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[5427]-1

F.Y. B.Sc. (H.S.) EXAMINATION, 2018

HS-101 : FUNDAMENTALS OF FOOD PRODUCTION PRINCIPLES

(2016 PATTERN)

Time : Three Hours

Maximum Marks : 80

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

(ii) Attempt any *five* questions from Question Nos. 2 to 7.

(iii) Draw neat diagram wherever necessary.

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

(i) Evaporation

(ii) Marination

(iii) Beating

(iv) Creaming

(v) Poaching

(vi) Vindaloo

(vii) Grinding

(viii) Sauteing

(ix) Deboning

(x) Kneading

(xi) Sieving

(xii) Julienne

P.T.O.

(B) Explain the following methods of cooking terms (any *five*) : [5]

- (i) Steaming
- (ii) Braising
- (iii) Baking
- (iv) Roasting
- (v) Grilling
- (vi) Tandoor

(C) Match the following (any *five*) : [5]

- | | |
|--------------|------------------------|
| (i) Egg | (i) Bakery Equipment |
| (ii) Hygiene | (ii) Commodity |
| (iii) Beater | (iii) Bath |
| (iv) Wheat | (iv) Binding Agent |
| (v) Oil | (v) Pigment |
| (vi) Roux | (vi) Frying |
| | (vii) Butter and Flour |
| | (viii) Material |

2. (a) List the equipments used in cooking methods with care and maintenance. [6]

(b) Explain the golden rule of making stock. [3]

(c) Enlist the *six* bakery equipments. [3]

3. (a) List and explain any *three* natural and *three* artificial sugar. [6]

(b) Explain the *six* duties and responsibilities of Executive Chef. [3]

(c) Explain the aims and objectives of cooking food. [3]

4. (a) Classify the following with example : [6]
(i) Cereals and Pulses
(ii) Vegetable
(iii) Fruits.
- (b) Give the classification of soup. [3]
- (c) List any *three* herbs and *three* spices used in Indian cuisine. [3]
5. (a) Differentiate between : [6]
(i) Accompaniment and Garnishes
(ii) Deep frying and Shallow frying.
- (b) Explain the role of ingredients in dough making. [3]
- (c) Explain the classification of small equipments. [3]
6. (a) Give the classification of sauces and recipe of making mayonnaise sauce. [6]
- (b) Explain the personal Hygiene practices. [3]
- (c) Write a short note on flavoured butters. [3]
7. (a) Draw the following diagrams : [6]
(i) Cuts of vegetables (Macedoine, Brunoise)
(ii) Paring knife, scooper
(iii) Rubber spatula, wire whisk.
- (b) Explain the raising agents used in bakery and confectionery. [3]
- (c) Explain the precautions to be taken while retaining of colour. [3]

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[5427]-101

S.Y. B.Sc. (H.S.) (First Sem.) EXAMINATION, 2018

HS-201 : PRINCIPLES OF QUANTITY FOOD PRODUCTION

(2016 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

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

[10]

- (i) Sorpotel
- (ii) Pax
- (iii) Gushtaba
- (iv) Marzipan
- (v) Genoise sponge
- (vi) Torte
- (vii) Malpua
- (viii) Sheermal
- (ix) Basting
- (x) Butter Icing
- (xi) Blind Baking
- (xii) Panch Phoran

P.T.O.

2. Solve any *two* : [10]

- (i) List the characteristics of cookies. Explain any *three* faults along with the reasons.
- (ii) Define volume forecasting. What are the factors influencing volume forecasting ?
- (iii) Plan a festive Kashmiri Cuisine. Write any *four* characteristics of Kashmiri Cuisine.

3. Solve any *two* : [10]

- (i) Classify Cakes. Explain any *three* methods of cake making.
- (ii) Write the recipe for 500 gms of short crust pastry. List any *four* products made using short crust pastry.
- (iii) What are the points to be considered while planning hospital menu ?

4. Solve any *two* : [10]

- (i) Explain the principles of menu planning.
- (ii) What are the points to be considered while making the flour pastry ?
- (iii) Write the various factors affecting the regional menu.

Or

- (i) Define glaze. Give *two* examples of the same.
- (ii) List sectors of welfare catering.
- (iii) List any *four* thickening agents used in Indian gravies.
- (iv) Write any *four* products made using puff pastry.
- (v) Name any *four* cookie improvers.

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[5427]-102

S.Y. B.Sc. (H.S.) (I Sem.) EXAMINATION, 2018

HS-202 : BEVERAGE SERVICE METHODOLOGY

(2016 PATTERN)

Time : Two Hours

Maximum Marks : 40

1. Explain the following terms : [10]

- (i) A.O.C.
- (ii) V.D.Q.S.
- (iii) Dunder
- (iv) Ansel's Share
- (v) Cobbler
- (vi) Daisy
- (vii) Estufa
- (viii) Vinification
- (ix) Humidor
- (x) Cointreau.

2. Solve any two of the following : [2×5=10]

- (A) Define wine and explain the following types of wines :
- (i) Fortified

P.T.O.

- (ii) Organic
 - (iii) Sparkling
 - (iv) Aromatized
- (B) Define cocktail and explain the following methods of mixing cocktails :
- (i) Build
 - (ii) Stir
 - (iii) Shaken
 - (iv) Blend
- (C) Define Aperitif and explain the following Aperitifs :
- (i) Dubonnet
 - (ii) Lillet
 - (iii) Campari
 - (iv) Pastis

3. Solve any *two* of the following : [2×5=10]

- (A) Define liqueurs and explain the manufacturing process of liqueurs in brief.
- (B) Explain the following alcoholic beverages :
- (i) Absinthe
 - (ii) Calvados
 - (iii) Grappa
 - (iv) Feni
 - (v) Silvovitz
- (C) Explain the manufacturing process of whisky in brief.

