

Total No. of Questions : 6]

[Total No. of Printed Pages : 2

[3681]-1

B. Sc. (Hospitality Studies) (Semester - I) Examination - 2009

BASIC FOOD PRODUCTION

(2005 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instruction :

Attempt any 4 questions.

Q.1) (A) Explain the terms : (Any Five)

[5x1=05]

- (a) Dum
- (b) Baghar
- (c) Sauté
- (d) Payasam
- (e) Korma
- (d) Raita

(B) Draw a neat labelled diagram of Structure of Egg.

[05]

Q.2) Write short notes : (Any Four)

[10]

- (a) Hygiene in Kitchen
- (b) Importance of First Aid in Kitchen
- (c) Aims and Objectives of Cooking Food
- (d) Role of Sugar in Cooking
- (e) Action of Heat on Starch, Sugar, Fat and Protein

Q.3) (A) Classify Fruits and give 2 examples of each.

[05]

(B) Name any 5 colour pigments found in vegetables.

[05]

Q.4) Explain the terms : (Any Ten)

[10]

- (1) Preparation
- (2) Grating
- (3) Sieving
- (4) Beating
- (5) Blending
- (6) Mashing
- (7) Creaming
- (8) Kneading
- (9) Deboning
- (10) Marination
- (11) Blanching

Q.5) (A) Classify Vegetables and give 2 examples of each.

[05]

(B) List any 2 common accidents in the kitchen and give reasons and precautions for these accidents.

[05]

Q.6) Give local equivalents : (Any Ten)

[10]

- (1) Red Gram
- (2) Yam
- (3) Lentils
- (4) Mushroom
- (5) Clarified Butter
- (6) Colocassia Leaves
- (7) Pomogranate
- (8) Cottage Cheese
- (9) Saffron
- (10) Cloves
- (11) Bay-leaf
- (12) Bengal Gram

Total No. of Questions : 5]

[Total No. of Printed Pages : 3

[3681]-101

B. Sc. (Hospitality Studies) (Semester - I) Examination - 2009

BASIC FOOD PRODUCTION

(June 2008 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

- (1) Attempt **any four** questions.*
 - (2) All questions carry equal marks.*
 - (3) Neat diagram must be drawn wherever necessary.*
-

Q.1) Explain the following terms :

[10]

- (1) Paring
- (2) Shredding
- (3) Mashing
- (4) Evaporation
- (5) Sprouting
- (6) Cutting in
- (7) Kneading
- (8) Pressing
- (9) Bhurta
- (10) Khorma
- (11) Halwa
- (12) Shortening

- Q.2)** (A) What are the safe practices that one would follow while handling food ? [03]
- (B) Give advantages and disadvantages of Steel as a Metal used in Cooking Equipments. [03]
- (C) Explain duties and responsibilities of the following :
(Any Two) [04]
- (a) Executive Chef
- (b) Chef Saucier
- (c) Chef Tournant
- Q.3)** (A) What is Rennet ? [01]
- (B) What is Rendering of Fat ? [02]
- (C) What are various types of Milks available in Local Market ? [03]
- (D) Classify Fruits with two examples of each. [04]
- Q.4)** (A) List four disadvantages of Charcoal used as Fuel in Catering Industry. [02]
- (B) Explain various types of accidents that occur in a Kitchen. [04]
- (C) State **any two** uses of the following Cereals : [04]
- (a) Barley
- (b) Oats
- (c) Rye
- (d) Maize
- Q.5)** (A) Match the following : [02]
- (a) Root – Fenugreek
- (b) Stem – Brinjal
- (c) Fruity – Radish
- (d) Leafy – Asparagus

(B) Write any four functions of Egg in Food Production. [04]

(C) Answer in a sentence : (**Any Four**) [04]

- (a) What is Golden Syrup ?
 - (b) Name Protein present in Milk.
 - (c) Name any two sources of Sugar.
 - (d) Name any four Indian Herbs.
 - (e) Name any two Bread Spreads.
-

Total No. of Questions : 6]

[Total No. of Printed Pages : 2

[3681]-102

B. Sc. (Hospitality Studies) (Semester - I) Examination - 2009

FOOD AND BEVERAGE SERVICE

(June 2008 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

- (1) Q. No. 1 is compulsory. Attempt **any three** of the remaining.*
 - (2) All questions carry equal marks.*
 - (3) Illustrate your answers with suitable sketches wherever necessary.*
-
-

Q.1) Explain the following terms :

[10]

- (1) Supper
- (2) Brunch
- (3) Cafeteria
- (4) Still Room
- (5) Sorbet
- (6) Bisque
- (7) Caviare
- (8) A'la Carte
- (9) Fromage
- (10) Kiosk

- Q.2)** Differentiate between : (**Any Two**) **[10]**
- (a) Tray Service and Gueridon Service
 - (b) American Service and French Service
 - (c) English Service and Russian Service
- Q.3)** (A) List and explain important considerations for Menu Planning. **[05]**
- (B) Give Menu for English Breakfast. **[05]**
- Q.4)** (A) List and explain any five attributes of Waiting Staff. **[05]**
- (B) Give/explain any two methods of Cleaning Silver. **[05]**
- Q.5)** Give Cover and Accompaniment for : **[10]**
- (a) Smoked Salmon
 - (b) Minestrone
 - (c) Pomfret a l'orly
 - (d) Mouton rôti
 - (e) Pomme au four
- Q.6)** (A) List and give uses of any five special equipments used in Still Room. **[05]**
- (B) Enlist advantages of Automatic Vending. **[05]**
-

