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**[5272]-11**

**F.Y. B.Sc. (Hospitality Studies) (I Semester) EXAMINATION, 2017**  
**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. Explain the following terms (any 10) : 10
- (a) Hygiene
  - (b) Beating
  - (c) Shortening
  - (d) Sprouting
  - (e) Chalazae
  - (f) First aid
  - (g) Grating
  - (h) Sucrose
  - (i) Pulses
  - (j) Conduction
  - (k) Halwa
  - (h) Raita.
2. (a) Give the importance of kitchen uniform. [4]
- (b) State any *two* duties and responsibilities of the following chef : [4]
- (1) Pastry chef
  - (2) Larder chef.
- (c) What precaution will you take while : [4]
- (1) Working with knife
  - (2) Oil spillage on floor

P.T.O.

- (3) White lifting heavy equipments
- (4) Cleaning electric equipment.

3. (a) What is cereal ? Draw a neat labelled diagram of wheat showing different parts. [4]

(b) List different cuts of vegetable. Explain any *three* with example. [4]

(c) Differentiate between Herbs and Spices. [2]

4. (a) With the help of chart classify vegetable giving *two* examples of each. [4]

(b) Briefly explain any *four* types of milk. [4]

(c) List any *two* points for enhancing and retaining colour of vegetable while boiling. [2]

5. Answer the following (any 10) : [10]

(1) Two artificial sweeteners;

(2) Two bread spreads;

(3) Two colour pigments found in vegetables.

(4) Two forms of Egg available in market.

(5) What is cream ?

(6) Two essential ingredients used in continental cuisine.

(7) Two advantages of using electricity as a fuel.

(8) Name *two* tropical fruits.

(9) Give *two* advantages of using copper material used in cooking equipment.

(10) Name *two* types of fire.

(11) Name any preparation where rubbing-in method used.

(12) Name *two* animal fats used in cookery.

Total No. of Questions—6]

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**[5272]-12**

**B.Sc. (H.S.) (First Semester) EXAMINATION, 2017**

**102 : FOOD AND BEVERAGE SERVICE**

**(2008 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

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

(ii) *All* questions carry equal marks.

(iii) Neat diagram must be drawn wherever necessary.

1. (a) Give cover and accompaniment of the following : [5]
- (1) Steak Diane
  - (2) Caviar
  - (3) Spagetti Balofuaise
  - (4) Globe artichoke
  - (5) Roast duck.
- (b) Explain the following terms : [5s]
- (1) Supper
  - (2) Still room
  - (3) Brunch
  - (4) Sommelier
  - (5) Hollow ware.
2. (a) Classify welfare catering and commercial catering. [4]
- (b) Explain the interdepartmental relation with housekeeping. [4]
- (c) Enlist the attributes of waiter. [2]

P.T.O.

- 3.** Write short notes on : [10]
- (1) Kiosks
  - (2) Take away
  - (3) Gueridon service
  - (4) American service
  - (5) Silver service.
- 4.** (a) Plan 4 course American breakfast menu with suitable example of each. [4]
- (b) Explain the silver cleaning method. [4]
- (c) Explain the following courses of French classical menu with example (any *two*) : [2]
- (1) Potage
  - (2) Fromage
  - (3) Entremet.
- 5.** (a) Plan full English breakfast menu with suitable example of each course. [6]
- (b) Differentiate between Mise-en-place and mise-en-scene. [4]
- 6.** (a) Explain the following terms :
- (1) China ware
  - (2) Linen
  - (3) EPNS
  - (4) Cutlery. [4]
- (b) List advantages of Automats. [4]
- (c) Explain the following menu terms (any *two*) : [2]
- (1) Sorbet
  - (2) Relevé
  - (3) Farinase.

Total No. of Questions—6]

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**[5272]-13**

**B.Sc. (Hospitality Studies) (First Semester)**

**EXAMINATION, 2017**

**103 : BASIC ROOMS DIVISION**

**(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 diagrams/charts wherever necessary.

**SECTION-I**

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

**[10]**

- (1) Maids Room
- (2) Wet mop
- (3) OOO
- (4) Glass cleaner
- (5) Lanai
- (6) Job Specification
- (7) Efficiency Room
- (8) Business Kit
- (9) GRA
- (10) Florist room
- (11) Crinkle sheet.

**P.T.O.**

2. (a) Draw layout of housekeeping department and explain any *two* sections of department. [5]
- (b) How are cleaning agents classified ? Justify in brief with suitable examples. [5]
3. (a) How does housekeeping department coordinate with Front office and Engineering department ? [5]
- (b) Write short notes on (any *two*) : [5]
- (1) Job Description
  - (2) Guest Satisfaction
  - (3) Manual Equipments.

#### **SECTION-II**

4. Explain the following terms (any *ten*) : [10]
- (1) Black list
  - (2) Group rate
  - (3) MAP
  - (4) Floatel
  - (5) Paging
  - (6) Master key
  - (7) Departure
  - (8) Hotel
  - (9) Due out
  - (10) Cabana
  - (11) FIT.

- 5.** (a) Draw and explain organizational chart of Front office department for 5 star hotel. [5]  
(b) What are the rules of the house for Front office staff ? [5]
- 6.** (a) How is the mail handled for past and future guest ? [5]  
(b) Write short notes on (any *two*) : [5]  
(1) Bell desk activities  
(2) Equipments used at Front office  
(3) Food Plans.

Total No. of Questions—5]

[Total No. of Printed Pages—2

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**[5272]-14**

**B.Sc. (Hospitality Studies) (Semester-I) EXAMINATION, 2017  
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) Draw a block diagram of a computer and explain its working in brief. [5]
- (b) Explain concept of B to C with examples. [2]
- (c) Explain primary key concept in MS-Access. [3]
  
2. (a) Explain windows explorer in Windows. [3]
- (b) Explain search engine and browsers in internet with suitable example. [2½+2½]
- (c) What do you mean by DBMS ? [2]
  
3. (a) Explain Cut, Copy, Paste in MS-Word. [3]
- (b) Explain different types of chart in MS-Excel. [3]
- (c) What is PowerPoint ? Give the extension of PowerPoint. [2]
- (d) Define record, fields in MS-Access. [2]

P.T.O.



4. (a) Explain the following MS-DOS commands with examples : [3]  
(i) Date  
(ii) VER  
(iii) CD
- (b) Explain the AutoFill feature in MS-Excel. [3]
- (c) What is Hyperlink in MS-Word ? [2]
- (d) Give step to insert picture in MS-PowerPoint. [2]
5. Write short notes (any *five*) : [10]
- (a) LAN
- (b) CPU
- (c) E-mail
- (d) AutoCorrect in MS-Word
- (e) Absolute in Excel
- (f) Domains
- (g) Query in Access

Total No. of Questions—7]

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[5272]-15

**B.Sc. (Hospitality Studies) (I Semester) EXAMINATION, 2017**

**105 : CATERING SCIENCE**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

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

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

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

- (1) Sanitation
- (2) Aerobic microorganisms
- (3) pH
- (4) Boiling under pressure
- (5) Gel
- (6) Browning reaction
- (7) Budding

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

**'Column A'**

**'Column B'**

- |                      |                       |
|----------------------|-----------------------|
| 1. Typhoid           | 1. Desirable browning |
| 2. Hydrometer        | 2. Food standard      |
| 3. Toasting of bread | 3. Sol                |

P.T.O.

