

Total No. of Questions—5]

[Total No. of Printed Pages—2

Seat No.	
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[5372]-11

B.Sc. (Hospitality Studies) (I Sem.) EXAMINATION, 2018

101 : BASIC FOOD PRODUCTION

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

N.B. :— (i) Q. 1 is compulsory.

(ii) Solve any *three* questions from the remaining.

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

- (a) Mashing
- (b) Marination
- (c) Blanching
- (d) Kneading
- (e) Grating
- (f) Julvennes
- (g) Brunoise
- (h) Rubbing in
- (i) Folding
- (j) Deboning
- (k) Lard
- (l) Suet

P.T.O.

2. (a) (i) Write any *three* advantages and disadvantages each of Aluminium as a metal used for cooking equipment. [3]
(ii) What are sweeteners ? [2]
- (b) (i) Draw classical kitchen brigade of three star hotel. [3]
(ii) Write any *four* fuels used for cooking food. [2]
3. (a) (i) What are the hygiene and safe practices in handling food ? [3]
(ii) List different milk products available in the market. [2]
- (b) (i) Why is first-aid important in accidents ? How can fire be prevented ? [3]
(ii) Name the colour pigments found in brinjal and carrots. [2]
4. (a) Explain the composition of wheat. [4]
(b) Classify vegetables and give *two* examples of each. [4]
(c) Enlist *two* spices and *two* herbs used in Indian cooking. [2]
5. (a) What is hydrogenation of fat ? List and explain different types of fat used in kitchen. [4]
(b) Give *two* examples of each : [2]
(i) Canned fruit
(ii) Stone fruits
- (c) Draw the structure of egg. Write different functions of egg in cooking. [4]

Total No. of Questions—6]

[Total No. of Printed Pages—3

Seat No.	
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[5372]-12

B.Sc. (H.S.) (Semester-I) EXAMINATION, 2018

102 : FOOD AND BEVERAGE SERVICE

(2008 PATTERN)

Time : 2 Hours

Maximum Marks : 40

N.B. :— Solve any 4 questions out of 6.

1. Explain the following terms (any *five*) : [10]
 - (a) Snack bar
 - (b) Executive lounge
 - (c) Business centre
 - (d) Night club
 - (e) Discotheques
 - (f) Coffee shop
 - (g) Dunci waiter.

2.
 - (a) Explain welfare catering and commercial catering. [4]
 - (b) Explain the interdepartmental relations with housekeeping.[4]
 - (c) Enlist the attributes of waiter. [2]

3. Write short notes on (any *five*) : [10]
 - (a) Silver Service
 - (b) Buffet
 - (c) American Service

P.T.O.

- (*d*) Kiosks
 - (*e*) Take way
 - (*f*) Gueriden Service
 - (*g*) Vending machine
4. (*a*) Differentiate between a'la Cavte and table d'bote menu. [4]
- (*b*) Explain the following courses of French classical menu with suitable example of each course : [6]
- (*i*) Entr̄ee
 - (*ii*) Sorbet
 - (*iii*) Rôti
 - (*iv*) Fromage
 - (*v*) Horsd'oeuvre
 - (*vi*) Entremet.
5. (*a*) Plan the full English breakfast menu with suitable example of each course. [6]
- (*b*) Differentiate mis-en-place and mise-en-sceme. [4]
6. (*a*) Give cover and accompaniments of the following (any 5) : [5]
- (*i*) Caviar
 - (*ii*) Spagetti Bolagnaise
 - (*iii*) Roast duck

- (iv) Globe artichok
- (v) Corn on cob
- (vi) Cheese
- (vii) crémce of asporagus.

(b) Brief the following terms (any 5) : [5]

- (1) Supper
- (2) Still room
- (3) Brunch
- (4) Sommelier
- (5) Hollo ware
- (6) Clino ware
- (7) Hi-tea.

Total No. of Questions—6]

[Total No. of Printed Pages—3

Seat No.	
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[5372]-13

B.Sc. (Hospitality Studies) (I Sem.) EXAMINATION, 2018

103 : BASIC ROOMS DIVISION

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

N.B. :— (i) Attempt any *two* questions from each section.

(ii) Attempt both sections in same answer-sheet.

(iii) Draw neat diagrams wherever necessary.

SECTION I

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

- (a) Squeeges
- (b) Suite room
- (c) Scrim
- (d) Brasso
- (e) Scrubbing machine
- (f) Job description
- (g) Swab
- (h) Lanai
- (i) “V”
- (j) Detergents
- (k) HRD.

**2. (a) List down any *five* amenities of each standard room and
VIP room.** [5]

(b) Give the classification of cleaning equipments. [5]

P.T.O.

3. (a) Draw the layout of Housekeeping department and explain any *two* sections. [3+2]
- (b) Write short notes on (any *two*) : [5]
- (i) Repeat business
- (ii) Coordination of housekeeping with other departments
- (iii) Care and storage and cleaning agents.

SECTION II

4. Explain the following terms (any *ten*) : [10]
- (a) Motels
- (b) G.I.T.
- (c) En-pension
- (d) Studio room
- (e) Imprinter
- (f) Paging
- (g) Rack rate
- (h) Checkout
- (i) HWC
- (j) Complimentary
- (k) Manual key.
5. Write short notes on (any *four*) : [10]
- (i) Types of room rates
- (ii) Paging
- (iii) Automated front office equipments
- (iv) Sections of front office
- (v) Key control.

6. (a) Draw the Hierarchy of front office department—Large Hotel. [5]
- (b) Explain the following : [5]
- (i) Duties of front Office Manager
- (ii) Attributes of front office personnel.

Total No. of Questions—5]

[Total No. of Printed Pages—2

Seat No.	
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[5372]-14

B.Sc. (Hospitality Studies) (Semester I) EXAMINATION, 2018

104 : COMPUTER FUNDAMENTALS

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

1. (A) Define computer. Explain any *four* features of computer system. [1+4=5]
- (B) Explain any *two* advantages of E-commerce. [2]
- (C) Define table, record, field in MS-Access. [3]

2. (A) Define the term Desktop, File, Folder in Windows. [3]
- (B) Give any *five* uses of Internet. [5]
- (C) List any *four* data types in DBMS. [2]

3. (A) List different types of Margins in MS-Word. [3]
- (B) Explain Autosum feature in MS-Excel. [3]
- (C) Give steps to insert picture in MS-PowerPoint. [2]
- (D) Explain use of MS-Access. [2]

P.T.O.

4. (A) Explain the following commands in DOS (any *three*) : [3]
- (a) TIME
 - (b) RD
 - (c) VOL
 - (d) MD.
- (B) Explain different types of charts in MS-Excel. [3]
- (C) Give difference between cut paste and copy paste command in MS-Word. [2]
- (D) What is use of slide sorter view in MS-PowerPoint ? [2]
5. Write short notes on (any *five*) : [10]
- (i) WAN
 - (ii) Hardware
 - (iii) Modem
 - (iv) Hyperlink in MS-Word
 - (v) Query in MS-Access
 - (vi) Auto fill in MS-Excel
 - (vii) Wild Cards in MS-DOS.

Total No. of Questions—7]

[Total No. of Printed Pages—4

Seat No.	
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[5372]-15

B.Sc. (Hospitality Studies) (Sem. I) EXAMINATION, 2018

105 : CATERING SCIENCE-I

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) Attempt any *four* questions from Q. 2 to Q. 7.

(iii) Draw diagrams wherever necessary.

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

- (a) Hygiene
- (b) Aerobic organisms
- (c) Evaporation
- (d) Food adulteration
- (e) Relative density
- (f) Boiling point
- (g) Sol.

2. (a) Match the following : [10]

A

B

- | | |
|-------------------------------|---------------------------|
| (i) Reproduction of bacteria | (a) Intestinal parasite |
| (ii) Psychrophillic organisms | (b) Class II preservative |
| (iii) Browning of sugar | (c) Agricultural products |
| (iv) Chicory | (d) Binary fission |
| (v) Ascariasis | (e) Clostridium botulinum |

P.T.O.