4. Solve any *two* of the following : [2×5=10]

(A) List *two* wine producing regions each from the following countries :

(i) France

(ii) Italy

(iii) Spain

(iv) Portugal

(v) Germany

(B) With the help of a flowchart, explain “methode champenoise”.

(C) List any *five* rules of food and wine harmony.

Or

Answer the following questions : [5×2=10]

(A) List *four* rules of mixing Cocktails.

(B) Give *four* brand names of Cigar.

(C) Write *four* shippers names of Champagne.

(D) List *four* brand names of Gin.

(E) Give *two* names of Australia.

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[5427]-103

S.Y. B.Sc. (H.S.) (I Sem.) EXAMINATION, 2018

HS-203 : ACCOMMODATION TECHNIQUES

(2016 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) Draw suitable diagrams wherever necessary.

1. Answer the following in *one* line each (any *ten*) : [10]

- (i) Linen Coverage
- (ii) Valet Service
- (iii) Size of Hand Towel
- (iv) Contract Cleaning
- (v) Dry Cleaning
- (vi) No Show
- (vii) Floor Limit
- (viii) Revenue Report
- (ix) Fully Automated System
- (x) VPO
- (xi) Hospitality Desk
- (xii) Hydro Extractor.

P.T.O.

- 2.** Explain in brief (any *two*) (**5** marks each) : [10]
- (i) Enlist the jobs given on contract. How does the pricing of a contract take place ?
 - (ii) What are the causes of accidents in hotels ? How can we avoid them ?
 - (iii) Write down the importance of flower arrangement in hotels.
- 3.** Explain in brief (any *two*) (**5** marks each) : [10]
- (i) Draw the following formats and explain in brief :
 - (a) GHC
 - (b) Discrepancy Report.
 - (ii) What are the different record keeping systems maintained at front office ?
 - (iii) Explain the complaint handling procedure followed in hotels.
- 4.** Solve *five* questions (**2** marks each) : [10]
- (i) Preventive measure of bedbugs in hotels
 - (ii) Classify linen
 - (iii) Write about discard management
 - (iv) Purpose of cash sheet at front office
 - (v) Personality traits for GRE
 - (vi) Write formulae for :
 - (a) Understay
 - (b) Overstay.

Total No. of Questions—5]

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[5427]-104

S.Y. B.Sc. (H.S.) (I Sem.) EXAMINATION, 2018

HS-204 : PRINCIPLES OF MANAGEMENT

(2016 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 in brief : [10]

- (a) Motivation
- (b) Span of control
- (c) Budget
- (d) Delegation of authority
- (e) Upward communication
- (f) Innovation
- (g) Scalar chain
- (h) Leadership
- (i) Management
- (j) Staffing.

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

- (a) Describe the process of 'controlling'.
- (b) Explain the characteristics of a 'Good Leader'.
- (c) Define 'Planning'. How is planning important function of management ?

P.T.O.

- 3.** Write short notes on (any *two*) : [2×5=10]
- (a) Need for co-ordination in Hotel
 - (b) Managerial Grid—style of leadership
 - (c) Benefits of motivated staff.
- 4.**
- (a) Explain with suitable example ‘Maslow’s Theory of Need Hierarchy’. [5]
 - (b) Describe the following : [5]
 - (i) Centralised and Decentralised Organisation
 - (ii) Line and Staff Organisation.
- 5.**
- (a) Explain the functions of Top Level and Middle Level Management. [5]
 - (b) Explain the ‘Modern Day Management Theory’ in brief. [5]

Total No. of Questions—4]

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[5427]-105

S.Y. B.Sc. (H.S.) (I Sem.) EXAMINATION, 2018

HS-205 : BASIC PRINCIPLES OF ACCOUNTING

(2016 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) *All questions carry equal marks.*

(iii) *Use of pocket calculator is allowed.*

1. (a) Explain the following terms in 1-2 lines each : [5]

(i) Drawings

(ii) Goods

(iii) Bad debts

(iv) Transaction

(v) Goodwill.

(b) Classify the following accounts into Personal, Real and Nominal : [5]

(i) Rent A/c

(ii) Premises A/c

(iii) Bank of Baroda A/c

(iv) Advertisement A/c

(v) Discount A/c

P.T.O.

- (vi) Investments A/c
- (vii) M/s Sunita Textile A/c
- (viii) Prepaid Salary A/c
- (ix) Computer A/c
- (x) Copyrights A/c

2. Attempt any *two* questions :

- (a) Explain Double Entry Book-keeping system along with its advantages. [5]
- (b) Journalize the following transactions in the books of Ms. Prajkta : [5]
 - (i) Purchased goods from Sneha Rs. 12,000.
 - (ii) Paid Life Insurance Premium Rs. 5,500.
 - (iii) Received commission Rs. 1,800.
 - (iv) Sold goods worth Rs. 15,000 @ 10% T.D. to Ravi.
 - (v) Cash deposited in State Bank of India Rs. 8,000.
- (c) Prepare a Petty Cash Book from the following data : [5]

2018	Rs.
March 1 : Cash balance in hand	150
March 1 : Amount received from head cashier	1,350
March 3 : Purchased stationery for office use	112
March 4 : Paid conveyance to sales manager	85
March 8 : Purchased revenue stamps	15
March 14 : Paid travelling expenses to Mrs. Rajni	20
March 19 : Purchased office files	30
March 22 : Gave advance to Miss Lata	300

3. Attempt any *two* questions :

(a) What is a contra entry ? Explain with suitable example. [5]

(b) From the following data, prepare purchase book, sales book for M/s. Suraj Traders : [5]

2018

Jan. 2 : Purchased goods from Nitin Enterprises for Rs. 12,000 @ 5% T.D.

