

Total No. of Questions : 3]

SEAT No. :

PE1586

[Total No. of Pages : 1

[6506]-1

F.Y. B.Sc. (HS)

SEC - 101 - HS : PERSONALITY DEVELOPMENT

(2024 Pattern) (Semester - I)

Time : 2 Hours]

[Max. Marks : 30

Instructions to the candidates:

- 1) *All questions are compulsory.*
- 2) *Figures to the right indicate full marks.*

Q1) Define the following terms (any 5)

[5×1=5]

- a) Time management
- b) Self esteem
- c) Personal hygiene
- d) Submissive Behaviour
- e) Ergonomics
- f) Stress Management
- g) Body Language
- h) Motivation
- i) Good Eye contact
- j) Business Ettiquettes

Q2) Answer in brief (any 5).

[5×2=10]

- a) Explain personality enrichment.
- b) Describe Johari window.
- c) List down any 4 attributes required in Hospitality Industry.
- d) Describe the techniques to manage stress.
- e) What is the importance of grooming in hospitality industry?
- f) How will you overcome failure?
- g) What are the importance of physical fitness in hospitality industry?

Q3) Answer the following : (any 3).

[3×5=15]

- a) What are the factors responsible for achieving success? Give examples.
- b) Describe the essential skills required to build strong interpersonal relationship.
- c) Enlist 10 social etiquettes to be followed at a public place.
- d) How will you depict positive body language in an interview?
- e) What is conflict management? What are the skills to resolve a conflict?



Total No. of Questions :3]

SEAT No. :

PE1587

[Total No. of Pages : 2

[6506]-2

First Year B.Sc. (Hospitality Studies)

HS 101T : FOOD PRODUCTION-I

(2024 Pattern) (Semester-I)

Time : 2 Hours]

[Max. Marks : 30

Instructions to the candidates:

- 1) *All questions are compulsory.*
- 2) *Draw diagrams, where applicable.*

Q1) Define the following (Any 5 of 10)

[5×1=5]

- a) Poaching
- b) Spatula
- c) Steaming
- d) Garde Manger
- e) CDP
- f) Charwal
- g) Coarse texture
- h) Sous vide
- i) Julienne
- j) Star Anise

Q2) Answer in brief (Any 5 of 7)

[5×2=10]

- a) Write the aims & objective of cooking food.
- b) What is Convenience Food?
- c) List any 4 Indian herbs
- d) List 4 large kitchen equipments
- e) Draw and label structure of egg
- f) Write 4 duties and responsibilities of Executive chef
- g) List and explain 2 modern cooking methods.

P.T.O.

Q3) Answer the following (any 3 of 5)

[3×5=15]

- a) Draw and explain kitchen Hierarchy of a 5 star hotel.
- b) Classify and explain methods of cooking.
- c) Elaborate on advantages of each type of Fuel.
- d) Draw & explain classification of vegetables.
- e) List and explain Dairy products, with example of one dish made from each.



Total No. of Questions : 3]

SEAT No. :

PE1588

[Total No. of Pages : 2

[6506]-3

First Year B.Sc. (Hospitality Studies)
HS 102T : FOOD & BEVERAGE SERVICE-I
(2024 Pattern) (NEP) (Semester-I)

Time : 2 Hours]

[Max. Marks : 30

Instructions to the candidates:

- 1) All questions are compulsory.*
- 2) Figures to the right indicate full marks.*
- 3) Draw diagrams, where applicable.*

Q1) Define the following terms: (any 5)

[5]

- a) Kiosk
- b) Sideboard
- c) Motel
- d) Cutlery
- e) Still room
- f) Abouyer
- g) Silver Service
- h) Polivit
- i) Commie
- j) Hot plate

P.T.O.

Q2) Answer in brief (Any 5):

[10]

- a) Distinguish between English service and American service.
- b) Give any four examples of linen used in F & B service.
- c) Explain any two ancilliary departments of F & B.
- d) Name any four glassware used in restaurant.
- e) Write a short note on non-commercial catering.
- f) Explain the interdepartmental relationship of F & B with kitchen department.
- g) How drones are used to serve foods or beverages?

Q3) Answer the following (Any 3):

[15]

- a) Classify catering establishments with the help of chart. Give suitable examples.
- b) Write duties and responsibilities of F & B Manager.
- c) Explain any five essential attributes of waiter.
- d) Discuss the employment opportunities in F & B service sector.
- e) Draw organisational structure of F & B department of a five star hotel.