- | | |
|--------------------------|--------------------------------|
| (vi) Sodium benzoate | (f) Below 20°C |
| (vii) Jam | (g) Adulterant in coffee |
| (viii) Whipping of cream | (h) Above 45°C |
| (ix) Botulism | (i) Class I preservative |
| (x) Agmare | (j) Caramelization |
| | (k) Bureau of Indian Standards |
| | (l) Foam |
| | (m) Gel |

- (b) Define cross contamination. Give any *two* examples and write any *one* preventive measure. [5]

Or

Give any *five* control measures to control the growth of microbes in food.

3. (a) Why is pest control necessary ? Write any *two* control measures for the following : [5]
- (i) Rat
- (ii) Fruit fly.
- (b) Explain the importance of danger zone in food industry. [5]
- (c) Explain any *five* uses of different micro-organisms. [State their names also]. [5]
4. (a) Write short notes on (any *two*) : [5]
- (i) Importance of rest, recreation and exercise
- (ii) Any *two* food standards
- (iii) Protective display of food.

- (b) Explain any *two* factors affecting growth of micro-organisms. Give any *three* differences between food poisoning and food infection. [5]
- (c) Write any *five* operating procedures of refrigerator. [5]

Or

Explain the morphology of moulds.

5. (a) Write the name of adulterant and test to detect them in the following foodstuffs : [5]
- (i) Semolina
- (ii) Turmeric
- (iii) Tea
- (iv) Chilli powder
- (v) Oil.
- (b) Explain any *two* natural toxins present in food. Give any *three* sanitary practices to be followed by kitchen staff while holding and cooking the food. [5]
- (c) Define pH and explain its importance in food industry. [5]
6. (a) Discuss 'perfringens food poisoning' on the basis of :
- (i) Name of the organism. [1]
- (ii) Any *two* symptoms. [2]
- (iii) Any *two* foods commonly involved. [2]
- (b) Explain the concept of HACCP in catering industry. [5]
- (c) Define food additives and explain any *three* types of food additives used in food industry. [5]

7. (a) Write any *two* spoilage indicators for the following food-stuffs : [5]
- (i) Fenugreek leaves
 - (ii) Milk
 - (iii) Meat
 - (iv) Fish
 - (v) Canned foods.
- (b) Explain browning reactions in foods with examples. [5]
- (c) Explain any *two* non-bacterial metal poisoning in foods and state the importance of hygiene and sanitation in catering industry. [5]

Total No. of Questions—8]

[Total No. of Printed Pages—3

Seat No.	
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[5372]-16

B.Sc. (Hospitality Studies) (I Sem.) EXAMINATION, 2018

106 : COMMUNICATION FUNDAMENTALS (SKILLS)

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Questions No. 1 and 5 are compulsory.

(ii) Answer any *two* questions from the remaining three in each section.

(iii) Assume suitable data if necessary.

SECTION I

1. (a) Explain any *five* barriers of effective communication. Give any *one* relevant example of each barrier. Assume suitable data. [10]
(b) State any *three* advantages and any *two* disadvantages of written communication. [5]
2. As the Front Office Manager write a memo to the receptionist about whom there are complaints about delay in transferring the calls and also attending incoming calls. [10]
3. Write short notes on (any *two*) : [10]
(a) Any *five* advantages of oral communication.
(b) Importance of writing log book.
(c) Write a circular appealing for blood donation to your employees as the General Manager of your organisation. Assume any name of your organisation.

P.T.O.

4. You are at present working as a Floor Supervisor. You got an offer from another hotel of same star rating as Executive House Keeper. Draft a letter of resignation. [10]

SECTION II

5. (a) Give a precis of the following passage : [10]

Conversation is a fine art. This is the art of exchanging thoughts. Not everybody can paint or play music, but almost everyone can talk. So, conversation, therefore is the art that everyone enjoys. All you need to do to become a good conversationalist is to find a subject that interests you and your listeners. There are, for example number of hobbies to talk about. But the important thing is that you must talk about the listener's hobby then yours. If you do not want "to bore" your listener be careful to avoid unpleasant topics. Avoid talking too much about yourself. Talking about sickness, death and any sad event distorts the mood of conversation. Talking about health, entertainment, places of tourist interests and anything happy makes you a good conversationalist.

- (b) What are the factors to be considered while transferring a call ? [5]

6. A three-star hotel in Pune is looking for stewards for their speciality restaurant. Reply to the advertisement along with your resume. Assume suitable data—advertisement source, number, name of the hotel etc. [10]

7. Explain the telephone etiquettes to be followed for effective communication in the hospitality industry. [10]

8. A regular guest complained that his laptop got stolen from his room when he went out to meet his friend who resides near the hotel. As a supervisor handling that room write the report of the theft to the Executive Housekeeper. [10]

Total No. of Questions—5]

[Total No. of Printed Pages—2

Seat No.	
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[5372]-21

B.Sc. (Hospitality Studies) (Semester II) EXAMINATION, 2018

FOOD PRODUCTION PRINCIPLES

(2008 Pattern)

Time : 2 Hours

Maximum Marks : 40

N.B. :— (i) Attempt any *four* of the following questions.

(ii) *All* questions carry equal marks.

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

- (1) Encasserole
- (2) Pressure frying
- (3) Magnetron
- (4) Glaze
- (5) Thousand Island
- (6) Gumbo
- (7) Mouthfeel
- (8) Flying ferment
- (9) Bread mold
- (10) Poeling
- (11) De glaze
- (12) Gazpacho

2. Attempt any *five* of the following : [10]

- (1) Write down any *four* advantages of microwave cooking.
- (2) What is the temperature requirement for boiling and poaching ?

P.T.O.

- (3) List any *four* proprietary sauces used in the kitchen.
 - (4) State any *four* garnishes of consomme.
 - (5) List *four* heavy duty equipments used in Bakery.
 - (6) Define yeast dough. Name two types of rich dough.
 - (7) Name any *four* sundry materials used in Bakery.
3. (a) Discuss the role of raising agents in bakery. [2]
- (b) Write down the general rules for frying. [4]
- (c) List any *four* uses of stocks in cookery. [4]
4. (a) Describe the different methods in breadmaking. [5]
- (b) Classify mother sauces with *two* derivatives each. [5]
5. (a) Define Roasting. Explain the different types of roasting. [5]
- (b) Name any *five* national soups with the country of origin. [5]

Total No. of Questions—6]

[Total No. of Printed Pages—2

Seat No.	
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[5372]-22

B.Sc. (H.S.) (II Semester) EXAMINATION, 2018

202 : FOOD AND BEVERAGE OPERATIONS

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

N.B. :— (i) Solve any *four* questions.

(ii) *All* questions carry equal marks.

(iii) Draw neat sketches wherever necessary.

1. (A) Define Buffet. List any *five* types and explain. [6]

(B) Draw any *four* formats used in Room Service. [4]

2. (A) Draw cycle of Room Service and explain Room Service procedure. [6]

(B) (i) What is suggestive selling ? [2]

(ii) What is breakfast card ? [2]

3. (A) Classify non-alcoholic beverages with examples. [6]

(B) (i) List any *two* examples of aerated waters. [2]

(ii) Give any *two* brands of natural spring waters. [2]

P.T.O.

4. (A) What is control system ? Write purpose of control system.[6]
(B) List and explain any *four* billing methods. [4]
5. (A) Define alcoholic beverages. Classify it with suitable examples. [4]
(B) (i) List any *four* international brands of beer. [2]
(ii) List any *four* syrups. [2]
(iii) Name any *four* beer ingredients. [2]
6. (A) Explain making of beer in detail. [6]
(B) Define the following : [4]
(i) Sake
(ii) Cider
(iii) Perry
(iv) Mineral water
(v) Hot chocolate
(vi) Iced Tea
(vii) Lemon Tea.

Total No. of Questions—6]

[Total No. of Printed Pages—2

Seat No.	
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[5372]-23

B.Sc. (Hospitality Studies) (II Semester) EXAMINATION, 2018
203 : ROOMS DIVISION SERVICES
(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

N.B. :— (i) Solve any *two* questions from each section.