Total No. of Questions : 3+3]

[Total No. of Printed Pages : 2

[3681]-103

B. Sc. (Hospitality Studies) (Semester - I) Examination - 2009

BASIC ROOMS DIVISION

(June 2008 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

- (1) Attempt **any two** questions from each section.*
 - (2) All questions carry equal marks.*
 - (3) Draw neat diagram/chart wherever necessary.*
-
-

SECTION - I

Q.1) (A) Explain the following terms : (Any Five)

[05]

- (a) Hospitality Room
- (b) V
- (c) Studio Room
- (d) HWC
- (e) VIP
- (f) Squeeze
- (g) Valet

(B) How does Housekeeping Department co-ordinate with :

[05]

- (a) Front Office
- (b) Restaurant

Q.2) (A) Suggest a suitable cleaning agent for : [05]

- (1) Telephone
- (2) Copper Article
- (3) Laminated Surface
- (4) EPNS
- (5) Glass Surface

(B) List any 10 responsibilities of Room Attendant. [05]

Q.3) (A) Draw layout of Housekeeping Department and explain functions of any one section. [05]

(B) Write essential attributes required by Housekeeping Staff. [05]

SECTION - II

Q.1) (A) Explain the following terms : (Any Five) [05]

- (a) Black List
- (b) GIT
- (c) AP
- (d) Left Luggage
- (e) Bell Desk
- (f) Crib Rate
- (g) Hollywood Twin

(B) List any 10 equipments used in Front Office Department. [05]

Q.2) (A) How are hotels classified ? [05]

(B) Explain procedure for Handling Mails for Future Guest. [05]

Q.3) (A) What is Paging ? What are various methods of Paging ? [05]

(B) Write any five responsibilities of : [05]

- (a) Reception Clerk
- (b) Telephone Operator

Total No. of Questions : 6]

[Total No. of Printed Pages : 2

[3681]-104

B. Sc. (Hospitality Studies) (Semester - I) Examination - 2009

COMPUTER FUNDAMENTALS

(June 2008 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

- (1) Attempt *any four* questions.
 - (2) All questions carry equal marks.
-

- Q.1)** (A) Define Application Software and give names of any three Application Softwares. [04]
- (B) Discuss Autofill Feature in MS-Excel. [03]
- (C) Give steps to hide, delete and insert a slide in Power Point. [03]
- Q.2)** (A) Explain REN command in DOS. [03]
- (B) Give Menu command for the following in MS-Word : [04]
- (1) Copy
- (2) Save - As
- (C) Give steps to insert a movie clip in Power Point. [03]
- Q.3)** (A) Discuss the following terms of DBMS : [03]
- (1) Record
- (2) Field
- (3) Table
- (B) Explain role of MODEM in detail. [05]
- (C) Give steps to sort data in MS-Excel. [02]

- Q.4)** (A) Explain various Page Setup Options in File Menu of MS-Word. [03]
(B) Explain the following functions in MS-Excel : (**Any Two**) [04]
(1) SUM
(2) AVERAGE
(3) MIN
(4) LOWER
(C) What is Browser ? Give names of any 2 browsers. [03]
- Q.5)** (A) What is ERP ? Explain in detail. [04]
(B) What is purpose of MS-Access ? Explain with example. [03]
(C) Give any three features of Windows Operating System. [03]
- Q.6)** (A) Explain **any one** of the following : [04]
(a) LAN Vs. MAN
(b) RAM Vs. ROM
(B) Explain RD command of DOS with example. [02]
(C) What is meant by Data Types ? Give names of any three data types used in MS-Access. [04]
-

Total No. of Questions : 7]

[Total No. of Printed Pages : 3

[3681]-105

B. Sc. (Hospitality Studies) (Semester - I) Examination - 2009

CATERING SCIENCE

(June 2008 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

- (1) *Question No. 1 is compulsory.*
 - (2) *Attempt **any four** questions from Q. Nos. 2 to 7.*
 - (3) *Draw neat diagrams wherever necessary.*
-

Q.1) Define the terms alongwith their relevance in Food Industry :

(Any Five)

[10]

- (a) Hygiene
- (b) pH
- (c) Cross-contamination
- (d) Desirable Browning
- (e) Smoke Point
- (f) Danger Zone
- (g) Relative Density (R.D.)

Q.2) (A) Answer the following : (Any Five)

[10]

- (a) Differentiate between Food Poisoning and Food Infection alongwith suitable example.
- (b) How do Bacteria Reproduce ?
- (c) Explain term 'Sol' and 'Gel' giving suitable example.
- (d) Name two Micro-organisms useful in Dairy Industry.
- (e) "Food should be purchased from authorized shops only." Justify.
- (f) Why finger rings should not be worn by food handler while working in Kitchen ?

(B) Explain role of heat in controlling growth of Micro-organisms. [05]

[3681]-105

1

P.T.O.