Total No. of Questions :3]

SEAT No. :

PE1589

[Total No. of Pages : 2

[6506]-4

First Year B.Sc. (HS)
HS 103T : ROOMS DIVISION-I
(2024 Pattern) (Semester-I)

Time : 2 Hours]

[Max. Marks : 30

Instructions to the candidates:

- 1) All questions are compulsory.*
- 2) Figures to the right indicate full marks.*

Q1) Define the following terms. (Any 5)

[5]

- a) Lanai Room
- b) R4
- c) On change Room
- d) Hotel
- e) Uniform Room
- f) Room Tariff
- g) Maid's Trolley
- h) Guest Cycle
- i) Meal Plan
- j) Master key

Q2) Answer the following (Any 5)

[10]

- a) List and explain any 2 rules of the house.
- b) Explain any 2 points to be kept in mind to maintain housekeeping equipment.
- c) Explain job description.
- d) Enlist 4 types of guest room.
- e) Explain any 2 equipment used in front office.
- f) List any 4 departments front office coordinates with.
- g) Enlist the parts of guest cycle.

P.T.O.

Q3) Answer the following (Any 3)

[15]

- a) List 5 attributes of Housekeeping personnel.
- b) Explain key control procedure.
- c) List and explain types of keys in short.
- d) Explain in short types of room rates.
- e) Explain classification of hotels based on location and size with examples.



Total No. of Questions : 4]

SEAT No. :

PE-3446

[Total No. of Pages : 2

[6506]-101

S.Y. B.Sc. (H.S)

HS - 205 - IKS : HERITAGE HOTELS OF INDIA

(2024 Pattern) (Semester - III)

Time : 2 Hours]

[Max. Marks : 35

Instructions to the candidates:

- 1) *All questions are compulsory.*
- 2) *Draw diagram, where applicable.*

Q1) Define the following terms (Any 5) :

[5]

- a) Heritage Hotel
- b) Tourism
- c) Sustainable Tourism
- d) Cultural Heritage
- e) HRIDAY
- f) IHHA
- g) Heritage Conservation

Q2) a) Answer the following :

[6]

- i) Explain any 3 Role of Heritage hotel in Tourism.
- ii) List down 3 special features of Heritage Hotels.

b) Answer the following :

[4]

- i) Write 02 Features of PRASHAD.
- ii) Write a short note on eligibility of Heritage Hotels in India.

P.T.O.

Q3) a) Answer the following : [6]

- i) Enlist any 4 differential services offered by the Heritage Hotel.
- ii) What is a Heritage hotel, how does it differ from a Marden hotel?
Write down the classification of Heritage Hotel?

b) Answer the following : [4]

- i) List down any 2 Positive and Negative Impacts of Tourism on the Heritage of India.
- ii) Enlist any 4 sustainable Tourism Practices that can be adopted by the Heritage Hotels.

Q4) Enlist any 5 Heritage Hotels from below mentioned states.(Any 4) [10]

- a) Maharashtra
- b) Madhya Pradesh
- c) Rajasthan
- d) Goa
- e) Kerala
- f) Gujarat



Total No. of Questions : 4]

SEAT No. :

PE-3447

[Total No. of Pages : 2

[6506]-102

S. Y. B.Sc. (HS)

HS-241-MN : FOOD PRODUCTION - III

(2024 Pattern) (Semester - III)

Time : 2 Hours]

[Max. Marks : 35

Instructions to the candidates :

- 1) All questions are compulsory.***
- 2) Draw diagrams where applicable.***

Q1) Define the following terms (any 5 of 7) :

[5 × 1 = 5]

- 1) Dhungar
- 2) Vegan
- 3) Bhuna
- 4) Handi
- 5) Paturi
- 6) Sukha
- 7) Thalippu

Q2) A) Answer the following :

[2 × 3 = 6]

- i) Explain aesthetics aspects as principles of menu planning with examples.
- ii) What is industrial catering, Explain its characteristics.

B) Answer the following :

[2 × 2 = 4]

- i) Why yield management is important in kitchen, explain?
- ii) Explain Rajasthani cuisine with famous preparations?

P.T.O.

Q3) A) Answer the following : **[2 × 3 = 6]**

- i) Role of E-commerce platforms in food business expansion?
- ii) Explain any 3 types of budgets in kitchen.

B) Answer the following : **[2 × 2 = 4]**

- i) Write down importance of recipe management software?
- ii) What is kosher?