(ii) Assume suitable data wherever necessary.

(iii) Draw formats wherever necessary.

SECTION I

1. (a) List and explain different types of keys maintained at house-keeping department. [4]
(b) Write down daily cleaning procedure of occupied room. [4]
(c) List down 'Dirty douzen'. [2]
2. (a) Explain rules to be followed by GRA on guest floors. [4]
(b) Write short notes on : [6]
 - (1) Spring cleaning
 - (2) General principles of cleaning.
3. (a) Explain the following terms any (*five*) : [5]
 - (1) Checklist
 - (2) UR
 - (3) Baby sitting register
 - (4) Second service
 - (5) Pent house
 - (6) Log book.

P.T.O.

- (b) Explain in brief weekly cleaning procedure of swimming pool. [5]

SECTION II

4. (a) Explain the following terms : [5]
- (1) Late checkout
 - (2) CRS
 - (3) C-Form
 - (4) Overbooking
 - (5) Rack rate
 - (6) Guarantee reservation.
- (b) Draw and explain various stages of guest cycle. [5]
5. (a) Explain arrival procedure of FIT. [4]
- (b) Draw and explain the following formats : [6]
- (1) Departure notification slip
 - (2) Guest History card.
6. (a) Write short notes on : [5]
- (1) Credit card handling procedure
 - (2) Rooming a guest.
- (b) Explain pre-arrival procedure of airline crew. [3]
- (c) Describe the criteria of taking advance for guest with scanty baggage. [2]

Total No. of Questions—10]

[Total No. of Printed Pages—2

Seat No.	
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[5372]-24

B.Sc. (H.S.) (II Semester) EXAMINATION, 2018

204 : TRAVEL AND TOURISM

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

***N.B.* :— (i) Answer any 7 questions.**

(ii) All questions carry equal marks.

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

[10]

- (1) Tour
- (2) Visitor
- (3) Domestic
- (4) Inbound
- (5) Destination
- (6) Tourism
- (7) Passport
- (8) Excursionist
- (9) Outbound
- (10) Visitor
- (11) Escort
- (12) VFR.

P.T.O.

2. Explain primary and secondary constituents of tourism. [10]
3. List mode of transport. Explain any *two* modes of transport. [10]
4. Briefly explain any **5** types of Tourism. [10]
5. Discuss any **2** economic impacts and **2** environment impact of tourism. [10]
6. Define VISA. Explain briefly types of VISA. [10]
7. List and explain types of package tours. [10]
8. Explain the types of travel agent and his role in promotion of tourism. [10]
9. Write short notes on (any *two*) : [10]
 - (1) Types of Accommodation
 - (2) 'A' s of Tourism
 - (3) MTDC
 - (4) ITDC.
10. Give a itinerary for tourists visiting to Pune for a tour, who will be staying for 3 days. [10]

Total No. of Questions—7]

[Total No. of Printed Pages—3

Seat No.	
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[5372]-25

B.Sc. (HS) (II Semester) EXAMINATION, 2018

205 : CATERING SCIENCE-II

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) Attempt any 4 questions from Q. No. 2 to Q. No. 7

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

- (i) Health
- (ii) Empty Calories
- (iii) Nutrition
- (iv) Edible portion of food
- (v) Essential amino acid
- (vi) Dehydration
- (vii) Fat soluble vitamins.

2. (A) Give reasons (any *five*) : [10]

- (i) Sucrose is a disaccharide.
- (ii) Deficiency of iron leads to anaemia.
- (iii) Water balance is important for human body.
- (iv) The energy requirement of office executive is less than that of a construction worker.
- (v) Salt should be fortified with iodine.
- (vi) Children must be exposed to sunlight.

P.T.O.

- (b) Explain the effects of heat on proteins (any 3 effects) and define complete proteins. [5]
3. (a) Classify carbohydrates with suitable examples. [5]
- (b) Explain rancidity of oil and give any 2 preventive measures to prevent the same. [5]
- (c) A diet provides 1700 kcal, 50 gm of protein, 30 gm of fats, and 20 gm of fibre. Calculate the total carbohydrates from the diet. [5]
4. (a) Explain the importance of avoiding junk food. [5]
- (b) Write any 2 differences between fats and oils. Explain ill-effects of excess consumption of fats on human body. [5]
- (c) Discuss 'Vitamin C' on the basis of :
- (i) Its scientific name. [1]
- (ii) Any four good food sources. [2]
- (iii) Name of the deficiency disease. [1]
- (iv) And its any one symptom. [1]
5. (a) Write any 3 functions of carbohydrate and state an importance of dietary fibre in diet. [5]
- (b) Write a note on cholesterol. Give any four food sources rich in cholesterol. [5]
- (c) Give any two food sources and one important function of calcium. State an importance of sodium chloride in diet. [5]

6. (a) Write any five way of preserving nutrients while cooking food.[5]
(b) Define hydrogenation of oil with suitable examples. Give any 2 food sources of polyunsaturated fatty acid. [5]

Or

Explain the concept of supplementary value of protein with two examples. [50]

- (c) Define balanced diet. Plan a breakfast menu for an adolescent girl who likes vegetarian food. [5]
7. (a) Explain basic *five* food groups along with its sources. [5]
(b) Write any *two* foods recommended and any two foods avoided for the following disorders : [10]
- (i) Diabetes mellitus
 - (ii) Hypertension
 - (iii) Heart disease
 - (iv) Fever
 - (v) Constipation.

Total No. of Questions—7]

[Total No. of Printed Pages—5

Seat No.	
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[5372]-26

B.Sc. (Hospitality Studies) (II Sem.) EXAMINATION, 2018

206 : COMMUNICATION SKILLS-II

(Basic French for Hotel Industry)

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) Answers are to be written in French unless otherwise specified.

1. (A) Conjuguez les verbes au présent et récrivez les phrases (any *five*) : [5]

(Conjugate the verbs in present tense and rewrite the completed sentences) :

(1) Je (acheter) les légumes.

(2) Nous (être) étudiants.

(3) Vous (faire) le devoir.

(4) Nous (ne pas avoir) le lecture.

(5) (Décider) vous la destination ?

(6) Nous (se baigner) chaque jour.

(B) Écrivez la date en français (any *two*) : [2]

(Write the date in French)

(1) Thursday 13/9/2000

(2) Sunday 1/7/2005

(3) Wednesday 21/3/2009.

P.T.O.

(C) Quelle heure est-il ? (any *three*) : [3]

(What time is it ?) (Write in French)

- (1) 11.45 p.m.
- (2) 12.30 p.m.
- (3) 7.10 a.m.
- (4) 2400 hours.

2. (A) Écrivez les nombres en lettres (any *six*) : [3]

(Write the numbers in words in French) :

- (1) 62
- (2) 99
- (3) 5^e
- (4) 37
- (5) 80
- (6) 25
- (7) 44.

(B) Mettez la bonne mesure (any *four*) : [2]

(Put in the correct measures in French)

- (1) Une de vin.
- (2) Une de pain.
- (3) Un d'eau.
- (4) Une d'œufs.
- (5) Une de sucre.