- |  |                              |
|--|------------------------------|
| 4. Spices                              | 4. Food poisoning            |
| 5. PFA                                 | 5. Measures relative density |
| 6. Mayonnaise                          | 6. Flavoring agent           |
| 7. Water                               | 7. Food infection            |
| 8. Sodium metabisulphite               | 8. Emulsion                  |
| 9. Staphylococcus food<br>intoxication | 9. Adulterant found in milk  |
| 10. Binary fission                     | 10. Reproduction of bacteria |
|  | 11. Chemical presentative    |

(b) Classify micro-organisms on the basis of physiological characteristics. [5]

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

- (i) Factors affecting growth of micro-organisms
- (ii) Importance of rest, recreation and exercise
- (iii) Cross contamination
- (iv) Protective display of foods.

4. (a) Define hygiene. Explain the importance of hygiene in food industry. [5]

*Or*

Explain direct mode of transmission of micro-organisms.

- (b) Define food additives and state any *three* types of food additives used in food industry. [5]
- (c) Write any *four* foods stored in freezer storage areas. State any *three* operating procedures of refrigerator. [5]

5. (a) Explain the concept of danger zone in catering industry and state any *two* control measures of growth of micro-organisms in food. [5]
- (b) Give any *five* differences between food infection and food poisoning. [5]

*Or*

Discuss 'Botulism' on the basis of :

- (i) Name of responsible organism
- (ii) Any *two* symptoms
- (iii) Any *two* foods commonly involved
- (iv) Any *two* preventive measures.
- (c) Why is pest control necessary ? State any *two* control measures each for cockroaches and rats. [5]
6. (a) Explain any *three* natural toxins present in foods. State basic SI units of weight and area. [5]
- (b) Write any *three* uses of micro-organisms in food industry. Explain any *two* non-bacterial metal poisoning. [5]
- (c) State any *two* spoilage indicators of the following foods : [5]
- (i) Spinach
- (ii) Milk
- (iii) Egg
- (iv) Groundnuts
- (v) Canned foods.

7. (a) HACCP concept is necessary in catering industry. Explain. [5]
- (b) State any *three* sanitary practices to be followed by food handler in kitchen. What is the importance of a chef cap and an apron for a food handler. [5]
- (c) Mention the food adulterant and the tests to detect them in the following food stuffs : [5]
- (i) Turmeric
  - (ii) Tea powder
  - (iii) Semolina
  - (iv) Ghee
  - (v) Chilipowder.

Total No. of Questions—8]

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**[5272]-16**

**B.Sc. (Hospitality Studies) (I Semester) EXAMINATION, 2017**

**106 : COMMUNICATION FUNDAMENTALS**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

**N.B. :—** (i) Q. Nos. 1 and 5 is compulsory.

(ii) Answer any *two* from the remaining three questions in each section.

(iii) Assume suitable data wherever necessary.

**SECTION I**

1. (a) “A guest has written negative remarks about the quality of food and service in the feedback form. The F & B Manager writes a letter of apology to the guest.”

Identify the Five Basic Elements of Communication and explain the communication process in the above situation. Also draw the flow-chart. [3+5+2=10]

- (b) Write *three* points of difference between oral and written communication. [5]

2. What do you understand by Barriers to Communication ? List the major barriers to Communication. Explain any *two* in detail with examples. [2+2+6=10]

P.T.O.

3. What are the guidelines for preparing speech ? Explain 'Audience Awareness' and 'Voice Modulation' with examples. [4+3+3=10]
4. Write a report about the fire that broke out in the Bakery section of the hotel. The report should include details of the fire, its cause, steps taken and suggestions to avoid any future mishaps. Assume suitable data. [10]

## SECTION II

5. (a) Apply with resume for the post of Purchase Manager to a five-star hotel in your city. Assume suitable data. [5+5=10]  
(b) Write a note on Listening by Observation, giving at least *two* examples. [5]
6. What Telephone Etiquette should be kept in mind while : [5+5=10]  
(a) Making calls  
(b) Answering calls.
7. (a) Draft a Memo to the Front Office Executive who regularly reports late to work. Assume suitable data. [5]  
(b) Draft a circular from the Head Office to all the GMs of the hotel chain, explaining the need to revise prices on the menu. Assume suitable data. [5]
8. "Face is the index of the heart." Explain the statement based on the role of Facial Expressions in Non-Verbal Communication. Give suitable examples to illustrate your answer. [10]

Total No. of Questions—5]

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**[5272]-21**

**B.Sc. (Hospitality Studies) (Second Semester) EXAMINATION, 2017**

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

- (1) Estouffade
- (2) Bouillion
- (3) Spongy
- (4) Quennelles
- (5) Demi-glaze
- (6) Bisque
- (7) Tandoor
- (8) Mire-poix
- (9) Ministrone
- (10) Pot-Liquior
- (11) Repouillage
- (12) Gazpacho.

**2.** (A) Classify soups with *one* example of each. [5]

(B) Write recipe for 1 lit. Brown Stock. [3]

(C) Explain Mold and Rope (Bread diseases). [2]

P.T.O.



3. (A) Give the role of the following ingredients in Bakery & Confectionary : [4]
- (i) Eggs
  - (ii) Sweetning agents
  - (iii) Raising agents
  - (iv) Flour.
- (B) Explain any *eight* stages in Bread Making. [4]
- (C) Differentiate between Deep Frying and Shallow Frying. [2]
4. (A) Give short notes on the following (any *three*) : [6]
- (i) Thickening agents in sauces
  - (ii) Desirable textures
  - (iii) Pouching
  - (iv) Grilling.
- (B) List any *two* small and any *two* large equipments used in Bakery. [2]
- (C) Give advantages of Microwave Cooking. [2]
5. Answer any *five* questions from the following : [10]
- (i) What are the advantages of Boiling ?
  - (ii) What do you understand by the term Aspic ?
  - (iii) What is clarification of Consommé ?
  - (iv) Give classical accompaniments for Caviar.
  - (v) Give *four* uses of stock.
  - (vi) Give *two* derivatives of Mayonnaise and Hollandaise sauce.

Total No. of Questions—5]

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**[5272]-22**

**B.Sc. (Hospitality Studies) (II Semester) EXAMINATION, 2017**

**202 : FOOD AND BEVERAGE OPERATIONS**

**(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 *five*) : [10]

- (i) Smorgasbord
- (ii) Suivant
- (iii) Breakfast hunger
- (iv) Cafe herig
- (v) Sake
- (vi) Top fermented beer
- (vii) Tisans

**2.** Answer the following :

- (a) Differentiate between : [6]
  - (i) Ale and Lager
  - (ii) Manual checking system and machine checking system.
- (b) Draw the classification chart of non-alcoholic beverages. [4]

P.T.O.

- 3.** (a) Explain the manufacturing of Beer with the help of flow chart. [5]
- (b) List forms and registers used in room service. [3]
- (c) Give *four* brands of International Beer. [2]
- 4.** (a) Explain the following : [4]
- (i) Display buffet
- (ii) Brunch buffet
- (b) List and explain special K.O.T. used in control sysetm. [4]
- (c) List *four* international brands of mineral watar. [2]
- 5.** (a) List *four* methods of coffee making. Explain in short. [4]
- (b) Explain minibar with neat sketch. [4]
- (c) Explain fermentation in short. [2]

Total No. of Questions—6]

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[5272]-23

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

**EXAMINATION, 2017**

**203 : ROOMS DIVISION SERVICES**

**(2008 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

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

(ii) Assume suitable data wherever necessary.

(iii) Draw formats wherever necessary.

**Section-I**

1. (a) Explain general principles of cleaning. [4]  
(b) Discuss the importance of key control in H.K. department. [4]  
(c) List various public areas to be maintained by H.K. department. [2]
2. (a) Write the daily cleaning procedure for a VIP rooms. [4]  
(b) Write short notes on (any *two*) : [6]  
(i) Dirty dozen  
(ii) Evening service  
(iii) Rules of the floor
3. (a) Discuss various functions performed at control desk. [5]

P.T.O.

