v) We should cook vegetables in iron utensils.
- (vi) Person suffering from constipation should consume fibrous diet.
- (vii) We should drink at least 4-5 litres of water in a day.

3. (A) A diet provides 1800 kcal. Out of this 270 gm is carbohydrate content. The energy provided by fat is 288 kcals. Calculate the protein content of the diet. [6]

(B) Write the deficiency disease for the following : [6]

- (i) Calcium
- (ii) Iodine
- (iii) Niacin

- (iv) Protein
- (v) Vitamin B₁
- (vi) Iron.

4. (A) Plan a balanced lunch menu for a male coolie who is 50 years old who is a vegetarian. [6]
- (B) Define dehydration. Explain the importance of ORT in dehydration. [6]
5. (A) Give any *six* ways to preserve nutrients while cooking food. [6]
- (B) Explain the following food groups with suitable examples : [6]
- (i) Cereals and millets
 - (ii) Protective foods
 - (iii) Body building foods.
6. (A) Write short notes on (any *two*) : [6]
- (i) Functions of protein
 - (ii) Effects of excess consumption of fat
 - (iii) Role of dietary fibre.
- (B) Differentiate the following : [6]
- (i) Animal protein and Plant protein
 - (ii) Essential amino acid and Non-essential amino acid
 - (iii) Fats and Oils.

7. List one food to be avoided and one food to be recommended for patients suffering from the following diseases : [12]

- (a) Liver disorder
- (b) Jaundice
- (c) Diarrhoea
- (d) Cardiac disorder
- (e) Peptic ulcer
- (f) Kidney diseases.

Total No. of Questions—5+5]

[Total No. of Printed Pages—6

Seat No.	
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[5527]-7

B.Sc. (Hospitality Studies) (First Year) EXAMINATION, 2019

HS-107 : COMMUNICATION SKILLS (English/French)

(2016 PATTERN)

Time : Three Hours

Maximum Marks : 80

- N.B. :—**
- (i) Sections I and II (English/French) to be solved on separate answer-sheets.
 - (ii) Each Section carries equal marks.
 - (iii) Question No. 1 of each section is compulsory.
 - (iv) Answer any *three* questions from the remaining four in each section.

SECTION I

1. Write an application for the post of “Kitchen Industrial Trainee” in a 5-star hotel along with your Bio-data. Assume necessary data. [10]

2. (a) Draft a circular informing the employees of your hotel about the upcoming Annual meeting to be held with the General Manager. [5]
- (b) State the advantages and disadvantages of Oral Communication. [5]

P.T.O.

3. (a) Explain the importance of listening. [5]
 (b) What do you understand by Communication Barriers ? Explain the following barriers : [5]
 (i) Language difference
 (ii) Mannerisms.
4. (a) With the help of a neat diagram, explain the 'Process of Communication'. [5]
 (b) What are the points to be kept in mind while preparing a speech ? [5]
5. (a) Draft a report on the Field Visit conducted by your college. [5]
 (b) How does positive body language help a Hotel Professional ? [5]

SECTION II

1. (A) Conjuguez des verbes au présent (any *three*) : [3]
 (Conjugate the verbs in present tense)
 (a) Vous (choisir) un bon cadeau.
 (b) Je (aimer) le canard.
 (c) Nous (faire) le devoir maintenant.
 (d) Je (venir) de l'école à dix-sept heures.
 (e) (prendre) le bus pour aller à l'école.
 (f) Vous (être) dans un restaurant.

- (B) Quelle est la date ? (any *two*) : [2]
(What is the date ?)
(a) Friday, 21st June, 2006
(b) Monday, 18th May, 2015
(c) Saturday, 2nd October, 2010
(d) Wednesday, 30th April, 1998.
- (C) Quelle heure est-il ? (any *two*) : [2]
(What time is it ?)
(a) 12 noon
(b) 10:30 a.m.
(c) 1:20 p.m.
(d) 6:15 a.m.
- (D) Mettez le bon mesure (any *two*) : [1]
(Put the correct measure)
(a) de gateau
(b) de vin rouge
(c) de saumon
(d) d'oeufs.
- (E) Écrivez les nombres en lettres (any *four*) : [2]
(Write the numbers in words)
(a) 21
(b) 15th
(c) 84
(d) 100
(e) 44
(f) 92

