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[4778]-101

B.Sc. (Hospitality Studies) (I Sem.) EXAMINATION, 2015

BASIC FOOD PRODUCTION

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

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

- (a) Grinding
- (b) Garam Masala
- (c) Garnish
- (d) Rubbing-in
- (e) Marination
- (f) Juliennes
- (g) Kneading
- (h) Sprouting
- (i) Steeping
- (j) Creaming
- (k) Blanching
- (l) Filleting.

2. (a) What safety practices will you take to prevent accidents in kitchen ? [2]

P.T.O.

- (b) Write advantages and disadvantages of the following materials used in kitchen utensils : [4]
(i) Copper
(ii) Stainless-Steel.
- (c) Classify vegetables with *two* examples of each. [4]
3. (a) Give examples of fats and oils with their sources. [4]
(b) Draw a chart of classical brigade of the kitchen of a five star hotel. [4]
(c) What is the action of heat on colour pigments of vegetables in presence of acids ? [2]
4. (a) List any *four* steps of cheese manufacturing process. [2]
(b) Name any *four* stone fruits. [2]
(c) Draw a neat labelled diagram illustrating the structure of Egg. [2]
(d) List down any *four* available bi-products of wheat and rice. [4]
5. (a) State various types of fuels used in the kitchen. [2]
(b) What are the aims and objectives of cooking food ? [2]
(c) Write any *four* functions of sugar. [2]
(d) Differentiate between herbs and spices. [2]
(e) What points will you consider while storing cereals and pulses ? [2]

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[4778]-102

B.Sc. (Hospitality Studies) (I Sem.) EXAMINATION, 2015
102 : FOOD AND BEVERAGE SERVICE
(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

- N.B. :—** (i) Attempt any *four* questions from the following.
(ii) *All* questions carry equal marks.
(iii) Draw sketches wherever required.

1. Explain the following terms : [10]
- (a) Buffet
 - (b) Waiter's friend
 - (c) Crêpe
 - (d) In-situ service
 - (e) Charcuterie
 - (f) Chef-de-rang
 - (g) Game
 - (h) EPNS
 - (i) Supper
 - (j) Chair trolley
 - (k) Welfare catering
 - (l) Polivit.
2. (A) Provide the dimension/capacity of the following equipment (any *four*) : [4]
- (a) Sherry glass
 - (b) Soup plate
 - (c) Demi-tasse cup
 - (d) Slip cloth
 - (e) Round table to seat eight persons.
- (B) State any *two* advantages of using disposables. [2]
- (C) Give *two* examples of (any *two*) : [4]
- (a) Breakfast rolls
 - (b) Coffee
 - (c) Pasta Shapes
 - (d) Base Sauce.

P.T.O.

3. (A) Write short notes on (any *three*) : [6]
 (a) Silver dip
 (b) Commercial catering
 (c) Fixed menu
 (d) Sideboard.
 (B) Plan a Continental Breakfast. [4]
4. (A) Differentiate between (any *two*) : [6]
 (a) Fast food outlet and specialty restaurant
 (b) Breakfast and Dinner
 (c) Mise-en-place and Mise-en-scene.
 (B) Outline the duties of : [4]
 (a) F&B Manager
 (b) Hostess.
5. (A) Explain how F&B service liaises with the following departments (any *three*) : [6]
 (a) Human Resource Department
 (b) Food Production Department
 (c) Housekeeping
 (d) Front Office.
 (B) Give the accompaniments for (any *four*) : [4]
 (a) Omelette
 (b) Roast Lamb
 (c) Bouillabaise
 (d) Hot asparagus
 (e) Pomfret Orly
 (f) Smoked Salmon.
6. (A) Draw a hierarchy chart for a bar in a five star hotel. [4]
 (B) Explain the following terms and give *one* example each (any *three*) : [6]
 (a) Buffet Froid
 (b) Poisson
 (c) Hors-d'oeuvres
 (d) Dessert.

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[4778]-103

B.Sc. (Hospitality Studies) (I Sem.) EXAMINATION, 2015
BASIC ROOMS DIVISION
(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

N.B. :— (i) Attempt any *two* questions from each Section.
(ii) Draw neat diagrams/charts wherever necessary.

SECTION I

1. Explain the following terms (any *ten*) : [10]
- (a) Pent House
 - (b) H.W.C.
 - (c) Vacuum Cleaner
 - (d) VIP
 - (e) Sanibin
 - (f) DND
 - (g) Crib
 - (h) Twin Room
 - (i) GRA
 - (j) Front Areas
 - (k) DL.
2. (A) Draw the layout of Housekeeping Department. [5]
(B) Explain the selection criteria for cleaning agents. [5]
3. (A) Explain co-ordination of Housekeeping with : [5]
(1) Engineering Department
(2) Restaurant.

P.T.O.

- (B) Write short notes on (any *two*) : [5]
- (1) Guest Satisfaction and Repeat Business
 - (2) Attributes of Housekeeping Personnel
 - (3) Cleaning Equipments.

SECTION II

4. Explain the following terms (any *ten*) : [10]
- (a) Black List
 - (b) EP
 - (c) Valet
 - (d) OOO
 - (e) Departure
 - (f) EPABX
 - (g) Lanai
 - (h) FIT
 - (i) Motel
 - (j) Duplex
 - (k) Grand Master Key.
5. (A) List down the manual and automated equipments used in Front Office Department. [5]
- (B) What is Paging ? Which are the different methods of paging used in hotels ? [5]
6. (A) Draw the Organisational Chart of Front Office Department for a Large Hotel. [5]
- (B) Write short notes on (any *two*) : [5]
- (1) Functions of Bell Desk
 - (2) Classification of Hotels on the basis of size
 - (3) Attributes of Front Office Personnel.

Total No. of Questions—5]

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[4778]-104

B.Sc. (Hospitality Studies) (I Sem.) EXAMINATION, 2015

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) Give any *four* features of computer. [4]
(B) Give the rules for giving a formula or function in MS-Excel.
Give an example to support your answer. [3]
(C) Explain the term Primary Key in MS-Access. [3]

2. (A) Give any *four* advantages of Internet. [4]
(B) Explain any *three* input devices of computer in brief. [3]
(C) What is a Hyperlink ? Give steps to insert a Hyperlink in
MS-Word. [3]

3. (A) Define the following terms in Windows operating system : [4]
(i) DESKTOP
(ii) ICON
(iii) File
(iv) Folder.

P.T.O.

- (B) Define E-Commerce and explain B-to-B, and B-to-C in brief. [1+2=3]
- (C) Give names of any *three* Data Types used in MS-Access. [3]
4. (A) Explain any *four* commands of DOS. [4]
- (B) Give difference in SAVE and SAVE-AS in MS-Word. [3]
- (C) What is extension of a MS-PowerPoint File ? Give steps to insert and delete a slide in MS-PowerPoint. [1+1+1=3]
5. (A) Explain SUM and UPPER function in MS-Excel with an example of each. [2+2=4]
- (B) Give names of any *four* slide layouts in MS-PowerPoint. [2]
- (C) Give difference between uploading and downloading. [1+1=2]
- (D) Define a Field and a Record in DBMS. [1+1=2]

Total No. of Questions—7]

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[4778]-105

B.Sc. (Hospitality Studies) (I Sem.) EXAMINATION, 2015

105 : CATERING SCIENCE

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

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

(iii) Draw diagrams wherever necessary.

1. Define the following terms (any 5) : [10]

- (1) Boiling point
- (2) Cross contamination
- (3) Food adulteration
- (4) Sol
- (5) Smoking point
- (6) Density.

2. (a) Match the following contents from Column 'A' with Column 'B' : [10]

Column 'A'

Column 'B'

- | | |
|--------------------------------------|----------------------------|
| (1) Budding | (1) Coloring agent |
| (2) Argemone oil | (2) Desirable browning |
| (3) Temperature of dry storage areas | (3) Boiling under pressure |
| | (4) Sanguinarine |

P.T.O.

