

Total No. of Questions—5]

[Total No. of Printed Pages—2

Seat No.	
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[5472]-101

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

101 : 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. (A) Elaborate personal hygiene in the kitchen. [3]
- (B) Draw a neat diagram illustrating the different parts of Eggs. [3]
- (C) List down the names of any *four* cereals and *four* pulses. [4]

2. Attempt any *five* of the following : [10]
 - (a) List any *four* types of sweeteners.
 - (b) Name *two* examples of stoned fruit and *two* examples of melon.
 - (c) Write any *two* vegetables in which chlorophyll pigment is found.
 - (d) Briefly explain the concept of conduction.
 - (e) Give *four* names of herbs used in Indian cooking.
 - (f) Write down any *four* uses of dairy products.
 - (g) State the essentials of Indian food.

P.T.O.

3. (A) Draw a classical kitchen brigade for a five star hotel. [5]
(B) Write the names of *four* fats and *four* oils with their sources. [5]
4. (A) List any *ten* small equipments used in training kitchen. [5]
(B) Classify vegetables with *two* examples each. [5]
5. Explain the following terms (any *ten*) : [10]
- (1) De-boning
 - (2) Sprouting
 - (3) Evaporation
 - (4) Stirring
 - (5) Creaming
 - (6) Pressing
 - (7) Mashing
 - (8) Paring
 - (9) Sieving
 - (10) Beating
 - (11) Filleting
 - (12) Brunoise.

Total No. of Questions—6]

[Total No. of Printed Pages—3

Seat No.	
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[5472]-102

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

102 : FOOD AND BEVERAGE SERVICE

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

(iii) Draw neat diagrams wherever necessary.

1. (a) Explain the following (any *six*) : [6]

(i) Coffee shop

(ii) Grill room

(iii) Night club

(iv) Banquet

(v) Discotheque

(vi) Business center

(vii) Dummy waiter

(viii) Speciality restaurant

(ix) Food court

(b) Give the standard sizes of the following (any *four*) : [4]

(i) Joint plate

(ii) B and B plate

(iii) Soup plate

(iv) Full height of chair

(v) Square table for two guests

(vi) Round table for four guests.

P.T.O.

2. (a) Write the use of the following equipments (any *six*) : [6]
(i) Nutcracker
(ii) Lobster pick
(iii) Snail dish
(iv) Pastry fork
(v) Cheese knife
(vi) Sundae spoon
(vii) Consomme' cup
(viii) Butter knife
(b) List and explain any *four* important attributes of F & B service personnel. [4]
3. (a) What is a stillroom ? List any *six* equipments used in it. [6]
(b) Write short notes on : [4]
(i) Mise-en-place
(ii) Aboyeur
4. (a) Which are the basic etiquettes of restaurant staff ? [6]
(b) Differentiate between A la carte and table d' hôte menu. [4]
5. (a) Draw organization chart of F & B service department. List duties of captain. [4]
(b) Explain the following service methods (any *six*) : [6]
(i) English service
(ii) American service
(iii) French service
(iv) Gue'ridon service
(v) Trolley
(vi) Buffet
(vii) Tray
(viii) Take away

6. (a) List any *six* courses of French classical menu with *one* example of each. [6]
- (b) Write short notes on any *two* : [4]
- (i) Breakfast (Full English)
 - (ii) Supper
 - (iii) High Tea.

Total No. of Questions—6]

[Total No. of Printed Pages—3

Seat No.	
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[5472]-103

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

103 : BASIC ROOMS DIVISION

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) Each question carries equal marks.

(iii) Draw neat diagrams wherever necessary.

Section I

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

- (1) Suite Room
- (2) Back of the house area
- (3) ∇
- (4) Dutch Wife
- (5) Dustette
- (6) Floatel
- (7) Mini Bar
- (8) HWC
- (9) Job description
- (10) Crinkle sheet
- (11) Min cream
- (12) Horticulturist

P.T.O.

2. (A) Give the classification of cleaning agents and give *one* example of each. [5]
- (B) Explain the co-ordination of housekeeping department with front-office and purchase departments. [5]
3. (A) Draw the layout of housekeeping department of a 5-star hotel and explain any *two* sections. [5]
- (B) List down any *five* room supplies and any *five* bathroom supplies along with their placements in the room. [5]

Section II

4. Explain the following terms (any *ten*) : [10]
- (1) FIT
 - (2) Studio Room
 - (3) MAP
 - (4) Rack Rate
 - (5) Resort
 - (6) Bell Boy
 - (7) Scanty Baggage
 - (8) Down Town Hotel
 - (9) Grand Master Key
 - (10) Duplex
 - (11) European Plan
 - (12) DND

5. (A) Draw and explain organisation chart of front office department of a 5-Star Hotel. [5]
- (B) What are the rules of house of front office staff of a 5-Star Hotel. [5]
6. (A) Explain the various types of room rates used in five-star hotels. [5]
- (B) Write short notes on any *two* : [5]
- (1) Paging
 - (2) Bell desk activities
 - (3) Equipments used at Front office.

Total No. of Questions—5]

[Total No. of Printed Pages—2

Seat No.	
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[5472]-104

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

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) What is Software ? Explain application software and system software. [5]
- (B) What is extension of MS-Word file ? Give difference between cut paste and copy paste command in MS-Word. [1+2=3]
- (C) Name any *four* data types in MS-Access. [2]

2. (A) Explain any *three* features of MS-DOS. [3]
- (B) Give any *two* advantages of DBMS. [2]
- (C) Give any *five* uses of Internet. [5]

3. (A) Give importance of slide sorter view in MS-PowerPoint. [4]
- (B) Write any *three* names of charts in MS-Excel with diagram. [3]
- (C) Define the term Desktop, File, Folder in MS-Windows. [3]

P.T.O.

4. (A) Explain concept B to C in E-Commerce. [2]
(B) Describe rules of giving a formula in Excel with an example. [3]
(C) Explain the concept primary key in MS-Access. [3]
(D) Write different types of margins in MS-Word. [2]
5. Write short notes on the following (any *five*) : [10]
(a) WAN
(b) ROM
(c) TIME Command
(d) Auto Correct Feature in MS-Word
(e) Forms in MS-Access
(f) Mail merge in MS-Word
(g) Hardware.

Total No. of Questions—7]

[Total No. of Printed Pages—3

Seat No.	
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[5472]-105

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

105 : CATERING SCIENCE—I

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Q. No. 1 is compulsory.

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

(iii) Draw diagrams wherever necessary.

1. Match the following terms from Column 'A' with terms from Column 'B' : [10]

Column 'A'

- (a) Danger Zone
- (b) Soyabean
- (c) Agmark
- (d) Mayonnaise
- (e) Sodium Benzoate
- (f) Lactobacillus
- (g) Lathyrism
- (h) Browning of apples when cut
- (i) Temperature of dry storage area
- (j) Steaming of Idli

Column 'B'

- (i) Boiling under pressure
- (ii) Kesari dal
- (iii) Enzymatic browning
- (iv) 15°C–21°C
- (v) Agricultural Product
- (vi) Green Potatoes
- (vii) Emulsion
- (viii) Trypsin inhibitor
- (ix) Settling of curd
- (x) 5°C–63°C
- (xi) Binary fission
- (xii) Desirable browning
- (xiii) Preservative.