- Q.3)** (A) Explain importance of Rest, Recreation and Exercise for Food Handler. [05]
- (B) Explain Non-bacterial Metal Poisoning alongwith suitable example. [05]
- (C) Write Ideal Storage Temperatures for : [05]
- (a) Meat
 - (b) Dairy Products
 - (c) Fruits
 - (d) Sea Foods
 - (e) Egg and Poultry
- Q.4)** (A) Define the term 'Food Additives'. Name any three categories of additives alongwith suitable examples of each. [05]
- (B) What points should be kept in mind while selecting 'Protective Clothing' ? [05]
- (C) Name Adulterants and the Test to detect them in following Food Stuffs : [05]
- (a) Milk
 - (b) Turmeric
 - (c) Coffee
 - (d) Sugar
 - (e) Semolina
- Q.5)** (A) Write a short note on Hazard Analysis Critical Control Point [HACCP]. [05]
- (B) Discuss any five natural toxins present in food and how they can be avoided ? [05]
- (C) Discuss 'Shigellosis' giving the following details : [05]
- (a) Name of Micro-organism
 - (b) Two Modes of Transmission
 - (c) Two Methods to Control Food Poisoning

- Q.6)** (A) Discuss Concept of Undesirable Browning. How it can be prevented ? [05]
- (B) Mention two Spoilage Indicators for the following : [05]
- (a) Fruit Juices
 - (b) Canned Foods
 - (c) Fish
 - (d) Milk
 - (e) Egg
- (C) Give any two measures for controlling Flies, two measures for controlling Cockroaches and one control measure for Rodents. [05]
- Q.7)** (A) Explain any two Food Standards in India. [05]
- (B) Discuss Morphology of Fungi. [05]
- (C) Discuss 'Amoebic Dysentery' giving the following details : [05]
- (a) Name of Organism
 - (b) Sources of Contamination
 - (c) Any two Control Measures
-

Total No. of Questions : 8]

[Total No. of Printed Pages : 2

[3681]-106

B. Sc. (Hospitality Studies) (Semester - I) Examination - 2009

COMMUNICATION FUNDAMENTALS

(June 2008 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

- (1) *Question Nos. 1 and 5 are compulsory. Attempt any 2 questions out of the remaining 3 from each section.*
- (2) *Figures to the right indicate full marks.*
- (3) *Assume suitable data wherever required.*

SECTION - I

Q.1) (A) Identity the five basic elements of communication process in the following situation and explain each element : **[10]**

All members of the family sit before the TV set. It is time for the news telecast. The news reader begins with the headlines and goes on to read the news in detail. The weather report is presented by the news reader giving a smile, wishes the viewer goodnight. Some members sit discussing the main issues in the news.

(B) What do you understand by 'Barriers' to Communication ? Explain any two barriers that disturb the smooth flow of communication. **[05]**

Q.2) Draft a notice as a Restaurant Manager to all the employees of hotel informing them about the food festival going to be held in the hotel. Write the agenda which will be discussed in the meeting. Assume suitable data. **[10]**

Q.3) A guest has organized a function in a hotel banquet venue. He has complained about the food and service. As a Banquet Manager draft a letter of apology to the guest. Relevant data should be assumed. **[10]**

- Q.4)** Write a letter of order from Executive Housekeeper to the Supplier of bed linen ordering as per the quotation of the Supplier. Assume suitable data. [10]

SECTION - II

- Q.5)** (A) What are the advantages and disadvantages of Written Communication ? [05]
- (B) Write short notes : [05]
- (1) Gesture
- (2) Eye Contact
- (C) Hotel Grand Hyatt, Fort, Mumbai needs a candidate for the post of 'Receptionist' with pleasing personality. The advertisement was published in 'Indian Express' dated 30th November, 2009. The aspirant should be familiar with the handling of Fax Machine, a computer literate and must have a good command of English, Marathi and Hindi. [05]
- Q.6)** Write a detailed report as a Assistant Manager to the Manager about the accident which took place in your hotel, giving the following details : [10]
- (a) What caused the accident ?
- (b) Extent of Damage
- (c) Recommendations / Preventive measures to be adopted.
- Q.7)** What points a speaker must consider while preparing for a speech ? Explain with the help of Presentation Plan and Voice Modulation. [10]
- Q.8)** Explain the Golden Rules of Telephone Technique in detail. [10]
-

Total No. of Questions : 6]

[Total No. of Printed Pages : 2

[3681]-2

B. Sc. (Hospitality Studies) (Semester - I) Examination - 2009

FOOD AND BEVERAGE SERVICE

(2005 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

- (1) Answer **any four** questions.*
 - (2) All questions carry equal marks.*
 - (3) Draw neat sketches wherever required.*
-
-

Q.1) Specify sectors under which the followings are classified ?

[10]

- (1) Industrial Catering
- (2) Fast Food Outlets
- (3) Bistro on M. G. Road
- (4) Educational Institute Canteen
- (5) IRCTC Pantry Car Services
- (6) Service Apartment Catering
- (7) ODC on the Lawn
- (8) Cocktail Party in Picnics
- (9) Birthday Kitty Parties
- (10) Lobby Service at Guest House

Q.2) Verify and illustrate services provided in :

[10]

- (a) In-room Dining Service
- (b) Poolside Party Service
- (c) Dance and Dine Service
- (d) Early Evening Supper
- (e) Bed Tea Elevenses

[3681]-2

1

P.T.O.