- | | | |
|---|-----------------------------------|--------------------------|
| (4) Potato turn brown
when cut | (5) 15°C—21°C | (6) Salmonella Paratyphi |
| (5) Adulterant in semolina | (7) Reproduction process of yeast | (8) Undesirable browning |
| (6) Saffron | (9) Sodium benzoate | (10) Iron filings |
| (7) Chemical preservative | (11) 5°C—63°C | (12) Trypsin inhibitor |
| (8) Organism responsible
for typhoid | | |
| (9) Steaming of dhokla | | |
| (10) Caramelization | | |

(b) Why is pest control necessary ? Mention any **2** controlling measures to control the growth of ants and stored grain insects for each. [5]

3. (a) Discuss 'Perfringens food poisoning' on the basis of :

- | | |
|---------------------------------------|-----|
| (1) Name of responsible organism. | [1] |
| (2) Any 2 foods involved. | [2] |
| (3) Any 2 preventive measures. | [2] |

Or

Explain any **3** non-bacterial metal poisoning in food. Give any **2** sanitary practices to be followed by a food handler while cooking food.

(b) List any **4** foods to be stored in freezer storage areas and also explain any **3** operating procedure for refrigerator. [5]

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

4. (a) Explain any **3** factors affecting growth of microorganism and explain any **2** ways to control microbial growth in food. [5]
- (b) State SI units of measurement for each weight and volume. Convert 200°C into °F. [5]
- (c) Define Sanitation. State the importance of hygiene and sanitation in food industry. [5]
5. (a) Explain morphology of moulds. [5]
- Or*
- Give any **5** uses of microorganisms in food industry. State the names of microorganism.
- (b) Define browning reactions in food. Explain any **3** preventive measures to prevent undesirable browning. [5]
- (c) Explain the following : [5]
- (i) Protective clothing for a food handler.
- (ii) Natural toxins present in food.
6. (a) State any **2** the spoilage indicators for the following food stuffs : [5]
- (1) Eggs
- (2) Veg Pulao
- (3) Canned Food
- (4) Banana
- (5) Fish.
- (b) Explain the concept of HACCP in catering industry. [5]
- (c) Why is protective display of food necessary ? State any **3** ways to prevent cross-contamination in food. [5]

7. (a) State the name of adulterant and test to detect them in the following food stuffs : [5]
- (1) Tea
 - (2) Milk
 - (3) Coffee
 - (4) Chilli Powder
 - (5) Turmeric.
- (b) Why are additives added to food ? Explain any **3** types of food additives with *one* example of each. [5]
- (c) What is the role of food standards in India ? Explain any **2** food standards with *one* example each. [5]

Or

Explain indirect mode of transmission of disease with the help of diagram.

Total No. of Questions—8]

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[4778]-106

B.Sc. (Hospitality Studies) (I Sem.) EXAMINATION, 2015

106 : COMMUNICATION FUNDAMENTALS

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

- N.B. :—**
- (i) Question Nos. 1 and 5 are compulsory.
 - (ii) Answer any *two* from the remaining three questions in each Section.
 - (iii) Assume suitable data wherever necessary.
 - (iv) Do not reveal your identity either name/college.

SECTION I

1. As a Librarian, write a letter of enquiry for purchase of latest books related to hotel operations. [15]
2. Write short notes on (any *two*) : [10]
 - (1) Barriers to communication
 - (2) *Five* disadvantages of written communication
 - (3) Factors to be considered for effective presentation.
3. As a Floor Supervisor, write a report on a theft that occurred in a guest room. Address the report to the Executive Housekeeper, assuming suitable data. [10]

P.T.O.

4. (a) Draft a notice to your employees, informing them about the Annual Day Celebrations to be held on 1st December, 2014. Assume suitable data. [5]
- (b) Factors to be considered while writing a 'Log Book'. [5]

SECTION II

5. Respond to an advertisement given by "Marriott group of Hotels" in 'Times of India' dated 15th November, 2014, for the position of Front Office Manager for their hotel in Mumbai. Draft a suitable covering letter and a Resume. [15]
6. What do you understand by Body Language ? Explain any *five* forms of Body Language. [10]
7. Describe the Telephone Etiquettes to be followed for effective communication in Hospitality Industry. [10]
8. As an F&B Manager, write a memo to the steward about whom there are complaints of incorrect order taking and being impolite to guests. [10]

Total No. of Questions—5]

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[4778]-201

B.Sc. (H.S.) (II Sem.) EXAMINATION, 2015

201 : FOOD PRODUCTION PRINCIPLES

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

1. (A) Explain the following terms (any 6) : [6]
(i) Conduction
(ii) Braising
(iii) Chowder
(iv) Glazes
(v) Mornay
(vi) Moghlai
(vii) Vindaloo.
- (B) Differentiate between (any 2) : [4]
(i) Accompaniments and Garnishes
(ii) Deep Frying and Shallow Frying
(iii) Boiling and Steaming.
2. Answer the following questions (any 5) : [10]
(i) Give clarification process for consommé.

P.T.O.

- (ii) Write recipe for 1 lit. Bechamel Sauce.
 - (iii) Give advantages of Microwave Cooking.
 - (iv) Explain role of Eggs in Bakery and Confectionery.
 - (v) Write a short note on convection as a heat transfer method.
 - (vi) Write any *four* golden rules of Making Stock.
3. (A) Give classification of Soups with *one* example each. [4]
- (B) Name any **3** small and **3** large equipments used in Bakery and Confectionery. [3]
- (C) Name and explain in detail any *two* thickening agents used in Sauces. [3]
4. (A) Give **2** derivatives for the following Sauces and name the ingredients used in making of those derivatives : [6]
- (i) Mayonnaise
 - (ii) Espangole
 - (iii) Bechamel.
- (B) Name methods of Bread making. [2]
- (C) Give any **2** desirable and **2** non-desirable textures. [2]
5. (A) Name all stages in Bread making and explain any **3**. [5]
- (B) Write short notes on (any **2**) : [5]
- (i) Roasting
 - (ii) Poaching
 - (iii) Baking.

Total No. of Questions—6]

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[4778]-202

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

EXAMINATION, 2015

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 diagrams wherever necessary.

1. (a) List and explain any *three* ingredients in manufacturing of beer. [3]
- (b) Classify non Alcoholic beverages with suitable examples of each. [4]
- (c) Explain any *three* types of buffet. [3]

2. (a) Differentiate between : [6]
 - (i) ALE and LAGER
 - (ii) Duplicate and triplicate checking system.
- (b) Classify alcoholic beverages with suitable examples of each. [4]

P.T.O.

3. (a) Describe the 'cycle of service' in room-service. [4]
(b) List and explain *three* major buffet equipments. [3]
(c) Explain the terms : [3]
(i) Sales
(ii) Cider
(iii) Perry.
4. (a) Describe important points to be considered while planning buffet setups. [4]
(b) Draw and explain any *three* formats used in room service. [3]
(c) Draw the following KOT : [3]
(i) Suivant
(ii) Retour-enplace
(iii) Accident
5. (a) Draw a neat flowchart of triplicate KOT system and explain it in brief. [5]
(b) Name the following beverages : [5]
(i) Two International brands of mineral water
(ii) Two lithiated water
(iii) Two International brands of spring water
(iv) Two aerated beverages
(v) Two speciality of coffees.

6. Explain the following terms:

[10]

- (i) Suggestive selling
- (ii) Lead time
- (iii) Smorgas Board
- (iv) Fermentation
- (v) Grist
- (vi) Minibar
- (vii) N.C. KOT
- (viii) Distillation
- (ix) Brewing
- (x) Grenadine.