P.T.O.

2. (a) Explain the importance of hygiene and sanitation in catering industry. [5]
- (b) Explain any *five* natural toxins present in food. [5]
- (c) Discuss any *five* factors affecting the growth of micro-organisms. [5]
3. (a) Differentiate between food infection and food poisoning. [5]
- (b) List *three* measures to control cockroaches in catering industry. Why is pest control necessary ? [5]
- (c) Define cross contamination. Give any *three* ways to prevent it. [5]
4. Write short notes on (any *three*) : [3×5=15]
- (a) Requirement needed for dry food storage
- (b) Importance of protective clothing in food industry
- (c) Salmonellosis food infection
- (d) Indian Food Standards (any *five*).
5. (a) List common food adulterants and test to detect them in the following foodstuff : [5]
- (i) Semolina
- (ii) Ghee
- (iii) Milk
- (iv) Chilli powder
- (v) Sugar.

- (b) List *two* spoilage indicators for the following foods : [5]
- (i) Vegetables
 - (ii) Milk
 - (iii) Groundnut
 - (iv) Fish
 - (v) Semolina.
- (c) What points will you consider while displaying the food protectively ? [5]

6. (a) Discuss HACCP and its usage in catering industry. [5]
- (b) Define food additive. Explain any *two* food additives used in catering industry. [5]
- (c) Explain any *five* non-bacterial metal poisoning. [5]

Or

Write any *five* uses of microorganism in food industry. [5]

7. (a) Define the following terms (any *five*) : [5×2=10]
- (i) Desirable browning
 - (ii) Emulsion
 - (iii) Smoking point
 - (iv) Sanitation
 - (v) Gel
 - (vi) Relative Density.
- (b) Explain danger zone and draw a neat diagram of it, related to food. [5]

Total No. of Questions—8]

[Total No. of Printed Pages—2

Seat No.	
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[5472]-106

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

106 : COMMUNICATION FUNDAMENTALS

(2008 PATTERN)

106 : COMMUNICATION SKILLS

(2005 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.

Section-I

1. (A) Define Communication. Explain the process of Communication with a neat diagram. [10]
(B) What are barriers in Communication ? Explain any *two* barriers. [5]
2. (A) Explain listening and types of listening. [5]
(B) Do's and Don'ts of Telephone Etiquettes. [5]
3. (A) Draft a circular inviting the staff for a Diwali Party to be held on 7th Nov. 2018 in the Hotel Parking Ground. [5]
(B) Explain the importance of maintaining a Log Book. [5]

P.T.O.

4. (A) Write short notes on :
- (1) Principles of Communication. [5]
 - (2) Importance of Eye contact.
- (B) What are the points to be kept in mind while preparation of presentations. [5]

Section-II

5. Write a letter of Application along with Resume for the post of Trainee Front Office in Hotel Holiday Inn, Pune. Assume suitable data. [15]
6. Write a Report on any *one* activity conducted by your college. [10]
(Please do not disclose your college name).
7. (A) Write a dialogue between Front Office Receptionist and Guest for Hotel Room booking. [5]
- (B) What is non-verbal communication ? Explain any *two* aspects of body language. [5]
8. (A) Draft a letter of complaint as a guest about poor service which he received at the coffee shop. Assume suitable data. [5]
- (B) List down the advantages and disadvantages of oral communication. [5]

Total No. of Questions—5]

[Total No. of Printed Pages—3

Seat No.	
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[5472]-201

B.Sc. (Hospit. Studies) (Second Semester) EXAMINATION, 2018

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) Write short notes on (any *two*) : [4]
(i) Grilling
(ii) Baking
(iii) Tandoor.
- (b) Differentiate between the following : [6]
(i) Boiling and steaming
(ii) Deep frying and sauting.
2. (a) What are the disadvantages in Micro wave cooking ? [2]
(b) What are the basic rules for stock making ? [3]
(c)

Column A	Column B
(i) Petit marmite	USA
(ii) Clam chowder	France
(iii) Mulugtwani	India
(iv) Scotch Broth	Poland
(v) Gazpacho	Scotland
	Spain
	Italy

 [5]

P.T.O.

3. (a) Classify sauce with example. [3]
- (b) List and explain any *two* thickening agents used in sauce making. [2]
- (c) List the methods of Bread making and explain any *two* in detail. [5]
4. (a) Write the function of the following ingredients in Bread making (any *two*) : [4]
- (i) Sweetening agents
- (ii) Egg
- (iii) Shortening Agent.
- (b) Explain in brief the chemical change that occur while bread making. [2]
- (c) List any *four* types of fat used in cooking. [2]
- (d) Explain any *two* non-desirable texture in food. [2]
5. (a) Explain the following terms (any *five*) : [5]
- (i) Au-gratin
- (ii) Bearnaise
- (iii) Fritters
- (iv) Estouffade
- (v) Court Bouillion
- (vi) Chinoise.

- (b) Name the following (any *five*) : [5]
- (i) *Two* sundry materials used in confectionary
 - (ii) *Two* types of consomme
 - (iii) *Two* types of Bisques
 - (iv) *Two* products made using bread
 - (v) *Two* electrical neat generating equipment
 - (vi) *Two* deep fried foods.

Total No. of Questions—6]

[Total No. of Printed Pages—2

Seat No.	
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[5472]-202

B.Sc. (Hospilt. Studi.) (Second Semester) EXAMINATION, 2018

202 : FOOD AND BEVERAGE OPERATIONS

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

(iii) Draw neat diagrams wherever necessary.

1. (a) Draw 'Cycle of Room Service' and explain procedure of room services. [6]
(b) Write objectives of F & B control. [4]
2. (a) List and explain different types of buffet. [6]
(b) Draw format of 'Time Management Sheet' in 'Room Service'. [4]
3. (a) Classify non-alcoholic beverage with suitable example of each. [4]
(b) Draw the flow chart of KOT. [4]
(c) List *four* types of 'coffee'. [2]
4. (a) Explain 'Fermentation Process'. [2]
(b) List and explain different payment methods. [4]
(c) List any *eight* special buffet equipments. [4]

P.T.O.

5. (a) List ingredients used in Beer manufacturing and explain the importance of each. [6]
- (b) Classify Alcoholic Beverages with suitable examples of each. [4]
6. (a) Give *two* examples for the following : [5]
- (i) International brands of Beer
- (ii) Tisane
- (iii) Squashes
- (iv) Mineral water (International Brands)
- (v) Speciality coffee.
- (b) Write one-line explanation for the following terms (any *five*) : [5]
- (i) Wort
- (ii) Hops
- (iii) Ale
- (iv) Lager
- (v) Perry
- (vi) Cider
- (vii) Malt.

Total No. of Questions—6]

[Total No. of Printed Pages—2

Seat No.	
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[5472]-203

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

Time : Two Hours

Maximum Marks : 40

- N.B. :—** (i) Solve any *two* from each section.
(ii) *All* questions carry equal marks.