Q.3) Discuss :

- (a) Baize Cloth, Slip Cloth, Table Cloth, Napkin, Seniettle Sizes [05]
- (b) Uses of Salad Bowl, Soup Bowl, Sugar Bowl, Finger Bowl. [05]

Q.4) (A) Clarify and suggest what is exchanged between : [04]

- (a) F and B Service Department and Accounts Department
- (b) F and B Service Department and Purchase Department
- (B) Detail Job of a Captain/Catering Officer. [04]
- (C) Why breakfast buffet are becoming popular than those served in the rooms ? [02]

Q.5) Explain : [10]

- (1) Valet Service at the Lounge
- (2) Drive Inn Services of Supper
- (3) Dietary Requirements for Lunch
- (4) Butler Service for Dinner
- (5) Duty Roaster for Brunch
- (6) Stock taking in the night shift
- (7) Waiting time for Bed Tea
- (8) Crumb down service at the table
- (9) Vegan Meals Package
- (10) Three Finger Clearance

Q.6) Write short notes : (Any Five) [10]

- (a) Take Away Counter Service
- (b) Corridor Service
- (c) Dispense Bars
- (d) Trolley Service
- (e) Examples of Sorbet, Roti and Legumes
- (f) Deluxe Horsd'oeuvres

Total No. of Questions : 4]

[Total No. of Printed Pages : 2

[3681]-201

B. Sc. (Hospitality Studies) (Semester-II) Examination - 2009

FOOD PRODUCTION PRINCIPLES

(June 2008 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instruction :

- (1) Attempt **all four** questions.
- (2) All questions carry equal marks.
- (3) Draw diagrams wherever required.

Q.1) Answer the following questions :

- (a) Differentiate between Shallow Frying and Deep Frying. [02]
- (b) What are the advantages of Microwave Cooking ? [03]
- (c) Classify Cooking Methods with examples. [05]

Q.2) Write answers in brief : [10]

- (a) What is Stock ? Give rules of making Stock.
- (b) Give 2 derivatives of all 5 Mother Sauces.
- (c) What are the rectification methods for Curdled Mayonnaise ?
- (d) Match of following :

Petite Marmite	–	Shri Lanka
Savoury Custard	–	Spain
Gazpacho	–	France
Strips of Savoury Pancakes	–	Consommé Royale
Mulligattany	–	Consommé Celestrine

Q.3) Write short notes : (Any Four)

[10]

- (a) Accompaniments and Garnishes
- (b) Desirable Textures
- (c) Role of Shortening Agents used in Bread Making
- (d) Role of Raising Agents used in Bread Making
- (e) Straight Dough Method

Q.4) Explain the following terms : (Any Ten)

[10]

- (1) Bouquet Garnie
- (2) Florentine
- (3) Payasam
- (4) De Glaze
- (5) Yeast
- (6) Poaching
- (7) Baste
- (8) Aspic
- (9) Rechauffe
- (10) Consommé Carmen
- (11) Knock Bock
- (12) Sabayon
- (13) Panoda
- (14) Pachodi

Total No. of Questions : 6]

[Total No. of Printed Pages : 2

[3681]-202

B. Sc. (Hospitality Studies) (Semester-II) Examination - 2009

FOOD AND BEVERAGE OPERATIONS

(June 2008 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

- (1) Attempt *any four* questions.
 - (2) All questions carry equal marks.
 - (3) Draw suitable sketches wherever required.
-
-

Q.1) (A) With the help of neat format explain any one form maintained in Room Service Department. **[04]**

(B) Explain uses of following ingredients in Beer Manufacturing Process : **[04]**

- (a) Hops
- (b) Water

(C) List four International Brands of Bottled Beer. **[02]**

Q.2) (A) With the help of format explain the following KOT's : **[06]**

- (a) Supplement KOT
- (b) Suivant KOT

(B) Explain the following terms : **[04]**

- (a) Tisanes
- (b) Monks Coffee
- (c) Grenadine
- (d) Squash

- Q.3)** (A) Draw classification chart of Fermented Alcoholic Beverages with an example of each. [04]
- (B) Explain the following types of Buffets : [04]
- (a) Display Buffet
- (b) Breakfast Buffet
- (C) Explain Method of Presentation of Bill. [02]
- Q.4)** (A) Differentiate between : [06]
- (a) Triplicate System and Duplicate System of order-taking
- (b) Ale and Lager
- (B) Explain Buffet Table Set-up with the help of a neat diagram. [04]
- Q.5)** (A) List Methods of Bill Settlement and explain any one. [04]
- (B) Why is Time Management important in In-room Dining Service ? [04]
- (C) Explain the following terms : [02]
- (a) Sake
- (b) Cider
- Q.6)** (A) Draw flowchart of the Movement of K.O.T. and B.O.T. in Restaurant Operations. [04]
- (B) Explain Room Service Order-taking Procedure. [06]
-

Total No. of Questions : 3+3]

[Total No. of Printed Pages : 2

[3681]-203

B. Sc. (Hospitality Studies) (Semester-II) Examination - 2009

ROOM DIVISION SERVICE

(June 2008 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

- (1) Answers **any 2** questions from each section.*
 - (2) Neat charts, diagram to be drawn wherever necessary.*
 - (3) Both the sections to be written on one answer-book.*
-
-

SECTION - I

- Q.1)** (A) Write down any four cleaning tasks which are required in Restaurant Areas. **[05]**
- (B) Give purpose of the following Record Registers : **[05]**
- (1) Baby Sitting Register
 - (2) Room Status
 - (3) Lost and Found Slip
 - (4) Work Card
 - (5) Log Book
- Q.2)** (A) With the help of a flowchart, explain Work Routine for a Floor Supervisor. **[05]**
- (B) What is Second Service ? **[02]**
- (C) What Amenities are Placed in a VIP Room ? **[03]**