Jan. 4 : Cash sales Rs. 18,000.

Jan. 7 : Sold goods to Mehak for Rs. 7,000.

Jan. 10 : Purchased goods from Kunal Brothers for Rs. 9,000.

Jan. 12 : Sold old furniture to Prerna Rs. 4,000.

(c) Prepare a Trial Balance from the following data : [5]

Drawings	8,000	Debtors	4,500
Carriage Inward	1,500	Outstanding Salary	3,000
Bad Debts	800	Furniture	12,000
Creditors	5,000	Bank Loan	4,800
Capital	14,000		

4. Attempt any *one* question :

(a) Prepare a Trading A/c, Profit & Loss A/c and Balance Sheet : [10]

Particulars	Amount	Particulars	Amount
Wages	4,500	Capital	58,500
Land & Building	23,000	Creditors	3,500
Machinery	18,000	Sales	22,800

Rent	3,800		
Purchases	8,000		
Opening Stock	12,000		
Salary	9,000		
Cash in hand	2,500		
Cash at bank	4,000		
	84,800		84,800

Adjustment :

Closing stock is valued at Rs. 24,000.

Or

- (b) Prepare a triple column cash book for the month of January 2018 : [10]

2018

Jan. 1 : Cash in hand Rs. 25,400

Cash at bank Rs. 11,600

Jan. 2 : Paid to Mr. Shrikant Rs. 1,950 in full settlement of his account Rs. 2,000

Jan. 4 : Paid wages by cheque Rs. 4,000

Jan. 7 : Sold goods and received a cheque for Rs. 5,500, cheque was deposited same day.

Jan. 8 : Cash deposited into bank Rs. 3,000

Jan. 10 : Paid Electricity Bill Rs. 1,200

Jan. 12 : Cash sales Rs. 4,000

Jan. 14 : Goods purchased for Rs. 2,000 @ 10% CD

Jan. 15 : Sold old machinery for Rs. 4,000.

Total No. of Questions—5]

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[5427]-106

S.Y. B.Sc. (H.S.) (I Sem.) EXAMINATION, 2018
HS-206 : THE SCIENCE OF HOTEL ENGINEERING
(2016 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) Neat diagram must be drawn wherever necessary.

(iii) Use of electronic pocket calculator is allowed.

(iv) Assume suitable data where necessary.

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

[10]

(i) Fuse

(ii) Radiation

(iii) Evaporator

(iv) Ton

(v) Freon

(vi) Propane

(vii) Acid Rain

(viii) LCD Projector

(ix) Incineration

(x) HVAC

(xi) Deforestation

(xii) Alarm Systems.

P.T.O.

2. Answer the following (any *two*) : [2×5=10]
- (a) Explain vapour compression refrigeration system with the help of a neat diagram.
 - (b) Give difference between Split A/c and Window A/c.
 - (c) What is contract maintenance ? Give advantage and disadvantage.

3. Answer the following (any *two*) : [2×5=10]
- (a) Explain the Zeolite method of water softening.
 - (b) What are sources of water pollution in Hotel.
 - (c) Give reasons for replacement of equipment.

4. Answer the following (any *two*) : [2×5=10]
- (a) Explain the electrical safety check list used in hotels.
 - (b) What are the methods of energy conservation that can be adopted by hotels ?
 - (c) Calculate the electricity bill for the month of May with the following electricity consumption :
 - (i) Tube light 40 W 10 Nos. 8 hrs/day
 - (ii) Iron 1 kW 1 No. 1 hr/day
 - (iii) Mixer 750 W 1 No. 1 hr/dayThe cost of electricity is Rupees 12 unit.

Or

5. Answer the following (any *five*) : [5×2=10]
- (a) *Two* types of maintenance with examples.
 - (b) Name the fire class.
 - (c) Simple method of Solar Energy used in Hotel.
 - (d) Maintenance of Laptop Four Points.
 - (e) What are the various security systems used for Hotel Parking.
 - (f) Air pollution sources in Hotel.

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[5427]-2

F.Y. B.Sc. (H.S.) EXAMINATION, 2018

**HS-102 : FUNDAMENTALS OF FOOD AND BEVERAGE
SERVICE METHODOLOGY**

(2016 PATTERN)

Time : Three Hours

Maximum Marks : 80

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

(ii) Solve any *seven* questions from the remaining. *All* questions carry equal marks.

(iii) Draw diagrams wherever necessary.

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

[10]

(i) American service

(ii) Automats

(iii) Perry

(iv) Abouyer

(v) ABC

(vi) Sake

(vii) Suivant KOT

(viii) Kiosks

(ix) Consommé

(x) Cover

(xi) Stimulating Beverage

(xii) Guéridon

P.T.O.

2. (a) What is KOT ? Explain the Duplicate KOT system and Triplicate KOT system. [5]
- (b) Explain briefly any *five* objectives of I & B control system. [5]
3. (a) Explain the interdepartmental relationship of F&B with Front Office and Food Production. [6]
- (b) Write down the advantages and disadvantages of use of Disposables. [4]
4. (a) Differentiate between : [6]
- (i) Top fermented and bottom fermented beer
- (ii) Mis-en-place and Mis-en-scene
- (iii) A'la carte and table d'hote.
- (b) Name the following Beverage : [4]
- (i) *Two* brands of International Beer.
- (ii) *Two* brands of Sparkling Water.
- (iii) *Two* types of Tea.
- (iv) *Two* styles of Coffee.
5. (a) Classify non-alcoholic beverage with suitable examples. [6]
- (b) List and explain any *two* coffee making methods. [4]
6. (a) Draw and name any *three* special equipments with the purpose. [6]
- (b) Explain the following types of buffet : [4]
- (i) Finger Buffet
- (ii) Display Buffet