Q4) Write short notes on following : (any 4 of 6) **[4 × 2.5 = 10]**

- i) Healthy foods
- ii) Spa cuisine
- iii) Functional foods
- iv) Goan cuisine
- v) Role of POS system in food business.
- vi) Volume forecasting.



Total No. of Questions : 4]

SEAT No. :

PE3448

[Total No. of Pages : 2

[6506]-103

S.Y. B.Sc. (HS)

HS - 242 MN : FOOD & BEVERAGE SERVICE - III

(2024 Pattern) (Semester - III)

Time : 2 Hours]

[Max. Marks : 35

Instructions to the candidates:

- 1) *All questions are compulsory.*
- 2) *Figures to the right indicate full marks.*

Q1) Define the following terms. (Any five)

[5×1=5]

- a) Lager
- b) Aperol
- c) Bitters
- d) Cider
- e) Finning Agent
- f) Sparkling Wine
- g) Sherry

Q2) a) Answer the following :

[2×3=6]

- i) Describe the stages of production of still wines.
- ii) Explain the classification of wines.

b) Answer the following :

[2×2=4]

- i) Enlist any 4 International brands of Beer with its country name.
- ii) Differentiate between Ale and Lager.

P.T.O.

Q3) a) Answer the following : **[2×3=6]**

- i) List down wine regions of France with its popular wine brands.
- ii) What are the principles of Food - Wine pairing? Explain with examples.

b) Answer the following : **[2×2=4]**

- i) What are the duties & responsibilities of a Bartender?
- ii) Define Aperitifs & Give examples.

Q4) Write short notes on following. (Any 4) **[4×2½=10]**

- a) Process of Beer Production
- b) 5 Red Grape Varieties
- c) 5 Wine Brands of India
- d) Types of Beer
- e) Plan a 3/4/5 course French Menu with appropriate wines from France.
- f) Care & Maintenance of Bar Equipment.
- g) 5's of wine Tasting Techniques.

x x x

Total No. of Questions : 4]

SEAT No. :

PE3449

[Total No. of Pages : 2

[6506]-104

S.Y. B.Sc. (HS)

HS - 243 - MN-T : ROOMS DIVISION - III

(2024 Pattern) (Semester - III) (Theory)

Time : 2 Hours]

[Max. Marks : 35

Instructions to the candidates:

- 1) *All questions are compulsory.*
- 2) *Draw diagrams where applicable.*

Q1) Define the following terms (Any 5)

[5×1=5]

- a) Contract
- b) OPL
- c) Mister
- d) Ikebana
- e) Vouchers
- f) Folios
- g) City Account

Q2) a) Answer the following :

[2×3=6]

- i) Explain the duties and qualities of a housekeeping supervisor.
- ii) Explain any 3 methods of bill settlement.

b) Answer the following :

[2×2=4]

- i) Define guest linen and soft furnishings with examples.
- ii) Write a short note on classification of laundries.

P.T.O.

Q3) a) Answer the following : **[2×3=6]**

i) Differentiate between Guest ledger and City ledger.

ii) Define

1) Express check-out

2) Late check-out

3) Late charges

b) Answer the following : **[2×2=4]**

i) List down any 4 reports maintained at the front office.

ii) List down any 4 exotic flowers and 4 foilage used in making of flower arrangement.

Q4) Write short note on following (Any 4) **[4×2½=10]**

a) What are the points to be considered while selection of Linen.

b) Write down the principles of flower arrangement.

c) Explain City Ledger and Guest Ledger.

d) List out various reports generated at front office and explain one of them.

e) Explain High Balance Report with example.

f) What is the procedure for Handling Guest Laundry?

x x x

Total No. of Questions : 7]

SEAT No. :

PE3450

[Total No. of Pages : 2

[6506]-105

S.Y.B.Sc. (Hospitality Studies)

HS201MJ : FOOD PRODUCTION-III

(2024 Pattern) (Semester-III) (Paper-I)

Time : 3 Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) All questions are compulsory.*
- 2) Figures to the right indicate full marks.*

Q1) Define the following terms (Any 10 out of 12)

[10×1=10]

- a) Paturi
- b) OSHA
- c) Nose-to-Tail
- d) Commercial kitchen
- e) Yield
- f) Dal Bati
- g) FSSAI
- h) Tandoor
- i) Vegan
- j) Fermentation
- k) Low GI Foods
- l) Volume Forecasting

Q2) a) Answer the following

[2×3=6]

- i) Explain any three cooking methods in Indian Regional Cooking.
- ii) Write three types of fire in kitchen.

b) Answer the following

[2×2=4]

- i) Write characteristics of Goan cuisine.
- ii) What is health conscious-dining?