- Q.3)** (A) Why Key Control is important for Housekeeping Staff ? [05]
(B) Explain the following terms : (**Any Five**) [05]
- (1) Lanai
 - (2) Dirty Dozen
 - (3) Hollywood Twinbed
 - (4) Lobby
 - (5) Miter Corner
 - (6) Gate Pass
 - (7) Bolster
 - (8) Guest Takeaway

SECTION - II

- Q.1)** Differentiate between the following : (**Any Four**) [10]
- (a) Modes and Sources
 - (b) Conventional Chart and Density Chart
 - (c) Guaranteed Reservation and Non-guaranteed Reservation
 - (d) Express Check-out and Late Check-out
 - (e) Travellers Cheque and Travel Agent Voucher
- Q.2)** (A) What are different methods of Payment ? [05]
(B) Draw format of Notification Slip or Safe Deposit Slip. [03]
(C) What is Rooming a Guest ? [02]
- Q.3)** (A) What procedure you will follow if a walk-in arrives with a Scanty Baggage ? [05]
(B) Write a short note on Pre-arrival Procedure for Group Booking. [05]

Total No. of Questions : 10]

[Total No. of Printed Pages : 2

[3681]-204

B. Sc. (Hospitality Studies) (Semester-II) Examination - 2009

TRAVEL AND TOURISM

(June 2008 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

*(1) Answer **any seven** questions out of **ten**.*

(2) All questions carry equal marks.

Q.1) Define the following terms : (Any Five)

[2x5=10]

- (a) MICE
- (b) Passport
- (c) FOREX
- (d) DOT
- (e) ASI
- (f) Tourist
- (g) VFR

Q.2) Explain impact of tourism w.r.t. : (Any Two)

[5x2=10]

- (a) Environmental
- (b) Economic
- (c) Socio-cultural

Q.3) Define Guide. List out qualities of a Professional Guide. [10]

Q.4) Write short notes : (Any Two) [5x2=10]

- (a) Cruiselineer
- (b) Eco-tourism
- (c) Health Tourism

Q.5) What is Itinerary ? Plan an itinerary for Group of Foreigners visiting State of Kerala for 7 days. [10]

Q.6) Explain roles of Travel Agents / Tour Operators in promotion of Tourism. [10]

Q.7) List out and explain functions of the following organisations : (Any Two) [5x2=10]

- (a) IATA
- (b) TAAI
- (c) PATA
- (d) ITDC

Q.8) List out and explain different types of Tourism. [10]

Q.9) Define Package Tours. Explain each of them in brief. [10]

Q.10) Explain documentation formalities necessary for Travelling Abroad. [10]

Total No. of Questions : 7]

[Total No. of Printed Pages : 3

[3681]-205

B. Sc. (Hospitality Studies) (Semester-II) Examination - 2009

CATERING SCIENCE

(June 2008 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instruction :

*Q. No. 1 is compulsory. Attempt **any four** questions from
Q. Nos. 2 to 7.*

Q.1) Define : (Any Five)

[10]

- (a) Balanced Diet
- (b) Proteins
- (c) Oedema
- (d) Health
- (e) Hydrogenation of Oil
- (f) Empty Calories

Q.2) (A) Give reasons : (Any Five)

[10]

- (a) High Fibre Diet is recommended for patients suffering from constipation.
- (b) We should consume germinated pulses and fermented foods.
- (c) The Biological Value of Dal and Rice increases when it is consumed together.
- (d) Cooking Soda should not be added while cooking food.
- (e) Consumption of different types of oils is preferable.
- (f) Salty Lemon Water should be taken if we sweat a lot in summer.

- (B) The diet provides 2,000 kcal. Out of this 300 gm is carbohydrate content. The energy provided by protein is 250 kcal. Calculate fat content of the Diet. [05]
- Q.3)** (A) List 4 important foods to be recommended for patients suffering from the following diseases and give reasons for your choice of food : [10]
- (1) Diabetes Mellitus
 - (2) Diarrhoea
 - (3) Atherosclerosis
 - (4) Fever and Infection
 - (5) Kidney Disease
- (B) Define 'Rancidity of Oil'. How will you prevent it ? [05]
- Q.4)** (A) Plan a well balanced vegetarian lunch menu for a sedentary man, aged 40 years, using basic 5 food groups. Explain importance of avoiding junk foods. [10]
- (B) List 5 foods which belong to the protective food groups, stating reasons for your choice. [05]
- Q.5)** (A) Enlist 10 essential Amino Acids needed for an infant. [10]
- (B) Discuss Calcium under the following headings :
- (1) Two functions [02]
 - (2) Any two food sources [01]
 - (3) Names of the deficiency diseases and one symptom of each [02]

- Q.6)** (A) How can you conserve Water Soluble Vitamins while cooking food ? [10]
- (B) Discuss Vitamin A under the following headings :
- (a) Two functions [02]
 - (b) Any two food sources [01]
 - (c) Names of the deficiency diseases and one symptom of each. [02]
- Q.7)** (A) Explain the following : (Any Two) [10]
- (a) Functions of Carbohydrates
 - (b) Effect of Heat on Proteins
 - (c) Ill-effects of excess consumption of fat on human body.
- (B) Match the following : [05]
- | | | | |
|-----|-----------|---|----------------|
| (a) | Niacin | – | Goitre |
| (b) | Iron | – | Pellagra |
| (c) | Iodine | – | Anaemia |
| (d) | Vitamin D | – | Nightblindness |
| (e) | Vitamin A | – | Beri-beri |
| | | | Osteoporosis |
-

Total No. of Questions : 7]

[Total No. of Printed Pages : 6

[3681]-206

B. Sc. (Hospitality Studies) (Semester-II) Examination - 2009

COMMUNICATION SKILLS - II (OLD)

BASIC FRENCH FOR HOTEL INDUSTRY (NEW)

(2005 and 2008 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instruction :

All questions are compulsory and carry equal marks.