7. (a) Plan a 6 course menu with Hors d'oeuvre, Consommé, Poisson, Sorbet, Relève, entremet. [6]
- (b) Explain any *four* points to consider while planning menu. [4]
8. (a) Explain the manufacturing process of Beer with flow chart. [6]
- (b) Explain any *four* ingredients used in manufacturing of Beer. [4]
9. (a) Define Alcoholic Beverage. Explain the Fermentation process and Distillation process. [5]
- (b) Define Room Service. Explain any *two* types of Room Service. [5]

Total No. of Questions—10]

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[5427]-3

F.Y. B.Sc. (H.S.) EXAMINATION, 2018
HS-103 : ROOMS DIVISION TECHNIQUES
(2016 PATTERN)

Time : Three Hours

Maximum Marks : 80

- N.B. :—** (i) Both the sections to be attempted in the same answer-sheet.
- (ii) Q. No. 1 and Q. No. 6 are compulsory.
- (iii) Out of the remaining questions attempt any *three* questions from each Section.

SECTION I

1. Define the following terms (any *five*) : [10]
- (a) O.O.O.
 - (b) Suite
 - (c) Public Areas
 - (d) Dustette
 - (e) Dutch Wife
 - (f) Daily Cleaning.
2. (a) What precautions are to be taken for maintenance of the following : [5]
- (i) Vacuum Cleaner
 - (ii) Soft Broom.
- (b) Explain job description of Floor Supervisor. [5]

P.T.O.

3. (a) How does Housekeeping Department coordinates with the following : [5]
- (i) Front office
 - (ii) Maintenance
- (b) Draw an organisation structure of the Housekeeping Department for a medium size hotel. [5]
4. (a) Explain the cleaning procedure of an occupied room. [5]
- (b) List down the work routine of chamber maids. [5]
5. (a) Write short notes on (any *two*) : [5]
- (i) Cleaning agents
 - (ii) Dirty Dozen
 - (iii) Role of control desk.
- (b) Give the lost and found procedure for a gold ring found in a departure room. [5]

SECTION II

6. Define the following terms (any *five*) : [10]
- (a) Walk-In
 - (b) Twin Room
 - (c) Scanty Baggage
 - (d) Resorts
 - (e) Grand Master Key
 - (f) G.D.S.

7. (a) Define “Hotel” and explain the classification on the basis of “length of stay”. [5]
- (b) What are the attributes required for front office staff ? [5]
8. (a) Give the different types of Meal Plans. [5]
- (b) Describe the pre-arrival procedure for group. [5]
9. (a) Explain any *five* sources of Reservation. [5]
- (b) Give the steps involved in registration process for a confirmed reservation guest. [5]
10. (a) Write short notes on (any *two*) : [5]
- (i) Manual paging method
- (ii) Role of concierge
- (iii) Room orientation.
- (b) List down the steps involved in departure procedure for a guest settling his bills by credit card. [5]

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[5427]-301

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

HS-301 : ADVANCED FOOD PRODUCTION SYSTEMS

(2016 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

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

[10×1=10]

(i) Elastin

(ii) Darne

(iii) Empanda

(iv) Rendang

(v) A.F.D.

(vi) Quiche

(vii) Humectant

(viii) Couverture

(ix) Tiramisu

(x) Nicoise

(xi) Ribbon

(xii) Aging.

P.T.O.

2. Solve any *two* : [2×5=10]
- (a) Draw a neat diagram of cuts of lamb and explain any *four* parts.
 - (b) Enlist precautions for presenting an appetizer and mention points to be observed while storing appetizers.
 - (c) Define convenience food and explain *four* processing methods.
3. Solve any *two* : [2×5=10]
- (a) Write a short note on sweetening agents.
 - (b) Explain points to be observed while making sandwiches.
 - (c) Classify salads and explain *four* types of salads with example.
4. Solve any *two* : [2×5=10]
- (a) (i) What is an appetizer ? Classify appetizers by giving *two* examples of each.
 - (ii) Enlist guidelines for arranging salads.
 - (b) (i) Name and explain types of chocolate.
 - (ii) Write down features of convenience food.
 - (c) (i) Explain types of sandwich with diagram.
 - (ii) What are food additives and explain any *four*.

Or

- Solve any *two* : [2×5=10]
- (a) Name *four* breads used in sandwich making.
 - (b) Explain *two* types of cuts of fish.
 - (c) Write and explain *two* types of dressings for salad.
 - (d) Name any *four* products in which antioxidants are most commonly used.
 - (e) Explain any *two* stages of chocolate making.

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[5427]-302

T.Y. B.Sc. (H.S.) (III Sem.) EXAMINATION, 2018
HS-302 : FOOD AND BEVERAGE SERVICE TECHNIQUES
AND MANAGEMENT
(2016 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

1. Explain the following terms (any *ten*) : [10]
- (a) Speed Rail
 - (b) FLR
 - (c) Ullage Report
 - (d) BEO
 - (e) MICE
 - (f) EOQ
 - (g) Variable Cost
 - (h) House Brands
 - (i) Jigger
 - (j) Corkage
 - (k) Lounge
 - (l) Purchase Order.

P.T.O.

- 2.** Solve any *two* out of three : [10]
- (a) Menu matrix helps in better menu management. Justify.
 - (b) State and explain duties and responsibilities of Banquet Manager.
 - (c) Explain safety factors of Gueridon Service.
- 3.** Solve any *two* out of three : [10]
- (a) Plan an Indian menu for conference lunch for 100 pax in a Banquet order format.
 - (b) Explain the HACCP guidelines to be followed for food service in F&B.
 - (c) Explain Break-even point with suitable graph.
- 4.** Solve any *two* out of three : [10]
- (a) Explain the barriers for F&B control.
 - (b) Explain ABC analysis.
 - (c) Explain the importance of MICE in tourism.

