



[4678] – 203

Seat No.	
-------------	--

B.Sc. (Hospitality Studies) (Semester – II) Examination, 2014
203 : ROOMS DIVISION SERVICES
(2008 Pattern)

Time : 2 Hours

Max. Marks : 40

N.B : 1) Solve **any two** from **each** Section.
2) **All** question carry **equal** marks.

SECTION – I

1. a) Explain the following terms (**any 5**). **5**
 - i) Lanai
 - ii) Turndown service
 - iii) Sub-master key
 - iv) Dirty Dozen
 - v) Log Book
 - vi) Weekly cleaning.
- b) Write down the rules of the floor to be followed by house keeping staff. **5**
2. a) Explain the spring cleaning procedure in brief. **5**
- b) Write down lost and found procedure followed for guest articles in hotels. **5**
3. Write short notes on (**any 4**). **10**
 - i) Manual keys
 - ii) Control desk
 - iii) Check list
 - iv) Cleaning of swimming pool
 - v) Principles of cleaning.

SECTION – II

4. a) Explain the following terms (**any 5**). **5**
 - i) Instant reservation
 - ii) Meal coupon
 - iii) 'C' form
 - iv) Chance guest
 - v) Late charges
 - vi) BTC
- b) Write down the room change procedure. **5**

P.T.O.



- 5. a) Draw a guest cycle and explain any two stages of the same in brief. 5
- b) Explain the procedure for group arrival. 5
- 6. a) Write down the different methods of payment followed at reception. 5
- b) Write short notes on (**any 2**). 5
 - i) Notification slip
 - ii) Express chek out
 - iii) Density chart.



[4678] – 206

Seat No.	
-------------	--

B.Sc. in Hospitality Studies (Semester – II) Examination, 2014
Communication Skills – II
206 : BASIC FRENCH FOR HOTEL INDUSTRY
(2008 Pattern)

Time : 3 Hours

Max. Marks : 70

Instructions : 1) **All questions are compulsory.**
2) **All answers are to be written in French, unless otherwise specified.**

1. A) Conjuguez les verbes au présent et réécrivez les phrases. 5
(Conjugate the verbs in present tense and re-write the sentences).
1) Je _____ (manger) les fruits.
(mangez/mangent/mange)
2) Nous _____ (être) en retard.
(avons/sommes/allez)
3) _____ (Ne pas couper) les tomates.
(ne coupez pas/ne coupons pas/ne coupent pas)
4) Je _____ (se reposer) après le déjeuner.
(nous reposons/me repose/vous reposez)
5) Il _____ (aimer) le poulet.
(aiment/aime/aimez)
- B) Écrivez la date – (write the date in French) (**any 2**) : 2
1) Friday, 9/9/2009
2) Sunday, 01/08/2013
3) Monday, 1/7/2000
- C) Quelle heure est-il ? (What time is it ?) (**any 3**) : 3
1) 5.15 a.m. 2) 9.40 p.m. 3) 1200 noon 4) 2200 hrs.
2. A) Écrivez les nombres en lettres. (Write the numbers in words) (**any 3**) : 3
1) 84 2) 5^e 3) 110 4) 64
- B) Mettez la bonne mesure (fill in the correct measures) : 2
(tasse/pincée/morceau/brin)
1) un _____ de menthe.
2) une _____ de sel.
3) une _____ d'huile.
4) un _____ de sucre.

P.T.O.



