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[5120]-101

B.Sc. (Hospitality Studies) (First Year) EXAMINATION, 2017

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 *six* questions from Question Nos. 2 to 7.

(iii) Draw neat diagram wherever necessary.

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

[10]

- (1) Vindaloo
- (2) Pressure frying
- (3) Thick soup
- (4) Garnishes
- (5) Julienne
- (6) Glazes
- (7) Peeling
- (8) Carotenoids
- (9) Au gratin
- (10) Suet
- (11) Moghlai
- (12) Saffron.

P.T.O.

- (B) Explain the following preparation terms (any *five*) : [5]
- (1) Paring
 - (2) Grinding
 - (3) Folding
 - (4) Marination
 - (5) Blending
 - (6) Creaming.
- (C) Give the *two* Byproducts of the following : [5]
- (1) Rice
 - (2) Wheat
 - (3) Corn
 - (4) Barley
 - (5) Oats.
2. (A) List the different stages of Bread Making in sequence and explain any *two* stages. [6]
- (B) Give the essentials for Indian food preparation. [3]
- (C) Enlist any *six* types of milks available in market. [3]
3. (A) List and explain any *three* natural and *three* artificial sugars. [6]
- (B) Give the classification of soups. [3]
- (C) Write a short note on Roasting. [3]
4. (A) Explain the following : [6]
- (a) Butter
 - (b) Lard
 - (c) Hydrogenated fat.
- (B) Give any *three* desirable texture in food. [3]
- (C) List any *three* herb and *three* spices used in continental cuisine. [3]

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[5120]-102

B.Sc. (Hospitality Studies) (First Year) EXAMINATION, 2017

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) Solve any *five* questions from the remaining. *All* questions carry equal marks.

(iii) Draw diagrams wherever necessary.

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

[10]

- (1) Banquets
- (2) Night club
- (3) Motel
- (4) Bar
- (5) Automats
- (6) Supper
- (7) Perry
- (8) Mead
- (9) Still room
- (10) Grist
- (11) Side board
- (12) Hops.

P.T.O.

- (B) Give the accompaniment and suitable cover for the following
(any *five*) : [10]
- (1) Cream of tomato
 - (2) Grilled herring
 - (3) Roast Turkey
 - (4) Boiled Mutton
 - (5) Oysters
 - (6) Grapefruit Cocktail.
2. (A) What care and maintenance required for a silverware ? Explain various silver cleaning methods. [6]
- (B) Explain interdepartmental relation of F&B service with house-keeping department and food production department. [6]
3. (A) What do you understand by Room Service ? What are the various types of Room Service ? Explain with advantages and limitations. [6]
- (B) Draw the organisation structure of food and beverage department. Explain the duties and responsibilities of Restaurant Manager and Waiter. [6]
4. (A) List and elaborate any *six* qualities essential for food and beverage service staff. [6]
- (B) Differentiate between : [6]
- (a) A'la caste and table d'hote
 - (b) Mis-en-place and Mis en scene
 - (c) Top fermented beer and bottom fermented beer.

5. (A) What points are to be considered while planning a menu ? [6]
(B) Plan a menu with the following causes : [6]
(a) Hors d'oeuvre
(b) Potage
(c) Oeuf
(d) Entree
(e) Fromage.
6. (A) Classify non alcoholic beverages with suitable examples. [6]
(B) List and explain any *two* coffee making methods. [6]
7. (A) Define Beer. Explain manufacturing process of Beer. [6]
(B) Name the following beverage : [6]
(a) Two speciality coffees
(b) Two international brands of mineral water
(c) Two international brands of beer.

Total No. of Questions—10]

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[5120]-103

B.Sc. (Hospitality Studies) (First Year) EXAMINATION, 2017

HS-103 : ROOMS DIVISION TECHNIQUES

(2016 PATTERN)

Time : Three Hours

Maximum Marks : 80

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

Section I

1. Define the following terms (any *five*) : [10]
- (a) UR
- (b) Back areas
- (c) Section key
- (d) Duplex room
- (e) Periodic cleaning
- (f) Room Maids Trolley.
2. (A) Explain the cleaning procedure of a departure room. [5]
- (B) How does housekeeping department coordinate with the following : [5]
- (1) Engineering
- (2) Purchase.