SECTION I

1. (a) What are the rules to be followed by GRA while working on floors ? [5]
(b) Explain in brief daily cleaning procedure of VIP rooms. [5]
2. (a) Draw and explain inspection check list. [5]
(b) Explain weekly cleaning procedure of elevators and staircase. [5]
3. (a) Write a short note on second service. [5]
(b) Explain the importance of control desk. [5]

SECTION II

4. (a) Explain the following terms (any *five*) : [5]
 - (1) CRS
 - (2) Late check out
 - (3) Skipper
 - (4) Traveller's cheque
 - (5) Overbooking
 - (6) Cabana
- (b) Explain different types of registration. [5]

P.T.O.

- 5.** (a) Write down arrival procedure for foreign guests along with C-form. [5]
- (b) Explain safe deposit procedure. [5]
- 6.** (a) Explain various tasks performed at bell desk at the time of departure. [5]
- (b) What are the different stages of guest cycle ? [5]

Total No. of Questions—10]

[Total No. of Printed Pages—2

Seat No.	
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[5472]-204

B.Sc. (Hospitality Studies) (II Semester) EXAMINATION, 2018
204 : TRAVEL AND TOURISM
(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) *All* questions carry equal marks.

1. Explain the following terms (any *ten*) : [10]
- (1) Tourist
 - (2) MICE
 - (3) Destination
 - (4) Outbound tourism
 - (5) Excursionist
 - (6) Tourism
 - (7) International tourism
 - (8) Escorted tour
 - (9) Domestic tourism
 - (10) Travel agent
 - (11) Tour
 - (12) VFR.
2. Explain any *ten* types of tourism. [10]
3. Write the role and functions of the following tourism organisation : [10]
- (a) IATA
 - (b) FHRAI
 - (c) TAAI
 - (d) UNWTO.

P.T.O.

4. Write short notes on (any *two*) : [10]
- (1) Package tour
 - (2) Primary constituents of tourism
 - (3) Air transport
 - (4) VISA.
5. Discuss the present status of tourism in India. [10]
6. Define tour operator and explain various package tour in detail. [10]
7. Explain Road and Railway transport and its importance. [10]
8. Discuss 4 A's of tourism. [10]
9. Define guide and escort. Write functions of both. [10]
10. What are the points need to be considered while planning Itinerary. [10]

Total No. of Questions—7]

[Total No. of Printed Pages—3

Seat No.	
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[5472]-205

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

205 : CATERING SCIENCE—II

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

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

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

- (1) Health
- (2) Food
- (3) Vitamins
- (4) Empty calories
- (5) Nutrients
- (6) Hydrogenation of oil

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

- (1) A variety of oils should be consumed in the diet.
- (2) Fresh fruit juice should be consumed rather than aerated drinks.
- (3) Dietary fibre should be included in our daily diet.
- (4) People from the Kangra Valley suffer from Goitre.
- (5) Vegetable proteins are an incomplete source of proteins.
- (6) Glucose is a monosaccharide.

P.T.O.

(B) A diet provides 2100 kcals. The protein content of the diet is 60 gms and the fat content is 40 gms. Calculate the calories obtained from carbohydrates. [5]

3. Write short notes on (any *three*) : [15]

- (1) Basic 5 food groups
- (2) Cholesterol
- (3) Ill effects of excess carbohydrate in the diet
- (4) Supplementary value of proteins

4. (A) Define 'Dehydration'. Explain the importance of water balance in our body. [2+3]

(B) State the importance and limitations of sodium chloride (common salt) in our diet. Write *two* sources. [4+1]

(C) Define 'Minerals' and classify with suitable examples. [2+3]

Or

Explain the function of carbohydrates in the body. [5]

5. (A) Define a 'Balanced diet' and plan a balanced lunch menu for a college boy who prefers non-vegetarian food. [1+4]

(B) Explain any *three* functions of fat in the diet and give *four* good food sources of fat in the diet. [3+2]

(C) Explain Iron on the basis of : [5]

4 good food sources

2 functions

1 deficiency disease

6. (A) Give *five* ways to preserve nutrients while cooking food. [5]
(B) Explain the effect of heat on proteins. [5]

Or

Define 'Rancidity of oil'. Explain any *three* ways to prevent rancidity of oil. [2+3]

- (C) Explain vitamin C on the basis of : [5]

Scientific name

4 good food sources

1 Function

1 Deficiency disease

7. (A) Define 'Amino acids' and list the essential amino acids needed for an adult. [1+4]

Or

Explain the importance of avoiding junk food. [5]

- (B) List *two* foods to be avoided and *two* foods to be recommended in the following diseases : [10]

(1) Diabetes Mellitus

(2) Peptic ulcer

(3) Diarrhoea

(4) Jaundice

(5) Fever

Total No. of Questions—7]

[Total No. of Printed Pages—5

Seat No.	
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[5472]-206

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

206 : COMMUNICATION SKILLS—II

(Basic French for Hotel Industry)

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

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

1. (A) Complétez les phrases : [5]

[Complete the sentences]

(1) Nous (préparons/préparez/prépare) un gâteau.

(2) Je (buvez/bois/buvons) du thé.

(3) Vous (viens/venez/venons) demain matin.

(4) Je (écoute/écoutons/écoutez) de la musique classique.

(5) Nous (êtes/suis/sommes)

(B) Écrivez la date (2 aux choix) : [2]

[Write the date in French (any two)]

(1) Wednesday, 22/5/2005

(2) Thursday, 10/1/2008

(3) Saturday, 15/8/2016.

P.T.O.

(C) Quelle heure est-il ? (3 aux choix) : [3]

[What time is it ? Write in French]

(Use 24 hours clock)

(1) 10 a.m.

(2) 12 noon

(3) 6 p.m.

(4) 19.20.

2. (A) Écrivez les nombres en lettres (6 aux choix) : [6]

[Write the numbers in French (any six)]

(1) 15

(2) 20

(3) 40

(4) 100

(5) 80

(6) 50

(7) 8.

(B) Mettez la bonne mesure (4 aux choix) : [2]

[Put in the correct measure in French (any four)]

[douzaine / kilo / bouteille / morceau / tranch]

(1) Une d'oranges.

(2) Un de sucre.

(3) Une de vin blanc.

(4) Un de tomate.

(5) Un de Pain.

(C) Reliez les deux Colonnes : [5]
[Match the following]

'A'

'B'

- | | |
|--------------------|--------------------------|
| (1) Bonne chance | (a) with pleasure |
| (2) À ce soir | (b) I am sorry |
| (3) Je suis désolé | (c) all the best |
| (4) Au revoir | (d) see you this evening |
| (5) Avec plaisir | (e) Good bye. |

3. (A) Traduisez en anglais : [5]
[Translate into English]

A — Bonjour. Madame !

B — Comment allez-vous ?

A — Je vais bien, Merci, Et vous ?

B — Moi aussi, Merci. Vous êtes étudiant ?

A — Oui, Madame — Je suis le cours de l'hotellerie

B — Très bien. Au revoir.

A — Au revoir. Madame.