Total No. of Questions—6]

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[4778]-203

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

EXAMINATION, 2015

203 : ROOM DIVISION SERVICES

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

SECTION I

1. (A) Explain the following terms (any *five*) : [5]

(1) Cabana

(2) Check list

(3) Second service

(4) Mattress protector

(5) Periodic cleaning

(6) DNCO

(B) Explain work routine of a Chambermaid. [5]

P.T.O.

2. (A) Explain the function performed at control desk. [5]
- (B) List down any *four* general principles of cleaning. [2]
- (C) GRA has found a gold chain in the departure room. Explain the procedure to be followed by GRA. [3]
3. (A) Write short notes on (any *two*) : [5]
- (1) Evening service
- (2) Manual key
- (3) Importance of supervision.
- (B) Write down the procedure for cleaning a V.I.P. room. [5]

SECTION II

4. (A) Explain the following terms (any *five*) : [5]
- (1) CRS
- (2) Conventional chart
- (3) Overbooking
- (4) No show
- (5) EP
- (6) Late charges.
- (B) Draw and explain guest cycle. [5]

5. (A) Explain the pre-arrival procedure for an Airline crew. [3]
- (B) Write precautions to be taken while handling credit card. [3]
- (C) A guest wishes to deposit his valuables with the cashier. Explain the safety locker procedure. [4]
6. (A) Draw the format for the following : [5]
- (1) 'C' form
- (2) Bell Boy Errand Card
- (B) Write short notes on : [5]
- (1) Overbooking
- (2) Express check-out.

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[4778]-204

B.Sc. (Hospitality Studies) (Second Semester) EXAMINATION, 2015

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) Tourist
- (2) Destination
- (3) Excursionist
- (4) VFR
- (5) Health tourism
- (6) Inbound tourism
- (7) Religious tourism
- (8) Sustainable tourism
- (9) MICE

P.T.O.

- (10) Social tourism
 - (11) Domestic tourism
 - (12) Tourism.
2. (A) Explain the secondary constituents of tourism in detail. [6]
(B) Explain 4 'A's of Tourism in brief. [4]
3. (A) Explain different types of accommodation in tourism. [6]
(B) What is the role of NGO in making responsible tourist. [4]
4. (A) Explain any *three* economic impact of tourism. [6]
(B) Explain the role of transport in tourism. [4]
5. Explain the role and objective of the following tourism organization
(any *four*) : [10]
- (1) ITDC
 - (2) ASI
 - (3) TAAI
 - (4) IATA
 - (5) FHRAI.

6. (A) Explain the function of travel agent. [6]
(B) Explain different types of package tour. [4]
7. (A) Define VISA. Explain any *five* types of VISA. [6]
(B) Explain essential quality required for guide or escort. [4]
8. Write short notes on (any *two*) : [10]
(1) Growth of tourism
(2) Component of tour package
(3) Environmental impact of tourism.
9. Plan an itinerary of 3 nights and 4 days for a group of 30 who travelling from Pune to Hyderabad. [10]
10. Explain career opportunities for tourism professional. [10]

Total No. of Questions—7]

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[4778]-205

B.Sc. (Hospitality Studies) (Second Semester) EXAMINATION, 2015

205 : CATERING SCIENCE-II

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

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

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

- (1) Balanced diet
- (2) Cholesterol
- (3) Empty calories
- (4) Health
- (5) Vitamin
- (6) Nutrition.

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

- (1) Salt should be fortified with Iodine
- (2) Vegetable proteins are not a complete source of proteins.

P.T.O.

- (3) Cold drinks are called empty calorie drink.
- (4) Sucrose is a disaccharide.
- (5) An excessive intake of carbohydrates is not beneficial to health.
- (6) Pressure cooking is the best method of cooking food.
- (B) A diet provides 30 g of fat, 120 g of carbohydrate and the amount of protein is 65 g. The fibre content is 15 g. Calculate the total energy supplied by the diet. [5]
3. (A) Define Rancidity of oil. Enlist any *three* ways to prevent rancidity. [5]
- (B) List the essential amino acids required for a child. [5]
- (C) Explain the basic *five* food groups with suitable examples. [5]
4. (A) Classify carbohydrates with suitable examples. [5]
- (B) Plan a balanced day's vegetarian diet for a woman, aged 25 years who is clerk. [5]
- (C) Give any *three* functions of fat. Write a note on effect of heat on fats. [5]

5. (A) Explain vitamin D under the following headings :
- (1) To good food sources [1]
 - (2) Two important functions [2]
 - (3) Any *one* deficiency disease with its *one* symptom. [2]
- (B) Explain the importance of avoiding junk food. [5]
- (C) Give any *five* ways to prevent loss of nutrients while cooking food. [5]
6. (A) Give any *two* foods to be recommended and any *two* foods to be avoided for the following diseases : [10]
- (1) Fever and infection
 - (2) Cardiovascular diseases
 - (3) Diabetes mellitus
 - (4) Constipation
- (B) Explain the concept of supplementary value of protein with *two* examples. [5]

Or

Explain the following :

- (1) Importance of dietary fibres
- (2) Ill-effects of excess consumption of fat in the diet.

7. (A) Explain the importance of NaCl in our diet. Give any *four* good food sources of NaCl (Sodium chloride). [5]
- (B) How does our body maintain water balance ? Give any *two* dietary sources of water. [5]
- (C) Explain iron on the basis of :
- (1) Two good food sources [1]
- (2) Two important functions [2]
- (3) Any *one* deficiency disease with its symptom. [2]

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[4778]-206

B.Sc. (Hospitality Studies) (Second Semester) EXAMINATION, 2015

COMMUNICATION SKILLS-II

(206 : Basic French for Hotel Industry)

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) *All answers are to be written in French, unless otherwise specified.*

1. (A) Conjuguez les verbes au présent et récrivez les phrases.

(Conjugate the verbs in the present tense and rewrite the sentences) [5]

(1) Je (préparer) un gâteau au chocolat.

(prépare/préparons/préparez)

(2) Nous (aller) au marché.

(allez/vont/allons)

(3) Vous (ne pas pouvoir) stationner ici.

P.T.O.

(4) Nous (être) en vacances.

(sommes/êtes/es)

(5) (Faire) cuire pendant 15 minutes.

(faites/font/fait)

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

Write the date in French.

(1) Monday, 3/9/2013

(2) Saturday 7/6/2011

(3) Sunday, 18/10/2000

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

(What time is it ?)

(1) 4.00 pm

(2) 12 noon

(3) 8.20 am

(4) 1.10 pm

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

(Write the numbers in words) (in French) :

(1) 22

(2) 8th

(3) 70

(4) 15

(B) Mettez la bonne mesure

(Fill in the *correct* measure) : [2]

(litre/tranche/bouteille/carafe)

(1) une de pain.

(2) une de vin rouge

(3) un de lait

(4) une d'eau.

(C) Mariez les colones et réécrivez les paires.

(Match the following and rewrite the *correct* pairs) [5]

A

B

(1) S'il vous plaît

(a) Enjoy your meal !

(2) Bon Appétit

(b) Congrajulations

(3) Félicitations !

(c) Thank you very much

(4) Je peux vous aider

(d) Please

(5) Merci, Beaucoup

(e) May I help you

3. (A) Traduisez en anglais. [5]

(Translate into English)

— Très heureux de vous voir !

— Enchantée !

— Avez-vous fait bon voyage ?

— Parfait, Merci beaucoup

— Comment va votre famille ?

— Très bien, merci, J'espère tout va bien chez vous ?

— Tout à fait, Je vous remercie.