- (b) Explain the following terms : [5]
- (i) Cabana
  - (ii) Lost and found
  - (iii) Work card
  - (iv) Hand caddy
  - (v) DL

### Section-II

4. (a) Explain the following terms (any *five*) : [5]
- (i) FIT
  - (ii) Skipper
  - (iii) No show
  - (iv) GHC
  - (v) BTC
  - (vi) Walk-in
- (b) Discuss various modes and sources of reservation. [5]
5. (a) Explain the safe deposit procedure for guest belongings. [5]
- (b) Explain pre-arrival procedure for a VIP guest. [3]
- (c) Write the procedure for credit card handling at front desk. [2]
6. (a) Explain procedure for rooming a guest. [4]
- (b) Draw and explain 'C' form. [4]
- (c) Write a short note on Express check-out. [2]

Total No. of Questions—10]

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[5272]-24

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

**EXAMINATION, 2017**

**204 : TRAVEL AND TOURISM**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

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

(ii) *All* questions carry equal marks.

1. Give the various career opportunities for Tourism professionals. [10]
2. (a) Give the 4A's of Tourism. [10]  
(b) Explain the types of tourism :
  - (i) Inbound
  - (ii) Outbound
  - (iii) Senior citizen
  - (iv) Business tourism.
3. Explain the role and function of any *four* : [10]
  - (a) TAAI
  - (b) UNWTO
  - (c) TFCI
  - (d) IATA
  - (e) ITDC
  - (f) ASI.

P.T.O.

4. Give the types of Travel Agency and give their functions. [10]
5. Explain the points to be kept in mind when planning an Itinerary. [10]
6. Give the economic impacts of tourism. [10]
7. List the modes of Transport and explain each. [10]
8. Define Passport and Visa and give their types. [10]
9. Give the types of tour operators and the various package tours offered. [10]
10. "Accommodation plays an important role in Tourism". Explain. [10]

Total No. of Questions—7]

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**[5272]-25**

**B.Sc. (Hosp. Stud.) (Second Semester) EXAMINATION, 2017**  
**205 : CATERING SCIENCE—II**  
**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

**N.B. :** (i) Q. No. 1 is compulsory.

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

1. Define the following terms (any *five*) : [10]
- (1) Vitamin
  - (2) Hydrogenation of oil
  - (3) Empty calories
  - (4) Dextrinization
  - (5) Protein
  - (6) Nutrition
2. (A) Give scientific reasons for the following (any *five*) : [10]
- (1) Water balance plays an important role in relation to human health.
  - (2) Dietary fibres should be avoided by a patient suffering from diarrhoea.
  - (3) We should not add cooking soda while cooking food.
  - (4) Pressure cooking is the best method of cooking food
  - (5) Oil should be stored in air-tight containers.
  - (6) Fresh apple juice is preferable to Appy.
- (B) Differentiate between fat and oil. What is the effect of heat of fats. [5]

P.T.O.



3. (A) Define essential amino acids and list the essential amino acids required by an adult. [5]
- (B) Explain Iodine under the following headings :
- (1) Four food sources [2]
- (2) One important function [1]
- (3) One deficiency disease with one symptom. [2]
- (C) A diet provides 2,800 kcal. Out of this 370 gm is the carbohydrate content. The fat content is 60 gm. Calculate the protein content of this diet. [5]
4. (A) Explain the Basic Five Food groups with their size of serving. [5]
- (B) Plan a day's balanced diet for a Lady Office Executive aged 30 years, who prefers vegetarian food. [5]
- (C) Explain concept of supplementary value of protein with two examples. [5]
5. (A) Explain vitamin A under the following headings :
- (1) Any *two* functions. [2]
- (2) Any *four* good food sources. [2]
- (3) Name of the deficiency disease. [1]
- (B) Classify proteins giving suitable examples. [5]
- (C) How will you preserve nutrients while cooking food ? (any *five* ways)
6. (A) Briefly explain the term cholesterol. Give any three ill effects of excess consumption fat in the diet. [5]
- (B) List any *two* rich food sources for the following : [5]
- (1) Ascorbic acid
- (2) Vegetable starch

- (3) Iron
  - (4) Poly unsaturated fatty acid
  - (5) Calcium
- (C) Define Dehydration and explain the role of ORT in dehydration. [5]
7. (A) Name any *two* foods to be avoided and two foods to be recommended for the following diseases : [10]
- (1) Jaundice
  - (2) Atherosclerosis (cardiovascular disease)
  - (3) Fever and Infection
  - (4) Peptic Ulcer
  - (5) Constipation.
- (B) Classify Minerals giving suitable examples. Explain the importance of sodium chloride in the diet. [5]
- Or*
- State any *five* functions of Carbohydrate. [5]

Total No. of Questions—7]

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**[5272]-26**

**B.Sc. (Hospitality Studies) (Second Sem.) EXAMINATION, 2017**  
**COMM. 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) Conjuguez les verbes au présent et récrivez les phrases (any *five*) : [5]

[Conjugate the verbs in present tense and rewrite the complete sentence]

(1) Nous.....(avoir) la lecture de français.

(2) .....(excuser)-moi, s'il vous plaît.

(3) Je .....(aller) au marché.

(4) Vous.....(ne pas regarder) la télévision ?

(5) Nous.....(finir) le travail.

(6) Je .....(S'appeler) Sophie.

(B) Écrivez la date (any *two*) :

[2]

[Write the date in French]

(1) Friday 24/7/2010

(2) Monday 10/4/2005

(3) Wednesday 1/5/2009.

P.T.O.

- (C) Quelle heure est-il ? (any *three*) : [3]  
 [What time is it ? Write in French]  
 (1) 2200 hrs.  
 (2) 12.30 p.m.  
 (3) 7.50 a.m.  
 (4) 3.15 p.m.
2. (A) Écrivez les nombres en lettres (any *six*) : [3]  
 [Write the numbers in French]  
 (1) 6<sup>e</sup>  
 (2) 80  
 (3) 65  
 (4) 100  
 (5) 17<sup>e</sup>  
 (6) 2<sup>nd</sup>  
 (7) 21
- (B) Mettez la bonne mesure (any *four*) : [2]  
 [Put in the *correct* measures in French]  
 (1) un.....de tissu.  
 (2) un.....de tomates.  
 (3) une.....de pain.  
 (4) une.....d'œufs.  
 (5) un.....de persil.
- (C) Liez 'A' avec 'B' et récrivez. [5]  
 [Match 'A' with 'B' and rewrite the *correct* pairs]  
 (1) C'est gentil (i) Excuse me  
 (2) Bon voyage (ii) Congratulations  
 (3) Pardon (iii) That's nice of you  
 (4) Félicitations (iv) I am sorry  
 (5) Je suis désolé(e) (v) Happy journey

3. (A) Traduisez en anglais—(Translate into English) : 5  
 Bonjour, Madame!  
 Bonjour! Comment allez-vous ?  
 Je vais très bien, merci. Et vous ?  
 Moi aussi, merci. Vous êtes étudiant ?  
 Oui, Madame. Je suis le cours de l'hôtellerie.  
 Très bien. D'où venez vous ?  
 Je viens de Paris.  
 Bien. Au revoir.  
 Au revoir Madame.
- (B) Nommez le chef (any *five*) : [5]  
 [Name the chef in French]  
 (1) S'occupe des potages, soupes.  
 (2) Prépare les sauces.  
 (3) Assiste le chef de cuisine dans ses fonctions.  
 (4) Prépare le repas pour le personnel du restaurant.  
 (5) Prépare les glaces et sorbets.  
 (6) Prépare toute sorte de pâtisseries.
4. (A) Planifiez un menu français de 5 cours. [5+1]  
 [Plan a 5 course French Menu]
- (B) Nommez deux fromages. [2]  
 (Name *two* cheeses)
- (C) Nommez deux légumes [2]  
 (Name *two* vegetables)
5. (A) Nommez deux vins de Loire. [2]  
 (Name 2 wines from Loire Region)
- (B) Nommez deux vins rouge. [2]  
 (Name 2 red wines)