P.T.O.

3. (A) Classify the cleaning agents broadly with *two* examples each. [5]
(B) Write down the work routine of a GRA. [5]
4. (A) Write short notes on (any *two*) : [5]
(1) Importance of supervision
(2) Repeat business
(3) Job specification.
(B) Enlist the amenities and facilities provided in a VIP room. [5]
5. (A) Explain the daily cleaning procedure for a cloakroom. [5]
(B) Draw the following formats : [5]
(1) Baby sitting register
(2) Gatepass.

Section II

6. Define the following terms (any *five*) : [10]
(a) Weekend rate
(b) Skipper
(c) FIT
(d) Late checkout charges
(e) Rooming a guest
(f) Meal coupons.
7. (A) Explain the duties and responsibilities of a front office manager. [5]
(B) What are the various meal plans ? Explain them in brief. [5]

8. (A) Draw a format of message slip. Explain the message handling procedure for in house guests. [5]
(B) Explain various modes and sources of reservations. [5]
9. (A) Write short notes on (any *two*) : [5]
(1) Prearrival procedure for VIP
(2) Safe deposit procedure
(3) Manual equipments.
(B) What criteria is considered while taking advance from a scanty baggage guest. [5]
10. (A) State and explain different methods of payments accepted by the hotels at the time of check in. [5]
(B) Draw the following formats : [5]
(1) 'C' form
(2) Room change slip.

Total No. of Questions—4]

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[5120]-104

B.Sc. (Hospitality Studies) (First Year) EXAMINATION, 2017

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]
- (i) Sports Tourism
 - (ii) V.F.R.
 - (iii) Tour operator
 - (iv) Eco Tourism
 - (v) Visitor
 - (vi) F.H.R.A.I
 - (vii) I.A.T.A
 - (viii) Tour
 - (ix) Traveller
 - (x) Tourist
 - (xi) Transit
 - (xii) In bound
 - (xiii) Tour operator
 - (xiv) Guide
 - (xv) Visa.

P.T.O.

- 2.** Answer the following (any 5) : [20]
- (i) Explain the environmental impact of tourism.
 - (ii) Explain role of transport in development of tourism in Maharashtra.
 - (iii) Discuss 4 A's of tourism.
 - (iv) Comment on present status of tourism in India.
 - (v) List different types of accommodation available in tourism industry.
 - (vi) Explain different types of tourism with block diagram.
 - (vii) Explain primary constituents of tourism industry.
- 3.** Write short notes on the following (any 4) : [20]
- (i) Function of travel agents
 - (ii) Package Tour
 - (iii) I.T.D.C.
 - (iv) M.T.D.C.
 - (v) Medical Tourism
 - (vi) Types of Visa
 - (vii) Space Tourism.
- 4.** Answer the following (any 2) : [20]
- (i) Plan 5 days 3 Night tour for 50 pax visiting Goa from Pune with costing of tour.
 - (ii) What are the qualities of good escorts ? Explain any 5.
 - (iii) List and explain any 5 different types of VISA.
 - (iv) What do you mean by passport. Explain different types of passport.

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[5120]-105

B.Sc. (Hospitality Studies) (First Year) EXAMINATION, 2017

FOOD SCIENCE

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) Match the following : [10]

I	II
(1) Bacteria	— 15-21°C
(2) Danger zone	— Airtight container
(3) Coffee	— Iron pieces
(4) Salmonellosis	— Binary fission
(5) Rancidity of oil	— Mayonnaise
(6) Boiling point	— Chicory
(7) Emulsion	— spores
(8) Dry food store temperature	— 100°C
(9) Moulds	— 5-63°C
(10) Semolina	— Contact transmission

P.T.O.