(B) Nommez le chef (5 au choix)

(Name the chef) (any *five*) : [5]

(1) Prépare les plats de poissons

(2) S'occupe des potages, soupes

(3) Prépare les glaces, sorbets

(4) Prépare le repas pour le personnel du restaurant

(5) Apprennent le métier et suivent des cours

(6) Prèpare les sauces.

4. (A) Planifiez un menu français de **5** cours en donnant un exemple de chaque cours.

(Plan a *five* course French menu while giving an example of each course) [5+1]

- (B) Nommez deux fruits. [2]

- (C) Nommez deux fromages. [2]

5. (A) Nommez deux Herbes. (Name *two* herbs). [2]

- (B) Nommez deux champagnes (Name *two* champagnes). [2]

- (C) Expliquez les termes en anglais (**6** au choix). [6]

(Explain the terms in English) (any **6**) :

(1) L'assiette

(2) La nappe

(3) Le garçon

(4) Sec

(5) Premier cru

(6) Huile d'olive

(7) La chaise.

6. (A) Donnez les équivalents en anglais (**3** au choix) : [3]

(Give the equivalents in English) (any *three*).

(1) moutarde

(2) blé

(3) lait

(4) pomme

(B) Donnez les équivalents en français (**3** au choix) : [3]

(Give the equivalents in French) (any **3**) :

(1) Salt

(2) Honey

(3) Beetroot

(4) Meat

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

(Represent the Restaurant Brigade with the help of a flow chart)

7. Expliquez les terms en anglais (**10** au choix) [10]

(Briefly explain the terms in English) (any **10**) :

(1) Brûlé

(2) Canapé

- (3) Bouillabaisse
- (4) Blini
- (5) Bain-marie
- (6) Cocotte
- (7) Brioche
- (8) Jus lié
- (9) Du jour
- (10) Guéridon
- (11) Vol-au-vent.

Total No. of Questions—5]

[Total No. of Printed Pages—2

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[4778]-301

B.Sc. (Hospitality Studies) (Third Semester) EXAMINATION, 2015

QUANTITY FOOD PRODUCTION

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

(iii) Assume suitable data wherever necessary.

1. (a) Explain the principles for selection and storing of poultry. [5]
(b) Prepare a Punjabi menu for a Banquet party with a brief narration of the dishes. [5]
2. (a) Enlist and explain the *five* types of Ham and *five* types of Bacons available. [5]
(b) What are the duties and responsibilities of Larder chef? [5]
3. (a) Explain the physical and chemical composition of meat. [5]
(b) List and explain any *two* methods of cake making with *two* examples of each. [5]

P.T.O.

4. (a) Give the classification of fish with *one* example of each. [5]
(b) Draw and explain the cuts of lamb. [5]
5. (a) Explain the following terms (any *five*) : [5]
(i) Adipose tissue
(ii) Butterfly fillet
(iii) Pennsylvania Ham
(iv) Pound cake
(v) Cephalopods
(vi) Corned beef
- (b) What do you mean by offals ? Give examples. [2]
- (c) Explain the following : [3]
(i) Marinades
(ii) Cures
(iii) Brine

Total No. of Questions—6]

[Total No. of Printed Pages—3

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[4778]-302

B.Sc. (Hospitality Studies) (Third Semester) EXAMINATION, 2015

302 : BEVERAGE SERVICES

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

(iii) Draw neat diagrams wherever necessary.

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

[10]

- (1) Viticulture
- (2) Clarets
- (3) Vermouth
- (4) Heads
- (5) Deluxe Whisky
- (6) London dry Gin
- (7) Eiswein
- (8) Cognac

P.T.O.

- (9) Dunder
 - (10) Tequila
 - (11) Flor
 - (12) Blush wine
 - (13) Questch.
2. (a) Explain traditional method of Champagne. List the grape varieties used in the manufacturing of Champagne. Also list *two* shippers of it. [5]
- (b) Explain Solera system with the help of a neat diagram. [5]
3. (a) List any *eight* rules for matching food and wine. [4]
- (b) Define Aperitifs and classify it with examples. [4]
- (c) List any *four* international brands of Vodka. [2]
4. (a) Differentiate between Pot still and Patent still. [4]
- (b) With the flow chart explain how rum is made ? [4]
- (c) List any *two* International brands of the following : [2]
- (1) Cigar
 - (2) Cigarette.

5. (a) Define and classify liqueurs with suitable examples. [4]
(b) List any *three* regions of Italy. Write *one* wine from the same. [6]
6. Answer the following (any *ten*) : [10]
- (1) 2 orange flavoured liqueurs.
 - (2) Binder
 - (3) 2 Brands of Canadian Whisky
 - (4) 2 Brands of Irish Whisky
 - (5) 2 Brands of Tequila
 - (6) 2 Brands of Cognac
 - (7) 2 Brands of flavoured Vodka.
 - (8) 2 Brands of White rum.
 - (9) 2 Brands of Single malf
 - (10) List any *two* patent still spirits
 - (11) 2 Brands of Gin
 - (12) 2 red wines from Bordeaux.

Total No. of Questions—6]

[Total No. of Printed Pages—3

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[4778]-303

B.Sc. (Hospitality Studies) (Third Semester) EXAMINATION, 2015

ACCOMMODATION SERVICES

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(1) Moth

(2) Warp

(3) Outsourcing

(4) Kenzan

(5) Par stock

(6) Compound stain.

(b) Classify fiber on the basis of sources and explain characteristics of cotton fabric. [5]

P.T.O.

2. Write short notes on (any *four*) : [10]
- (1) Safety of hotel property
 - (2) Principles of flower arrangement
 - (3) Linen control
 - (4) Contract cleaning
 - (5) Preventive measures of cockroaches.
3. (a) Draw and explain layout of a linen room in Five Star Hotel. [5]
- (b) Write *five* points of conditioning of plant material in detail. [5]

SECTION II

4. (a) Explain the following terms (any *five*) : [5]
- (1) MAP
 - (2) Rev par
 - (3) Plus Position
 - (4) VPO
 - (5) Charge Privileges
 - (6) Late check out.
- (b) Write any *three* personality traits required by GRE and state any *two* functions of GRE. [5]

5. (a) Explain, how will you handle the following situations as a hotel employee : [5]
- (1) Death in hotel room
 - (2) Fire in floor pantry.
- (b) Draw and explain the following : [5]
- (1) Discrepancy report
 - (2) GHC.
6. (a) Write down the following formulae : [5]
- (1) House count
 - (2) ARR
 - (3) Double occupancy %
 - (4) Room occupancy %
 - (5) Foreign occupancy %
- (b) Write short notes on : [5]
- (1) Types of accounts at front office
 - (2) Cash sheet.

Total No. of Questions—9]

[Total No. of Printed Pages—2

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[4778]-304

B.Sc. (H.S.) (Third Semester) EXAMINATION, 2015

304 : PRINCIPLES OF MANAGEMENT

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :—Question No. 1 is compulsory. Solve any *five* from remaining.

1. Write short notes on (any *four*) : [20]
 - (a) Levels of Management
 - (b) Need for co-ordination
 - (c) Planning premises
 - (d) Importance of morale
 - (e) Top level management
 - (f) Line and staff organization.

2. Discuss contribution of F.W. Taylor to Scientific Management. [10]

3. Define planning. Discuss various types of plans in brief. [10]

4. Discuss Maslow's need hierarchy theory of motivation. [10]

5. Discuss Managerial Grid theory of leadership developed by Blake and Mouton. [10]

P.T.O.

6. Define communication. Discuss the concept of barriers of communication. Explain in brief any *four* methods of improving communication effectiveness. [10]
7. Discuss decision-making process in detail. [10]
8. Discuss any *five* principles of organization. [10]
9. Explain the following : [10]
 - (a) Span of control
 - (b) Need of control.