(B) Nommez le chef (5 aux choix) : [5]
[Name the chef in French (any 5)]

- (1) Prépare toute de Pâtisseries.
- (2) Prépare les légumes et les garnitures.
- (3) Prépare les glaces, sorbets, englace.
- (4) Prépare le repas pour le personnel du restaurant.
- (5) S'occupe des potages, soupes.
- (6) Prépare les sauces.

4. (A) Planifiez un menu français de 5 plats en donnant un exemple de chaque plats. [5+1=6]
[Plant a 5 course french menu and give an example of each course.]
- (B) Nommez deux légumes. [2]
[Name *two* vegetables.]
- (C) Nommez deux champagnes. [2]
[Name *two* champagnes from france.]
5. (A) Nommez deux Vins de Boreaux. [2]
[Name *two* wines of the Boreaux.]
- (B) Nommez deux Fromage. [2]
- (C) Expliquez les termes en anglais (**6** aux choix) : [6]
[Explain the terms in English (any **6**)]
- (1) Sec
- (2) doux
- (3) Crémant
- (4) le verre
- (5) Le buffet
- (6) Le garçon
- (7) Le fourchette.
6. (A) Donnez les équivalents en anglais (**3** aux choix) : [3]
[Give equivalents in English (any *three*)]
- (1) Saumon
- (2) Papaye
- (3) Pomme de terre
- (4) Lait.

(B) Donnez les équivalents en Français (**3** aux choix) : [3]
[Give equivalents in French (any *three*)]

- (1) Wheat
- (2) Cream
- (3) Pepper
- (4) Sole.

(C) Représentez la brigade du restaurant par un organigramme. [4]
[Represent the restaurant brigade with the help of flowchart
in French.]

7. Explique les termes en anglais (**10** aux choix) : [10]
[Explain the terms in English (any *ten*)]

- (1) Foie gras
- (2) Bombe
- (3) Roux
- (4) Tisane
- (5) Sauter
- (6) Zeste
- (7) Zucchini
- (8) Sorbet
- (9) Du jour
- (10) Digestif
- (11) Confiture
- (12) Blanc.

Total No. of Questions—5]

[Total No. of Printed Pages—2

Seat No.	
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[5472]-301

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

301 : QUANTITY FOOD PRODUCTION

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

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

- (1) Tronçon
- (2) X fault
- (3) Fillet
- (4) Offals
- (5) Aspic
- (6) Rigor mortis
- (7) Marbling of fat
- (8) PAX
- (9) Veal
- (10) Creaming
- (11) Marinade
- (12) Ham

P.T.O.

2. (A) List the principles observed in hospital catering. [2]
(B) Explain in brief the selection criteria for poultry. [2]
(C) List any *four* cooking methods using for cooking lamb. [2]
(D) Explain the processing of sausages. [4]
3. (A) List the selection criteria for buying fish. [4]
(B) Write any *eight* equipments/tools used in larder. [4]
(C) List and explain in brief any *two* factors affecting the tenderness of meat. [2]
4. (A) List the essential ingredients of cake making and write the functions of any *one* essential ingredient. [4]
(B) Draw and label the diagram showing primal cuts of lamb. [4]
(C) List the birds included in the term poultry. [2]
5. (A) List any *four* duties of a larder chef. [2]
(B) Plan an industrial menu for lunch. [2]
(C) Write the uses of brine. [2]
(D) List the various methods of cake making and explain each in brief. [4]

Total No. of Questions—6]

[Total No. of Printed Pages—3

Seat No.	
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[5472]-302

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

302 : BEVERAGE SERVICES

(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]

(i) Ouzo

(ii) Arrack

(iii) Cremant

(iv) Marc

(v) D.O.M.

(vi) Punt End

(vii) Calvodos

(viii) Corona

(ix) A.O.C.

(x) Cognac

(xi) Cider

(xii) Noble Rot.

P.T.O.

2. (a) Define Champagne. Explain methode champenoise in detail. [6]
(b) Write short notes on : [4]
(i) Solera system
(ii) New world wines.
3. Differentiate between (any *two*) : [10]
(a) Scotch Whisky and Irish Whisky
(b) Pot Still and Patent Still
(c) Cognac and Armagnac.
4. (a) Explain any *four* Vine diseases in brier. [4]
(b) List *six* French wine producing regions with *one* example from each region. [3]
(c) Explain the following (any *three*) : [3]
(i) Racking
(ii) Estura
(iii) Aperitif
(iv) Humidor.
5. (a) What are the different components of a Cigar ? Write two Brand of Cigar. [4]

(b) Explain the following (any *six*) : [6]

(i) BOB

(ii) XO

(iii) DOCG

(iv) VSOP

(v) Compari

(vi) Dubonnet

(vii) Lillet.

6. Answer the following (any *five*) : [10]

(a) Name *two* brands of Single Malt Whisky

(b) Name *two* Indian Vineyard

(c) Name *two* Coffee Flavoured Liqueurs

(d) Name *two* International Brnads of Gin

(e) Name *two* Brands of Cognac

(f) Name *two* Red Wine Grape Varieties.

Total No. of Questions—6]

[Total No. of Printed Pages—3

Seat No.	
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[5472]-303

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

303 : ACCOMMODATION SERVICES

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

(iii) Draw suitable diagrams wherever necessary.

SECTION I

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

(1) Dry rot

(2) First aid

(3) Warp

(4) Starching

(5) Bed linen

(6) Kenzan.

(B) Draw a layout of linen room and explain any *two* sections. [5]

2. (A) Explain characteristics of silk. [5]

(B) Enlist the job given on contract by Housekeeping. [5]

P.T.O.

3. (A) State the principles of flower arrangement. [5]
- (B) Write short notes on (any *two*) : [5]
- (1) Procedures adopted by security department
 - (2) Discard management
 - (3) Par stock.

SECTION II

4. (A) Explain the following terms (any *five*) : [5]
- (1) VTL
 - (2) House count
 - (3) Credit card
 - (4) GRE
 - (5) SPATT
 - (6) Late checkout.
- (B) Draw a format of daily report. [5]
5. (A) Explain the procedure for handling the following situations. [5]
- (a) Gold watch missing from guest room
 - (b) Blacklisted guest checks in.
- (B) Explain the role and functions of a GRE. [5]

6. (A) Write short notes on (any *two*) : [5]

(1) Credit monitoring

(2) Full automated record keeping system

(3) Types of folios.

(B) Give the formula for the following (any *two*) : [5]

(1) House count

(2) ARR

(3) No Show %.

Total No. of Questions—9]

[Total No. of Printed Pages—2

Seat No.	
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[5472]-304

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

304 : PRINCIPLES OF MANAGEMENT

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) Draw suitable diagrams wherever necessary.

1. Write notes on (any *two*) : [10]
 - (a) Span of Control
 - (b) Importance of Motivation
 - (c) Barriers in Communication.

2. (a) What are the different levels of management ? [5]
(b) Explain internal factors that affect management. [5]

3. Explain Henry Fayol's Principles of Management. [10]

4. Explain Maslow's Theory of Need Hierarchy. [10]

5. Explain Managerial Grid-Leadership Theory. [10]

P.T.O.