Or

Solve the following :

- (a) Explain any *two* records maintained in bar.
- (b) List down *four* special equipments used in gueridon.
- (c) List down any *four* heavy equipments used in bar.
- (d) List down *four* modes of enquiries for banquets.
- (e) Explain any *four* points to be considered while booking an event.

Total No. of Questions—4]

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[5427]-303

T.Y. B.Sc. (H.S.) (III Sem.) EXAMINATION, 2018
HS-303 : ACCOMMODATION OPERATION TECHNIQUES
(2016 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) *All questions carry equal marks.*

1. Explain the following terms : [10]

- (a) Balance in Design
- (b) Refurbishing
- (c) Indoor Plant
- (d) Operating Budget
- (e) Bin Card
- (f) MIS
- (g) Cross Selling
- (h) Paging
- (i) Under Stay
- (j) MAP.

2. Solve any *two* out of three :

- (a) Name and explain any *five* types of Gardens. [5]
- (b) With the help of a neat format, explain 'Snagging List'. [5]
- (c) Briefly explain the importance of Interior Decoration. [5]

P.T.O.

3. Solve any *two* out of three :

- (a) Enlist *five* major duties performed by a Night Auditor. [5]
- (b) Explain the various styles of Welcoming Guests. [5]
- (c) Give difference between Bell Desk and Concierge. [5]

4. Solve any *two* out of three :

- (a) Define Budget. Explain importance of Budgeting. [5]
- (b) Draw and explain any *two* formats maintained by Purchase Dept. [5]
- (c) Enlist *five* important reasons for preparing forecast in Front Office. [5]

Or

Answer the following :

- (a) Explain Gesture and Eye Contact. [2]
- (b) Enlist any *four* data required to prepare Forecast Report. [2]
- (c) Explain 'Night Audit' and '3 day Forecast Report'. [2]
- (d) Name any *four* types of Plants. [2]
- (e) Name any *four* types of Budget. [2]

Total No. of Questions—4]

[Total No. of Printed Pages—4

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[5427]-304

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

HS-304 : HOTEL ACCOUNTING PROCEDURES

(2016 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) All questions carry equal marks.

(iii) Use of pocket calculator is allowed.

1. (a) State whether the following statements are true or false : [5]

(i) Payback method ignores the time value of money.

(ii) Main objective of financial management is maximization of profit.

(iii) Fixed cost per unit remains same.

(iv) Rent is the example of fixed cost.

(v) Standard costing system may not be suitable in small concerns.

(b) Fill in the blanks : [5]

(i) Standard costs are

(ii) Fixed cost plus profit is equal to

P.T.O.

- (iii) Profit volume ratio shows the relationship between and
- (iv) means amount paid to third party on behalf of resident guest.

2. Attempt any *two* : [10]

- (a) What is cost accounting ? Explain its advantages.
- (b) What is internal control ? Explain its objectives.
- (c) Explain different types of cost.

3. Attempt any *two* : [10]

- (a) From the following information prepare cost sheet for the year ending 2017 :

Direct wages	Rs. 4,00,000
Administration cost	Rs. 1,20,000
Selling and distribution expenses	Rs. 66,000
Cost of materials	Rs. 5,00,000
Factory overheads	Rs. 2,00,000
Chargeable expenses	Rs. 1,00,000
Sales	Rs. 15,24,600

- (b) From the following information find P/V Ratio, BEP, Profit when sales are Rs. 25,00,000.

Year	Sales	Profit
2016-17	15,00,000	2,00,000
2017-18	17,00,000	2,50,000

Fixed cost is Rs. 1,75,000.

- (c) Project X initially cost Rs. 2,50,000. The estimated cash flows from the investment and present value Re. 1 @ 10% discount factor is given below :

Year	Cash flow (Rs.)	Discount factor @ 10%
1	90,000	0.909
2	80,000	0.826
3	60,000	0.751
4	60,000	0.683
5	70,000	0.621

Find out :

- (i) Payback period.
(ii) Net present value @ 10% discount factor.

4. (a) Explain time value of money. [5]
(b) Differentiate between Allowance and VPO. [5]

Or

Balance brought forward :

Room No.	Name of Guest	Plan	Rate	Balances B/F
201	Mr. and Mrs. Joshi	E.P.	4000	2500 Dr.
304	Mr. Rohan	E.P.	3000	2000 Dr.
305	Mr. Jaya	E.P.	3000	1500 Dr.

Post the following transactions to the ledger :

- 5.50 A.M. : Mr. and Mrs. Sawant arrived and occupied Room No. 307 on EP @ 5,000 deposited cash of Rs. 2,000.
- 6.00 A.M. : All rooms have EMT @ Rs. 20/ cup.
- 7.30 A.M. : Breakfast was served to all @ 100 per person. Room No. 304 had one guest for breakfast.
- 8.45 A.M. : The following checks are to be entered in accounts of guests :
- Room 201—Laundry Rs. 300, Railway tickets Rs. 2,000.
- Room 304—Telephone Rs. 65, Flowers Rs. 200.
- Room 307—Sight seeing tour Rs. 3,000.
- 10.30 A.M. : Mr. and Mrs. Joshi Room No. 201 checked out, settled their bill in cash.
- 12.00 Noon : Mrs. Jadhav arrived and occupied Room No. 205 on EP @ Rs. 3,000.
- 1.00 P.M. : Lunch @ Rs. 300/ cover was served to all rooms.
- 4.30 P.M. : Tea was served @ Rs. 40/ cup to all rooms.
- 7.30 P.M. : Food sundries costing Rs. 160 in Room No. 305 and Room No. 205 telephone of Rs. 70 and V.P.O. of Rs. 200.
- 9.30 P.M. : Dinner @ Rs. 400/ cover was served to all rooms.
- 10.00 P.M. : Room No. 304 Mr. Rohan checked out. Charge service charge @ 10% on apartment only.