Total No. of Questions—8]

[Total No. of Printed Pages—7

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[4778]-305

B.Sc. (Hospitality Studies) (III Semester) EXAMINATION, 2015

305 : BASIC PRINCIPLES OF ACCOUNTING

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) Figures to the right indicate full marks.

(iii) Use of simple calculator is permitted.

1. The following is the Trial Balance of Mukul Traders as on 31st March, 2014 : [20]

Trial Balance as on 31st March, 2014

Debit Balances	₹	Credit Balances	₹
Equipments	1,10,000	Capital	1,28,000
Drawings	1,000	Sales	2,18,500
Building	82,000	Loan from SBI	15,000
Salaries	28,000	Bills Payable	2,300
Electricity	4,800	Commission	700
Wages	12,250	Creditors	12,750

P.T.O.

Cash in hand	370	Purchase returns	200
Printing & Stationery	125	Sale of scrap	800
Carriage inwards	1,080		
Discount	40		
Debtors	15,000		
Cash at Bank	3,780		
Furniture	32,000		
Bad debts	125		
Rent, Rates & Insurance	5,000		
Purchases	55,000		
Carriage outwards	2,800		
Telephone	2,680		
Power and Fuel	8,000		
Bills receivables	1,800		
Opening stock	10,900		
Return inwards	1,500		
	<hr/>		
	3,78,250		3,78,250
	<hr/>		

Prepare Trading A/c and Profit & Loss A/c for the year ending 31st March, 2014 and a balance sheet as on that date after considering the following adjustments :

- (a) Stock on 31st March, 2014 was valued at ₹ 12,500 while its market price was ₹ 15,000.

- (b) Outstanding salaries amounted to ₹ 2,000.
- (c) Depreciate equipment by 10% and furniture @ 5% p.a.
- (d) Prepaid insurance was ₹ 300.

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

- (a) Deferred Revenue Expenditure.
- (b) Imprest system of Petty Cash Book
- (c) Classification of Accounts.

3. Record the following transactions in the Journal of Ram Singh & Co. : [10]

2014

- January 1 : Ram Singh started business with cash ₹ 20,000, furniture ₹ 18,000 and Goods of ₹ 2,000.
- " 2 : Purchased goods for cash ₹ 8,000.
- " 7 : Paid rent ₹ 1,000
- " 10 : Proprietor withdrew cash ₹ 500 for personal use.
- " 12 : Distributed goods as free samples of ₹ 500.
- " 17 : Sold goods of ₹ 7,500 @ 10% trade discount to Rajesh Traders.

Jan. 22 : Received ₹ 3,500 from Rajesh Traders on account.
" 27 : Purchased equipment for Godfrey Co. of ₹ 12,500.
" 31 : Paid wages ₹ 5,000.

4. (A) Fill in the blanks : [5]

(i) Each transaction is first recorded in the and then posted into the

(ii) Premium paid on the proprietor's life insurance policy is debited to account.

(iii) A debit balance to Nominal account indicates and a credit balance indicates

(B) State whether the following are true *or* false with reasons : [5]

(i) Ledger is sub-divided into subsidiary books.

(ii) Cash account need not show a debit balance.

(iii) Trial balance is prepared before balancing ledger accounts.

(iv) Revenue expenditure gives the business a short-term benefit.

5. Enter the following transactions in a Triple Column Cash Book of Babulal Enterprises : [10]

2013

- May 1 : Cash balance ₹ 250 and Bank balance ₹ 2,000.
- " 2 : Paid by cheque to Brijesh & Sons ₹ 1,980 in full settlement of ₹ 2,000.
- " 7 : Purchased stationery of ₹ 250.
- " 10 : Received a crossed cheque of ₹ 8,990 from Bharati Traders in full settlement of ₹ 9,030. The cheque was banked.
- " 10 : Withdrew ₹ 1,500 from bank for office use.
- " 15 : Bhanudas, our debtor directly deposited ₹ 10,000 in our bank.
- " 21 : The proprietor withdrew ₹ 450 by cheque for personal use.
- " 27 : Purchased goods of ₹ 3,200 @ 10% trade discount and amount was paid by cheque.
- " 31 : Received interest on investment ₹ 735.
- " 31 : Paid wages ₹ 3,800 by cheque and telephone charges ₹ 635 in cash.

6. (A) What is Bank Reconciliation Statement ? Why do traders prepare BRS ? [5]

(B) Explain the following :
Full disclosure convention and Materiality concept. [5]

7. (A) Prepare a Trial Balance of Ramgir & Sons as on 31st March, 2013 from the following balances : [5]

Particulars	₹	Particulars	₹
Wages	3,600	Discount received	150
Discount allowed	560	Bank overdraft	1,930
Drawings	2,990	Machinery	10,810
Prepaid rent	230	Capital	35,010
Sales	36,520	Purchases	35,000
Return outwards	370	Rent & Taxes	4,800
Goodwill	5,000	Salaries	7,200
Opening stock	3,790		

(B) Prepare proper subsidiary books of Naina Co. from the following transactions : [5]

2013

June 1 : Purchased goods from Sajjad of ₹ 25,000 @ 5% trade discount as per Invoice No. 48.

" 3 : Bought goods from Tasneem & Co. of ₹ 8,250 @ 5% trade discount as per Invoice No. 49.

- June 11 : Sold goods to Tanishk Enterprises of ₹ 5,500 @ 2.5% Trade discount as per Invoice No. 101.
- " 17 : Sold goods of ₹ 3,750 to Asifa & Co. as per Invoice No. 102.
- " 30 : Returned goods to Sajjad of ₹ 1,000 (gross) as per Debit Note No. D1.

8. Answer the following questions : [10]

- (i) List and explain the objectives of Hotel Accounting.
- (ii) What is balancing of Ledger Accounts ?

Total No. of Questions—4]

[Total No. of Printed Pages—3

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[4778]-306

B.Sc. (HS) (Third Semester) EXAMINATION, 2015

306 : HOTEL ENGINEERING

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

- N.B. :-** (i) Answers to the two Sections should be written in separate answer-books.
- (ii) Neat diagrams must be drawn wherever necessary.
- (iii) Figures to the right indicate full marks.
- (iv) Use of logarithmic tables, slide rule, Mollier charts, electronic pocket calculator and steam tables is allowed.
- (v) Assume suitable data, if necessary.

SECTION I

1. Answer any *two* : [2×10=20]
- (a) Define contract. Give its types and advantages and disadvantages.
- (b) Explain with block diagram vapour absorption refrigeration system.
- (c) Describe central air-conditioning with diagram.

P.T.O.

2. Answer any *three* : [3×5=15]

- (a) What are the sources and controlling methods of noise.
- (b) Give factors which will affect comfort of air-conditioning.
- (c) Define :
 - (i) DBT
 - (ii) WBT
 - (iii) Sensible heat
 - (iv) Latent heat
 - (v) Specific heat.
- (d) Explain swimming pool maintenance.
- (e) Explain solid waste management in hotel.

SECTION II

3. Answer any *two* : [2×10=20]

- (a) Explain water softening by using zeolite process.
- (b) Define units of heat and give classification of fuels with their advantages.
- (c) A seminar has to be conducted in a room, the following are the requirements :
 - (i) 120 W LCD 01 No. 03 hrs/day
 - (ii) 60 W PA system 01 No. 04 hrs/day
 - (iii) 01 kN Spot light 02 Nos. 03 hrs/day
 - (iv) 12 W pointer 01 No. 20 min/day.

Calculate the cost of electricity for seminar if unit rate is Rs. 15.

4. Answer any *three* :

[3×5=15]

- (a) Give energy saving tips in kitchen.
- (b) Draw diagram for carbon dioxide fire extinguisher with its technical specification.
- (c) Explain the importance of earthing.
- (d) Differentiate between soft and hard water and give disadvantages of hard water to hotel industry.
- (e) Explain door and valuable safety in hotel.