- (C) Expliquez les termes en anglais (any *six*) : [6]  
[Explain the terms in English]
- (1) doux
  - (2) la chaise
  - (3) arrêtz
  - (4) Le couteau
  - (5) crémant
  - (6) côte de
  - (7) bien cuit
- 6.** (A) Donnez les equivalents en anglais (any *three*) : [3]  
[Give the equivalents in English]
- (1) canard
  - (2) viande
  - (3) la moutarde
  - (4) une carotte
- (B) Donnez les équivalents en français (any *three*) : [3]
- (1) Salt
  - (2) Lady's finger
  - (3) Wheat
  - (4) Fish
- (C) Représentez la brigade de restaurant par un organigramme. [4]  
[Represent the restaurant brigade with the help of a flow chart in French]

7. Expliquez les termes en anglais (any *ten*) :

[10]

[Explain the terms in English] :

- (1) Canapé
- (2) au four
- (3) Béchamel
- (4) Caviar
- (5) Du jour
- (6) Farce
- (7) Mornay
- (8) Panada
- (9) Tisane
- (10) au gratin
- (11) Dégustation
- (12) Nouvelle cuisine.

Total No. of Questions—5]

[Total No. of Printed Pages—2

<b>Seat No.</b>	
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**[5272]-31**

**S.Y. B.Sc. (Hospitality Studies) (III Semester) EXAMINATION, 2017**

**301 : QUANTITY FOOD PRODUCTION**

**(2008 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

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

(ii) Attempt any *four* questions.

(iii) Neat diagram must be drawn wherever necessary.

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

- (1) Venision
- (2) Bacon
- (3) Corned beef
- (4) Aging of meat
- (5) Whiping
- (6) Bivalues
- (7) Meringue
- (8) Force meat
- (9) A dipose tissue
- (10) Giblets
- (11) Ham
- (12) Chiffon cakes.

**2.** (a) List and define the *five* major categories of sausages, giving *one* example of each. [5]

P.T.O.



- (b) What is the function of the following in cake making. [5]
- (1) Flour
  - (2) Sugar
  - (3) Fat
  - (4) Eggs
  - (5) Learning agent.
- 3.** (a) Define sauce chaud froid ? List and explain types of aspie jelly. [5]
- (b) Explain in detail duties and responsibilities of Larder chef. [5]
- 4.** (a) What are the principles to be followed while storing and thawing of poultry ? [5]
- (b) State and explain methods of cake making. [5]
- (c) Explain any *five* cuts of fish with diagram.
- 5.** (a) What are the physical and chemical composition of meat ? [5]
- (b) Plan a breakfast, lunch and dinner menu to be served in Industrial Canteen for one day. [5]

Total No. of Questions—6]

[Total No. of Printed Pages—2

<b>Seat No.</b>	
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**[5272]-32**

**B.Sc. (Hosp. Studies) (Third Semester) EXAMINATION, 2017**  
**302 : BEVERAGE SERVICES**  
**(2008 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

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

(ii) *All* questions carry equal marks.

1. (a) Define wine. Explain the following wine in brief : [6]  
(i) Sparkling wine  
(ii) Fortified wine  
(iii) Vintage wine  
(iv) Aromatized wine  
(v) Rose wine.
- (b) Define Aperitif. Explain the aperitifs listed below : [4]  
(i) Dubbonet  
(ii) Lillet  
(iii) Byrrb.
2. (a) Differentiate between Pot still and patent still. [3]  
(b) Enlist and explain any *four* styles of Gin. [4]  
(c) Give *three* wine regions of France with *one* wine name from each region. [3]
3. (a) Describe principles of food and wine harmony. [4]  
(b) Enlist and explain *three* parts of cigar. [3]  
(c) List any *three* important wine producing regions of Spain with *one* wine from each region. [3]

P.T.O.

4. (a) Define Liqueurs. Describe the manufacturing process of liqueurs in brief. [6]  
(b) List and explain any *two* spirit based aperifs. [2]  
(c) Give *four* brand names of Indian whisky. [2]
5. (a) Write a detailed note on storage of wine. [4]  
(b) Differentiate between Scotch Whisky and Irish Whiskey. [3]  
(c) Draw and explain the Pot still process of distillation. [3]
6. (A) Answer the following : [5]  
(i) List *four* international brand names of rum.  
(ii) List *two* wine producing regions of Italy.  
(iii) List *two* brand names of cognac.  
(iv) List *two* brand names of tequila.  
(v) List and explain *two* flavoured vodka.
- (B) Explain the following terms : [5]  
(i) IGT  
(ii) Silvovitz  
(iii) Quza  
(iv) V.D.Q.S.  
(v) QbA.

Total No. of Questions—6]

[Total No. of Printed Pages—3

<b>Seat No.</b>	
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**[5272]-33**

**B.Sc. (Hospitality Studies) (Third Semester)**

**EXAMINATION, 2017**

**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 diagram wherever necessary.

**SECTION-I**

1. (A) Explain the following terms (any *five*) : [5]
- (a) Ikebana
  - (b) Calendering Machine
  - (c) Wet Rot
  - (d) Outsourcing
  - (e) First-aid
  - (f) Parstock
- (B) What are the various methods of pricing a contract ? [5]
2. (a) Write down the preventive measures for the following (any *two*) : [5]
- (i) Bed Bugs
  - (ii) Cockroaches
  - (iii) Mice.

P.T.O.

- (b) Draw the classification chart of fibres with example. [5]
3. (a) What type of flower arrangement should be placed at the following locations ? [5]
- (i) Lobby
  - (ii) Guest room
  - (iii) Banquet Head table
  - (iv) Front desk
  - (v) Restaurant Buffet counter
- (b) Write short notes on the following : [5]
- (i) Safety to guests
  - (ii) Types and uses of Laundry equipment.

## SECTION-II

4. (a) Explain the following terms (any *five*) : [5]
- (i) Folio
  - (ii) Credit Card
  - (iii) House limit
  - (iv) Amenity voucher
  - (v) CVGR
  - (vi) VTL.
- (b) Explain the procedure for handling the following situations : [5]
- (i) Fire in guest room
  - (ii) Guest has lost his room key.

5. (a) How is credit monitoring done in hotels ? [5]
- (b) Give the formula for the following (any *five*) : [5]
- (i) ARR
  - (ii) Local Occupancy %
  - (iii) Foreign Occupancy %
  - (iv) Rev PAR
  - (v) No Show %
  - (vi) House count.
6. (a) Draw and explain any *one* report used in front office operations. [5]
- (b) Write short notes on (any *two*) : [5]
- (i) Types of accounts
  - (ii) Record keeping in semi-automated hotels
  - (iii) Complaint Handling.

Total No. of Questions—9]

[Total No. of Printed Pages—2

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**[5272]-34**

**B.Sc. HS (Third Semester) EXAMINATION, 2017**

**PRINCIPLES OF MANAGEMENT**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

**N.B. :—** (i) Answer any 7 questions.

(ii) All questions carry 10 marks.

1. Write short notes on any *two* : [10]
  - (a) Need for co-ordination
  - (b) Morale
  - (c) Process of control.
  
2. Explain Henry Fayol's theory of Principles of Management. [10]
  
3. Explain the step-by-step procedure of decision-making. [10]
  
4. State and explain the different types of plans. [10]
  
5. Differentiate between : [10]
  - (a) Tall and Flat organisation
  - (b) Authority and Power.

P.T.O.