Above information was extracted before business has commenced in Royal Hills on 31st June 2018, prepare visitors tabular ledger for the day.

Total No. of Questions—4]

[Total No. of Printed Pages—2

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[5427]-305

T.Y. B.Sc. (H.S.) (III Sem.) EXAMINATION, 2018
HS-305 : HOSPITALITY MARKETING MANAGEMENT
(2016 PATTERN)

Time : Two Hours

Maximum Marks : 40

1. Answer all the **10** questions (one line answer) : [10]
- (i) Physical Distribution
 - (ii) Micro environment
 - (iii) Market segmentation
 - (iv) Product
 - (v) Psychological pricing
 - (vi) Tour wholesalers
 - (vii) CRS
 - (viii) Sales promotion
 - (ix) Direct marketing
 - (x) Package.
2. Solve any *two* out of three (each carries **5** marks) : [10]
- (i) Explain the economic environment.
 - (ii) Describe psychographics segmentation.
 - (iii) What is PLC ? Explain the stages of PLC in brief.

P.T.O.

- 3.** Solve any *two* out of three (each carries **5** marks) : [10]
- (i) Explain any *two* pricing methods adopted in hotels.
 - (ii) What are the principles of personal selling ?
 - (iii) Differentiate between product and production concept.
- 4.** Solve any *two* out of three (each carries **5** marks) : [10]
- (i) Explain the personal factors affecting consumer behaviour.
 - (ii) What is the importance of advertising ?
 - (iii) What are the advantages of alliance ? What is alliance ?

Total No. of Questions—4]

[Total No. of Printed Pages—2

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[5427]-306

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

HS-306 : HOTEL LAW PRACTICES

(2016 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) *All questions carry equal marks.*

1. Define the following : [10]

- (i) Contract
- (ii) Complaint
- (iii) Consideration
- (iv) Industrial Dispute
- (v) Consumer
- (vi) Strike
- (vii) Buyer
- (viii) Public Analyst
- (ix) Goods
- (x) Discharge of contract.

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

- (a) List down any *five* Licenses required for a Five Star Hotel.
- (b) Explain remedies for deficiency in services.
- (c) Explain features of the company.

P.T.O.

3. Write short notes on (any *two*) : [10]
- (a) Rights of buyer under Sale of Good Act.
 - (b) Remedies for Breach of Contract.
 - (c) Provision related to Import of Foods.
4. Attempt any *two* : [10]
- (a) Write in detail registration procedure under Bombay Shops and Establishment Act.
 - (b) What are the duties of an Employer under Sexual Harassment of women at workplace.
 - (c) Explain any *five* penalties under the Food Safety and Standards, Act 2006.

Total No. of Questions—4]

[Total No. of Printed Pages—3

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[5427]-4

F.Y. B.Sc. (H.S.) EXAMINATION, 2018

HS-104 : TOURISM OPERATIONS

(2016 PATTERN)

Time : Three Hours

Maximum Marks : 80

N.B. :— All questions carry equal marks.

1. Explain the following terms with examples (any *ten*) : [20]
- (i) Outbound Tourism
 - (ii) Cultural Tourism
 - (iii) V.F.R.
 - (iv) Emigration
 - (v) Tour
 - (vi) Excursionist
 - (vii) I.A.T.A.
 - (viii) Transit
 - (ix) M.I.C.E.
 - (x) Eco-tourism
 - (xi) Dark Tourism
 - (xii) Health Tourism
 - (xiii) Domestic
 - (xiv) Retail Travel Agent.

P.T.O.

2. Answer the following (any *five*) : [20]

- (i) List and explain negative impact of tourism.
- (ii) Explain the role of Travel Agent in promoting Tourism.
- (iii) Explain the 4 A's of Tourism.
- (iv) Explain the role of transport in development of Tourism in India.
- (v) Describe various components of Tour Package.
- (vi) What do you mean by Passport ? Explain any *three* different types of Passport.
- (vii) List the objectives of the following Tourist organizations in detail (any *one*) :
 - (a) F.H.R.A.I.
 - (b) MTDC
 - (c) DOT.

3. Write short notes on the following (any *five*) : [20]

- (i) Wildlife and Bird Sanctuaries in India
- (ii) Multiplier Effect
- (iii) Career Opportunities for Tourism Professionals
- (iv) Types of Accommodations
- (v) Social impact of Tourism
- (vi) WTO
- (vii) Various documents required for a passport.

4. Answer the following (any *two*) : [20]

- (i) What do you mean by Visa ? Explain different types of Visa.
- (ii) Define itinerary and various points to be considered while planning an itinerary.
- (iii) List and explain the various travel formalities to be undertaken to Travel Abroad.
- (iv) What are the qualities of good escorts ? Explain any *five*.

Total No. of Questions—7]

[Total No. of Printed Pages—4

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[5427]-5

F.Y. B.Sc. (H.S.) EXAMINATION, 2018

FOOD SCIENCE

(2016 PATTERN)

Time : Three Hours

Maximum Marks : 80

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

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

(iii) Draw diagrams wherever necessary.

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

- (i) Food Adulteration
- (ii) Osmosis
- (iii) Smoking Point
- (iv) Boiling under Pressure
- (v) Density
- (vi) Gel
- (vii) PH.

(B) Match the following : [10]

Column A

- (a) Yeast
- (b) Tapeworm
- (c) AGMARK

Column B

- (i) Binary Fission
- (ii) Liquid Foam
- (iii) Amoeba

P.T.O.