Total No. of Questions—5]

[Total No. of Printed Pages—2

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[4778]-501

B.Sc. (Hospitality Studies) (Fifth Semester) EXAMINATION, 2015

SPECIALISED FOOD PRODUCTION

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

1. (a) Write down *two* advantages and *two* disadvantages of convenience food. [2]
- (b) Briefly explain any *eight* types of sandwiches. [4]
- (c) Describe the preparation of savoury mousse. [4]

2. (a) Differentiate between Hauté cuisine and Nouvelle cuisine (*four* points each). [2]
- (b) Give the recipe of Choux pastry. Write down any *two* bi-products made from Choux pastry. [4]
- (c) State the precautions to be taken while preparing and storing of Appetizers. [4]

P.T.O.

3. (a) Discuss the *four* types of breads used in making of sandwiches. [2]
(b) List any *four* DON'Ts while preparing short crust pastry. [2]
(c) Explain the mixing methods of cookies with examples. [6]
4. (a) What are classical Appetizers ? Give *four* examples. [2]
(b) Describe the composition of Salads. [4]
(c) Write down the classification of Icings with examples. [4]
5. Explain the following terms (any *ten*) : [10]
- (1) Crudites
 - (2) American Vinaigrette
 - (3) Attereaux
 - (4) Japonnaise salad
 - (5) Boil-in-bag
 - (6) Chiffonade
 - (7) Sandwich spread
 - (8) Rough Puff pastry
 - (9) Lamination
 - (10) Mignonette
 - (11) Frosting
 - (12) Pastry cream.

Total No. of Questions—6]

[Total No. of Printed Pages—2

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[4778]-502

B.Sc. (Hospitality Studies) (V Semester) EXAMINATION, 2015
502 : FOOD AND BEVERAGE SERVICE AND MANAGEMENT
(2008 PATTERN)

Time : 2 Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

1. (a) Explain in short : [6]
- (i) Toddies
 - (ii) Daisy
 - (iii) Crustas
 - (iv) Poussé café
 - (v) EOQ
 - (vi) BEP.
- (b) What are the importance of ABC analysis in inventory ? [4]
2. (a) Explain in brief : [6]
- (i) What are the *three* elements of cost ? Explain.
 - (ii) Variable cost and Fixed cost.
 - (iii) Gross profit and Net profit.
- (b) Explain *four* basic cocktail mixing methods and list at least *one* example of each. [4]
3. (a) Prepare a Banquet Function Prospectus for 150 pax for grand birthday party. Draw format for the function. Assume suitable data whenever required. [6]

P.T.O.

- (b) Answer the following : [4]
- (i) Differentiate between perpetual inventory and physical inventory.
- (ii) What is maximum inventory level.
4. (a) Explain the objectives of F&B control. [6]
- (b) Draw format and explain in brief for : [4]
- (i) Fish bone seating arrangement.
- (ii) Board room seating arrangement.
5. (a) Explain the gueridon service procedure for the following : [6]
- (i) Cripe Suzzet
- (ii) Poulét Rôti
- (iii) Caesar Salad.
- (b) Draw the format for : [4]
- (i) Banquet Diary
- (ii) Bin Card.
6. (a) Draw and explain step by step process of F&B control cycle. [4]
- (b) List any *two* cocktails of following base : [4]
- (i) Brandy
- (ii) Tequila
- (iii) Rum
- (iv) Vodka.
- (c) List special equipments used for Gueridon trolley service. [2]

Total No. of Questions—6]

[Total No. of Printed Pages—2

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[4778]-503

B.Sc. (Hospitality Studies) (V Semester) EXAMINATION, 2015

503 : ACCOMMODATION OPERATIONS

(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) Discuss various practices used in housekeeping to control operating expenses. [5]
- (b) What does refurbishment mean ? What are the steps involved in refurbishment ? [5]
2. (a) With the help of purchase cycle, explain purchase procedure used in housekeeping. [5]
- (b) Explain the following terms (any *five*) : [5]
 - (i) Inventory
 - (ii) Pre-opening budget
 - (iii) ROL
 - (iv) Recycled inventory items
 - (v) Floriculture
 - (vi) Cashless purchasing.

P.T.O.

3. (a) What are the benefits of using compost for gardens ? [5]
(b) Write short notes on (any *two*) : [5]
(i) Purchase order
(ii) Zero based budgeting
(iii) Line as an element of design.

SECTION II

4. Write short notes on (any *four*) : [10]
(i) Role of Night Auditor
(ii) VPO
(iii) Guest Folio
(iv) Upselling
(v) 3 day forecast.
5. (a) Explain Hubbart formula for establishing room rate. [5]
(b) Discuss various reports prepared by Night Auditor. [5]
6. (a) Enlist various data required for forecasting room availability. [5]
(b) Explain the following terms (any *five*) : [5]
(i) ECO
(ii) Early bird
(iii) House count
(iv) Late charges
(v) End of the day
(vi) City ledger.

Total No. of Questions—8]

[Total No. of Printed Pages—8

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[4778]-504

B.Sc. (Hospitality Studies) (V Semester) EXAMINATION, 2015

504 : HOTEL ACCOUNTING

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) Figures to the right indicate full marks.

(iii) Use of pocket calculator is allowed.

(iv) Assume additional suitable data, if necessary.

1. Zeenat Ltd. was registered with Authorised capital of Rs. 75,00,000 divided into 25,000, 10% Preference Shares of Rs. 100 each and 5,00,000 Equity Shares of Rs. 10 each. Out of which company has issued 10,000 Preference Shares of Rs. 100 each and 3,00,000 Equity Shares of Rs. 10 each for public subscription. The following is the Trial Balance of a company as on 31st March, 2012 : [20]

Trial Balance

Debit Balances	₹	Credit Balances	₹
Goodwill	2,00,000	<i>Share Capital :</i>	
Purchases	6,00,000	7000, 10% Preference	
Salary	4,50,000	Shares of Rs. 100 each	7,00,000
Building	15,00,000	200000 Equity Shares	
Carriage	30,000	of Rs. 10 each	20,00,000

P.T.O.

Insurance	70,000	Sales	15,00,000
Machinery	4,80,000	Creditors	1,90,000
Stock	1,40,000	10% Debentures	3,00,000
Director's Fees	1,25,000	Fixed Deposits	70,000
Furniture	2,00,000	Profit and Loss	
Wages	1,60,000	Appropriation A/c	2,40,000
Advertisement	2,30,000	Share Premium	80,000
Debtors	2,00,000	Transfer Fees	1,20,000
Manufacturing Expenses	65,000	General Reserve	3,00,000
Bad Debts	25,000		
Cash in hand	5,000		
Audit Fees	1,20,000		
Discount	70,000		
Cash at Bank	2,00,000		
Debenture Interest	30,000		
Investments	2,00,000		
Preliminary Expenses	4,00,000		
<hr/>		<hr/>	
Total	55,00,000	Total	55,00,000
<hr/>		<hr/>	

Adjustments :

- (1) Closing stock was valued at Rs. 2,20,000.
- (2) Depreciate Building @ 2%; Furniture @ 5% and Machinery @ 10%.
- (3) Outstanding Expenses : Wages Rs. 20,000; Salary Rs. 30,000.
- (4) Make a provision for Taxation of Rs. 1,30,000.
- (5) Transfer Rs. 50,000 to General Reserve.
- (6) Directors proposed regular dividend to preference shareholders and 12% dividend to equity shareholders.

Prepare Trading A/c, Profit & Loss A/c, Profit & Loss Appropriation A/c for the year ended 31st March, 2012 and a Balance Sheet as on that date.

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

- (1) Processing of Guest Weekly Bill.
- (2) Need of Working Capital.
- (3) Advantages of Value Added Tax.