6. Define Planning and explain types of plans. [10]
7. List and explain step-by-step decision-making process. [10]
8. (A) Explain need of Co-ordination. [5]
(B) Explain briefly Process of Controlling. [5]
9. Define Organizing. What are the principles of Organization ? [10]

Total No. of Questions—8]

[Total No. of Printed Pages—5

Seat No.	
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[5472]-305

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

305 : BASIC PRINCIPLES OF ACCOUNTING

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

- N.B. :—** (i) Attempt any *six* questions including Question No. 1 which is compulsory.
- (ii) Figures to the right indicate full marks.
- (iii) Use of simple calculator is allowed.

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

Trial Balance as on 31st March, 2018

Dr.		Cr.	
Particulars	₹	Particulars	₹
Cash in Hand	5,000	Sales	15,20,000
Cash at Bank	12,000	Purchase Return	33,000
Office Furniture	2,20,000	Sundry Creditors	1,20,000
Debtors	3,00,000	Bills Payable	80,000
Commission	6,000	Commission Received	30,000

P.T.O.

Bills Receivable	70,000	Rent Received	40,000
Power and Fuel	20,000	Reserve Fund	25,000
Plant and Machinery	4,30,000	Bank Loan	38,000
Office Expenses	40,000	Capital	9,00,000
Carriage Inwards	24,000		
Carriage Outwards	7,000		
Rent, Rates and Taxes	34,000		
Leasehold Premises	5,00,000		
Wages	20,000		
Salaries	70,000		
Opening Stock	1,20,000		
Sales Return	20,000		
Purchases	8,50,000		
Drawings	10,000		
Advertisement	8,000		
Travelling Expenses	15,000		
Printing and Stationery	4,000		
Bank Charges	1,000		
	27,86,000		27,86,000

Additional Information :

- (1) Stock on 31st March, 2018 was valued at ₹ 2,00,000.
- (2) Salaries Outstanding ₹ 10,000.
- (3) Charge depreciation on — Plant and Machinery @ 10%, Office Furniture @ 5%, Leasehold Premises @ 20%.
- (4) Commission due but not recorded ₹ 2,000.

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

- (a) Deferred Revenue Expenditure
- (b) Special Functions Day Book
- (c) Dual Aspect Concept in Accounting.

3. Journalise the following transactions in the books of Mr. Sarang Edke : [10]

March, 2018

- 1 Started Business with cash ₹ 15,00,000 out of which ₹ 5,00,000 borrowed from bank for business purpose.
- 3 Deposited into Bank ₹ 30,000.
- 7 Purchased goods of ₹ 50,000 @ 10% Trade discount from Viraj Traders.
- 9 Sold goods to Meena of ₹ 40,000 for cash.
- 12 Received commission ₹ 15,000 by cheque.
- 16 Paid for insurance premium of proprietor ₹ 4,000.
- 19 Sold goods for ₹ 12,000 at 10% Trade Discount and 5% Cash Discount terms.
- 24 Goods worth ₹ 15,000 destroyed by fire and insurance company settled our claim at ₹ 12,000.
- 31 Purchased Machinery of ₹ 80,000 from Vijay Sales and paid in cash ₹ 5,000 for its transportation.

4. (A) Objectives and advantages of Hotel Accounting. [5]
(B) Difference between Book-keeping and Accountancy. [5]
5. Enter the following transactions in the three column cash book of Miss Meena for the month of February, 2018 : [10]
February, 2018
- 1 Opening Cash balance ₹ 35,000, Bank Overdraft ₹ 10,000.
2 Deposited into Bank ₹ 6,000.
6 Sold Goods to Narayan ₹ 6,000 and received ₹ 5,900 in full settlement of his account.
9 Kajol directly deposited into our bank account ₹ 5,000.
11 Purchased Goods ₹ 800 by cash.
14 Received cheque from Sheila ₹ 18,000 in full settlement of ₹ 20,000.
16 Cash sales ₹ 60,000 @ 10% cash discount.
20 Deposited Sheila's cheque into bank.
21 Meena introduced additional capital in cash ₹ 25,000.
28 Paid electricity bill ₹ 1,500, wages ₹ 4,500 and telephone bill ₹ 900.
6. (A) Difference between Revenue Expenditure and Capital Expenditure. [5]
(B) Explain Bank Reconciliation Statement with reasons. [5]

7. From the following transactions, prepare necessary subsidiary books : [10]

April, 2018

- 1 Purchased goods worth ₹ 50,000 from Sonali at 10% T.D. Invoice No. S-10.
- 4 Sold goods worth ₹ 23,000 to Nisha Invoice No. 111.
- 7 Purchased goods worth ₹ 35,000 from Poonam at 15% T.D. Invoice No. P-16.
- 10 Returned defective goods to Sonali ₹ 2,000 (Gross)
- 15 Nisha returned defective goods ₹ 1,500.
- 18 Purchased goods worth ₹ 30,000 from Heena at 10% T.D. Invoice No. H-24.
- 21 Placed an order to purchase goods worth ₹ 45,000 from Pranali.
- 24 Bought goods from Seema ₹ 50,000 and paid $\frac{1}{2}$ amounts in cash and $\frac{1}{2}$ amounts on credit.
- 28 Sold goods of ₹ 54,000 to Aarti @ 8% Trade Discount.
- 30 Cash Purchases of ₹ 25,000 off 10% T.D. and 5% C.D.

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

- (a) Difference between Trade Discount and Cash Discount.
- (b) Difference between Gross Trial Balance and Net Trial Balance.
- (c) Rules of Accounting with examples.

Total No. of Questions—4]

[Total No. of Printed Pages—2

Seat No.	
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[5472]-306

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

306 : HOTEL ENGINEERING

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

- N.B. :—**
- (i) Neat diagram must be drawn wherever necessary.
 - (ii) Figures to the right indicate full marks.
 - (iii) Use of logarithmic tables, slide rule, mollier charts, electronic pocket calculator and steam tables is allowed.

- 1. Solve any two :** [2×10=20]
- (a) Explain the duties and responsibilities of Chief Engineer in hotel.
 - (b) What are the sources of water pollution and give its controlling methods ?
 - (c) Explain with diagram VARS.
- 2. Solve any three :** [3×5=15]
- (a) Differentiate between unitary and central air-conditioning.
 - (b) Define contract maintenance and give its types and advantages.
 - (c) Give factors affecting on comfort of air-conditioning.
 - (d) Name any *five* refrigerants with their chemical formula.
 - (e) Draw any *five* plumbing fixtures.

P.T.O.

3. Solve any *two* : [2×10=20]

- (a) Explain the soda lime process of water softening.
- (b) Explain the upfeed and downfeed water distribution system for cold and hot water.
- (c) Calculate the electricity bill for month of July having the following electricity load :

(1) 2 kw Oven 02 Nos. 03 hrs/day

(2) 3 kw Heater 03 Nos. 05 hrs/day

(3) 40 kw Tubelight 10 Nos. 08 hrs/day

(4) 500 kw Dryer 02 Nos. 20 min/day

4. Solve any *three* : [3×5=15]

- (a) Describe the use of solar energy in hotel
- (b) Define the following terms :
 - (i) DBT
 - (ii) WBT
 - (iii) Sensible heat
 - (iv) Latent heat
 - (v) Relative humidity.
- (c) Give reasons for replacement of equipments.
- (d) Give any *ten* energy saving tips in hotel.
- (e) What are the advantages of soft water in hotel industry.

