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]
### Seat No. | [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.

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

- (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):

(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:

(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:
   (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]

(B) Name the following beverage:
   (a) Two speciality coffees
   (b) Two international brands of mineral water
   (c) Two international brands of beer.
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) :  
   
   (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.  
(B) How does housekeeping department coordinate with the following :  
   
   (1) Engineering  
   (2) Purchase.
3. (A) Classify the cleaning agents broadly with *two* examples each.
   (B) Write down the work routine of a GRA.

4. (A) Write short notes on (any *two*):
   (1) Importance of supervision
   (2) Repeat business
   (3) Job specification.
   (B) Enlist the amenities and facilities provided in a VIP room.

5. (A) Explain the daily cleaning procedure for a cloakroom.
   (B) Draw the following formats:
   (1) Baby sitting register
   (2) Gatepass.

Section II

6. Define the following terms (any *five*):
   (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.
   (B) What are the various meal plans? Explain them in brief.
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.
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.
1. (A) Match the following:

<table>
<thead>
<tr>
<th>I</th>
<th>II</th>
</tr>
</thead>
<tbody>
<tr>
<td>(1) Bacteria</td>
<td>— 15-21°C</td>
</tr>
<tr>
<td>(2) Danger zone</td>
<td>— Airtight container</td>
</tr>
<tr>
<td>(3) Coffee</td>
<td>— Iron pieces</td>
</tr>
<tr>
<td>(4) Salmonellosis</td>
<td>— Binary fission</td>
</tr>
<tr>
<td>(5) Rancidity of oil</td>
<td>— Mayonnaise</td>
</tr>
<tr>
<td>(6) Boiling point</td>
<td>— Chicory</td>
</tr>
<tr>
<td>(7) Emulsion</td>
<td>— spores</td>
</tr>
<tr>
<td>(8) Dry food store temp.</td>
<td>— 100°C</td>
</tr>
<tr>
<td>(9) Moulds</td>
<td>— 5-63°C</td>
</tr>
<tr>
<td>(10) Semolina</td>
<td>— Contact transmission</td>
</tr>
</tbody>
</table>
(B) Define the following terms (any five) :

1. Food Adulteration
2. Boiling under pressure
3. Evaporation
4. pH
5. Smoke point

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]
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]

   \[
   \begin{array}{c|c}
   \text{A} & \text{B} \\
   \hline
   \text{Deficiency of Protein} & \text{Iron} \\
   \text{Prevents dehydration} & \text{Pellagra} \\
   \end{array}
   \]
(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 :

(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 ?

(B) Plan a day’s diet for a lady executive, aged 35 years and is vegetarian; using five basic food groups.
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:

(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:

(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]
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 sél.

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

(B) Expliquez des termes en anglais (any six) :
(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) :

(Name the chef)

(a) Prépare des sauces ....................

(b) Prépare des repas pour le personnel d’ hôtel ............... .

(c) Prépare le petit-déjeuner .................... .

(d) Prèpare les fritures, les plats de poisson ..................... .

(e) Se charge des grillades ..................... .

(B) Expliquez des termes en anglais (any six) :

(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) :

(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) :

(Give equivalents in French)

(a) fish

(b) vegetables

(c) mutton

(d) veal

(e) spices
C) Liez des regions aves des vins (any six) :

(Join the regions with the wines and rewrite)  

(a) Bordeaux  
(b) Sied ouest  
(c) Corse  
(d) Bourgogne  
(e) Tura  
(f) Alsace  
(g) Longuedoc-Roussillon  
(h) Loirè  
(i) Rhône  

(i) L’etoile  
(ii) Cabernet d’ Aryon  
(iii) Clairette de die  
(iv) Castières de Nîmes  
(v) Ajaccio  
(vi) Veune cliquot  
(vii) Blanquette de Limoux  
(viii) Château cheval blanc  
(ix) Chablis

5. (A) Liez la question arec la bonne réponse :

(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 :

(Translate into English)

Au café

Le client — Garçon, donnez-moi un verre d'eau s'il 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
1. Explain the following terms (any 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.
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]

   (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.