3. Before the business has commenced in Hotal Rasrang on 29th June. The following balances are brought forward on V.T.L. from the previous day : [10]

Room No.	Name of Guest	Time of Arrival	Rate Rs.	Plan	Balance Rs.
206	Mrs. Radha	9.00 p.m.	3,000	E.P.	2,270 Cr.
309	Mr. & Mrs. Sinha	11.00 a.m.	5,000	E.P.	3,425 Dr.
204	Miss Rucha	3.30 p.m.	3,000	E.P.	4,215 Cr.

Transactions during the day are as follows :

6.30 a.m. Mr. and Mrs. Jalan arrived along with their son and occupied Room No. 304 @ Rs. 5,000 and Rs. 1,000 for extra bed on E.P. Front office paid their taxi bill Rs. 675 and Rs. 25 tip to driver. Deposit amount Rs. 15,000 received as an advance.

7.00 a.m. Tea was served to all rooms.

7.30 a.m. Newspaper costing Rs. 5 in Room Nos. 206, 204 and of Rs. 10 in Room Nos. 309 and 304.

8.30 a.m. Breakfast was served in Room Nos. 206, 309, 304 and with one guest in Room No. 204.

11.00 a.m. The following checks are to be entered in the accounts of guests.

Room No. 206 — Telephone Rs. 70; Local Tour Rs. 1,500; Laundry Rs. 150; Soft Drinks Rs. 120.

Room No. 309 — Cigarettes Rs. 120; Magazine Rs. 90; Laundry Rs. 200; Cinema Tickets Rs. 350.

Room No. 204 — Cigarettes Rs. 50; Telephone Rs. 125; Gift Articles Rs. 560; Snacks Rs. 75.

Room No. 304 — Taxi Rs. 200; Medicine Rs. 140; Railway Tickets Rs. 7,000; Wine Rs. 2,500.

11.30 a.m. Mr. Sinha Room No. 309 deposited Rs. 12,000 in his account.

1.00 p.m. Lunch was served in all rooms.

2.45 p.m. Mrs. Radha checked out, settled her bill in cash.

4.30 p.m. Tea was served in Room Nos. 206, 309, with one guest in Room No. 204, Two cups in 304 and Coffee one cup in Room No. 304.

6.30 p.m. Miss Rucha Room No. 204 deposited Rs. 7,000 in her account.

8.30 p.m. Dinner was served in all rooms.

Hotel Tariff — Tea Rs. 40 per cup.

Coffee Rs. 60 per cup.

Breakfast Rs. 190 per person.

Lunch Rs. 330 per person.

Dinner Rs. 400 per person.

Calculate service charge @ 10% on Apartment, Food and Beverage.
Check out time 12.00 Noon.

Prepare Visitors Tabular Ledger for the day.

4. (a) Explain the following terms : [5]
- (i) Interim Dividend
 - (ii) Share Premium
 - (iii) Debenture
 - (iv) Preliminary Expenses
 - (v) Gross Profit.
- (b) State with reasons whether the following statements are True or False : [5]
- (i) Rate of dividend is not fixed for Equity Shares.
 - (ii) A uniform system of accounting is useful for hotels having many branches.
5. (a) From the following, prepare Income Statement of Gift Shop as per Schedule No. 4 of U.S.A.L.I. : [5]

Particulars	₹	Particulars	₹
Revenue	3,75,000	Allowances	15,000
Wages & Salaries	54,000	Employee Benefits	36,000
Operating Supplies	43,200	Uniforms	27,000
Other Expenses	3,600		

Cost of merchandise sold is 40% of net revenue.

(b) From the following find out cost of food sales : [5]

Particulars	₹
Opening stock of food	45,000
Purchases of food	4,27,000
Returns outward	2,000
Closing stock of food	50,000
Staff meals	25,000
Guest food complimentary	5,000
Transfer to Bar department	30,000
Other credits to cost	3,000
Transfer from Bar to Food department	5,000

6. Answer the following : [10]

(a) How is company recognised by its own characteristics ?

(b) What are the limiting factors of budgets of a hotel ?

7. From the following prepare a Consolidated Income Statement as per U.S.A.L.I. : [10]

(a) Total Revenue Rs. 60,00,000 of which collected from Rooms Rs. 35,00,000; from Food Rs. 15,00,000; Bar Rs. 10,00,000.

(b) Cost of Sales—40% of revenue of Food and Bar.

(c) Pay-roll expenses—Rooms Rs. 5,25,000; Food Rs. 2,25,000; Bar Rs. 1,50,000.

- (d) Other departmental expenses—Rooms Rs. 2,62,500; Food Rs. 1,12,500; Bar Rs. 75,000.
- (e) Undistributed operating expenses —
 - Administration and General Rs. 2,10,000.
 - Advertising and Marketing Rs. 1,80,000.
 - Data Processing Rs. 30,000.
 - Repairs and Maintenance Rs. 1,50,000.
- (f) Fixed Expenses—Insurance Rs. 1,20,000; Depreciation Rs. 1,00,000; Interest Rs. 50,000.
- (g) Tax @ 40% of profit.

8. Distinguish between : [10]

- (a) Equity Shares and Preference Shares.
- (b) Discount and Allowances.
- (c) Gross Working Capital and Net Working Capital.

Total No. of Questions—9]

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[4778]-505

B.Sc. (Hospitality Studies) (V Semester) EXAMINATION, 2015

505 : MARKETING MANAGEMENT

(2008 PATTERN)

Time : 3 Hours

Maximum Marks : 70

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

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

1. Write short notes on (any *four*) : [20]

(i) Role of Marketing Intermediaries

(ii) Duties of Marketing Manager

(iii) Geographical Segmentation

(iv) Marketing Mix

(v) Hospitality Products

(vi) Franchising.

2. Explain the various tools used in hotel for sales promotion of services. [10]

3. What is Relationship Marketing ? What are the benefits of Relationship Marketing ? [10]

P.T.O.

4. How does Economic Environment affect Hospitality Industry ? [10]
5. Explain '5 Gap Model' for Service Quality. How could the gaps be closed ? [10]
6. What are the *two* internal and *two* external factors affecting pricing in hotels. [10]
7. Explain principles of personal selling in detail. [10]
8. Explain the various stages of new product development. [10]
9. Draw consumer behaviour model and write cultural factors affecting consumer behaviour. [10]

Total No. of Questions—6]

[Total No. of Printed Pages—2

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[4778]-506

B.Sc. (Hospitality Studies) (V Semester) EXAMINATION, 2015

506 : HOTEL RELATED LAWS

(2008 PATTERN)

Time : 3 Hours

Maximum Marks : 70

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

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

1. Write short notes on any *two* : [10]
 - (a) Acceptance
 - (b) Define consumer
 - (c) AGMARK
 - (d) Lockout
 - (e) Conditions and warranties.
2. (a) Write down essentials of valid contract given under Indian Contract Act. [10]
 - (b) What are the rights of unpaid seller under Sale of Goods Act ? [10]
3. (a) Explain the registration procedure given under Bombay Shops and Establishment Act for hotels, eating houses etc. [10]
 - (b) What are the functions of the State Boards formed under the Water (Prevention and Control of Pollution Act) ? [10]

P.T.O.

4. (a) Write down 5 important licenses required for hotels. [10]
(b) Explain the health provisions given under Factories Act. [10]
5. (a) State the authorised deductions permissible under Payment of Wages Act. [10]
(b) Explain the following under Workmen Compensation Act. [10]
6. (a) Explain the provisions relating to strike under Industrial Dispute Act. [10]
(b) What are the functions of public analyst and inspector formed under Food Adulteration Act. [10]

Total No. of Questions—5]

[Total No. of Printed Pages—2

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[4778]-601

B.Sc. (Hospitality Studies) (VI Semester) EXAMINATION, 2015

601 : ADVANCED FOOD PRODUCTION

(2008 PATTERN)

Time : 2 Hours

Maximum Marks : 40

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

(ii) Figures to the right indicate full marks.