(C) Liez 'A' avec 'B' et récrivez : [5]

(Match 'A' with 'B' and rewrite the correct pairs)

- | | |
|-------------------------|--------------------------|
| (1) Très bien, merci | (a) Please be seated |
| (2) Bonne chance | (b) Very well, thank you |
| (3) Je m'appelle Sophie | (c) See you soon ! |
| (4) Prenez place | (d) My name is Sophie |
| (5) À bientôt | (e) All the best |

3. (A) Traduisez en anglais : [5]
(Translate in English) :
Au restaurant
— Garçon, donnez moi un verre d'eau, s'il vous plaît !
— Oui, Monsieur
— Apportez moi le menu aussi
— Le voilà, Monsieur
— Je vais prendre un sandwich et un café
— Tout de suite Monsieur
— Garçon, l'addition, s'il vous plaît.
- (B) Nommez le chef (any *five*) : [5]
(Name the chef in French) :
(1) Prépare les sauces
(2) S'occupe du petit-déjeuner
(3) Prépare les sorbets et glaces
(4) Prépare le repas pour les personnel du restaurant
(5) Prépare les légumes
(6) Prépare les hors-d'oeuvre.
4. (A) Planifiez un menu français de 5 cours. [5+1]
(Plan a 5 course French Menu)
- (B) Nommez deux légumes. [2]
(Name two vegetables)
- (C) Nommez deux fruits. [2]
(Name two fruits)
5. (A) Nommez deux vins rouge. [2]
(Name two red wines)
- (B) Nommez deux champagnes. [2]
(Name two champagnes)

(C) Expliquez les termes en anglais (any *six*) : [6]

(Explain the terms in English) :

- (1) Le verre
- (2) La chaise
- (3) Fourchette
- (4) Salad russe
- (5) Vins de pays
- (6) Carte du jour
- (7) Confiture.

6. (A) Donnez les équivalents en anglais (any *three*) : [3]

(Give the equivalents in English)

- (1) Canard
- (2) Moutarde
- (3) Farine
- (4) Okra.

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

(Give the equivalents in French)

- (1) Honey
- (2) Rice
- (3) Buttermilk
- (4) Brinjal.

(C) Représentez la brigade de restaurant par un organigramme. [4]

(Represent the restaurant brigade with the help of a flow chart in French).

7. Expliquez les termes en anglais (any *ten*) : [10]

(Explain the terms in English) :

- (1) Darriole
- (2) Bisque
- (3) Zabaglione
- (4) Hauf Cuisine
- (5) Du jour
- (6) Bistro
- (7) Beurre Foundue
- (8) Val-au-vent
- (9) Nouvelle Cuisine
- (10) Courgettes
- (11) Fruits de mer
- (12) Dorer.

Total No. of Questions—5]

[Total No. of Printed Pages—2

Seat No.	
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[5372]-31

B.Sc. (Hospitality Studies) (III Sem.) EXAMINATION, 2018

301 : QUANTITY FOOD PRODUCTION

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

N.B. :— (i) Solve any *four* questions.

(ii) *All* questions carry equal marks.

1. Solve any *two* of the following : [10]

(a) Draw a neat diagram showing cuts of lamb and its dissection.

(b) Explain Essential and Optional ingredients used in cake making.

(c) Give *five* important factors effecting tenderness of meat.

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

(a) Classify fish with *two* examples of each.

(b) State and explain different types of forcemeat.

(c) Explain any *five* faults seen in cake making with suggested remedies.

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

(a) State the points to be considered for quantity cooking and plan a menu for a day including breakfast, lunch and dinner

(5 course) for a company having 500 workers.

P.T.O.

- (b) Explain various points to be born in mind while purchasing poultry.
- (c) Differentiate between crustaceans and mollases.

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

(a) Explain the following terms (any *five*) :

- (1) Baker's percentage
- (2) Bologna
- (3) Larding
- (4) Chatean Briand
- (5) Casing
- (6) Shank
- (7) Trussing

(b) Explain types and uses of Chand-Froid sauces.

(c) Give physical and chemical composition of meat.

5. Solve any *two* of the following : [10]

(a) State various rules and guidelines to be followed while backing.

(b) Explain the principles of arranging cold meat platter.

(c) Explain Duties and Responsibilities of Larder Chef.

Total No. of Questions—6]

[Total No. of Printed Pages—3

Seat No.	
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[5372]-32

B.Sc. H.S. (III Sem.) EXAMINATION, 2018

302 : BEVERAGE SERVICES

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) Solve any four questions.

1. Explain the following terms : [10]

- (a) AOC
- (b) VDOs
- (c) ESTUFA
- (d) Angle's share
- (e) Viticulture
- (f) Fruit Brandy
- (g) Champagne
- (h) Doux
- (i) Dunder
- (j) Liqueurs

2. (a) Explain the following types of wines : [10]

- (i) Aromatized

P.T.O.

- (ii) Organic
- (iii) Fortified
- (iv) Vintage
- (v) Dry wine

(b) Explain the following beverages :

- (i) Absinthe
- (ii) Ouzo
- (iii) Feni
- (iv) Grappa
- (v) Slivovitz.

3. (a) With a neat flowchart, explain manufacturing of Red wine. [10]

(b) Define Aperitif. Explain the following aperitifs :

- (i) Byrh
- (ii) Pernod
- (iii) Lillet
- (iv) Dubonnet.

4. (a) Write the bare, flavour and country of the following liqueurs. [10]

- (i) Advocat
- (ii) Tia Maria
- (iii) Kahlua
- (iv) Cointrean
- (v) Malibu

- (b) Explain the following spirits :
- (i) Jamaican Rum
 - (ii) Bourbon whisky
 - (iii) Holland Gin
 - (iv) Zubrowka
 - (v) Sloe Gin.
5. (a) Differentiate between : [6]
- (i) Scotch whisky and Irish whisky
 - (ii) Pat still and patent still.
- (b) Write *two* wine regions of France with one suitable wine name from each region. [4]
6. Answer the following (any *five*) : [10]
- (a) Write *three* parts of Cigar.
 - (b) *Two* wine regions of Italy.
 - (c) *Four* international brand names of Cigarette.
 - (d) *Four* international brand names of Tequila.
 - (e) *Four* international brand names Cognae.
 - (f) *Four* principles of food and wine harmony.
 - (g) Name any *four* wine diseases.

Total No. of Questions—3+3]

[Total No. of Printed Pages—3

Seat No.	
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[5372]-33

B.Sc. H.S. (Semester III) EXAMINATION, 2018

303 : ACCOMMODATION SERVICES

(2008 Pattern)

Time : 2 Hours

Maximum Marks : 40

N.B. :— (i) Answer any *two* from each section.

(ii) *All* questions carry equal marks.

(iii) Assume suitable data wherever necessary.

SECTION-I

1. (a) Explain the following terms (any *five*) : [5]
- (i) Linen coverage
 - (ii) Silver fish
 - (iii) Selvedge
 - (iv) Ikebana
 - (v) Hydro-extractor
 - (vi) Organic Solvent
 - (vii) Outsourcing.
- (b) Explain the characteristics of silk fibre. [3]
- (c) Write a short note on 'Safety of Guest Property'. [2]
2. Write short notes on any *four* : [10]
- (i) Pricing a contract
 - (ii) Cause, area of damage and control of cockroaches

P.T.O.

- (iii) Importance of security
 - (iv) Conditioning of plant material
 - (v) Discard management.
3. (a) What factors should you keep in mind while planning a linen room ? [5]
- (b) Differentiate between the Eastern & Western types of flower arrangements. [2]
- (c) Give the sizes of the following linen : [3]
- (i) Bath towel
 - (ii) Double bed sheet
 - (iii) Face towel.

SECTION-II

1. (a) Explain the following terms (any *five*) : [5]
- (i) Ledger
 - (ii) Late charges
 - (iii) No-show
 - (iv) Correction voucher
 - (v) Boutique hotel
 - (vi) M.A.P.
 - (vii) Murphy bed.
- (b) Draw a neat format of a 'Guest History Card' and explain its importance. [3]
- (c) Write a short note on 'Charge Privilege'. [2]
2. (a) Draw and explain the following reports : [6]
- (i) Daily report
 - (ii) Discrepancy report.
- (b) How will you handle a death in a guest room ? [4]

3. (a) Give the importance of the following vouchers : [5]

(i) VTL

(ii) Amenities voucher

(b) Calculate ARR for 7th July, 2012, using the following data : [5]

Types of room	Total no. of rooms	Rooms occupied on 7th July, 2012	Room rate (in Rs.)
Single room	40	24	3,000
Double room	60	36	6,000
Twin room	40	32	4,500
Suite	10	8	8,000

Total No. of Questions—7]

[Total No. of Printed Pages—2

Seat No.	
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[5372]-34

B.Sc. (Hospitality Studies) (Semester III) EXAMINATION, 2018

PRINCIPLES OF MANAGEMENT

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) Solve any *five* from Q. No. 2 to Q. No. 7.