- C) Mariez les colones et réécrivez les paires : 5
 (Match the following and rewrite the correct pairs) :
- | | |
|--------------------|-------------------|
| 1) Au revoir ! | Excuse me |
| 2) Bien. Merci | All the best ! |
| 3) Pardon | Good Bye ! |
| 4) Bonne Chance ! | Thanks, just fine |
| 5) S'il vous plaît | Please |
3. A) Traduisez en anglais (translate into english) : 5
 – Présentez – vous
 – Bonjour tout le monde ! Je m'appelle Rina Sharma. J'ai vingt ans. Je suis indienne. Je suis étudiante de l'hôtellerie. J'aime faire la cuisine. J'adore la cuisine chinoise. J'aime le sport. Le tennis est mon sport favori.
- B) Nommez le chef (5 au choix) : 5
 (Name the chef) (**any five**) :
- 1) Prépare le repas pour le personnel du restaurant –
 - 2) Prépare les légumes –
 - 3) Prépare les sauces –
 - 4) S'occupe des potages –
 - 5) S'occupe de la gestion générale de la cuisine –
 - 6) Apprennent le métier et suivent des cours –
4. A) Planifiez un menu français de 5 cours. (5+1)
 B) Nommez deux fruits (name two fruits). 2
 C) Nommez deux vins rouge (name two red wines). 2
5. A) Nommez deux fromages (name two cheeses). 2
 B) Nommez deux légumes (name two vegetables). 2
 C) Expliquez les termes en anglais – (6 au choix) : 6
 (Explain the terms in English) (**any six**) :
- 1) Le couteau
 - 2) Le garçon
 - 3) Le verre
 - 4) Cuvée
 - 5) La soucoupe
 - 6) Doux
 - 7) Pétillant.
6. A) Donnez les équivalents en anglais – (3 au choix) : 3
 (Give English equivalents) (**any 3**) :
- 1) Veau
 - 2) Piment
 - 3) Blé
 - 4) Moutarde



- B) Donnez les équivalents en français (3 au choix) : **3**
(Give French equivalents) (**any 3**) :
- 1) Water
 - 2) Mango
 - 3) Fish
 - 4) Duck.
- C) Représentez la brigade de restaurant par un organigramme. **4**
(Represent the Restaurant Brigade with the help of flow chart).
7. Expliquez les termes en anglais – (10 au choix) : **10**
(Explain the termes in English) (**any 10**) :
- 1) Bain – marie
 - 2) Foie gras
 - 3) Vol-au-vent
 - 4) Petit salé
 - 5) Dariole
 - 6) Bombe
 - 7) Panada
 - 8) Zeste
 - 9) Mornay
 - 10) Flambé
 - 11) Praline.
-



[4678] – 602

Seat No.	
-------------	--

B.Sc. (Hospitality Studies) (Semester – VI) Examination, 2014
602 : ADVANCED FOOD SERVICES AND MANAGEMENT
(2008 Pattern)

Time : 2 Hours

Max. Marks : 40

- Instructions :** 1) Solve **any four** questions.
2) **All** questions carry **equal** marks.
3) Figures to **right** indicate **full** marks.

1. A) Explain what is Bar. Describe in brief 8 equipments used in the bar. 5
B) Explain what is sales budget and labour cost budget. 5
2. A) Discuss the Financial and Marketing Policy for Industrial catering. 8
B) List any 4 methods used in bar to control the beverages. 2
3. A) Explain the planning of Fast Food outlet with respect to following : 6
a) Location
b) Type of customer
c) Menu
B) Explain the following : 4
a) Task Analysis
b) Duty Allocation.
4. A) Explain Following types of bar 6
a) Wine Bar
b) Sports Bar
c) Pub
d) Function Bar
e) Dispense Bar
f) Casino
B) Define Budget. Write down objectives of budget. 4
5. A) Explain any 4 records used in restaurants. 8
B) Explain the advantages of Franchising to Franchisor. 2
6. A) Explain the catering policy for quality Restaurants. 6
B) Why induction and training is important for F and B personnel ? Explain. 4



[4678] – 605

Seat No.	
-------------	--

**B.Sc. (HS) (Semester – VI) Examination, 2014
605 : HUMAN RESOURCE MANAGEMENT
(2008 Pattern)**

Time : 3 Hours

Max. Marks : 70

Instructions : 1) Q. 1 is **compulsory**.
2) Solve **any five** from Q. 2 to Q. 8.

1. Write short notes on **(any 4)** : **(5×4=20)**
 - a) Types of interviews
 - b) Difference between Job description and Job specification
 - c) Role of Human Resource Manager
 - d) Seniority versus merit as basis for promotion
 - e) Incentives
 - f) Causes of labour turnover.
2. Explain any four methods of training employees in the hotel. (4 methods × 2.5 M) **10**
3. Define wages. Explain the components of wages. (Definition – 2, Components – 8) **10**
4. Describe the process of selection of candidates in the hotel. **10**
5. Explain the various causes of grievances at work. (5 – 6 points) **10**
6. Explain the collective bargaining process in detail. **10**
7. Explain the Human Resource Planning Process. **10**
8. Explain any four methods of performance appraisal. (4 methods × 2.5 M) **10**



[4678] – 606

Seat No.	
-------------	--

B.Sc. H.S. (Semester – VI) Examination, 2014
606 : ENTREPRENEURSHIP DEVELOPMENT
(2008 Pattern)

Time : 3 Hours

Max. Marks : 70

Instructions : 1) **All** questions carry **equal** marks.
2) Answer **any 7** questions.