Total No. of Questions—5]

[Total No. of Printed Pages—2

Seat No.	
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[5472]-501

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

501 : SPECIALIZED FOOD PRODUCTION

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) Assume suitable data.

(iii) Figures to the right indicate full marks.

1. (A) Classify Appetizers. Explain canape and caviar. [5]

(B) What are the different types of cookies ? Explain any *five* cookies. [5]

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

(i) Barbecue

(ii) Gratine

(iii) Sweat

(iv) Variety meat

(v) Clarify

(vi) Dredging

(vii) Casserole

P.T.O.

- (B) Write short notes on the following : [5]
- (i) Haute Cuisine
 - (ii) American Frosting.
3. (A) List the processing methods of convenience food. [2]
- (B) Explain *two* examples of meat base salads. [4]
- (C) Write recipe of flaky pastry using 250 gm of flour. [4]
4. (A) Describe the composition of mousseline. [4]
- (B) Explain Pinwheel Sandwich in brief. [2]
- (C) Write the role of the following ingredients in icings : [4]
- (i) Icing sugar
 - (ii) Lemon juice
 - (iii) Butter
 - (iv) Egg white
5. (A) What are the different parts of sandwiches ? Explain. [4]
- (B) Write evolution and history of Nouvelle Cuisine. [4]
- (C) List Do's and Don'ts while preparing pastry. [2]

Total No. of Questions—6]

[Total No. of Printed Pages—2

Seat No.	
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[5472]-502

B.Sc. Hospitality Studies (V Semester) EXAMINATION, 2018
502 : FOOD AND BEVERAGE SERVICE AND MANAGEMENT
(2008 PATTERN)

Time : 2 Hours

Maximum Marks : 40

N.B. :— (i) *All* questions carry equal marks.
(ii) Solve any *four* out of the six.

1. (a) Draw a BFP for 70 pax cocktail dinner. Assume suitable data. [5]
(b) Define cocktail. Explain any *four* methods of mixing. [5]
2. (a) Explain EOQ and ROL in brief. [5]
(b) Explain elements of cost. [3]
(c) Explain Margin of Safety. [2]
3. (a) Explain the gueridon service procedure for the following : [4]
(i) Banana Flambe'e
(ii) Prawns cocktail
(b) Draw and explain any 3 Banquet Seating Arrangement. [6]
4. (a) Name and explain uses of any two trolleys used in gueridon service. [4]
(b) Explain ABC analysis. [3]
(c) Name and explain any three pricing methods. [3]

P.T.O.

- 5.** (a) Explain any three special bar equipments. [6]
- (b) Name two classic cocktails for each of the following base spirit : [4]
- (i) Rum
- (ii) Vodka
- (iii) Gin
- (iv) Whisky
- 6.** (a) Explain Break even. Draw the Break even chart showing BEP, MOS, Net Profit, Net Loss. [5]
- (b) Describe hygiene and safety factors relating to gueridon service. [5]

Total No. of Questions—6]

[Total No. of Printed Pages—2

Seat No.	
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[5472]-503

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

ACCOMMODATION OPERATIONS-II

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

(iii) Draw neat formats wherever necessary.

SECTION I

1. (A) Explain the following terms (any *five*) : [5]
- (1) Bin card
 - (2) Bonsai
 - (3) Renovation
 - (4) Par stock
 - (5) Horticulture
 - (6) ROL
- (B) Define Snag List. Draw the format of Snag List. [5]
2. (A) What are indoor plants and what care should be taken for indoor plants ? [5]
- (B) Enlist the points of the procedure for Re-decoration. [5]

P.T.O.

3. (A) How to identify and select a good supplier for a Five Star Hotel ? [5]
- (B) Define Budget. Explain capital budget and operating budget. [5]

SECTION II

4. (A) Explain the following terms (any *five*) : [5]
- (1) Overbooking
 - (2) Graveyard shift
 - (3) Room status report
 - (4) Down selling
 - (5) Repeat guest
 - (6) Eva floors.
- (B) Enlist the duties and responsibilities of Night Auditor. [5]
5. (A) Define forecasting. Draw and explain three days room forecast format. [5]
- (B) Explain Hubbart's formula for establishing room rates. [5]
6. (A) Write short notes on (any *two*) : [5]
- (1) Repeat Business
 - (2) Up-selling
 - (3) High Balance Report.
- (B) Explain front office role as sales department. [5]

Total No. of Questions—8]

[Total No. of Printed Pages—6

Seat No.	
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[5472]-504

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

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.

1. An authorised capital of Shree Ltd. consists of 50,000 Equity shares of ₹ 100 each. Out of this company has issued 30,000 Equity shares of ₹ 100 each. The following is the Trial Balance of the company : [20]

Trial Balance as on 31st March, 2016

Debit Balances	Amt. (₹)	Credit Balances	Amt. (₹)
Goodwill	2,00,000	Share capital :	
Stock	60,000	15,000 Equity shares	
Salaries	2,25,000	of ₹ 100 each	15,00,000
Building	15,00,000	Sales	23,00,000
Purchases	7,50,000	General Reserve	3,00,000
Insurance	65,000	Share Premium	50,000
Vehicles	5,00,000	P and L Appropriation A/c	2,00,000

P.T.O.

Wages	1,20,000	Creditors	90,000
Debenture		10% Debentures	10,00,000
Interest	50,000		
Machinery	10,00,000	Unsecured Loan	30,000
Sales Returns	49,000	Purchase Returns	45,000
Advertisement	37,000	Transfer Fees	5,000
Furniture	4,25,000		
Carriage	22,000		
Cash in hand	7,000		
Cash at Bank	2,00,000		
Calls in Arrears	50,000		
Debtors	75,000		
Interim Dividend	70,000		
Rent and Taxes	40,000		
Audit Fees	25,000		
Preliminary Exp.	50,000		
	55,20,000		55,20,000

Adjustments :

- (1) Closing stock was valued at ₹ 1,40,000.
- (2) Depreciation Building @ 2%; Furniture @ 4%; Vehicles @ 8% and Machinery @ 10%.
- (3) Write off 50% of Preliminary Expenses.
- (4) Directors proposed the following :
 - (a) Transfer of ₹ 1,50,000 to General Reserve.
 - (b) To pay final dividend @ 20% on Equity share capital.

Prepare Trading A/c, Profit and Loss A/c, Profit and Loss Appropriation A/c for the year ended 31st March, 2016 and Balance Sheet as on that date.

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

- (1) Factors affecting working capital
- (2) Types of preference shares
- (3) Guest weekly Bill
- (4) Types of discounts.