- 6.** Discuss the different styles of Leadership. [10]
  
- 7.** With the help of a diagram, explain Maslow's theory of hierarchy of needs. [10]
  
- 8.** How can communication be made more effective ? [10]
  
- 9.** Define Management. Briefly explain the internal and external factors that affect management. [10]



Total No. of Questions—8]

[Total No. of Printed Pages—6

Seat No.	
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[5272]-35

B.Sc. (Hospitality Studies) (Third Semester) EXAMINATION, 2017

305 : BASIC PRINCIPLES OF ACCOUNTING

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) Use of pocket calculator is allowed.

(iii) Figures to the right indicate full marks.

1. The following is the Trial Balance of M/s. Vivek Traders as on 31st March, 2011 :

**Trial Balance**

Debit Balance	Rs.	Credit Balance	Rs.
Drawings	14,000	Capital	1,80,000
Purchases	1,04,420	Sales	2,99,680
Sales Returns	3,640	Purchases Returns	8,480
Office Expenses	4,560	Discount	6,840
Cash at Bank	24,800	Creditors	33,960
Cash in Hand	6,900		
Stock	22,920		
Salaries	12,560		

P.T.O.

Furniture	7,000		
Vehicles	15,900		
Machinery	48,000		
Printing & Stationery	10,000		
Postage	4,480		
Building	50,000		
Rent (15 months)	15,000		
Insurance	1,880		
Carriage Inward	4,620		
Advertisement	6,480		
Bad Debts	5,500		
Wages	14,240		
Sundry Debtors	78,940		
Bills Receivable	21,000		
Goodwill	12,000		
Electricity	22,000		
Commission	15,000		
Trade Expenses	3,120		
Total Rs.	5,28,960	Total Rs.	5,28,960

*Adjustment :*

- (1) Closing Stock amounting to Rs. 28,580.
- (2) Depreciate Building @ 2%; Furniture @ 5%; Machinery @ 10%;  
Vehicle @ 15%.
- (3) Outstanding Expenses were — Wages Rs. 1,660, Salaries  
Rs. 2,490.
- (4) Prepaid Insurance Rs. 380.

Prepare Trading A/c, Profit & Loss A/c for the year ended 31st March, 2011 and Balance Sheet as on that date. [20]

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

(a) Money Measurement Concept

(b) Classification of Accounting

(c) Features and format of ledger.

3. Journalise the following transactions in the books of Manohar Bros : [10]

Sept. 1 Mr. Manohar started his business with cash of Rs. 1,00,000; Bank Balance of Rs. 3,00,000, Goods of Rs. 25,000 and Machinery of Rs. 75,000.

Sept. 4 Purchased goods of Rs. 20,000 @ 12.5% trade discount from Prashant on credit.

Sept. 7 Sold goods to Vishal of Rs. 7,000 @ 10% trade discount and 2% cash discount for cash.

Sept. 10 Made an application for lone of Rs. 1,00,000 to Bank of India.

Sept. 14 Purchased Machinery of Rs. 17,000 from Rohit sales by cheque and paid in cash Rs. 3,000 for its transportation.

Sept. 19 Paid to Prashant Rs. 10,000 and received discount Rs. 300.

Sept. 22 Paid Rs. 50,000 from business cash for purchase of a Vehicle for Mr. Manohar's daughter.

Sept. 24 Goods of Rs. 3,000 were distributed as free samples.  
Sept. 27 Return goods of Rs. 2,000 (gross value) to Prashant.  
Sept. 29 Paid Rs. 5,000 to Prashant in full settlement of his account.

4. (a) Write *one* word or phase for the following : [5]

(i) Goods distributed as a free sample

(ii) Payment of a Taxi bill of a guest by hotel

(iii) Discount that never appears in the books of account

(iv) Free meals provided to the employees of a hotel

(v) A person whose liabilities are more than his assets.

(b) Explain with examples the meaning of Personal account and Nominal account. [5]

5. From the following information prepare a Cash Book with Cash, Bank and discount columns : [10]

Oct. 1 Cash in hand Rs. 75,930 and Bank overdraft Rs. 1,25,350.

Oct. 3 Received a crossed cheque of Rs. 25,000 from Anand and allowed his discount of Rs. 3,100.

Oct. 5 Dividend collected by bank amounted to Rs. 20,000.

Oct. 7 Purchased furniture of Rs. 60,000 by cheque and paid Rs. 12,300 in cash for its transportation.

Oct. 11 Paid Rs. 9,000 for stationery and Rs. 4,900 by cheque for printing.

- Oct. 14 Paid to Vishwas Rs. 23,750 after receiving 5% cash discount on amount due to him.
- Oct. 19 Cash Rs. 12,500 deposited into bank.
- Oct. 20 Received a cheque of Rs. 3,750 for Cash Sales.
- Oct. 22 A cheque received on Oct. 20 was deposited into the bank.
- Oct. 25 Withdrawn by cheque Rs. 1,500 for personal use.
- Oct. 27 Paid Rs. 5,000 as a donation Sakal Relief Fund.
- Oct. 29 Cash in excess of Rs. 10,000 deposited into bank.

*Or*

6. Distinguish between (any *two*) : [10]
- (i) Revenue and Deferred Revenue Expenditure
- (ii) Trade discount and Cash discount
- (iii) Journal and Ledger.
7. (a) Enter the following transactions in a Subsidiary books of Furniture dealer : [5]
- Dec. 1 Purchased Goods of Rs. 12,000 @ 12% trade discount from Anand.
- Dec. 7 Sold goods of Rs. 15,000 @ 15% trade discount to Vijaya.
- Dec. 12 Purchased goods of Rs. 7,000 @ 7% trade discount from Nitin Traders.

Dec. 17 Sold furniture of Rs. 13,500 to Rajendra on one month credit.

Dec. 23 Rajendra returned 1/3rd of the goods sold him on Dec. 17th.

(b) Prepare a Trial Balance : [5]

Particulars	Rs.	Particulars	Rs.
Debtors	1,12,000	Purchases	1,96,000
Creditors	78,400	Sales	5,60,000
Discount received	28,000	Stock	35,900
Rent paid	60,000	Capital	?
Salary	1,80,000	Machinery	3,17,000

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

(a) What is Bank Reconciliation Statement ?

(b) State the role of special function in the business of hotel.

(c) What are the advantages of imprest system of petty cash book ?

Total No. of Questions—4]

[Total No. of Printed Pages—2

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**[5272]-36**

**B.Sc. (Hospitality Studies) (III Semester) EXAMINATION, 2017**

**306 : HOTEL ENGINEERING**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

**N.B. :—** (i) Figures to the right indicate full marks.

(ii) Neat diagrams must be drawn wherever necessary.

(iii) Use of logarithmic table, slide rule, Mollier charts, electronic pocket calculator is allowed.

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

(a) Explain vapour compression refrigeration system with the help of neat diagram.

(b) Draw neat sketch of window air-condition. Distinguish between split A/c and unitary A/c (air condition).

(c) Give importance of Engineering Dept in Hotel. Write duties and responsibilities of Chief Engineer.

**2. Solve any three :** [15]

(a) Explain the effects of air pollution.

(b) List the properties of good refrigerant.

(c) What are the sources of water pollution in Hotel ?

(d) Write factors affecting comfort of air-condition ?

(e) Give any two reasons for replacement of equipment.

P.T.O.

3. Answer any *two* : [20]

- (a) What is Hard Water ? Explain various plumbing fixtures.
- (b) Explain classification of fire. Give types of fire extinguishers.
- (c) Calculate the electricity bill for the month of April 2016 with the following consumption :

TV 600 W — 3 Nos 6 hr/day

Iron 750 W — 1 No 1 hr/day

Tuble light 20 W — 2 Nos 2 hr/day

Oven 1 kW — 2 Nos 2 hr/day

The cost of electricity is Rs. 5 per unit.