2. (A) Planifiez le menu français de 5 cours. [5]
(Plan a 5 course French menu.)
- (B) Nommez deux vins de Bordeaux. [2]
(Name **2** wines from Bordeaux.)
- (C) Nommez trois fromages français. [3]
(Name **3** french cheeses.)
3. (A) Représentez la brigade de restaurant par un organigramme. [4]
(Represent the restaurant brigade with the help of a flow chart in French.)
- (B) Expliquez les termes (any *six*) : [6]
(Explain the terms in English)
- (a) vin de tables
 - (b) la soucoupe
 - (c) la fourchette
 - (d) saignant
 - (e) au bleu
 - (f) crémant
 - (g) doux
 - (h) dépêchez-vous.
4. (A) Donnez des équivalents en anglais (any *six*) : [6]
(Explain the following terms in English)
- (a) baguette

- (b) au naturel
- (c) compôte
- (d) demi-glace
- (e) panée
- (f) blini
- (g) foie de gras
- (h) rémoulade.

(B) Donnez les équivalents en français (any *four*) : [2]

(Give the french equivalents)

- (a) butter
- (b) spinach
- (c) shallots
- (d) banana
- (e) squid
- (f) cinnamon.

(C) Donnez les équivalents en anglais (any *four*) : [2]

(Give the English equivalents)

- (a) l'hommard
- (b) le gibier
- (c) le chou-fleur
- (d) le romarin
- (e) la marron
- (f) l'ail.

5. (A) Liez A avec B : [5]

(Match A with B and rewrite)

'A'

'B'

- | | |
|---------------------------------|----------------------------------------|
| (a) Comment allez-vous ? | (i) Je m'appelle Pravin |
| (b) Qu'est-ce que vous étudiez | (ii) Bien, merci |
| (c) Avez-vous bien dormi ? | (iii) Je suis le cours de l'hôtellerie |
| (d) Vous vous appelez comment ? | (iv) Ça va |
| (e) Où habitez-vous ? | (v) J'habite à Pune. |

(B) Traduisez en anglais : [5]

(Translate into English)

Entre amis

- Salut Paul !
- Salut Rhea ! Salut Ron ! Ça va ?
- Ça va. Et toi ?
- Pas mal. Où allez-vous ?
- Au restaurant. Tu viens ?
- Désolé. Je ne peux pas. Je prépare les examens.
- Quel dommage ! Bon, Bonne chance ! À plus tard Paul !
- Merci à vous deux. À bientôt.

Total No. of Questions—9]

[Total No. of Printed Pages—2

Seat No.	
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[5527]-8

S.Y. B.Sc. EXAMINATION, 2019
(HOSPITALITY STUDIES)
HS-108 : INFORMATION SYSTEM
(2016 PATTERN)

Time : Three Hours

Maximum Marks : 80

N.B. :— (i) Question No. 1 is compulsory.

(ii) Attempt any 7 questions from the remaining.

1. State the commands associated with the following (any *ten*) : [10]

(a) Ctrl + N

(b) Ctrl + down arrow

(c) Ctrl + M

(d) Ctrl + R

(e) Ctrl + 2

(f) Ctrl + H

(g) Ctrl + I

(h) Ctrl + S

(i) Ctrl + Y

(j) Ctrl + O

(k) Ctrl + Z

(l) Ctrl + L

2. (A) What is AI ? Explain the feature of AI. [5]

(B) What do you understand by search engine ? Explain with *two* examples. [5]

P.T.O.

3. (A) Enlist the advantages of POS system software. [5]
(B) Explain automatic beverage system with an example. [5]
4. (A) Explain any *two* report generated in POS system. [5]
(B) Explain the uses of call accounting system. [5]
5. (A) What are the steps invested in menu management system ? [5]
(B) List down *five* mobile applications that are used for online shopping. [5]
6. (A) Explain any *three* report generated through F and B management application. [5]
(B) Distinguish between LAN and WAN. [5]
7. (A) Explain network topology and *three* topologies with diagram.[5]
(B) What is wireless computing system ? Explain any *three* uses. [5]
8. (A) Explain any *five* input devices. [5]
(B) Explain DTP and feature. [5]
9. (A) Explain the following terms (any *five*) : [5]
(a) LAN
(b) HUB
(c) Domain
(d) ROM
(e) Server
(f) Blog.
- (B) List and explain any *two* Guest operated services on in Hotels. [5]