- (B) Define the following terms (any *five*) : [10]
- (1) Food Adulteration
 - (2) Boiling under pressure
 - (3) Evaporation
 - (4) pH
 - (5) Smoke point
 - (6) Sanitation.
2. (A) Explain any *six* natural toxins occurring in food. [6]
- (B) Explain the concept of HACCP in the catering industry. [6]
3. (A) Explain any *three* factors affecting growth of micro-organisms.
Why is protective display of food necessary ? [6]
- (B) What is the importance of protective clothing in catering industry ? Give any *three* sanitary practices that a food handler should follow while working in the kitchen. [6]
- Or*
- List the requirements to store food in a refrigerated storage.
4. (A) Explain any *three* ways to control growth of micro-organisms in food. Give any *three* uses of micro-organisms in food industry. [6]

- (B) Why are additives added to the food ? Explain any *four* additives with *one* example of each. [6]
5. (A) Why is pest control necessary in catering establishment ? Give any *two* control measures for each : [6]
- (1) Cockroach
 - (2) Rat.
- (B) List any *two* spoilage indicators in the following : [6]
- (1) Spinach
 - (2) Milk
 - (3) Canned foods
 - (4) Fish
 - (5) Egg
 - (6) Cooked Foods.
6. (A) Define undesirable browning reaction in food. Give any *four* ways to prevent it. [6]
- (B) Explain any *six* non-bacterial metal poisoning. [6]

Or

Define cross contamination. Give any *four* ways to prevent it.

7. (A) Explain the importance of hygiene and sanitation in food industry. [6]
- (B) Discuss “Botulism” on the basis of :
- (1) Responsible micro-organism [1]
 - (2) Any *two* foods involved [2]
 - (3) Any *one* symptom and one preventive measure [2]
 - (4) Any mode of transmission. [1]

Total No. of Questions—7]

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[5120]-106

B.Sc. (Hospitality Studies) (First Year) EXAMINATION, 2017

PRINCIPLES OF NUTRITION

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) Carbohydrates
- (2) Health
- (3) Hollow calories
- (4) Nutrient
- (5) Balanced diet
- (6) Hydrogenation of oil
- (7) Edible portion of food
- (8) Edema
- (9) Malnutrition
- (10) Cholesterol.

(B) Match the following : [10]

A

B

- | | | |
|---------------------------|---|----------|
| (1) Deficiency of Protein | — | Iron |
| (2) Prevents dehydration | — | Pellagra |

P.T.O.

- | | | | |
|------|---------------------------------|---|-------------------------|
| (3) | Formation of Haemoglobin | — | Kwashiorkor |
| (4) | Niacin | — | Scurvy |
| (5) | Vit. B12 | — | Sugar and salt solution |
| (6) | Hydrogenation of oil | — | Retinol |
| (7) | Precursor of Vit. A | — | Rickets |
| (8) | Calcium | — | Cholesterol |
| (9) | Vit. C | — | Cyanocobalamin |
| (10) | Lipid present in
animal food | — | Nickel catalyst |

2. Give reasons : [12]

- (a) Animal proteins are a complete source of protein.
- (b) Oil should be stored in airtight containers.
- (c) Extra pinch of salt is added to food during summers.
- (d) Fresh lime juice is preferable to any synthetic cold drink.
- (e) Children should be exposed to sunlight.
- (f) Glucose is most important carbohydrate.