1. Write short note on **any 2** : **10**
 - 1) Women Entrepreneur
 - 2) Role of NABARD in Entrepreneurship Development
 - 3) Differentiate between Entrepreneur and Manager.
2. Enlist and explain any 10 qualities required for a successful Entrepreneur. Give names of any 5 successful Entrepreneurs. **10**
3. What do you understand by SWOT analysis and elaborate its use and importance in entrepreneurial process ? **10**
4. A) What are principles of Market Survey ? **5**
B) Enlist and explain in detail various techniques of Data Collection used in Marketing Survey. **5**
5. What are various resources required by the entrepreneur for successful venture ? Write factors to be considered while estimating financial resources. **10**
6. Explain any 10 aspects required in a business plan. **10**
7. Explain the importance of Budgeting in E.D. **10**
8. Elaborate 4'C' of entrepreneurial process. **10**
9. What are various type of entrepreneurs and explain any 4 in details ? **10**

B/II/14/



[4678] – 202

Seat No.	
-------------	--

B.Sc. (Hospitality Studies) (Semester – II) Examination, 2014
202 : FOOD & BEVERAGE SERVICE
(2008 Pattern)

Time : 2 Hours

Max. Marks : 40

Instructions : 1) Attempt **any 4** questions from the following.
2) **All** questions carry **equal** marks.
3) Draw sketches **wherever** required.

1. A) Explain the 3 types of Room Service Operations. **6**
B) Explain in brief the points considered while setting up a buffet. **4**
2. A) List and explain any 3 modes of payments in restaurant. **6**
B) Assume suitable data and draw any two formats used in room service. **4**
3. A) Explain any 4 ingredients used in Beer making. **6**
B) Explain the following type buffet. **4**
1) Fork Buffet 2) Finger Buffet
4. A) Classify non-alcoholic beverages with examples of each. **4**
B) Give two examples of KOT system. **2**
C) Give two examples of International brands of mineral water. **2**
D) Give two examples of Fruit Beer. **2**
5. A) Classify alcoholic Beverages with examples of each. **4**
B) Draw and explain functions of following KOT : **6**
a) Retour en place b) Accident c) Supplement
6. Explain the following terms (**any ten**) : **10**
 - 1) Sake
 - 2) Tisanes
 - 3) Compound spirits
 - 4) Grenadine
 - 5) Fermentation
 - 6) Cafe' mocha
 - 7) Carlsberg
 - 8) Scandanavian Buffet
 - 9) No charge KOT
 - 10) Tequila
 - 11) CaFe' Royale'
 - 12) Buffet.



[4678] – 204

Seat No.	
-------------	--

B.Sc. (Hospitality Studies) (Semester – II) Examination, 2014
204 : TRAVEL & TOURISM
(2008 Pattern)

Time : 3 Hours

Max. Marks : 70

Note : 1) **All questions carry equal marks.**
2) **Answer any 7 questions.**

- I. Define the following terms (**any 10**) : **10**
- 1) Destination
 - 2) Tour
 - 3) Visitor
 - 4) V.F.R.
 - 5) Outbound
 - 6) Senior Citizen tourism
 - 7) Religious tourism
 - 8) Sports tourism
 - 9) Agro tourism
 - 10) Rural tourism
 - 11) Health tourism
 - 12) International tourism.
- II. A) Explain the primary constituents of tourism in detail. **6**
- B) Explain the various career opportunities available for a tourism professional. **4**
- III. Explain the role and objectives of the following tourist organisation (**any 4**) : **10**
- 1) M.T.D.C.
 - 2) D.O.T.
 - 3) T.A.A.I.
 - 4) T.F.C.I.
 - 5) I.A.T.A.
- IV. Explain the following impact of Tourism. **10**
- 1) Employment Generation
 - 2) Regional Growth
 - 3) Passport to Peace
 - 4) Tourism Pollution

P.T.O.