4. Answer the following (any *three*) : [15]

- (a) Importance of Earthing
- (b) Explain energy conservation in Hotel
- (c) Types of sanitary traps
- (d) Write a short note on use of solar energy in Hotel Industry
- (e) Explain down feed cold and hot water distribution system.



Total No. of Questions—5]

[Total No. of Printed Pages—2

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**[5272]-51**

**T.Y. B.Sc. (Hosp. Studies) (Fifth Semester) EXAMINATION, 2017  
501 : SPECIALISED FOOD PRODUCTION  
(2008 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

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

(ii) Attempt any *four* questions.

(iii) Draw neat sketches wherever necessary.

1. Explain the following culinary terms (any *ten*) : [10]
- (1) Fondue
  - (2) Timbale
  - (3) Ballotine
  - (4) Baklava
  - (5) Dim sum
  - (6) Sushi
  - (7) Tortilla
  - (8) Zabaglione
  - (9) Wasabi
  - (10) Foccasia
  - (11) Galangal
  - (12) Moussaka.
2. (a) Explain the points to be followed on preparing plated service for Nouvelle Cuisine. [5]
- (b) (i) Define convenience foods with examples. [5]
- (ii) Define Icing. Explain its importance.

P.T.O.

- 3.** (a) Classify salads with examples and enlist **5** principles of making salad. [5]
- (b) Write the difference between Mousse and Mousseline. Name and explain recipe for a savoury mousse. [5]
- 4.** (a) Enlist the point to be followed to prepare a good Sandwich. Name types of bread used for Sandwich. [5]
- (b) Give the recipe for puff pastry and Damish pastry of 1 kg flour. [5]
- 5.** (a) Explain different methods of making cookies. [5]
- (b) Give the classification appetizer with examples. [5]

Total No. of Questions—6]

[Total No. of Printed Pages—2

<b>Seat No.</b>	
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**[5272]-52**

**B.Sc. (H.S.) (Fifth Semester) EXAMINATION, 2017**  
**502 : FOOD AND BEVERAGE SERVICE MANAGEMENT**  
**(2008 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

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

(ii) *All* questions carry equal marks.

(iii) Draw figures/diagrams wherever necessary.

1. (a) Explain the following cocktails : [5]
  - (1) Bloody Marry
  - (2) Screw driver
  - (3) Tom Collins
  - (4) Buck fizz
  - (5) Gimlet
- (b) List *four* important equipments used for preparing cocktails and explain any *one* of them. [5]
  
2. (a) Enlist Duties and Responsibilities of Banquet Manager. [5]
- (b) Draw Banquet organisation chart for a 3-star hotel. [3]
- (c) Explain outdoor catering. [2]
  
3. (a) Define Guéridon service. Explain the following lamps used in Gueridon service. [6]
  - (i) Methylated spirit lamps
  - (ii) Flammable gel lamps
  - (iii) Calor gas lamps
- (b) Draw and explain post operation cycle. [4]

P.T.O.

4. (a) Write short notes on : [6]  
(i) ABC analysis  
(ii) Re-order level  
(iii) EOQ.  
(b) Draw Break-even chart. Explain break-even analysis. [4]
5. (a) Define pricing. Enlist the different aspects of cost control. [6]  
(b) List *four* equipments used for Guéridon service and explain any *one* of them. [4]
6. (a) With the help of neat diagram explain *five* different types of seating plans used in Banquets. [5]  
(b) Explain different methods of Mixing cocktails. [5]

Total No. of Questions—6]

[Total No. of Printed Pages—2

<b>Seat No.</b>	
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**[5272]-53**

**B.Sc. (Hospitality Studies) (Fifth Semester) EXAMINATION, 2017**

**503 : ACCOMMODATION OPERATION-II**

**(2008 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

**N.B. :-** (i) Answer any *four* questions, *two* from each section.

(ii) *All* questions carry equal marks.

(iii) Draw neat diagrams/formats wherever necessary.

**SECTION-I**

1. (a) Explain the following terms : [5]
- (1) Hue
  - (2) Louvres
  - (3) Stock taking
  - (4) Renovation
  - (5) Form
  - (6) Bonsai
- (b) Differentiate between Refurbishing and Redecoration. [5]
2. (a) What are various elements of designs ? Explain any *two* in brief. [5]
- (b) What is Operating Budget ? Explain various components of Operating Budget. [5]

P.T.O.

3. (a) Explain any *two* purchase records with the help of format. [5]  
(b) List down *five* indoor and *five* outdoor plants. [5]

## SECTION-II

4. (a) Explain the following terms (any *five*) : [5]  
(1) Repeat Business  
(2) House limit  
(3) Overstay  
(4) Rev PAR  
(5) Night Auditor  
(6) No-show  
(b) Explain the process of night auditing. [5]
5. (a) Write the role of front office personnel in increasing room occupancy. [5]  
(b) What is Hubbart Formula ? Explain. [5]
6. (a) With the help of a format explain three days room forecast. [5]  
(b) Write short notes on (any *two*) : [5]  
(1) Non-pressure selling techniques  
(2) Overbooking  
(3) Return reservation.

Total No. of Questions—8]

[Total No. of Printed Pages—7

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**[5272]-54**

**B.Sc. (Hospitality Studies) (Fifth Semester) EXAMINATION, 2017**

**504 : HOTEL ACCOUNTING**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

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

1. The authorised capital of Nirmitee Ltd. was ₹ 50,00,000 of the Equity Shares of ₹ 100 each. They have issued 30,000 Equity Shares of ₹ 100 each. The Trial Balance of a company as on 31st March, 2010 is given below :

**Trial Balance**

<b>Debit Balances</b>	<b>₹</b>	<b>Credit Balances</b>	<b>₹</b>
Opening Stock	1,12,000	Bank overdraft	25,000
Furniture	90,000	Sales	7,00,000
Debtors	80,000	6% Debentures	2,00,000
Plant and Machinery	4,00,000	Creditors	30,000
Cash	30,500	Share Capital	
Building	6,50,000	(₹ 100 each)	10,00,000

P.T.O.

Purchases	3,00,000	General Reserve	1,00,000
Wages	1,22,000	Profit & Loss	
Carriage Outward	17,500	Appropriation A/c	60,000
Salaries	50,000	Unsecured loan	35,000
General Expenses	10,000		
Director's fees	20,000		
Bad Debts	2,000		
Preliminary Expenses	16,000		
Goodwill	80,000		
Investment	1,00,000		
Cash at Bank	35,000		
Advertisement	35,000		
	21,50,000		21,50,000

*Additional Information :*

- (1) Closing stock was valued at ₹ 1,70,000.
- (2) Depreciation to be charged on Machinery @ 10%, Furniture @ 5% and on Building @ 2.5%.
- (3) Transfer ₹ 50,000 to General Reserve.
- (4) Provision for taxation amounted to ₹ 20,000.
- (5) Write off 1/4th of the preliminary expenses.

Prepare Trading A/c, Profit & Loss A/c, Profit and Loss Appropriation A/c for the year ended 31st March, 2010 and a Balance Sheet as on that date. [20]



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

(a) Advantages of Value Added Tax

(b) Interim Dividend

(c) Meaning of Allowances.

3. Before business has commenced in Royal Hotel on 31st May, 2010 the following balances are brought forward on the Visitors Tabular ledger from the previous day :

Room No.	Name of Guest	Plan	Rate ₹	Balance B/F ₹
201	Mr. & Mrs. Mohite	E.P.	3,000	1,500 Dr.
304	Dr. Rashmi	E.P.	2,500	1,700 Dr.
305	Mr. Prashant	E.P.	2,500	2,200 Dr.