Q.1) (A) Conjuguez les verbes au présent : (Any Five) [05]

Conjugate the verbs in present tense :

- (1) Vous _____ (couper) des légumes.
- (2) Nous _____ (manger) le gâteau.
- (3) Je _____ (être) étudiant.
- (4) Vous _____ (finir) le travail.
- (5) Je _____ (se coucher) à 22h.
- (6) _____ (ajouter) du sel.
- (7) Nous _____ (danser) toute la nuit.
- (8) Je _____ (venci) de Satara.

(B) Écrivez la date : (Any Two) [02]

Write the date :

- (1) Wednesday 4/3/2009
- (2) Tuesday 25/5/2003
- (3) Sunday 6/4/1965

(C) Quelle heure est-il ? (**Any Three**)

[03]

What time is it ?

- (1) 12.15 a.m.
- (2) 3.06 p.m.
- (3) 11.45 p.m.
- (4) 9.30 a.m.
- (5) 7.20 a.m.
- (6) 8.00 p.m.

Q.2) (A) Écrivez les nombres en lettres : (**Any Six**)

[03]

Write the nos. in words :

- (1) 100
- (2) 65
- (3) 19^e
- (4) 80
- (5) 18
- (6) 25^e
- (7) 16
- (8) 35^e
- (9) 75
- (10) 50

(B) Mettez le bon mesure. (**Any Four**)

[02]

Put in the correct measure :

- (1) _____ de bananes.
- (2) _____ d'huile.
- (3) _____ de lait.
- (4) _____ de pain.
- (5) _____ de tissu.
- (6) _____ de sucre.
- (7) _____ de tomates.
- (8) _____ de vin.

(C) Traduisez en anglais : (Any Five)

[05]

Translate into English :

- (1) Je m'appelle Pravin.
- (2) Apportez-moi le menu.
- (3) Un sandwich pour moi et le café pour mon ami.
- (4) J'habite à Pune.
- (5) J'ai 22 ans.
- (6) Il fait beau en été.
- (7) J'aime le cricket.
- (8) Je suis le cours de l'hôtellerie.

Q.3) (A) Lièz A avec B et récrivez :

[10]

Match A with B and rewrite :

'A'

'B'

- | | |
|------------------------------------|-------------------------|
| (1) Au revou | (a) Congratulations |
| (2) S'il vous plaît | (b) What is your name ? |
| (3) Asseyez-vous | (c) I am sorry. |
| (4) Felicitations | (d) You are welcome. |
| (5) Je suis désolé | (e) Thank you. |
| (6) Comment
vous appelez-vous ? | (f) Good bye. |
| (7) Avec plaisir | (g) Excuse me |
| (8) De rien | (h) Sit-down |
| (9) Merci | (i) Please |
| (10) Excusez-moi | (j) With pleasure |

Q.4) (A) Nommez le chef : (Any Three) [03]

Name the chef :

- (1) Prépare des hors d'oeuier, des sauces froides, le buffet froid.
- (2) Prépare des légumes et des garnis.
- (3) Prépare des rôtis.
- (4) Prépare des sauces.
- (5) S'occupe des potages, des soupes

(B) Expliquez des termes en anglais : (Any Seven) [07]

Explain the terms in English :

- (1) vius de paille
- (2) doux
- (3) sec
- (4) brut
- (5) dépêchez-vous
- (6) fourchette
- (7) table
- (8) nappe
- (9) soucoupe
- (10) AOC

Q.5) (A) Planifiez un menu français de 5 cours en donnant un exemple de chaque cours. [05]

Plan a french meau of 5 courses giving one example of each course.

(B) Nomarez deux vius d'Alsace. [02]

Name 2 wines from Alsace.

(C) Nomarez 3 champagne. [03]

Name 3 champagnes.

Q.6) (A) Donnez des équivalents en anglais : (Any Five) [05]

Give equivalents in English :

- (1) mouton
- (2) veau
- (3) menthe
- (4) l'orge
- (5) chou-fleur
- (6) gibier
- (7) cabillaud
- (8) okra

(B) Donnez des équivalents en français : (Any Five) [05]

Give equivalents in French :

- (1) fish
- (2) goose
- (3) poultry
- (4) rice
- (5) flour
- (6) milk
- (7) butter milk
- (8) mango

Q.7) Expliquez des termes en anglais : (Any Ten) [10]

- (1) Blini
- (2) Du jour
- (3) Crudités
- (4) Doré

- (5) Panada
 - (6) Caviar
 - (7) Champignous
 - (8) Bouquet Garni
 - (9) Zeste
 - (10) Tronçon
 - (11) Terrive
 - (12) Quiche
 - (13) Nouvelle Cuisine
 - (14) Mornay
-

Total No. of Questions : 4]

[Total No. of Printed Pages : 2

[3681]-21

B. Sc. (Hospitality Studies) (Semester-II) Examination - 2009

FOOD PRODUCTION PRINCIPLES

(2005 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

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

Q.1) Explain the following terms :

[10]