P.T.O.

- Q3) a)** Answer the following **[2×3=6]**
- i) What is menu balancing?
 - ii) Write the importance of hyper-local cuisine.
- b)** Answer the following **[2×2=4]**
- i) Explain HACCP Integration.
 - ii) Describe two traditional preservation techniques.
- Q4)** Answer the following (Any 2 out of 3) **[2×5=10]**
- a) Write a short note on Rajasthani cuisine. Plan a five course menu for the same.
 - b) What is fire triangle? Explain causes of fire in kitchen.
 - c) Explain emergence of Indian regional cuisine in Global Hospitality.
- Q5)** Answer the following **[2×5=10]**
- a) Write the roles of volume Forecasting in kitchen planning.
 - b) Describe Punjabi cuisine and Gujarati cuisine in detail.
- Q6)** Answer the following **[2×5=10]**
- a) Describe Principles of Menu Planning.
 - b) How will you manage Food waste to make Zero-Food-Waste in Kitchen?
- Q7) a)** Write short note on following. **[2×2.5=5]**
- i) Portion control
 - ii) Types of Budgets in kitchen
- b)** Answer the following. **[5×1=5]**
- i) Name two Gluten-Free grains.
 - ii) Write two beverages from Indian regional cuisine.
 - iii) What is fermentation revival?
 - iv) Name two dishes from Kashmir.
 - v) Name two appetizers from Maharashtra.



Total No. of Questions : 7]

SEAT No. :

PE3451

[Total No. of Pages : 2

[6506]-106

S.Y.B.Sc. (Hospitality Studies)

HS203MJ : FOOD & BEVERAGE SERVICE-III

(2024 Pattern) (NEP) (Semester-III) (Paper-I)

Time : 3 Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) *All questions are compulsory.*
- 2) *Draw diagrams, where applicable.*

Q1) Define the following terms (Any 10)

[10×1=10]

- a) Vinification
- b) Champagne
- c) Agraffe
- d) Finning Agent
- e) Secondary fermentation
- f) Vine Diseases
- g) Organic farming
- h) AOC
- i) Port
- j) Barrel
- k) Sauvignon Blanc
- l) Tannin

Q2) a) Answer the following

[2×3=6]

- i) Describe the types of Fortified Wines. Give examples.
- ii) What are the Importance of Cultural Sensitivity in Wine-Pairing?

b) Answer the following

[2×2=4]

- i) Enlist the factors affecting wine Quality.
- ii) List down any 4 white grape varieties.

P.T.O.

- Q3)** a) Answer the following **[2×3=6]**
- i) What are the advantages of Automation in Wine Making Process?
 - ii) Describe any 3 Emerging trends in Wine Industry.
- b) Answer the following **[2×2=4]**
- i) List any 4 Wine service Equipment.
 - ii) What is the Importance of Wine Ageing method?
- Q4)** Answer the following (Any 2) **[2×5=10]**
- a) Describe the key stages of Sparkling wine making process.
 - b) Explain principles of Food-wine pairing with examples.
 - c) What are the key wine label laws of old world wine? Explain and draw any one Wine Label.
- Q5)** Answer the following **[2×5=10]**
- a) Explain the 5's of wine Tasting Techniques in detail.
 - b) Draw & explain Solera system.
- Q6)** Answer the following **[2×5=10]**
- a) List down the wine producing regions and popular wine brands of France.
 - b) Explain the classification of wine.
- Q7)** Write short note on following (Any 4) **[4×2.5=10]**
- a) Draw & Label the structure of Grape.
 - b) Name any 5 food preparation that can be paired with white wine.
 - c) List down the sustainable practices in wine making process.
 - d) List any 5 Red grape varieties.
 - e) Describe Factors affecting viticulture practices.
 - f) Enlist key terminology used in Wine Tasting evaluation.