Post the following transactions to the ledger :

5.50 A.M. Mr. and Mrs. Kumar arrived along with their daughter and occupied Room No. 307 on E.P. @ ₹ 3,500. Deposited Cash ₹ 10,000.

6.00 A.M. All rooms have EMT @ ₹ 20 per cup.

7.30 A.M. Breakfast was served to all @ ₹ 75 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 ₹ 150, Railway Tickets ₹ 1,200.

Room 304 — Telephone ₹ 55, Flowers ₹ 175.

Room 307 — Sight seeing tour ₹ 2,500.

- 10.30 A.M. Mr. & Mrs. Mohite Room No. 201 checked out, settled their bill in cash.
- 12.00 Noon Mrs. Maithily Dixit arrived and occupied Room No. 205 on E.P. @ ₹ 2,500. Deposited Cash ₹ 7,000.
- 1.00 P.M. Lunch @ ₹ 250 per cover was served to all rooms.
- 4.30 P.M. Tea was served @ ₹ 35 per cup to Room Nos. 304, 307 and Coffee @ ₹ 50 per cup to Room No. 205 and two cups of coffee to Room No. 305.
- 7.30 P.M. Food Sundries costing ₹ 160 in Room No. 305. Room No. 205 Telephone ₹ 65 and V.P.O. ₹ 200.
- 9.30 P.M. Dinner @ ₹ 300 per cover was served to all rooms.
- 10.00 P.M. Room No. 304, Dr. Rashmi checked out. She was allowed to pay her dues within a week. Charge service charge @ 10% on apartment only.

Prepare Visitors Tabular ledger for the day. [10]

4. (a) Draw a specimen of : [4]
- (i) Profit and Loss Appropriate A/c
- (ii) V.P.O. Voucher.
- (b) State with reasons whether the following statements are True or False : [6]
- (i) Arrears of dividend are paid to each type of preference shares.
- (ii) Bank overdraft is to be entered under the head of current liabilities and provisions of a company balance sheet.

5. (a) Prepare Departmental Income statement of Telecommunications as per schedule 3 of uniform system of accounting : [6]

<b>Particulars</b>	<b>₹</b>
<i>Revenue :</i>	
Local	3,25,000
Long distance	1,50,000
E-Mail	65,000
Allowances	20,000
<i>Cost of Calls :</i>	
Local	1,75,000
Long distance	75,000
E-Mail	30,000
<i>Payroll expenses :</i>	
Salaries and Wages	75,000
Employee Benefits	15,000
<i>Other expenses :</i>	
Contract Service	12,350
Printing and Stationery	5,750
Telecommunications	2,150
Training	1,200

- (b) What is cost of sales ? Explain with format. [4]

6. Distinguish between (any *two*) : [10]

(a) Shares and Debentures

(b) Operating and Non-operating Expenses

(c) Gross Working Capital and Net Working Capital.

7. From the following information prepare a consolidated income statement in accordance with Uniform System of Accounting for Lodging Industry in hotels : [10]

(a) **Net Revenue :**

Rooms ₹ 11,00,000; Food & Beverages ₹ 8,25,000; Telecommunications ₹ 16,500; M.O.D. ₹ 38,500.

(b) **Payroll and related expenses :**

Rooms ₹ 1,65,000; Food & Beverages ₹ 1,37,500; Telecommunications ₹ 1,100; M.O.D. ₹ 5,500; Administration ₹ 99,000; Marketing ₹ 27,500; Property operation and Maintenance ₹ 19,250.

(c) **Other Expenses :**

Rooms ₹ 82,500; Food & Beverages ₹ 77,000; Telecommunications ₹ 2,750; M.O.D. ₹ 13,750; Administration ₹ 44,000; Marketing ₹ 24,750; Property operation and Maintenance ₹ 16,500.

(d) **Cost of Sales :**

Food & Beverages ₹ 3,30,000; M.O.D. ₹ 15,400; Telecommunications ₹ 9,900.

(e) **Fixed Charges :**

Rent ₹ 85,250; Insurance ₹ 16,500; Interest ₹ 24,750; Depreciation ₹ 42,900.

(f) Tax @ 40% on profits.

**Note :** M.O.D. means Minor Operating Department.

8. Answer the following questions (any *two*) : [10]

- (a) Explain the term Budget. State the characteristics of budget.
- (b) Explain the factors affecting the working capital.
- (c) What is joint stock company ? State the advantages of a company.

Total No. of Questions—9]

[Total No. of Printed Pages—2

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[5272]-55

**B.Sc. (Hospitality Studies) (V Semester) EXAMINATION, 2017**

**505 : MARKETING MANAGEMENT**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

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

(ii) *All* questions carry equal marks.

1. (a) Explain extended three P's of service marketing. [5]  
(b) Explain consumer behaviour model. [5]
2. (a) Explain internal environment affecting hotel. [5]  
(b) Explain need of market segmentation. [5]
3. (a) Draw and explain concept of product life-cycle in brief. [5]  
(b) Explain any *two* Internal factors influencing pricing. [5]
4. (a) Explain different hospitality products. [5]  
(b) Explain the advantage of Centralised Reservation System and Internet. [5]
5. (a) Enlist any *five* intermediaries used in Hotel. [5]  
(b) Discuss characteristics of advertising. [5]

P.T.O.

6. (a) Explain any *two* types of marketing organization. [5]  
(b) How is customer satisfaction measured in Hotels ? [5]
7. Differentiate between : [10]  
(a) Sales promotion and personal selling  
(b) Marketing and societal marketing concept.
8. Explain various pricing methods used for new product. [10]
9. Write short notes on (any *two*) : [10]  
(a) Economic Environment  
(b) Franchising  
(c) Product Differentiation  
(d) Importance of Branding  
(e) Handling Customer Complaints.

Total No. of Questions—6]

[Total No. of Printed Pages—2

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**[5272]-56**

**B.Sc. (Hospitality Studies) (V Semester) EXAMINATION, 2017**

**506 : HOTEL RELATED LAW**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

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

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

1. Define the following (any *five*) : [10]
  - (i) Consideration
  - (ii) Unfair Trade Practice
  - (iii) Sale
  - (iv) Food
  - (v) Factory
  - (vi) Industry
  - (vii) Wages
  - (viii) Dependent.
  
2. (A) Define contract. Explain essentials of valid contract. [10]  
(B) Explain the procedure for redressal of grievances before District Forum. [10]
  
3. (A) Who is unpaid seller ? Explain the rights of Unpaid Seller. [10]  
(B) Explain the procedure of taking samples under Food Adulteration Act. [10]

P.T.O.



4. (A) Explain the procedure relating to registration of Hotel under Bombay Shops and Establishment Act. [10]
- (B) Write short notes on (any *two*) : [10]
- (1) Occupational disease
- (2) Strike
- (3) Central Board under Water (Prevention and Control) Act of Pollution.
5. (A) Explain any *five* licenses required by a hotel. [10]
- (B) Explain authorised deductions from wages under Payment of Wages Act. [10]
6. (A) When is employer liable to pay compensation under the Workmen's Compensation Act. [10]
- (B) Explain health and safety provisions under the Factories Act. [10]

Total No. of Questions—5]

[Total No. of Printed Pages—2

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**[5272]-61**

**B.Sc. (Hospitality Studies) (VI Semester) EXAMINATION, 2017**

**601 : ADVANCED FOOD PRODUCTION**

**(2008 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

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

(ii) Figures to the right indicate full marks.

1. (a) Plan a 4 course Italian Menu and explain each preparation in brief. Also justify your selection. [5]
- (b) Explain the following culinary terms (any *five*) : [5]
  - (1) Tapas
  - (2) Bakalava
  - (3) Bavarian cream
  - (4) Beurre blanc
  - (5) Wasabi
  - (6) Tahini.
2. (a) Explain step by step the process of manufacturing of edible chocolate. [5]
- (b) Classify kitchen equipments and give *one* example of each. [5]

P.T.O.