1. Write short notes on (any *four*) : [20]
 - (i) Levels of management
 - (ii) Advantages of planning
 - (iii) Process of controlling
 - (iv) Span of control
 - (v) Delegation of authority.

2. Explain McGregor's Theory 'X' and Theory 'Y' of motivation. [10]

3. Explain the process of communication and differentiate between Formal and Informal Communication. [10]

4. Discuss the different styles of Leadership. [10]

P.T.O.

5. Define management and state the contribution of F.W. Taylor to Scientific Management. [10]
6. State and explain the different types of plans. [10]
7. (a) Define coordination. Why is coordination necessary in an organization ? [10]
(b) What are the different types of decision ? Explain any *two* types of decisions in detail.

Total No. of Questions—8]

[Total No. of Printed Pages—6

Seat No.	
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[5372]-35

B.Sc. (Hospitality Studies) (Third Semester)

EXAMINATION, 2018

305 : BASIC PRINCIPLES OF ACCOUNTING

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :- (i) Attempt any *six* questions including Question No. 1 which is compulsory.

(ii) Figures to the right indicate full marks.

(iii) Use of simple calculator is allowed.

1. The following is the Trial Balance of Plaonet Square, Pune, Prepare Trading and Profit and Loss Account for the year ended 31st March 2018, and Balance Sheet as on that date, after taking into account adjustments given below : [20]

Trial Balance as on 31st March, 2018

Dr.			Cr.	
	PARTICULARS	Rs.	PARTICULARS	Rs.
	Salaries	1,15,000	Capital Account	7,50,000
	Sundry debtors	75,000	Sundry creditors	50,000
	Office furniture	50,000	Purchase returns	2,000

P.T.O.

Buildings	4,10,000	Bills Payable	25,000
Office expenses	2,000	Bank Loan	3,00,000
Power and Fuel	10,000	Reserve Funds	2,00,000
Purchases	2,15,000	Sales	3,93,000
Wages	16,000	Discount Received	5,000
Commission	3,000	Bank Overdraft	1,30,000
Advertisement	4,000		
Opening stock	1,35,000		
Bank Charges	1,000		
Motor Car	2,00,000		
Bills Receivable	25,000		
Sales returns	2,000		
Investments	1,00,000		
Carriage Inward	2,000		
Plant and Machinery	3,80,000		
Drawings	15,000		
Rent and taxes	10,000		
Travelling Expenses	5,000		
Cash in hand	65,000		
Printing and Stationery	5,000		
Cash at Bank	4,000		
Carriage Outwards	6,000		
	<u>18,55,000</u>		<u>18,55,000</u>

Additional Information :

- (1) Stock on 31st March 2018 was valued at ₹ 2,50,000.
- (2) Salaries Outstanding ₹ 5,000.
- (3) Prepaid Wages ₹ 1,500.
- (4) Charge depreciation on – Plant and Machinery @ 10%, Office Furniture @ 15%,
Motor Car @ 20%.
- (5) Staff meals ₹ 1,500.

2. Write short notes on (any *two*) : [2×5=10]

- (a) Importance of Ledger
- (b) Bank Reconciliation Statement.
- (c) Accrual Concept in Accounting.

3. Journalise the following transactions in the books of Mr. Vinod Kumar : [10]

January : 2018

1. Mr. Vinod Kumar started business with Cash ₹ 12,00,000, out of which ₹ 3,00,000 were borrowed from Janta Bank.
2. Cash Deposited into Bank ₹ 10,000.
4. Purchased goods from Suresh Trading Co. for ₹ 20,000 at 5% cash discount term. Half the amount paid immediately.
8. Sold goods to Meena ₹ 50,000 @ 20% trade discount.

11. Purchased Goods of ₹ 15,000 on Cash.
 14. Purchased Machinery of ₹ 75,000 from Neeraj Bros. by cheque and paid in cash ₹ 5,000 for its transportation.
 18. Distributed goods of ₹ 3,000 as free samples and used goods of ₹ 1,500 for personal use.
 20. Paid salaries to staff ₹ 15,000 paid electricity charges ₹ 1,500.
4. (A) Discuss the objectives of Hotel Accounting. [5]
- (B) State the principles of Double Entry system of Book-keeping. [5]
5. Enter the following transactions in the three column cash book of Mr. Joshi for the month of March, 2018 : [10]
- 2018 : March**
1. Opening cash balance ₹ 75,000, Bank Overdraft ₹ 23,000.
 2. Sold goods of ₹ 3,000 @ 5% cash discount; amount received by crossed cheque.
 5. Received ₹ 16,750 from Neeta and allowed a discount of ₹ 250.
 6. Deposited ₹ 25,000 into the bank.
 9. Purchased goods worth ₹ 40,000 at 10% trade discount and 5% cash discount.
 11. Mr. Joshi introduced additional capital in cash ₹ 24,000.
 15. Received commission ₹ 500 from Reena & Co.

18. Received a cheque of ₹ 1,750 from Mr. sham in settlement of ₹ 1,800.
22. Deposited Sham's cheque into the bank.
27. Cash sales ₹ 30,000 @ 15% Trade Discount and 10% cash Discount.
31. Paid salaries ₹ 5,000, Electricity charges ₹ 800.
6. (A) Explain Revenue Expenditure, capital Expenditure and Deferred Revenue Expenditures. [5]
- (B) What is Imprest system of Petty Cash Book ? Explain its advantages. [5]
7. (A) During the month of March 2018, the following functions were held at The Ramee Grand Hotel, Pune. Prepare special function day book. [5]

March-6 : Annual dinner of sports club, 125 covers at ₹ 350 per cover, Wine and Tobacco ₹ 12,500 account to Mr. Jaiswal, Bill No. 61

March-18 : Wedding reception for 150 covers at ₹ 300 per cover. Wine and Tobacco ₹ 10,000 account to Mr. Patil Bill, No. 65.

March-24 : Private birthday party for 75 covers at ₹ 250 per cover. Wine and Tobacco ₹ 2,500 account to Mr. Raj Bill, No. 69.

March-30 : Luncheon the space club 90 covers at ₹ 275 per cover. Wine and Tobacco ₹ 5,000 account to Mr. Upesh, Bill No.72.

(B) From the following transactions prepare necessary subsidiary books January 2018 : [5]

1. Purchased goods from Naresh worth ₹ 80,000 @ 10% Trade Discount.
4. Returned Goods to Naresh worth ₹ 5,000 (Gross).
9. Sold Goods to Mahesh worth ₹ 40,000 @ 15% Trade Discount.
12. Mahesh returned goods worth ₹ 2,000 (Gross).
15. Received an order for the supply of goods for ₹ 55,000 from Nayan.

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

- (a) Rules of Accounting with examples.
- (b) Trade Discount and Cash Discount.
- (c) Trial Balance and Advantages of Trial Balance.

Total No. of Questions—4]

[Total No. of Printed Pages—3

Seat No.	
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[5372]-36

B.Sc. (Hospitality Studies) (Third Semester)

EXAMINATION, 2018

306 : HOTEL ENGINEERING

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) Figures to the right indicate full marks.

(iii) Neat diagrams must be drawn wherever necessary.

(iv) Use of logarithmic tables, slide rule, Mollier charts, non-programmable electronic calculator and steam tables is allowed.

1. Answer any two : [2×10=20]

(a) Explain duties and responsibilities of chief Engineer of a Hotel.

(b) Define unit of Refrigeration and explain vapour compression refrigeration system with block diagram.

(c) Describe types of refrigerants and factors related to Human comfort.

(d) Give different sources of noise and its adverse effect and also give controlling steps.

P.T.O.

2. Answer any *three* : [3×5=15]

- (a) Draw any *five* sanitary traps.
- (b) Give maintenance steps of swimming pool.
- (c) Define contract and give its advantages and disadvantages.
- (d) Draw a diagram for up feed water distribution system in Hotel for cold and hot water.
- (e) Explain Environmental Degradation.