V. A) Define tour operator and types of tour operator.	4
B) Explain the role of transport in tourism.	6
VI. Explain passport and VISA in detail.	10
VII. Plan an itinerary of 5 days 4 nights to Goa.	10
VIII. Explain retail and wholesale travel agent and function of Travel Agent.	10
IX. Write short notes on :	10
1) Modes of Transport	
2) Package tours	
3) Economic Regulation	
4) N.G.O.	
X. Explain in detail :	10
1) Guide and Escorts	
2) Growth of Tourism in India.	



[4678] – 205

Seat No.	
-------------	--

B.Sc. (Hospitality Studies) (Semester – II) Examination, 2014
205 : CATERING SCIENCE – II
(2008 Pattern)

Time : 3 Hours

Max. Marks : 70

Instructions : 1) Q.No. 1 is **compulsory**.
2) Attempt **any four** more questions from Q.No. 2 to Q.No. 7.

1. Define the terms (any 5) : (5×2=10)

- i) Food
- ii) Empty calories
- iii) Dehydration
- iv) Vitamins
- v) Health
- vi) Balanced diet.

2. A) Match the following contents from Column 'A' with the contents from Column 'B' : 10

Column 'A'

Column 'B'

- | | |
|------------------------------------|-----------------------------|
| 1) Salt and sugar | a) Formation of Haemoglobin |
| 2) Carotene | b) Meat and poultry |
| 3) Iodine | c) Sunlight |
| 4) Food source of complete protein | d) Riboflavin |
| 5) Iron | e) Cereals and pulses |
| 6) Source of Vitamin D | f) Precursor of Vitamin A |
| 7) Pulp part of Orange | g) Fat soluble vitamin |
| 8) Margarine | h) Prevents dehydration |
| 9) Vitamin B | i) Edible portion of food |
| 10) Ariboflavinosis | j) Water soluble vitamin |
| | k) Goitre |
| | l) hydrogenated fat |

B) Explain 'Basic five food groups' with suitable examples. 5

3. A) Explain the effect of heat on fat. Give any three points of differences between Animal fat and vegetable fat. 5

B) Mention any four dietary sources of water. Explain the concept of water balance in body. 5

C) Plan a balanced day's diet for an office executive aged 45 years who prefers non-vegetarian food. 5

P.T.O.



4. A) Explain any three functions of proteins in the diet. Name any two protein deficiency diseases. **5**
- B) Explain the term 'Cholesterol'. Give any four food sources rich in cholesterol. **5**
- C) Explain 'Calcium' on the basis of :
- i) Four good food sources **2**
 - ii) Two important functions **2**
 - iii) One deficiency disease. **1**
5. A) Explain any five ways to preserve nutrients while cooking food. **5**
- B) A glass of strawberry milkshake provides approximately 260 Kcal of energy. It provides 6 gms proteins and 4 gms of fat. Calculate the amount of Carbohydrate present in a glass of strawberry milkshake. **5**
- C) Classify Carbohydrates with suitable examples. **5**
- OR
- Classify Minerals with suitable examples.
6. A) Explain the concept of supplementary value of protein with suitable examples. **5**
- B) Explain the ill-effects of excess consumption of fat in the diet. Explain any two ways to prevent rancidity of oil. **5**
- C) List the ten essential amino acids needed for a child. **5**
- OR
- Explain the importance of avoiding junk food.
7. A) Mention any two foods to be recommended and two foods to be avoided for the following : **10**
- 1) Fever and infection.
 - 2) Diabetes Mellitus.
 - 3) Diarrhoea.
 - 4) Heart related diseases.
 - 5) Jaundice.
- B) Explain any one importance and give three good food sources for each : **5**
- 1) Dietary fibre
 - 2) Sodium chloride.
-



[4678] – 306

Seat No.	
-------------	--

B.Sc. (HS) (Semester – III) Examination, 2014
306 : HOTEL ENGINEERING
(2008 Pattern)

Time : 3 Hours

Max. Marks : 70

- Instructions :** 1) Answers to the **two** Sections should be written in **separate** books.
2) **Neat** diagrams must be drawn **wherever** necessary.
3) **Black** figures to the **right** indicate **full** marks.
4) **Use** of logarithmic tables slide rule, Mollier charts, electronic pocket calculator and steam tables is **allowed**.
5) Assume suitable data, if **necessary**.