- (1) Convection
- (2) Au Four
- (3) Au Gratin
- (4) Glaze
- (5) Demi-Glaze
- (6) Emulsification
- (7) Basting
- (8) Braising
- (9) Stewing
- (10) Baugette
- (11) Pachadi
- (12) Garde Manger

- Q.2)** (A) What is Classical Brigade of Kitchen ? Give duties and responsibilities of Chef de Rotissiere and Chef de Entremetiere. [04]
- (B) What are Heavy Equipments ? Explain any two Heavy Equipments used in Kitchen. [03]
- (C) Classify Soups with 2 examples of each. [03]
- Q.3)** Write short notes : (Any Four) [10]
- (a) Raising Agents
- (b) Moist Heat Cooking Methods
- (c) Fuels used in Cooking
- (d) No Time Dough Method
- (e) Mother Sauces
- Q.4)** (A) What precautions are to be taken for Care and Maintenance of the following equipments ? [03]
- (a) Refrigerator
- (b) Oven
- (c) Mixer
- (B) Explain any 2 steps in Bread Making from the following : [03]
- (a) Knock Back
- (b) Proving
- (c) Kneading
- (C) Differentiate between Garnishes and Accompaniments. [02]
- (D) Give 1 litre recipe of Velouté Sauce. [02]
-

Total No. of Questions : 6]

[Total No. of Printed Pages : 2

[3681]-22

B. Sc. (Hospitality Studies) (Semester-II) Examination - 2009

FOOD AND BEVERAGE OPERATIONS

(2005 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

*(1) Solve **any four** questions.*

(2) All questions carry equal marks.

-
-
- Q.1)** (A) Explain objectives of F and B Control System. **[05]**
(B) Classify Non-alcoholic Beverages with suitable examples of each type. **[05]**
- Q.2)** (A) Write in detail about Manufacturing of Beer. **[08]**
(B) Give 2 brands each of Cigar and Cigarettes. **[02]**
- Q.3)** Differentiate between :
(a) Pot Still and Patent Still **[05]**
(b) Top Fermented Beer and Bottom Fermented Beer **[05]**
- Q.4)** (A) Draw flowchart of Movement of K.O.T. **[05]**
(B) Explain working of Patent Still in brief. **[05]**
- Q.5)** (A) Draw and explain Retour - Enplace K.O.T. **[05]**
(B) What are the parts of Cigar ? **[03]**
(C) Name 4 International Brands of Beer. **[02]**

Q.6) Explain the following :

[10]

- (a) Sake
 - (b) Cider
 - (c) N. C. K.O.T.
 - (d) Irish Coffee
 - (e) E.C.R.
 - (f) Madura
 - (g) Casis
 - (h) Earl Gray
 - (i) Petit Corona
-

Total No. of Questions : 6]

[Total No. of Printed Pages : 2

[3681]-23

B. Sc. (Hospitality Studies) (Semester-II) Examination - 2009

ROOMS DIVISION SERVICES

(2005 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

- (1) Attempt **any 2** questions from each section.*
 - (2) All questions carry equal marks.*
-
-

SECTION - I

Q.1) (A) Define the following terms : (Any Five) [05]

- (1) Master Key
- (2) VIP Room
- (3) Log Book
- (4) Second Service
- (5) Penthouse
- (6) Sleeper

(B) State precautions that the GRA should take while cleaning an under repair room. [05]

Q.2) (A) Explain in detail Spring Cleaning Procedure of a guest room. [05]

(B) What is Computerised Key Card ? Explain importance of Key Control. [05]

Q.3) (A) Explain Lost and Found Procedures for Guest Articles with a format. [05]

(B) Write short notes : [05]

(a) Control Desk

(b) Weekly Cleaning

SECTION - II

Q.4) (A) Define the following terms : (Any Five) [05]

(1) Confirmed Reservation

(2) Walk-in

(3) Cancellation

(4) Rooming List

(5) Travel Agent Voucher

(6) Late Charges

(B) Draw and explain Guest Cycle. [05]

Q.5) (A) Explain Check-in of a Foreigner, with the help of a 'C' Form. [05]

(B) What are various methods of Payment ? Explain any 2 in detail. [05]

Q.6) (A) Write short notes : [05]

(a) Express Check-out

(b) Overbooking

(B) What is the importance of Bell Desk ? Explain its various functions. [05]

Total No. of Questions : 7]

[Total No. of Printed Pages : 3

[3681]-25

B. Sc. (Hospitality Studies) (Semester-II) Examination - 2009

FOOD SCIENCE

(2005 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

- (1) Question No. 1 is compulsory.*
 - (2) Attempt **any four** questions from Q. Nos. 2 to 7.*
 - (3) Draw diagrams wherever necessary.*
-
-

Q.1) Define the terms : (Any Five)

[10]

- (1) Hygiene
- (2) Emulsion
- (3) Boiling Point
- (4) Food Additives
- (5) Undesirable Browning in Food
- (6) Smoking Point

Q.2) (A) Explain any five factors affecting growth of Micro-organisms. [05]

(B) Explain importance of Rest, Recreation and Exercise in Catering Industry. [05]

(C) What is the role of Food Standards in India ? Explain any two Food Standards in India. [05]