- | | |
|-------------------------|----------------------------------|
| (d) Emulsion | (iv) 5°C to 63°C |
| (e) Dry Storage Area | (v) Poisonous Mushroom |
| (f) Cold Drinks | (vi) Intestinal Parasite |
| (g) Bacteria | (vii) Saccharomyces
cerevisae |
| (h) Example of Protozoa | (viii) Agricultural Produce |
| (i) Danger Zone | (ix) 15°C to 21°C |
| (j) Amanita | (x) Mixing of oil in water |
| | (xi) BIS |
| | (xii) Below 5°C |

- 2.** (A) Differentiate between food poisoning and food infection. Give S.I. unit of area and volume each. [6]
- (B) Discuss 'Perfringens Food Poisoning' on the basis of :
- (i) Responsible micro-organism [1]
- (ii) Any *two* foods involved [2]
- (iii) Any *two* symptoms [2]
- (iv) *One* preventive measure. [1]
- 3.** (A) Explain any *six* natural toxins occurring in food. [6]
- (B) Define food additives. Give any *four* types of food additives with example. [6]

Or

Define cross contamination with *two* examples and *two* preventive measures.

4. (A) Explain importance of hygiene and sanitation in food industry. [6]
- (B) List any *two* spoilage indicators in the following food-stuff : [6]
- (i) Butter
 - (ii) Canned food
 - (iii) Fish
 - (iv) Spinach
 - (v) Cereal grains
 - (vi) Egg.
5. (A) Explain any *three* factors affecting growth of micro-organisms. Give any *three* uses of micro-organisms in food industry. [6]
- (B) What is the importance of protective display in food industry ? Why is protective clothing essential in catering industry ? [6]
6. (A) Explain the concept of HACCP in the catering industry. [6]
- (B) State name of adulterant and test to detect them in the following food-stuff : [6]
- (i) Semolina
 - (ii) Chilli Powder
 - (iii) Tea
 - (iv) Milk
 - (v) Turmeric
 - (vi) Coffee.

7. (A) Why is pest control necessary ? Name any *two* pests commonly found in food industry with its control measures. [6]
- (B) Explain any *six* non-bacterial metal poisoning in food. [6]

Or

Define desirable browning. Explain any *three* preventive measures to prevent undesirable browning.

Total No. of Questions—7]

[Total No. of Printed Pages—3

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[5427]-6

F.Y. B.Sc. (H.S.) EXAMINATION, 2018
PRINCIPLES OF NUTRITION
(2016 PATTERN)

Time : Three Hours

Maximum Marks : 80

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

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

1. (A) Define the following : [10]
- (i) Food
 - (ii) Nutrients
 - (iii) Nutrition
 - (iv) Diet
 - (v) Carbohydrate
 - (vi) Amino Acid
 - (vii) Saturated Fat
 - (viii) Rancidity of oil
 - (ix) ORT
 - (x) Vitamins.
- (B) Give food sources for the following food-stuffs (any *five*) : [10]
- (i) Starchy Food
 - (ii) Complete Protein
 - (iii) Fats
 - (iv) Vitamin A
 - (v) Vitamin B₁
 - (vi) Calcium.

P.T.O.

2. Give reasons for the following (any *six*) : [12]
- (i) Fruits and vegetables should be washed before peeling and cutting.
 - (ii) Children should be exposed to sunlight.
 - (iii) Junk food should be avoided.
 - (iv) Missi Roti should be preferred than Plain Roti.
 - (v) Animal protein is better than vegetable protein.
 - (vi) Excessive intake of carbohydrates is not good for health.
3. (A) A serving of Moong dal and green peas khichdi provides 60 gms of carbohydrates, 20 gms of proteins and 10 gms of fats. Calculate the total calories provided by two such servings of khichdi. [6]
- (B) Write the deficiency disease for the following : [6]
- (i) Folic Acid
 - (ii) Vitamin A
 - (iii) Vitamin K
 - (iv) Vitamin B₂
 - (v) Vitamin C
 - (vi) Niacin.
4. (A) Plan a balanced lunch menu for an office female executive aged 45 years who is a non-vegetarian. [6]
- (B) Give any *three* dietary sources and *three* functions of water for body. [6]

5. (A) It is important to preserve the nutrients in food. Give any *six* ways which will help in preserving the nutrients in food while cooking. [6]
- (B) Explain the *five* food groups giving suitable examples. [6]
6. (A) Write short notes on (any *two*) : [6]
- (i) Functions of carbohydrates
- (ii) Supplementary value of proteins
- (iii) Role of dietary fibre.
- (B) Differentiate between : [6]
- (i) Complete protein and incomplete protein
- (ii) Essential amino acid and non-essential amino acid
- (iii) Saturated fat/Unsaturated fat.
7. List one food to be avoided and one food to be recommended for patients suffering from the following descases : [12]
- (i) Kidney diseases
- (ii) Diabetes Mellitus
- (iii) Heart Disease
- (iv) Constipation
- (v) Jaundice
- (vi) Peptic Ulcers.

Total No. of Questions—5+5]

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[5427]-7

F.Y. B.Sc. (H.S.) EXAMINATION, 2018

HS-107 : COMMUNICATION SKILLS (ENGLISH/FRENCH)

(2016 PATTERN)

Time : Three Hours

Maximum Marks : 80

N.B. :— (i) Sections I and II (English and French) to be solved on separate answer-sheets.

(ii) Each section carries equal marks.

(iii) Question No. 1 in each section is compulsory.

(iv) Answer any *three* questions from the remaining four in each section.

SECTION I

1. Write an application for the post of “Trainee” in a 5-Star Hotel along with your Biodata. Assume necessary data. [10]

2. (a) Draw and explain the communication process with the help of diagram. [5]

(b) Draft a notice informing the employees of the company that they are celebrating Ganesh Festival in the Company Hall. Assume suitable data. [5]

P.T.O.