3. (A) Explain 'Dehydration'. What is the role of ORT in dehydration ? [6]

(B) Plan a day's diet for a lady executive, aged 35 years and is vegetarian; using *five* basic food groups. [6]

4. (A) Give any *six* ways to prevent loss of nutrients while cooking food. [6]
- (B) Explain the concept of Basic Five Food Groups with suitable examples. [6]
5. (A) Define 'Minerals'. Name one deficiency disease and one food source for the following : [6]
- (a) Calcium
- (b) Iron.
- (B) What is the importance of Fibre in daily diet ? Give any *three* rich food sources of fibre. [6]
6. (A) Explain 'Vitamin C' on the basis of : [6]
- (a) Two important functions
- (b) Four good food sources
- (c) One deficiency disease
- (d) Scientific name.
- (B) Define 'Proteins'. Differentiate between complete proteins and incomplete proteins. [6]

7. (A) State any *one* food to be recommended and *one* food to be avoided for the following disorders : [6]
- (a) Diabetes
 - (b) Diarrhoea
 - (c) Constipation
 - (d) Fever and Infection
 - (e) Heart related diseases
 - (f) Peptic ulcer.
- (B) Explain the effect of heat on carbohydrates. [6]

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[5120]-107

B.Sc. (Hospitality Studies) (First Year) EXAMINATION, 2017

HS-107 COMMUNICATION SKILLS (English/French)

(2016 PATTERN)

Time : Three Hours

Maximum Marks : 80

N.B. :— (i) Section I and II (English and French) to be solved on separate answer-sheets.

(ii) Each Section carries equal marks.

(iii) Question No. 1 in each section is compulsory.

(iv) Answer any *three* questions from the remaining four in each Section.

SECTION I

(English)

1. Write an application for the post of 'Housekeeping Supervisor' in a 5-star hotel. Also draft your bio-data. Assume necessary data. [10]

2. (a) Explain the communication process with the help of its elements. [5]

- (b) A staff of housekeeping is careless in handling his section keys. Draft a memo from the Executive Housekeeper about his negligence in the work, warning him of serious consequences. [5]

P.T.O.

3. (a) Explain the following types of communication barriers along with suitable examples : [5]
(i) Prejudice
(ii) Cultural barrier.
- (b) Place a letter of order for Housekeeping cleaning agents required for hotel guest rooms. Assume yourself as Executive Housekeeper while placing the order. [5]
4. (a) Discuss any *ten* merits of oral communication. [5]
(b) Explain any *two* of the following body language : [5]
(i) Gesture
(ii) Posture
(iii) Eye contact.
5. (a) What telephone etiquettes should be followed while handling a guest call in a hotel ? [5]
(b) Draft a letter of apology to a regular guest who had to be shifted to another hotel due to overbooking situation in your hotel. [5]

SECTION II

(French)

1. (A) Conjuguez des verbes au présent. (Any *three*) (Conjugate the verbs in Present Tense) : [3]
(a) Je (débarasser) la table.

- (b) (être) à l'heure.
- (c) Nous (avoir) quatre chiens.
- (d) Vous (boire) du thé
- (e) (ajouter) du sel.
- (f) Je (finir) le devoir.

(B) Quelle est la date ? (Any *two*) : [2]

(What is the date ?)

- (a) Friday 13 February 2009
- (b) Sunday 10 December 1985
- (c) Wednesday 1 January 2016

(C) Quelle heure est-il ? (Any *two*) : [2]

(What time is it ?)

- (a) 2:30 a.m.
- (b) 5:20 p.m.
- (c) 12:00 a.m.

(D) Mettez le bon mesure (any *two*) : [1]

(Put the correct measures)

- (a) de lait.
- (b) d' oranges
- (c) de tomates.

(E) Écrivez les nombres en lettres (any *four*) : [2]

(Write the numbers in words)

(*a*) 70

(*b*) 25

(*c*) 98

(*d*) 12

(*e*) 10

(*f*) 19

2. (A) Planifiez un menu de 4 cours en donnant un exemple de chaque cours : [4]

(Plan a 4 course menu (French Classical) giving *one* example of each course).