3. From the transactions of Hotel Oakwood, prepare Visitor's Tabular Ledger for 11th April, 2017, Balances brought forward from previous day are as follows : [10]

Room No.	Name of the guest	Time of Arrival	Plan	Rate	Balance b/f
904	Mr. and Mrs. Sardesai	4·30 pm	EP	9,000	4,500 Dr.
909	Mr. Arnav	5·30 am	EP	4,500	1,500 Dr.
804	Ms. Amala	2·00 pm	EP	4,500	1,000 Cr.

The following are transactions during the day :

6·00 am : Tea was served to all rooms.

6·30 am : Newspaper costing ₹ 10 was supplied to all rooms.

7·00 am : Mr. Abhinandan arrived and occupied Room No. 905 on EP @ ₹ 4,500. Front office paid his taxi bill of ₹ 500.

- 8:30 am : Breakfast was served to all rooms except Room No. 909. Room No. 804 had two guests for breakfast.
- 9:30 am : All guests were charged for laundry @ ₹ 200 per person.
- 10:00 am : Front office paid ₹ 1,500 as air tickets charges to Room No. 804.
- 1:00 pm : All guests had lunch.
- 1:30 pm : Mr. Amala checked out after settling her bill in cash.
- 3:30 pm : Snacks were served in Room No. 909 and 905 costing ₹ 375 and ₹ 425 respectively.
- 4:00 pm : Coffee was served to all rooms.
- 4:30 pm : Guests were charged for the following :

Room No.	Particulars	Amt. (₹)
904	Cinema Tickets	400
905	Flowers	250
909	Air Tickets	2500

- 5:30 pm : Mr. and Mrs. Podar arrived and occupied Room No. 901 on EP @ 9,000 and deposited ₹ 5,000 into their account.
- 8:30 pm : Dinner was served in all rooms.
- 9:30 pm : Mr. and Mrs. Sardesai checked out without settling bill with the understanding that the payment will be sent by the company within a week.

Tariff :

EMT – ₹ 40/cup ANC – ₹ 50/cup
 Breakfast – ₹ 150/person Lunch – ₹ 300/person
 Dinner ₹ 450/person

Calculate service charges @ 10% on Apartment.

Check out time : 12 noon.

4. (a) Draw specimen formats of : [5]
 (i) Allowance voucher
 (ii) Schedule of Gift shop
- (b) State with reasons whether the following statements are true or false : [5]
 (i) Debentureholders receive interest every year.
 (ii) Income tax is paid by companies every year.

5. From the following prepare Consolidated Income Statement of Hotel Pride for the month of January, 2017 in accordance with the uniform system of accounting. [10]

Revenue :	Rooms	19,00,000
	F and B	9,50,000
	Other Departments	2,00,000

Payroll Expenses :		
	Rooms	65,000
	F and B	25,550
	Other Departments	15,950

Cost of sales :		
	Rooms	—
	F and B	1,00,000
	Other Departments	10,000

Undistributed Operating Expenses :		
	Advertising and Marketing	45,100
	Conveyance	12,750
	Electricity	65,900
	Repair and Maintenance	37,250

Fixed Expenses :

Rent and Insurance	35,500
Contract Cleaning	20,500

Other Expenses :

Rooms	49,500
F and B	20,300
Other Departments	12,200

Tax was paid of ₹ 50,000.

6. (a) Explain in detail various types of budget. [5]
(b) Explain cost of sales with the help of format. [5]

7. (a) From the following prepare Departmental Income Statement of garage and parking : [6]

Particulars	Amt. (₹)	Particulars	Amt. (₹)
Salaries and wages	20,500	Uniforms	1,250
Employee benefit	4,300	Cost of sales	18,400
Operating supplies	3,250	Revenue	93,000

- (b) Explain the following terms (any two) : [4]
(i) Preliminary Expenses
(ii) Chance Sales
(iii) Dividend
(iv) Operating Expenses
8. (a) Distinguish between (any one) : [5]
(i) Shares and Debentures
(ii) VPD and Allowance
- (b) Answer the following (any one) : [5]
(i) Types of working capital
(ii) Advantages of Joint Stock Company.

Total No. of Questions—8]

[Total No. of Printed Pages—2

Seat No.	
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[5472]-505

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

505 : MARKETING MANAGEMENT

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Q. No. 1 is compulsory.

(ii) Attempt any *five* of the remaining Q. No. 2 to Q. No. 8.

1. Write short notes on (any *four*) : [4×5=20]
 - (a) 4P's of marketing
 - (b) Importance of brands
 - (c) Behavioural segmentation
 - (d) Franchising
 - (e) Direct marketing
 - (f) Relationship marketing.

2. Explain any *four* pricing methods suitable for hotel product. [10]

3. Explain 5 'M's of advertising in detail. [10]

4. Explain Economic and Technological Environment. [10]

5. Explain the stages of New Product development. [10]

P.T.O.

6. What are the *five* concepts or philosophies of marketing management ? [10]
7. Draw and explain the organisation structure of marketing department of a large hotel and list *five* functions of Marketing Manager. [10]
8. (a) What is consumer behaviour model ? [5]
(b) What is the role of Intermediaries in hotel marketing ? [5]

Total No. of Questions—10]

[Total No. of Printed Pages—2

Seat No.	
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[5472]-506

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

506 : HOTEL RELATED LAW

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Every questions carries 10 marks.

(ii) Answer any 7 questions.

1. Define any *five* of the following : [10]

- (a) Strike
- (b) Manufacturing process
- (c) Offer and Acceptance
- (d) Consumer
- (e) Misbranding
- (f) Retrenchment
- (g) Dependant
- (h) Public Analyst.

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

- (a) Unfair and restricted trade practices.
- (b) Food inspector—his rights/powers and duties.
- (c) Explain any *five* licenses required for setting up a hotel or catering establishment.
- (d) Registration of shops and establishment.

P.T.O.

3. Define 'contract' and state the remedies for breach of contract.[10]
4. Define 'wages' and explain the authorised deductions from wages under the Payment of Wages Act. [10]
5. Define industrial dispute and state the authorities for settlement of industrial dispute. [10]
6. With the help of a diagram explain the rights of an unpaid seller.[10]
7. Explain the provisions/rules for residential hotels/restaurants and eating houses under Bombay Shops and Establishment Act. [10]
8. Define the term 'factory' and state the health and safety provisions in the Factories Act. [10]
9. In the Workmen's Compensation Act state : [10]
 - (A) Liability of the employer to pay compensation.
 - (B) Amount of compensation.
10. Answer in brief any *two* of the following : [10]
 - (a) Prevention and control of air pollution.
 - (b) Important provisions of the Water Act.
 - (c) Procedure for Redressal of Grievances before District Forum.
 - (d) Essentials of a valid sale.
 - (e) How are contracts discharged ?

Total No. of Questions—5]

[Total No. of Printed Pages—2

Seat No.	
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[5472]-601

B.Sc. (Hospi. Stud.) (Sixth Semester) EXAMINATION, 2018

ADVANCED FOOD PRODUCTION

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) Attempt any *three* questions from Question Nos. 2 to 5.

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

- (i) Salsa
- (ii) Pita
- (iii) Tiramisu
- (iv) Buffalo chopper
- (v) Barbeque
- (vi) Dodal
- (vii) Forcemeat
- (viii) Panada
- (ix) Churning
- (x) ToFu
- (xi) Tempering of chocolate
- (xii) Gravity Slicer.