3. Solve any *two* : [2×10=20]

- (a) Calculate Electricity bill for the month of January having electrical load :
 - (i) 80 watt bulb 20 Nos. 06 hrs/day
 - (ii) 750 watt Hair dryer 20 Nos. 01 hr/day
 - (iii) 3 kwatt heater 02 Nos. 03 hrs/day
 - (iv) 1000 watt oven 01 No. 01 hr/dayThe cost of electricity is Rs. 10.50 per unit.
- (b) Give energy conservation tips in kitchen and front office.
- (c) Explain classification of fire. Give types of extinguishers.
- (d) Give reasons for replacement of equipments.

4. Solve any *three* : [3×5=15]
- (a) Draw diagram for softening of water by Ion Exchange process and give its advantages.
 - (b) Differentiate between fuse and circuit breaker. Write types of both.
 - (c) Classify fuel and give importance of LPG in Hotel.
 - (d) Explain importance of energy conservation.
 - (e) Draw diagram for CO₂ fire extinguisher and explain how to uses it.

Total No. of Questions—5]

[Total No. of Printed Pages—2

Seat No.	
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[5372]-51

B.Sc. (Hospitality Studies) (V Sem.) EXAMINATION, 2018

501 : SPECIALIZED FOOD PRODUCTION

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

N.B. :— (i) Solve any *four* questions.

(ii) Assume suitable data.

(iii) Figures to the right indicate full marks.

1. (a) Explain preparation method of mousse. [4]
(b) Write any *four* principles of sandwich making. [4]
(c) What points should be considered while preparing plated service ? [2]
2. (a) Write the responsibilities of Larder Chef. [4]
(b) What are the different types of kings ? [2]
(c) Explain *four* examples of hot appetizers. [4]
3. (a) Write short notes on : [5]
(i) Larder Control
(ii) Precautions to be taken while preparing sandwiches.
(b) What are cookies ? Briefly explain mixing methods of cookies. [5]

P.T.O.

4. (a) Write *six* faults and causes of puff pastry. [6]
(b) List any *four* salient features of Nouvelle cuisine. [2]
(c) Explain compound salad in brief. [2]
5. Explain the following culinary terms (any *ten*) : [10]
- (i) Mortadella
 - (ii) Focaccia
 - (iii) Tofu
 - (iv) Bistro
 - (v) Panettone
 - (vi) Au sec
 - (vii) Sear
 - (viii) Bouquetierre
 - (ix) Sweat
 - (x) Degloze
 - (xi) Smother
 - (xii) Bloom.

Total No. of Questions—6]

[Total No. of Printed Pages—2

Seat No.	
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[5372]-52

B.Sc. HOSPITALITY STUDIES (Semester-V) EXAMINATION, 2018
502 : FOOD AND BEVERAGE SERVICES AND MANAGEMENT
(2008 PATTERN)

Time : 2 Hours

Maximum Marks : 40

N.B. :— (i) Solve any *four* questions.

(ii) All questions carry equal marks.

1. (a) Explain the recipe and service procedure for the following (any 2) [6]
 - (i) Peche flambee
 - (ii) Crepe suzette
 - (iii) Ceasar salad
- (b) Explain the special equipment used in Gueridon Service.[4]
2. (a) Define cost. Explain different elements of cost. [5]
- (b) State five rules to be observed while making cocktails. [5]
3. Write short notes on : [10]
 - (a) EOQ
 - (b) ABC analysis
 - (c) ROL
 - (d) Contribution
 - (e) Margin of safety

P.T.O.

4. (a) Draw and explain any 4 Banquet seating arrangement. [8]
(b) Explain out door catering. [2]
5. (a) With *one* example explain different cocktail making methods (any 4 methods) [6]
(b) Explain the following mixed drinks (any 4) : [4]
(i) Cobbler
(ii) Daisy
(iii) Pousse cafe
(iv) Toddy
(v) Sangarre
6. Write short notes on (any 2) : [10]
(a) Planning phase of control cycle
(b) Safety factors of Gueridon Service
(c) Management after the event phase in control cycle.

Total No. of Questions—6]

[Total No. of Printed Pages—2

Seat No.	
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[5372]-53

B.Sc. (Hospitality Studies) (Semester V) EXAMINATION, 2018
ACCOMMODATION OPERATIONS-II
(2008 Pattern)

Time : 2 Hours

Maximum Marks : 40

- N.B. :—** (i) Answer any *four* questions, two from each section.
(ii) *All* questions carry equal marks.
(iii) Draw neat formats wherever necessary.

Section-I

1. (a) Explain the following terms (any *five*) : [5]
(1) Value
(2) Dado
(3) Par stock
(4) Redecoration
(5) Line
(6) ROL
(b) State the objectives and importance of interior decoration. [5]
2. (a) State the reasons why hotel renovate their properties. [5]
(b) Define budget. Explain various types of budgets. [5]
3. (a) Explain any *five* methods of purchasing. [5]
(b) List down various equipments used in gardening. [5]

P.T.O.

Section-II

4. (a) Explain the following terms (any *five*) : [5]
- (1) Credit limit
 - (2) Overbooking
 - (3) Forecast
 - (4) Graveyard shift
 - (5) ARR
 - (6) Transcript.
- (b) List down various reports prepared by night auditor. Explain any *two* with the help of formats. [5]
5. (a) What are the various marketing techniques used by front office personnel ? [5]
- (b) Explain various methods of establishing room rates. [5]
6. (a) State the importance of forecasting. List down the various data required for forecasting. [5]
- (b) Write short notes on (any *two*) : [5]
- (1) Upselling
 - (2) Return Reservation
 - (3) Rate of Thumb Approach.

Total No. of Questions—8]

[Total No. of Printed Pages—7

Seat No.	
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[5372]-54

B.Sc. (Hospitality Studies) (Fifth Semester) EXAMINATION, 2018

504 : HOTEL ACCOUNTING

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Attempt only *six* questions including Question No. 1 which is compulsory.

(ii) Use of pocket calculator is allowed.

(iii) Figures to the right indicate full marks.

1. An authorised capital of “Hotel Yogi” consists of 5,00,000 Equity Shares of ₹ 10 each. Out of this they have issued 3,00,000 Equity Shares of ₹ 10 each for public subscription : [20]

Trial Balance as on 31st March, 2017

Debit Balances	₹	Credit Balances	₹
Goodwill	2,00,000	Sales :	
Stock :		Rooms	25,00,000
Food	90,000	Food	15,00,000
Beverages	1,30,000	Bar	10,00,000
Salaries	14,00,000	Banquets	7,50,000
Land and Building	15,00,000	Creditors	1,20,000

P.T.O.

Purchases :		General Reserve	2,25,000
Food	7,40,000	P&L Appropriation A/c	1,75,000
Beverages	3,50,000	10% Debentures	5,00,000
Advertisement	75,000	Fixed Deposits	1,90,000
Kitchen Equipment	5,00,000	Interest on Investment	40,000
Wages	2,50,000	Share Capital :	
Audit Fees	2,00,000	1,50,000 Equity Shares	
Utensils	1,20,000	of ₹ 10 each	15,00,000
Kitchen Expenses	90,000		
Guest Entertainment	50,000		
Restaurant Furniture	2,70,000		
Gas and Fuel	3,85,000		
Printing and Stationery	75,000		
Glass and China	65,000		
Debenture Interest	50,000		
4% Government Bonds	10,00,000		
Insurance	2,50,000		
Banqueting Debtors	2,00,000		
Director's Fees	1,90,000		
Cash	1,08,000		
Preliminary Expenses	1,20,000		
Calls in Arrears	60,000		
Sundry Expenses	32,000		
Total ₹	85,00,000	Total ₹	85,00,000

Additional Informations :

- (1) Closing stock was valued as :
Food ₹ 1,10,000 and Beverages ₹ 1,40,000.
- (2) Directors proposed the following :
 - (i) Transfer of ₹ 2,25,000 to General Reserve.
 - (ii) Dividend @ 22% to Equity Shareholders.