SECTION – I

1. Answer **any two** : **(2×10=20)**
- Explain with diagram maintenance of domestic refrigerator and give importance of defrosting.
 - Describe contract maintenance with its type and advantages and disadvantages.
 - What are the functions and responsibilities of maintenance engineering department in Hotel ?
2. Answer **any three** : **(3×5=15)**
- What are the sources of air pollution and give its controlling methods ?
 - State the factors which will affect comfort of air conditioning.
 - Define the terms.
 - Dry bulb temperature
 - Wet bulb temperature
 - Dry air
 - Moist air
 - Humidity.
 - Explain with diagram window air-conditioner.
 - Differentiate between unitary and central air conditioning system.

SECTION – II

3. Answer **any two** : **(2×10=20)**
- Explain zeolite process for water softening with diagram.
 - Describe working and construction of any two types of fire extinguishers.

P.T.O.



- c) Calculate electricity bill for 15 days. The electric load is as follows with rate Rs. 10 per kwh.
- i) 100 W bulbs – 06 Nos – 10 hrs/day
 - ii) 10 W tubes – 10 Nos – 04 hrs/day
 - iii) 4 KW boiler – 02 Nos – 04 hrs/day
 - iv) 80 W refrigerator – 02 Nos – 03 hrs/day
 - v) 2 KW heater – 02 Nos – 02 hrs/day.

4. Answer **any three** :

(3×5=15)

- a) Give energy saving tips in Guest room and laundry.
- b) Give classification of fuel with examples.
- c) Explain importance of earthing with example.
- d) Write note on i) LPG ii) Bio-gas.
- e) Draw any five plumbing fixtures.



[4678] – 603

Seat No.	
-------------	--

B.Sc. (Hospitality Studies) (Semester – VI) Examination, 2014
603 : SPECIALIZED IN ACCOMMODATION MANAGEMENT
(2008 Pattern)

Time : 2 Hours

Max. Marks : 40

Instructions : 1) Attempt **any four** questions.
2) **All** questions carry **equal** marks.

1. Answer the following. **10**
 - i) Explain French window and Bay window.
 - ii) Give the role of accessories in Guest room.
 - iii) Differentiate between monochromatic and complimentary colour scheme
 - iv) Give importance of yield management.
 - v) Explain how will take care of soft furnishings.
2. A) Give the characteristics of hard floorings. **5**
B) Explain the layout and functions of laundry in a 5 ★ hotel. **5**
3. A) Explain the importance of MICE in hospitality industry. **5**
B) Explain the role of sales and marketing in boosting the revenue of the hotel. **5**
4. Write short notes on (**any four**) : **10**
 - i) Data required for forecasting
 - ii) MIS in hotels
 - iii) Recycling of materials in housekeeping
 - iv) Advantages of carpet
 - v) Importance of lighting in hotel designing.
5. Explain the following terms (**any ten**). **10**
 - i) Lux
 - ii) Sky window
 - iii) Hue
 - iv) Valances
 - v) Bonded carpets

P.T.O.



- vi) Tie back curtains
 - vii) Ecotel
 - viii) Guest history card
 - ix) Window treatment
 - x) Diffused lighting
 - xi) Floor coverings
6. A) Draw and explain any two reports generated at front desk. **4**
- B) Explain the concept of ARR and Rev PAR. **3**
- C) Explain care and maintenance of wall coverings. **3**



[4678] – 604

Seat No.	
-------------	--

**B.Sc. (HS) (Semester – VI) Examination, 2014
604 : TOTAL QUALITY MANAGEMENT
(2008 Pattern)**

Time : 3 Hours

Max. Marks : 70

Instructions : 1) Q. 1 is **compulsory**.
2) Solve **any four** from remaining.

1. Write short notes (**any six**) : **30**
 - a) Cost of quality
 - b) Quality circle
 - c) HACCP
 - d) Brainstorming
 - e) Investors in people
 - f) Importance of communication in TQM
 - g) Waste management
 - h) Internal customer
 - i) Vision and Mission of Organization
 - j) Green service quality.
2. Explain the contribution of Deming and Juran in the field of Japanese Management. **10**
3. What is Kaizen ? How can we use it in Hospitality industry ? **10**
4. Explain the concept of Business Process Re engineering with suitable example. **10**
5. Quality is free. Explain in detail. **10**
6. What is PDCA cycle ? How does it helps in continuous improvement ? **10**
7. List various standards of EMS : ISO 14001 : 1996. **10**