Total No. of Questions : 7]

SEAT No. :

PE3452

[Total No. of Pages : 2

[6506]-107

S.Y.B.Sc. (Hospitality Studies)

HS 205 MJ-T : ROOMS DIVISION-III

(2024 Pattern) (Semester-III) (Paper-I)

Time : 3 Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) *All questions are compulsory.*
- 2) *All questions carry equal marks.*

Q1) Define the following terms (Any 10)

[10×1=10]

- a) Oasis
- b) Room Checklist
- c) Linen Trolley
- d) Spot cleaning
- e) Inventory
- f) Supervision
- g) Pest
- h) Par stock
- i) Kenzan
- j) Stain
- k) Valet
- l) Ikebana

Q2) a) Answer the following

[2×3=6]

- i) Write down the functions/general duties of a supervisor.
- ii) What is the procedure to be followed in Discard management?

b) Answer the following

[2×2=4]

- i) Explain Unit Rate Agreement.
- ii) What are the points to be considered while treating the stains?

P.T.O.

- Q3)** a) Answer the following **[2×3=6]**
- i) Explain the layout and organization of a linen and uniform room.
 - ii) Describe the duties and responsibilities of linen room staff.
- b) Answer the following **[2×2=4]**
- i) Define par stock and state the ideal par level for guestrooms.
 - ii) Write any four linen control measures.
- Q4)** Answer the following (Any 2) **[2×5=10]**
- a) Valet service-Define and explain its role in Housekeeping.
 - b) Explain role of Housekeeping in Health Club and Spa.
 - c) Write a short note on discarded linen.
- Q5)** Answer the following **[2×5=10]**
- a) Explain various principles of flower arrangement.
 - b) Draw the layout of Floor Pantry and explain.
- Q6)** Answer the following **[2×5=10]**
- a) Write a short note on conditioning of flowers and foliage.
 - b) Describe the methods and safety measures in pest control operations.
- Q7)** Write short note on following (Any 4) **[4×2.5=10]**
- a) List types of flower arrangements
 - b) List criteria for purchase of linen
 - c) Explain Unit Based Pricing
 - d) Give classification of linen with examples
 - e) Give preventive & control measures for pest control
 - f) List steps in laundry process



Total No. of Questions : 7]

SEAT No. :

PE-3453

[Total No. of Pages : 2

[6506]-108

S.Y. B.Sc. (Hospital Studies)

HS-202-MJ-T : FOOD PRODUCTION - III P₂
(2024 Pattern) (Semester - III)

Time : 3 Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) All questions are compulsory.
- 2) Draw diagrams wherever necessary.

Q1) Define the following terms (Any 10 of 12)

[10 × 1 = 10]

- a) Brioche
- b) Croissant
- c) Proofing Machine.
- d) Gluten free cakes.
- e) Focaccia
- f) Slicer
- g) Sourdough
- h) Quiche
- i) IOT
- j) Matcha
- k) Icebox
- l) Danish

Q2) a) Answer the following :

[2 × 3 = 6]

- i) Enlist the modern trends in cake making and explain any 1.
- ii) Give any 3 common pastry dough faults with reasons.

b) Answer the following :

[2 × 2 = 4]

- i) Explain glaze icing with example.
- ii) Describe in brief any one smart baking tool.

P.T.O.

- Q3)** a) Answer the following : **[2 × 3 = 6]**
- i) Name and explain any 2 techniques for making Bonbons.
 - ii) Explain the role of ERP in inventory management.
- b) Answer the following : **[2 × 2 = 4]**
- i) Give any 4 uses of Recipe Management software.
 - ii) Enlist any 4 examples of shortcrust pastry.
- Q4)** Answer the following (Any 2 of 3) : **[2 × 5 = 10]**
- a) Explain allergen free variations in cookies.
 - b) Define cake decoration. List down 4 classical garnishes for cake decoration.
 - c) Explain about the emerging trends in technology integration in hospitality kitchens.
- Q5)** Answer the following : **[2 × 5 = 10]**
- a) Explain the benefits of customer data management in food business.
 - b) Differentiate between Rich dough & lean dough.
- Q6)** Answer the following : **[2 × 5 = 10]**
- a) Explain the role of gluten and yeast in bread making.
 - b) Discuss "Creaming Method's" & "One bowl method" of Cookie making with one example of each.
- Q7)** Write short note on following (Any 4 of 6) : **[4 × 2.5 = 10]**
- a) Discuss cyber threats in food industry.
 - b) Food safety documentation in kitchens.
 - c) Name different types of chocolate.
 - d) Name any 5 icing variation on cakes.
 - e) Give any 5 quality controls in pastry making.
 - f) Write a note on new age breads.