Prepare Trading A/c, Profit and Loss A/c, Profit and Loss Appropriation A/c for the year ended 31st March, 2017 and a Balance Sheet as on that date.

2. Write short notes on (any *two*) : [10]

- (a) Value Added Tax
- (b) Characteristics of Budget
- (c) Importance of Working Capital.

3. Mr. and Mrs. Ritesh Chopra arrived and occupied Room No. 309 on E.P. @ ₹ 4,000 in "Hotel Samrudhi" on 7th Sept. at 6.30 A.M. He desired to check out on 10th Sept. at 1.30 P.M. Their charges and credit items are given below. Prepare Guests' Weekly Bill : [10]

Sept. 7 Charge items :

E.M.T.; Breakfast; Telephone ₹ 35; Laundry ₹ 120; Newspaper ₹ 20; Lunch with one guest; A.N.C.; Food sundries ₹ 150; Dinner. Deposited ₹ 15,000 in cash.

Sept. 8 Charge items :

E.M.T. one cup; E.M.C. two cups; Breakfast with one guest; Magazine ₹ 90; A.N.C.; Cigarattes ₹ 65; Local Tour ₹ 1,200; Snacks ₹ 70; Soft Drinks ₹ 100; Dinner for one only.

Sept. 9 Charge items :

E.M.C.; Breakfast; Gift Parcle ₹ 300; Railway Tickets; ₹ 1,500; Lunch, A.N.C.; Telephone ₹ 40; Dinner; Deposited ₹ 5,000.

Sept. 10 Charge items :

E.M.T.; Breakfast; Newspaper ₹ 20; Lunch; Taxi Bill ₹ 300.

Hotel Tariff :

E.M.T. ₹ 20 per cup

E.M.C. ₹ 30 per cup

A.N.T. ₹ 25 per cup

A.N.C. ₹ 40 per cup

Breakfast ₹ 130 per person

Lunch ₹ 250 per person

Dinner ₹ 300 per person.

Calculate service charge @ 10% on Apartment and Food only. Check out time is 12.00 Noon. It is a policy of a hotel that, if guest checks out within the next two hours of check out time then not to charge service charge on Apartment. Mr. Ritesh checked out after settling his bill in cash.

4. (a) Explain the following terms : [5]

- (1) V.P.O.
- (2) Company
- (3) Budget
- (4) Interim Dividend
- (5) Preliminary Expenses.

(b) Write in one word, a term or phrase for the following : [5]

- (1) An incorporated association, which is an artificial legal person created by law, having a separate entity, with a perpetual succession and a common seal.
- (2) The expenses which are incurred at the commencement of a company or formation expenses of a company.
- (3) An amount paid by front office of a hotel on behalf of guest staying in a hotel to be charged to him against his bill.
- (4) A plan of operations to be carried out by various departments in a company which is expressed in quantities and monetary values to be prepared prior to a specific period.
- (5) A dividend declared by directors and paid by a company between two Annual General Meetings of a company.

5. (a) From the following information find out cost of food sales : [5]

Particulars	₹
Stock on 1st April, 2016	41,250

Stock on 31st March, 2017	45,000
Purchases of Food	5,02,500
Purchase Returns	3,750
Staff Meals	67,500
Guest Food Complementary	22,500
Food transferred to Bar department	75,000
Transferred from Bar to Food department	7,500

If sales are of ₹ 8,43,750; find out Gross Profit.

- (b) From the information given below prepare as Income statement of Rooms Schedule No. 1 as per uniform system of accounting : [5]

Particulars	₹	Particulars	₹
Room Sales	6,60,000	Allowances	10,000
Employee Benefits	55,000	Wages and Salaries	1,60,000
Contract Cleaning	16,000	Laundry & Dry-cleaning	22,000
Commission	48,000	Uniforms	15,000
Operating Supplies	17,000	Guest Transportation	10,000

6. Distinguish between (any two) : [10]
- (a) Allowances and Discounts
- (b) Preference Shares and Equity Shares
- (c) Guests' Weekly Bill and Visitor's Tabular Ledger.

7. From the following prepare a consolidated income statement of “Hotel Sarovar” as per uniform system of Accounting : [10]

(a) **Revenue :**

Rooms ₹ 45,00,000; Food ₹ 18,75,000; Beverage ₹ 3,75,000.

(b) **Cost of Sales :**

Food ₹ 5,62,500; Beverage ₹ 1,50,000.

(c) **Payroll Expenses :**

Rooms ₹ 18,00,000; Food ₹ 6,00,000; Beverage ₹ 1,05,000.

(d) **Other Expenses :**

Rooms ₹ 3,30,000; Food ₹ 2,55,000; Beverage ₹ 75,000.

(e) **Undistribut Operating Expenses :**

Marketing ₹ 1,80,000; Administration ₹ 3,52,500; Repairs ₹ 1,00,000.

(f) **Fixed Expenses :**

Insurance ₹ 1,50,000; Depreciation ₹ 2,50,000.

(g) Tax is to be charged @ 30% of profits.

8. Answer the following (any *two*) : [10]

(a) What are the advantages of budgetary control ?

(b) Explain any *five* characteristics of a company.

(c) State the reasons for granting of allowances to a guest in a hotel.

Total No. of Questions—8]

[Total No. of Printed Pages—2

Seat No.	
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[5372]-55

B.Sc. (H.S.) (Fifth Sem.) EXAMINATION, 2018

505 : MARKETING MANAGEMENT

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) Attempt any *five* questions out of the remaining Q. Nos. 2 to 8.

(iii) Figures to the right indicate full marks.

1. Write short notes on any *four* : [20]
 - (a) Production concept
 - (b) Characteristics of services
 - (c) Principles of personal selling
 - (d) Political environment
 - (e) Social factors of consumer behaviour
 - (f) Market research.

2. What is Segmentation ? Name different kinds of segmentation. Describe any *two* of them with examples. [10]

3. Explain with a diagram product life cycle. Discuss sales promotion strategies to be adopted at Growth Stages of PLC. [10]

P.T.O.

4. Discuss External Factors affecting pricing decisions. [10]
5. List various sales promotion tools. Explain any *two* tools used in Hotel Industry. [10]
6. Draw and explain 5-Gap Model of Service Quality. [10]
7. Explain any *four* Intermediaries used in Hotel Industry for selling its services. [10]
8. Explain different forms of Marketing Organisation. [10]

Total No. of Questions—6]

[Total No. of Printed Pages—2

Seat No.	
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[5372]-56

B.Sc. (HS) (Fifth Semester) EXAMINATION, 2018

506 : HOTEL RELATED LAW

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) Attempt any *three* questions from the remaining.

1. Write short notes on (any *two*) : [10]
 - (a) Indemnity and guarantee
 - (b) Consideration
 - (c) Strike
 - (d) Food Standard.

2. (a) What do you mean by Industrial Dispute ? State authorities for settlement of Industrial dispute. [10]
(b) Define the term 'factory' and state health and safety provision under Factories Act. [10]

3. (a) In the Sale of Goods Act explain the rights of an unpaid seller. [10]

P.T.O.

- (b) State provisions for residential hotels/restaurant and eating joints under Bombay Shop Act. [10]
4. (a) Explain the following (any *two*) : [10]
- (i) Name any *five* licences required for setting up hotel and restaurant business.
- (ii) Prevention and control of Air pollution.
- (iii) Essentials of a valid contract.
- (b) Write the duties and responsibilities of Food Inspector under Prevention of Food Adulteration Act. [10]
5. (a) Explain void and voidable contract under Indian Contract Act. [10]
- (b) Write in detail about lay-off and lockout. [10]
6. (a) Define wages. List and explain the authorised deduction under Payment of Wages Act. [10]
- (b) What do you understand by “Capacity of parties under Indian Contract Act” ? [10]

Total No. of Questions—5]

[Total No. of Printed Pages—2

Seat No.	
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[5372]-61

B.Sc. (Hospitality Studies) (Semester VI) EXAMINATION, 2018
ADVANCED FOOD PRODUCTION
(2008 Pattern)

Time : 2 Hours

Maximum Marks : 40

N.B. :— (i) Question No. 1 is compulsory.
(ii) Attempt any 3 out of rest.