1. (a) Write down the special features of the following cuisines : [5]
 - (i) Chinese cuisine
 - (ii) Mexican cuisine.
- (b) Explain the making of pate en croute. [5]
2. (a) What are the points to be borne in mind while selecting specialized equipments ? [2]
- (b) “Kitchen Stewarding department is the backbone of the food production department.” Justify. [4]
- (c) Describe the influence of the following religious culture on the international cuisine : [4]
 - (i) Christians
 - (ii) Muslim.

P.T.O.

3. (a) Draw a neat layout of a bakery of a five star hotel. [5]
(b) Explain the importance and maintenance of garbage bins. [5]
4. (a) What are the factors that affect kitchen design. [2]
(b) Classify frozen desserts with examples. [4]
(c) Discuss the types of chocolates available in the market. [4]
5. Explain the following terms (any 10) : [10]
- (i) Zauq-e-shahi
 - (ii) Kheer kadam
 - (iii) Conching
 - (iv) Ganache
 - (v) Truffle
 - (vi) Pate spice
 - (vii) Kosher style
 - (viii) Cous cous
 - (ix) Gravity slicer
 - (x) Work-flow
 - (xi) Brunishing machine
 - (xii) Galantine.

Total No. of Questions—6]

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[4778]-602

B.Sc. (Hospitality Studies) (VI Semester) EXAMINATION, 2015

602 : ADVANCED FOOD SERVICES AND MANAGEMENT

(2008 PATTERN)

Time : 2 Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

(iii) Draw diagrams wherever necessary.

1. (a) List and explain any *three* types of restaurants. [6]
(b) List and explain any *two* records maintained in the bar. [4]
2. (a) What are the basic elements of layout for planning a bar ? [6]
(b) What points should one consider while selecting equipments for a restaurant ? [4]
3. (a) Explain any *six* attributes of Food and Beverage service personnel in detail. [6]
(b) List any *four* major equipments used in bar and mention their uses. [4]

P.T.O.

4. (a) What is budget ? Explain the following kinds of budgets : [5]
- (i) Sales Budget
 - (ii) Labour Cost Budget.
- (b) List any *four* objectives of budget. [2]
- (c) List any *six* licenses required for a restaurant. [3]
5. (a) What is Franchising ? What are the advantages to franchisor and franchisee ? [6]
- (b) What is Outsourcing ? What options of outsourcing are available to hotel's food and beverage outlets ? [4]
6. (a) How may the performance be measured of contract caterers ? Explain in detail. [6]
- (b) Explain the following (any *two*) : [4]
- (i) Cook-Chill
 - (ii) Cook-Freeze
 - (iii) Sous-Vide.

Total No. of Questions—6]

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[4778]-603

B.Sc. (Hospitality Studies) (VI Semester) EXAMINATION, 2015

603 : SPECIALISED ACCOMMODATION MANAGEMENT

(2008 PATTERN)

Time : 2 Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

1. (a) What do you mean by recycling of materials in housekeeping ?
Explain its importance. [5]
- (b) With a neat layout explain the functions carried out in linen room of a 5-star hotel. [5]
2. (a) Explain the components of MICE. [5]
- (b) Give the classification of lighting and suggest a lighting plan in restaurant. [5]
3. (a) Write down co-ordination of sales and marketing department with front office. [5]
- (b) What are the benefits of forecasting ? [5]
4. (a) Write down the selection criteria of carpet. [5]
- (b) Give the importance of Yield Management. [5]

P.T.O.

5. (a) Explain any *five* types of windows in brief. [5]
- (b) Write the concept of ARR and Rev. Par. [5]
6. Write short notes on (any *four*) : [10]
- (i) Floor seals
- (ii) Role of accessories
- (iii) Functions of wall coverings
- (iv) MIS
- (v) Ecofriendly supplies.

Total No. of Questions—10]

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[4778]-604

B.Sc. (Hospitality Studies) (VI Semester) EXAMINATION, 2015

604 : TOTAL QUALITY MANAGEMENT

(2008 PATTERN)

Time : 3 Hours

Maximum Marks : 70

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

(ii) *All* questions carry equal marks.

1. Explain Brainstorming concept as a problem solving tool and technique. [10]
2. Explain the terms 'Energy Management' and 'Waste Management in the context of Green Service Quality'. [10]
3. Write short notes on any *two* : [10]
 - (a) Measuring and managing customer satisfaction
 - (b) Cost of quality
 - (c) Investors in people.
4. Explain in detail core concepts of Total Quality Management. [10]
5. Briefly explain Deming's thoughts as Quality Guru. [10]
6. Explain in detail concept of Business Process Re-engineering. [10]

P.T.O.

7. Write short notes on any *two* : [10]
- (a) HACCP
 - (b) Quality Circle
 - (c) Role of Communication in TQM.
8. Briefly explain SW and IH process of Mapping and Improvement. [10]
9. Explain briefly core values of Japanese Management. [10]
10. Explain '5-S' Activity in TQM. [10]

Total No. of Questions—9]

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[4778]-605

B.Sc. (Hospitality Studies) (VI Semester) EXAMINATION, 2015

605 : HUMAN RESOURCE MANAGEMENT

(2008 PATTERN)

Time : 3 Hours

Maximum Marks : 70

N.B. :— (i) Q. 1 is compulsory.

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

1. Write short notes on the following (any *four*) : [20]
 - (a) Need for HRM in Service Industry
 - (b) Training Vs. Development
 - (c) Fringe benefits
 - (d) Collective Bargaining
 - (e) Types of Transfers
 - (f) Functions of Trade Union.
2. Differentiate between Recruitment and Selection. Discuss various modes of Recruitment in brief. [10]
3. Discuss any *four* Performance Appraisal Methods. [10]
4. Explain the following : [10]
 - (a) Job Description
 - (b) Job Specification.

P.T.O.

5. What is Job Evaluation ? Explain its objectives. [10]
6. Define Grievance. Explain various causes of grievance. [10]
7. Explain the following in brief : [10]
 - (a) Concept of Induction
 - (b) Any *four* measures to prevent labour turnover.
8. Define Discipline. Explain various causes of Indiscipline. [10]
9. Explain selection process in detail (Draw Flowchart). [10]

Total No. of Questions—9]

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[4778]-606

B.Sc. (Hospitality Studies) (VI Semester) EXAMINATION, 2015

606 : ENTREPRENEURSHIP DEVELOPMENT

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) Each question carries **10** marks.

(iii) Assume suitable data wherever necessary.

1. State *five* points of differences between : [10]

(a) Entrepreneur and entrepreneurship

(b) Entrepreneur and manager.

2. Name a famous Indian female entrepreneur with the enterprise.

Explain any *eight* qualities that has made her a successful entrepreneur. [10]

3. With the help of flow chart explain the entrepreneurial process.

[10]

P.T.O.

4. Prepare a SWOT matrix for operating a juice bar near an upcoming educational complex. Assume suitable data. [10]
5. (a) Explain *five* principles of market survey. [5]
(b) Explain the need for identifying opportunities for an entrepreneur. [5]
6. (a) Explain the need for finance mobilization for an entrepreneur. [5]
(b) Explain the need for preparation of project report for an entrepreneur. [5]
7. (a) State *five* points of difference between a budgeting and control. [5]
(b) Explain the importance of accounting for an entrepreneur. [5]
8. Explain the *ten* essential contents of a project report that establishes the feasibility. [10]

9. Write short notes on any *two* : [10]

(a) Importance of quality control for an entrepreneur

(b) Primary information gathering techniques

(c) *Five* barriers faced by entrepreneur while operating the enterprise.