Total No. of Questions : 7]

SEAT No. :

PE-3454

[Total No. of Pages : 2

[6506]-109

S.Y. B.Sc. (Hospitality Studies)

HS-204-MJ : FOOD & BEVERAGE SERVICE - III

(2024 Pattern) (Semester - III) (Paper - II)

Time : 3 Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) All questions are compulsory.
- 2) Figures to the right indicate full marks.

Q1) Define the following terms (Any 10 of 12)

[10 × 1 = 10]

- a) Bitters
- b) Malt
- c) Craft beer
- d) Sake
- e) FIR
- f) Aperitif
- g) Hopes
- h) Soda qun
- i) Nokarnama
- j) Rimmer
- k) Soju
- l) Perry

Q2) a) Answer the following :

[2 × 3 = 6]

- i) Give 3 faults in beer making process.
- ii) Give 3 Grapes of new world wine & flavours.

b) Answer the following :

[2 × 2 = 4]

- i) Explain 2 stages in beer making process.
- ii) Explain any 2 Apperitiffs.

P.T.O.

Q3) a) Answer the following : **[2 × 3 = 6]**

- i) Give 3 examples of different types of beer.
- ii) Give 3 International beer brands.

b) Answer the following : **[2 × 2 = 4]**

- i) Give any two wine based aperitif.
- ii) Give 2 spirit based Aperitif.

Q4) Answer the following (Any 2 of 3) : **[2 × 5 = 10]**

- a) Explain fermented beverages and give 3 examples.
- b) What is wheat beer give 3 brand names.
- c) Explain types of Aperitifs.

Q5) Answer the following : **[2 × 5 = 10]**

- a) Explain 5 e-merging trendz in beer industry.
- b) Explain 5 duties of bartender.

Q6) Answer the following : **[2 × 5 = 10]**

- a) Give 5 wine grapes from new world wines.
- b) Name 5 wine companies from new world wines.

Q7) Write a short note on following (Any 4 of 6) : **[4 × 2.5 = 10]**

- a) List any 5 documents required for running a bar.
- b) List 10 Equipments used in Bar operation.
- c) Name 5 wine companies from India.
- d) Give 10 National & International beer brands.
- e) List 5 brands of Aperitif & digestives.
- f) Duties & responsibilities of Bartender.



Total No. of Questions : 7]

SEAT No. :

PE-3455

[Total No. of Pages : 2

[6506]-110
S.Y. B.Sc. (HS)
HS-206-MJ : ROOM DIVISION - III
(2024 Pattern) (Semester - III) (Paper - II)

Time : 3 Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) *All questions are compulsory.*
- 2) *Figures to the right indicate full marks.*

Q1) Define the following terms (Any 10)

[10 × 1 = 10]

- a) Dead move
- b) PMS
- c) Paging
- d) Skipper
- e) Accounting
- f) GWB
- g) GHC
- h) VTL
- i) NEFT
- j) ADR
- k) Rev PAR
- l) No show

Q2) a) Answer the following :

[2 × 3 = 6]

- i) Write down the procedure for currency exchange.
- ii) Define cash sheet and draw its format.

b) Answer the following :

[2 × 2 = 4]

- i) Write down room change procedure for live move.
- ii) What are the advantages of AI and Automation at front office.

P.T.O.

Q3) a) Answer the following : **[2 × 3 = 6]**

- i) Explain Discrepancy report with proper format.
- ii) Explain occupancy ratio with example.

b) Answer the following : **[2 × 2 = 4]**

- i) Explain in detail safe deposit locker procedure.
- ii) Explain Guest service Tracking system.

Q4) Answer the following (Any 2 of 3) : **[2 × 5 = 10]**

- a) What is Left luggage and explain its procedure.
- b) List out post Departure courtesy service and explain any 2 of them.
- c) Draw the format for Daily sales report.

Q5) Answer the following : **[2 × 5 = 10]**

- a) Write down the types of vouchers and explain any 3 of them.
- b) Explain front office accounting cycle.

Q6) Answer the following : **[2 × 5 = 10]**

- a) What is cash settlement & Classify modes of cash settlement.
- b) Explain Travel Agent vouchers with proper format.

Q7) Write short note on following (Any 4) : **[4 × 2.5 = 10]**

- a) Explain ARG with proper formula and example.
- b) Explain Daily Report with proper format.
- c) Write down advantages and challenges in using mobile app for personalization.
- d) Explain the role of IoT applications in front office.
- e) Draw the format of message slip.
- f) Write a note on Revenue Report & explain its uses in F.O.