1. Explain the following terms (any *ten*) : [10]
- (1) Zafaglione
 - (2) Kosher style
 - (3) Blinis
 - (4) A la grecque
 - (5) Arroz
 - (6) Calamares
 - (7) Chorizo
 - (8) Amaretto
 - (9) Bruschetta
 - (10) Calzone
 - (11) Crostata
 - (12) Rajbhog
2. (a) Plan a five course spanish menu with one line explanation for each. [5]
- (b) Write the process of making Pati. [5]

P.T.O.

3. (a) Discuss the basic principles of kitchen layout and planning. [5]
- (b) List any *two* ingredients from the following category used in Italian cuisine only : [5]
- (i) Cheese
 - (ii) Herb
 - (iii) Pasta
 - (iv) Exotic vegetable
 - (v) Oil
4. (a) Write short notes on : [5]
- (i) Hot pudding
 - (ii) Indian speciality desserts.
- (b) Explain the manufacturing process of chocolate. [5]
5. (a) List any *five* equipments found in kitchen stewarding dept and explain them in brief. [5]
- (b) Explain any *two* types of garbage disposal methods. [5]

Total No. of Questions—6]

[Total No. of Printed Pages—2

Seat No.	
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[5372]-62

B.Sc. (Hospitality Studies) (VI Semester) EXAMINATION, 2018

602 : ADVANCED FOOD SERVICES AND MANAGEMENT

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

N.B. :— (i) Solve any *four* questions.

(ii) *All* questions carry equal marks.

1. (a) Explain any *three* types of restaurant with an example of each. [6]
- (b) Draw and explain parts of Bar. [4]
2. (a) Location plays a vital role in planning of a Bar. Explain with example. [5]
- (b) Write a short note on lighting and decor while planning a restaurant. [5]
3. (a) What is budget ? Explain the types of budgets given below : [6]
 - (1) Sales Budget
 - (2) Labour Cost Budget.

P.T.O.

- (b) Explain financial policy for fast food and popular catering outlets.[4]
4. (a) List down 5 types of licenses required to start a restaurant.
Explain any *one* in detail. [5]
- (b) Plan a weekly duty rota for a five star speciality restaurant
which is in operation for lunch and dinner. [5]
5. (a) How may the performance be measured of contract
caterers ? Explain in detail. [4]
- (b) List and explain *four* objectives of budget. [6]
6. (a) What are the basic elements of layout for planning a speciality
restaurant. [4]
- (b) What is outsourcing ? What options are available to hotel's
food and beverage outlets ? [6]

Total No. of Questions—6]

[Total No. of Printed Pages—2

Seat No.	
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[5372]-63

B.Sc. (Hospitality Studies) (VI Semester) EXAMINATION, 2018
603 : SPECIALISED ACCOMMODATION MANAGEMENT
(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

N.B. :— (i) Solve any *four* questions out of six.

(ii) *All* questions carry equal marks.

(iii) Assume suitable data wherever necessary.

1. (a) Explain the following terms (any *five*) : [5]
- (1) Analogous colour scheme
 - (2) Valances
 - (3) Yield Management
 - (4) Cornice Lighting
 - (5) Bay Windows
 - (6) Woven Carpets
 - (7) MICE
- (b) What are warm colours and cool colours ? How are they used in interiors ? [5]
2. (a) Describe the construction of a carpet with a diagram. [6]
- (b) Write short notes on (any *two*) : [4]
- (i) Recycling of Materials
 - (ii) Role of Accessories in guest rooms
 - (iii) Importance of Forecasting

P.T.O.

3. (a) Explain the various components of MICE. [6]
(b) How can Eco-friendly policies be adopted for the Housekeeping Department ? [4]
4. (a) With the help of a layout, explain the various functions carried out in the linen room. [6]
(b) Describe the importance of co-ordination between Sales Marketing department with front office. [4]
5. (a) Draw and explain the following reports : [6]
(i) Guest History Card
(ii) Room Status Report.
(b) Explain the importance of MIS in the hotel industry. [4]
6. (a) Draw and explain any *three* types of curtains. [6]
(b) What points should be borne in mind while selecting floorings for any given space. [4]

Total No. of Questions—8]

[Total No. of Printed Pages—2

Seat No.	
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[5372]-64

B.Sc. (H.S.) (VI Semester) EXAMINATION, 2018

604 : TOTAL QUALITY MANAGEMENT

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) Q. No. 1 is compulsory and attempt any *five* of the remaining.

1. Write short notes on (any *four*) : [4×5=20]
 - (1) Pareto analysis
 - (2) 5 'S'
 - (3) Quality circle
 - (4) Business process Reengineering
 - (5) HACCP.
2. Explain *six* basic concepts of TQM. [10]
3. List down 14 principles prepared by Deming for TQM. [10]
4. Explain the core values of Japanese management. [10]
5. What is cost of quality ? What are the various costs involved in maintaining quality. [10]

P.T.O.

6. Explain any *five* methods of measuring customer satisfaction.[10]

7. (a) Explain the role of leadership in creating quality culture in an organisation. [5]
(b) Explain only *five* elements of quality man. [5]

8. Explain water and energy management in TQM. [10]

Total No. of Questions—8]

[Total No. of Printed Pages—2

Seat No.	
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[5372]-65

B.Sc. (H.S.) (VI Semester) EXAMINATION, 2018

605 : HUMAN RESOURCE MANAGEMENT

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) Attempt any *five* questions from Q. 2 to Q. 8.

1. Write short notes on (any *four*) : [20]
 - (a) Fringe Benefits
 - (b) Role of Human resource manager
 - (c) Merit base promotion
 - (d) Job Description
 - (e) Need of Human Resource Planning
 - (f) Collective Bargaining.

2. Explain the various causes of labour turnover in hotels. [10]

3. Describe selection process. [10]

4. What is the importance of Training in Hotel Industry. Explain any *two* methods of Training in Hotels. [10]

P.T.O.

5. Define 'Discipline'. Explain the causes of Indiscipline. [10]
6. Explain any *four* methods of performance appraisal. [10]
7. Define 'Induction'. Explain the importance of Induction and Orientation in an organisation. [10]
8. Explain the various modes of recruitment. [10]

Total No. of Questions—9]

[Total No. of Printed Pages—2

Seat No.	
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[5372]-66

B.Sc. (H.S.) (VI Sem.) EXAMINATION, 2018
606 : ENTREPRENEURSHIP DEVELOPMENT
(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Answer any *seven* of the following.

(ii) *All* questions carry equal marks.

1. As an entrepreneur operating a North Indian speciality restaurant, explain the factors you will consider in SWOT analysis while marketing the outlet. [10]
2. Give reasons for any *two* : [10]
 - (a) The importance of mobilization of finance in the business by an entrepreneur.
 - (b) The importance of preparation of project report for starting a business.
 - (c) The importance of budgeting for an entrepreneur while operating the business.
3. (a) Describe the steps involved in an entrepreneurial process. [6]
(b) List the secondary information gathering techniques and explain the use of any *one*. [4]
4. (a) Explain any *three* problems faced by women entrepreneurs while handling the business. [6]
(b) Explain *four* points of importance of accounting for an entrepreneur while handling business operations. [4]

P.T.O.

5. As an entrepreneur planning to start a juice and snacks parlour, design the project report required to secure finance from the bank. [10]
6. (a) From the current decade name for successful Indian Entrepreneurs and the organisation they represent. [4]
(b) Discuss any *six* important qualities required to become a successful entrepreneur. [6]
7. State *three* points of difference between : [10]
(a) Entrepreneurship and entrepreneur
(b) Entrepreneur and intrapreneur.
8. (a) Explain *four* types of entrepreneurs with examples. [8]
(b) Define entrepreneur. [2]
9. Write short notes on any *two* : [10]
(a) Analysis of survey data
(b) Principles of market survey
(c) Principles of evaluation of quality control.