3. (a) Define Communication Barriers. Explain any *two* barriers with suitable examples. [5]
- (b) List down the advantages and disadvantages of Written Communication. (4 each) [5]
4. (a) List down the points one will keep in mind while conducting presentations. [5]
- (b) Place a letter of order for kitchen equipments required for main kitchen. Assume yourself as Purchase Manager of the Hotel while placing the order. [5]
5. (a) What is the importance of having good body language while giving personal interviews ? [5]
- (b) List down the Do's and Don'ts while handling Telephones. [5]

SECTION II

1. (A) Conjuguez des verbes au présent (any *three*) : [3]
(Conjugate the verbs in present tense)
- (a) Nous (aller) ensemble au collige.
- (b) (passer) quatre jours au Goa.
- (c) Je (manger) au restaurant.
- (d) Vous (ne pas arriver) en bateau.
- (e) (Décider) vous la destination ?
- (f) Je (être) Indien.

- (B) Quelle est la date ? (any *two*) : [2]
(What is the date ?)
(a) Sunday 10th March, 2012.
(b) Tuesday 1st April, 2000.
(c) Saturday 24th June, 2007.
(d) Thursday 31st December, 2003.
- (C) Quelle heure est il ? (any *two*) : [2]
(What time is it ?)
(a) 12 midnight
(b) 6 p.m.
(c) 5:30 a.m.
(d) 8:10 p.m.
- (D) Mettez le bon mesure (any *two*) : [1]
(Put the *correct* measure) :
(a) une de bière
(b) un de pain
(c) un de menthe
(d) une d'eau.
- (E) Écrivez les nombres en lettres (any *four*) : [2]
(Write the numbers in words)
(a) 6th
(b) 87
(c) 55
(d) 98
(e) 39
(f) 21

2. (A) Planifiez un menu français de 5 cours [5]
(Plan a **5** course French Menu)
- (B) Nommez trois fromages français [3]
(Name **3** French Cheeses)
- (C) Nommez deux vins de Loire [2]
(Name *two* wines of the Loire Region)
3. (A) Représentez la brigade de restaurant par un organigramme
(Represent the restaurant brigade with the help of a flow chart
in French). [4]
- (B) Expliquez les termes en anglais (any **6**) : [6]
(Explain the terms in English)
- (a) la service va commencer
- (b) le verre
- (c) la serviette
- (d) crémant
- (e) steak grillé à point
- (f) la soucoupe
- (g) vin de tables
- (h) doux
4. (A) Donnez des équivalents en anglais (any *six*) : [6]
(Explain the following terms in English)
- (a) tisane
- (b) digestif

- (c) beurre fondu
- (d) cuire au four
- (e) roux
- (f) petit four
- (g) crème anglaise
- (h) crudités

(B) Donnez les équivalents en français (any *four*) : [2]

(Give the French equivalents) :

- (a) fish
- (b) vegetables
- (c) capsicum
- (d) butter
- (e) spices
- (f) veal

(C) Donnez les équivalents en anglais (any *four*) : [2]

(Give the English equivalents)

- (a) le fenouil
- (b) un aubergine
- (c) le poivre
- (d) l'aneth
- (e) une mangue
- (f) le thon

5. (A) Liez A avec B : [5]

(Match the following A with B) :

'A'

'B'

- | | |
|------------------------|---------------------------|
| (a) À demain | (i) Please be seated |
| (b) Bon appétit | (ii) See you tomorrow |
| (c) Bonne chance | (iii) Do you like it here |
| (d) Prenez place | (iv) All the best |
| (e) Ça vous plaîtici ? | (v) Enjoy your meal |

(B) Traduisez en anglais : [5]

(Translate into English) :

Au Café

Le client : Garçon, donnez-moi un verre d'eau s'il vous plaît

Le garçon : Oui, Monsieur

Le client : Apportez-moi le menu

Le garçon : le voilà, Monsieur

Le client : Je vais prendre un sandwich et un café

Le garçon : Tout de suite, Monsieur

Le client : Garçon, l'addition, s'il vous plaît.

Total No. of Questions—9]

[Total No. of Printed Pages—3

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[5427]-8

F.Y. B.Sc. (H.S.) EXAMINATION, 2018

HS-108 : INFORMATION SYSTEMS

(2016 PATTERN)

Time : Three Hours

Maximum Marks : 80

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

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

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

(i) Domain

(ii) Blog

(iii) Hub

(iv) RAM

(v) SPAM

(vi) Server

(vii) ROM

(viii) LAN

(ix) Surfing

(x) Virus

(xi) Host

(xii) Dial up.

P.T.O.

2. (A) Explain the features of a computer system. [5]
(B) What are the pre-requisites for internet ? [5]
3. (A) What is network topology ? Describe the three network topologies with appropriate diagram. [5]
(B) Explain the features of call accounting system. [5]
4. (A) What are the advantages of POS Software ? [5]
(B) Explain any *three* reports generated through F&B management applications. [5]
5. (A) Explain the importance of DTP with its features. [5]
(B) Explain energy management system with example. [5]
6. (A) Distinguish between LAN and MAN. [5]
(B) Explain the use of Specialised Application Software. [5]
7. (A) List down the different types of POS printers and explain any *two*. [5]
(B) Explain any *two* guest operated systems found in hotels. [5]
8. (A) Explain the steps involved in menu management system. [5]
(B) Describe the classification of transmission media with examples. [5]

9. (A) What is web authoring and explain its features ? [5]
- (B) Give the keyboard shortcut commands for the following (any *five*) : [5]
- (i) Paste
 - (ii) Centre align
 - (iii) Undo
 - (iv) Underline
 - (v) Bold
 - (vi) Open new.