(B) Expliquez des termes en anglais (any *six*) : [6]

(Explain the terms in English)

(*a*) la chaise

(*b*) la fourchette

(*c*) Cruet

(*d*) Dépêchez-vous

(*e*) Pétillant

- (f) Arrêtez
- (g) la nappe
- (h) sec

3. (A) Nommez le chef (any *four*) : [4]

(Name the chef)

- (a) Prépare des sauces
- (b) Prépare des repas pour le personnel d' hôtel
- (c) Prépare le petit-déjeuner
- (d) Prépare les fritures, les plats de poisson
- (e) Se charge des grillades

(B) Expliquez des termes en anglais (any *six*) : [6]

(Explain the terms in English)

- (a) À la broche
- (b) Aillé
- (c) Couvert
- (d) Blini
- (e) Caviar
- (f) Haute Cuisine
- (g) Mise en place
- (h) Quiche.

4. (A) Donnez des équivalents en anglais (any *four*) : [4]

(Give equivalents in English)

(*a*) le girofle

(*b*) une mangue

(*c*) le fenouil

(*d*) l'aneth

(*e*) l'ail

(*f*) un aubergine

(*g*) le poivre

(*h*) le thon

(B) Donnez des équivalents en français (any *three*) : [3]

(Give equivalents in French)

(*a*) fish

(*b*) vegetables

(*c*) mutton

(*d*) veal

(*e*) spices

(C) Liez des regions avec des vins (any *six*) :

(Join the regions with the wines and rewrite) [3]

- | | |
|--------------------------|-----------------------------|
| (a) Bordeaux | (i) L'etoile |
| (b) Sied ouest | (ii) Cabernet d' Aryon |
| (c) Corse | (iii) Clairette de die |
| (d) Bourgogne | (iv) Castières de Nîmes |
| (e) Tura | (v) Ajaccio |
| (f) Alsace | (vi) Veune cliquot |
| (g) Longuedoc-Roussillon | (vii) Blanquette de Limoux |
| (h) Loirè | (viii) Château cheval blanc |
| (i) Rhône | (ix) Chablis |

5. (A) Liez la question avec la bonne réponse : [5]

(Match the question with the right answer.

- | | |
|-------------------------------|-----------------------------------|
| (1) Comment allez – vous ? | (a) Je veins de Mumbai |
| (2) Comment vous–appelez vous | (b) De rien |
| (3) Quel âge avez-vous ? | (c) Je vais bien |
| (4) Merci beaucoup | (d) Je m'appelle Dinesh
Thakar |
| (5) Dòu venez–vous ? | (e) J'ai 19 ans |

(B) Traduisez en Anglais :

[5]

(Translate into English)

Au café

Le client — Garçon, donnez – moi un verre d'eau sil
vous plaît

Le garçon — qui, monsieur

Le client — Apportez – moi le menu

Le garçon — Le voilà – monsieur

Le client — Je vais prendre, un sandwich et un café

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[5120]-108

B.Sc. (Hospitality Studies) (First Year) EXAMINATION, 2017

HS-108 : INFORMATION SYSTEMS

(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. Explain the following terms (any 10) :

[10]

(i) Host

(ii) Spam

(iii) Surfing

(iv) Workstation

(v) Dial up

(vi) Domains

(vii) Adware

(viii) Broadband

(ix) CSMA

(x) Node

(xi) Server

(xii) Hypertext.

P.T.O.

2. (A) Explain the features of a computer system. [5]
(B) Explain the components of data communication. [5]
3. (A) Write a short note on Artificial Intelligence. [5]
(B) Write a short note on Recipe Management System. [5]
4. (A) List and explain the different types of charts in MS-Excel. [5]
(B) List and explain the printers used in DOS system. [5]
5. (A) Explain in detail about Automated Beverage Control System. [5]
(B) Explain the term Specialized Application Software. [5]
6. (A) What are the pre-requisites for internet ? [5]
(B) Explain the different types of network topologies with neat diagrams. [5]
7. (A) Describe the classification of transmission media with examples. [5]
(B) Explain the term DTP and also explain its features. [5]
8. (A) What do you understand by Menu Management System ? [5]
(B) Explain the term Auxiliary Guest Services. [5]
9. Write short notes on (any 2) : [10]
(a) Energy Management System
(b) Electronic Locking System
(c) Guest Operated Devices.