P.T.O.

- 2.** (a) Write importance of kitchen stewarding Dept. in hotel industry. [5]
(b) Explain importance of Recycling of garbage bin. [5]
- 3.** (a) Draw neat layout of kitchen attach to speciality restaurant. [5]
(b) Write precaution and care should be taken while using chocolate. [5]
- 4.** (a) Classify frozen desserts. Explain ice-cream and Hot pudding in detail. [5]
(b) Define Truffle and state its sources, uses and types. [5]
- 5.** (a) Write short notes on :
(i) Thai cuisine
(ii) Spanish cuisine.
(b) Plan 5 course Italian menu with explanation for each course. [5]

Total No. of Questions—6]

[Total No. of Printed Pages—2

Seat No.	
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[5472]-602

B.Sc. (Hospit. Studi.) (Sixth Semester) EXAMINATION, 2018

ADVANCED FOOD SERVICES AND MANAGEMENT

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

1. (a) Explain Restaurant planning with respect to : [6]
(i) Location
(ii) Furniture
(iii) Lighting and Decoration.
- (b) Plan a weekly *duta rota* for a coffee shop outlet. [4]
2. (a) Explain the following Bars : [6]
(i) Sports bar
(ii) Sunken bar
(iii) Cigar bar
(iv) PUB
(v) Lounge bar
(vi) Dispense bar
- (b) Differentiate sales budget from cost budget. [4]

P.T.O.

- 3.** (a) Determine 7P's of fast food popular catering establishment and strategies used in marketing them. [5]
- (b) Explain the catering facilities that are available in an industrial catering. [5]
- 4.** (a) Define budget. Explain its objective. [4]
- (b) Enlist records maintained in Bar. Explain any *two*. [6]
- 5.** (a) Explain the catering policy of a speciality restaurant. [5]
- (b) Proper training sessions build confidence in staff and motivate them. Justify. [5]
- 6.** (a) Explain in detail control and performance measurement in Industrial catering. [5]
- (b) Explain *two* cences required for opening a restaurant. [2]
- (c) Explain the role of franchisor and franchisee in a fast food. Give *two* examples. [3]

Total No. of Questions—6]

[Total No. of Printed Pages—2

Seat No.	
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[5472]-603

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

603 : SPECIALISED ACCOMMODATION MANAGEMENT

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

(iii) Draw neat diagram wherever necessary.

1. (a) Explain the importance of MICE in the hospitality industry. [5]
- (b) What are the psychological effects of the following colour schemes (any *three*) : [3]
 - (i) White
 - (ii) Yellow
 - (iii) Red
 - (iv) Blue
 - (v) Green
 - (vi) Orange.
- (c) Classify window treatments. [2]
2. (a) Describe the selection criteria for floorings. [5]
- (b) Explain the term 'Environment Friendly Housekeeping'. [5]

P.T.O.

- 3.** Write short notes on the following (any *four*) : [2.5×4=10]
- (1) Functions of wall coverings
 - (2) Importance of MIS in hotels
 - (3) Role of sales and marketing department
 - (4) Characteristics of a good lighting system
 - (5) Data required for forecasting.
- 4.** (a) With the help of a diagram explain the following reports : [6]
- (i) Guest History
 - (ii) Sales Mix Report.
- (b) Explain the care and maintenance of the following accessories : [4]
- (i) Ornamental mirror
 - (ii) Antique table.
- 5.** (a) Explain the layout of an In-house laundry. [6]
- (b) Describe the importance of yield management. [4]
- 6.** (a) Classify carpets with two examples of each. [5]
- (b) Explain *five* types of softwares used in hotels. [5]

Total No. of Questions—8]

[Total No. of Printed Pages—2

Seat No.	
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[5472]-604

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

604 : TOTAL QUALITY MANAGEMENT

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Q. No. 1 is compulsory and attempt any *five* of the remaining.

(ii) *All* questions carry equal marks.

1. Write short notes on (any *four*) : [4×5=20]
 - (1) Quality Circle
 - (2) Importance of Customer Satisfaction
 - (3) ISO 9001 : 2000
 - (4) Jurois Trilogy
 - (5) Quality Plans

2. Explain *four* core values of Japanese Management. [10]

3. What is Mission and Vision statement and state its importance for an Organisation ? [10]

4. (a) Explain Kaizen 5 'S' technique.
(b) What is process mapping and how it is represented in a diagram ? [10]

P.T.O.

5. What are the steps taken for managing waste and energy in hotels ? [10]
6. (a) Explain cost of quality.
(b) What are the principles of HACCP ? [5+5=10]
7. (a) Explain why communication is important in practicing quality. [5+5]
(b) Explain and draw Ishikawa diagram.
8. (a) What is Business process reengineering ? [5+5]
(b) Explain Investors in people. [10]

Total No. of Questions—8]

[Total No. of Printed Pages—2

Seat No.	
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[5472]-605

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

605 : HUMAN RESOURCE MANAGEMENT

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Q. No. 1 is compulsory.

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

(iii) Figures to the right indicate full marks.

1. Write short notes on (any *four*) : [20]
 - (a) Role of HR Manager
 - (b) Importance of Induction in Hotel industry
 - (c) Types of Transfer
 - (d) Causes of Labour turnover
 - (e) Job Descriptive Vs Job Specification
 - (f) Workers Participation in Management
2. Define HR Planning. What is its need ? Explain its process. [10]
3. Discuss any *four* methods of Performance Appraisal. [10]
4. What is grievance ? Discuss its various causes with special reference to Hotel industry. [10]

P.T.O.

5. What is Trade Union ? Discuss its objectives and functions. [10]
6. Enlist various modes of recruitment and explain in brief any *two* modes. Draw selection process flow chart. [10]
7. Explain in brief concept of 'Fringe benefits' and 'Formulation of compensation structure'. [10]
8. Write a job description of Front Office Executive in a Three Star Hotel. [10]

Total No. of Questions—9]

[Total No. of Printed Pages—2

Seat No.	
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[5472]-606

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

ENTREPRENEURSHIP DEVELOPMENT

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

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

1. Write short notes on any *two* : [10]
 - (a) Secondary information gathering techniques.
 - (b) Importance of budgeting and accounting to an entrepreneur.
 - (c) Barriers/problems faced by women entrepreneur.
 - (d) Principles of evaluation of quality control.

2. Differentiate between (any *two*) : [10]
 - (a) Entrepreneur and Entrepreneurship
 - (b) Entrepreneur and Manager
 - (c) Entrepreneur and Intrapreneur

3. Discuss the qualities of Mr. Narayan Murthy as a successful entrepreneur. [10]

P.T.O.

4. Explain the four 'C's theory of Entrepreneurial Process. [10]
5. Explain *five* benefits of conducting market survey. [10]
6. Explain the need for SWOT analysis for an entrepreneur. [10]
7. How would you mobilize the following resources (any *two*) : [10]
 - (a) Finance
 - (b) Human Resource
 - (c) Materials.
8. Discuss the contents of project report. [10]
9. Explain *four* methods of analysing survey data. [10]