- 3.** Differentiate between : [10]
- (1) Commercial paté and paté maison
  - (2) Galentine and Ballotines
  - (3) Fillings and Toppings
  - (4) Churn frozen desserts and still frozen desserts.
- 4.** (a) Write a short note on any *six* garbage disposal methods. [5]
- (b) Discuss the importance of kitchen stewarding department in a five star organisation. [5]
- 5.** (a) Explain the Nouvelle style of presentation of food practised in continental cuisine. [5]
- (b) Explain *five* varieties of truffle. [5]

Total No. of Questions—6]

[Total No. of Printed Pages—2

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**[5272]-62**

**B.Sc. (Hospitality Studies) (VI Semester) EXAMINATION, 2017**  
**602 : ADVANCED FOOD SERVICES AND MANAGEMENT**  
**(2008 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

- N.B. :—** (i) Attempt any *four* questions from the following.  
(ii) Draw diagrams wherever required.  
(iii) *All* questions carry equal marks.  
(iv) Figures to the right indicate full marks.

1. (A) Draw and explain in brief the following formats for beverage control : [8]
  - (i) Bin Card
  - (ii) Purchase order
  - (iii) Good Returned Book
  - (iv) Ullages and Breakages record.
- (B) Write down advantages of training. [2]
  
2. (A) As a Restaurant Manager plan and explain any *three* sales promotions to attract customers. [6]
- (B) List and explain the uses of any *four* equipments in the bar. [4]
  
3. (A) Explain the characteristics of Fast Food and Popular Catering. [6]
- (B) Define Budget and explain its objectives. [4]

P.T.O.

4. (A) Explain the importance of colour and furniture in restaurant planning. [6]  
(B) List and explain in brief any *two* licenses required in opening a restaurant. [4]
5. (A) Write short notes on (any *two*) : [8]  
(i) Catering policy in Industrial Catering  
(ii) Catering considerations in Hotels and Restaurants  
(iii) Sales Budget and Labour Cost Budget.  
(B) Explain in brief any *four* sources of finance for a catering outlet. [2]
6. (A) Explain *two* parts of Bar. [4]  
(B) Write down the advantages of Franchising to Franchisor. [4]  
(C) Explain, what is APC ? [2]

Total No. of Questions—6]

[Total No. of Printed Pages—2

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[5272]-63

**B.Sc. (Hospitality Studies) (Sixth Semester)**

**EXAMINATION, 2017**

**603 : SPECIALIZED ACCOMMODATION MANAGEMENT**

**(2008 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

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

(ii) *All* questions carry equal marks.

(iii) Assume suitable data wherever required.

1. (a) Classify lights and suggest suitable lighting for the front desk. [5]  
(b) Explain the importance of eco-friendly cleaning supplies in Today's world. [5]
2. (a) With the help of a diagram, explain the laundry department in a five-star hotel. [6]  
(b) Draw and explain any *two* types of curtains. [4]
3. Write short notes on the following (any *four*) : [10]
  - (a) Characteristics of soft floorings
  - (b) Importance of MICE
  - (c) MIS and the hotel industry
  - (d) Functions of wall coverings
  - (e) Importance of recycling in hotels.

P.T.O.

4. (a) Draw and explain the following : [6]  
(i) Sales Mix Report  
(ii) Guest History Card  
(b) Explain the role and importance of accessories for a guest room. [4]
5. (a) Explain any *two* colour schemes suitable for a guest room. [5]  
(b) Explain the care and maintenance to be taken for hard floorings. [5]
6. (a) Explain the co-ordination of front office with the sales and marketing department. [5]  
(b) Explain the following terms (any *five*) : [5]  
(i) Rev Par  
(ii) OPL  
(iii) Rent house  
(iv) Blinds  
(v) Floor seals  
(vi) Overbooking  
(vii) Seamstress.

Total No. of Questions—9]

[Total No. of Printed Pages—2

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[5272]-64

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

EXAMINATION, 2017

604 : TOTAL QUALITY MANAGEMENT

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

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

1. Write notes on (any *four*) : [20]
  - (a) Thoughts of Quality Gury : JURAN
  - (b) QMS ISO 9001 : 2000
  - (c) Problem solving tool : Brainstorming
  - (d) Quality circles
  - (e) Internal customers
  - (f) Investors in people.
2. Define quality ? Explain core concepts of TQM. [10]
3. Explain 5 'S' philosophy of Kaizen. [10]
4. Write a detailed note on Business Process Re-engineering. [10]

P.T.O.



5. (a) Define “Cost of quality” and explain Failure cost and Appraisal cost. [5]  
(b) List and explain 5W & 1H theory of Kaizen. [5]
6. Explain Vision, Mission statement in organizational culture and leadership in TQM. [10]
7. (a) Define HACCP. List down the steps of HACCP. [5]  
(b) Explain importance of communication in TQM. [5]
8. With reference to "Green Service Quality" concept explain the term Energy management and Waste management. [10]
9. Write a detailed note on tools used for meeting and managing customer satisfaction in hotel industry. [10]

Total No. of Questions—8]

[Total No. of Printed Pages—2

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**[5272]-65**

**B.Sc. (H.S.) (Sixth Semester) EXAMINATION, 2017**

**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.

1. Write short notes on the following (any *four*) : [20]
  - (a) Types of promotion
  - (b) Causes of indiscipline
  - (c) Duties of HR Manager
  - (d) Stress interview
  - (e) Measures to prevent labour turnover
  - (f) Two regulatory provisions for wage administration.
  
2. Define Job analysis and describe the various steps in Job analysis. [10]
  
3. Explain *four* methods of Training used in hotels. [10]
  
4. Discuss various steps in the selection process of a candidate in the hotel. [10]

P.T.O.

- 5.** Define Grievance. State various causes for grievance in Indian Organizations. [10]
- 6.** Write a Job Specification for a GRE (Guest Relation Executive). [10]
- 7.** Explain the functions of Workers Participation in Management. [10]
- 8.** Explain the Manpower Planning Process in detail. [10]

Total No. of Questions—9]

[Total No. of Printed Pages—2

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**[5272]-66**

**B.Sc. (Hos. Stu.) (Sixth Semester) EXAMINATION, 2017  
ENTREPRENEURSHIP DEVELOPMENT  
(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

**N.B. :** (i) Answer any *seven* questions.  
(ii) *All* questions carry **10** marks.

1. Write short notes on (any *two*) : [5×2=10]
  - (a) Intrapreneur
  - (b) Budgeting
  - (c) Analysis of survey data.
  
2. Define “Entrepreneur”. Explain any *eight* distinguishing characteristics of a successful entrepreneur. [2+8]
  
3. (a) State the concept of entrepreneurship. [2+8]  
(b) Explain the Entrepreneurial process.
  
4. Your locality do not have a “Fast Food Outlet. So, you want to start it. Prepare a questionnaire for market survey (which should have minimum 10 relevant questions) to check the feasibility of your project.
  
5. (a) What is SWOT analysis ?  
(b) Why is it done before starting any business ?  
(c) How would you identify the “Opportunity” aspect of SWOT with reference to the business ? (assume any data/information to support your answer). [3+3+4]

P.T.O.

- 6.** (a) What is resource mobilization ? [2+8]  
(b) How can an entrepreneur mobilize funds for his project ?
- 7.** Explain any *five* problems faced by “WOMEN” entrepreneurs of India. [10]
- 8.** Explain the “Information Gathering Techniques” to assess the market. [10]
- 9.** (a) What is a “Project Report” ?  
(b) What factors must be considered for preparing a good project report ? [2+8]