- Q.3)** (A) Give any five ways to control growth of Micro-organisms in Food. [05]
- (B) Define Cross-contamination. Give any three ways to prevent it. [05]
- (C) Why Pest Control is necessary in Food Industry ? Give any two ways to control for each : [05]
- (1) Flies
- (2) Cockroaches
- Q.4)** (A) Explain requirements needed for the Refrigerated Storage Area. [05]
- (B) Explain concept of danger zone in Catering Industry. [05]
- (C) Explain any five natural toxins occurring in Food. [05]
- Q.5)** (A) Differentiate between Food Poisoning and Food Infection. [05]
- (B) Explain any five Non-bacterial Metal Poisoning in Food. [05]
- (C) List **any two** spoilage indicators for various food stuffs : [05]
- (1) Milk
- (2) Egg
- (3) Fish
- (4) Canned Food
- (5) Spinach
- Q.6)** (A) Give two beneficial effects of Bacteria, two beneficial effects of Yeast and one beneficial effect of Mould respectively. [05]
- (B) Write a short note on Protective Display of Food. [05]
- (C) Explain any Food Additives used in Catering Industry. [05]

Q.7) (A) Explain concept of HACCP in Catering Industry. **[10]**

(B) List common food adulterants and tests to detect them in the following food stuffs : **[05]**

- (1) Sugar
 - (2) Tea
 - (3) Milk
 - (4) Turmeric
 - (5) Semolina
-

Total No. of Questions : 6]

[Total No. of Printed Pages : 3

[3681]-3

B. Sc. (Hospitality Studies) (Semester - I) Examination - 2009

BASIC ROOMS DIVISION

(2005 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

- (1) Attempt **any two** questions from each section.*
 - (2) All questions carry equal marks.*
-
-

SECTION - I

Q.1) (A) Explain the following terms : (Any Five) [05]

- (1) Chamoise
- (2) Drugget
- (3) Vacuum Cleaners
- (4) F.I.T.
- (5) Duplex
- (6) Guest Amenities
- (7) Twin Room

(B) Explain functions of Housekeeping Department. [05]

Q.2) (A) Explain Co-ordination of Housekeeping with Front Office and Security. [05]

(B) Draw organisation chart of a Housekeeping Department in a small hotel. [05]

Q.3) (A) Name Cleaning Agents used for the following articles or surfaces : **[05]**

- (1) Brass
- (2) E.P.N.S.
- (3) Glass
- (4) Wooden Dressing Table
- (5) Laminated Surface

(B) Classify Cleaning Equipments with examples. **[05]**

SECTION - II

Q.4) (A) Explain : **(Any Five)** **[05]**

- (1) E.P.
- (2) Group Rate
- (3) Hotel
- (4) Concierge
- (5) DND
- (6) Efficiency Room
- (7) Master Key

(B) Explain classification of Hotels on the basis of Location and Clientele. **[05]**

Q.5) (A) Draw formats of : **[05]**

- (1) Message Slip
- (2) Luggage Tag

(B) List down any ten equipments used in Front Office Department. **[05]**

- Q.6)** (A) Draw organisation chart of Front Office Department for a medium size hotel. **[05]**
- (B) Write short notes : **(Any Two)** **[05]**
- (1) Paging
 - (2) Black List
 - (3) Meal Plans
-

Total No. of Questions : 4]

[Total No. of Printed Pages : 2

[3681]-301

B. Sc. (Hospitality Studies) (Semester-III) Examination - 2009

QUANTITY FOOD PRODUCTION

(June 2008 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

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

Q.1) Answer the following : (Any Two) [10]

- (a) Explain functions of Larder Chef.
- (b) Classify Fish in tabular form and explain.
- (c) Specify factors affecting Quality of Meat.

Q.2) Answer the following : (Any Two) [10]

- (a) Give Essential Ingredients in Cake Making with their functions in brief.
- (b) Give five types of Sausages with explanation.
- (c) Classify Quantity Food and Beverage Outlets with neat format and explain Welfare Catering.

Q.3) Answer the following : (Any Two) [10]

- (a) Show Cuts of Lamb and their dissection.
- (b) What are the principles to be followed while storing and thawing of Poultry ?
- (c) State and explain Methods of Cake Making.

Q.4) Answer the following : (Any Two)

[10]

- (a) Give basic principles to be followed while presenting Cold Meat Platter.
 - (b) Principles to be followed while Baking.
 - (c) Define the terms : **(Any Five)**
 - (1) Forcemeat
 - (2) Chateaubriand
 - (3) Paupiette
 - (4) Trussing
 - (5) Casings
 - (6) Marinades
 - (7) Gelee
-

Total No. of Questions : 6]

[Total No. of Printed Pages : 2

[3681]-302

B. Sc. (Hospitality Studies) (Semester-III) Examination - 2009

BEVERAGE SERVICES

(June 2008 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

*(1) Solve **any 4** questions.*

(2) All questions carry equal marks.

Q.1) Explain the following terms : (Any Ten)

[10]

- (1) Pernod
- (2) Grappa
- (3) Remuage
- (4) Apple Jack
- (5) Phyloxera
- (6) Bloom
- (7) Lansdale
- (8) Foreshots
- (9) Flor
- (10) Usop
- (11) Green Wine
- (12) Must
- (13) Petillant

- Q.2)** (A) Distinguish between : [04]
(a) Dark Rum and Light Rum (White)
(b) Cognac and Armagnac
(B) Explain - Vinification of Table Wine in detail. [04]
(C) List four brands of Champagne. [02]
- Q.3)** (A) Explain in detail – ‘Pot Still’ Method with diagram. [04]
(B) Explain Estufa System in detail. [04]
(C) Give four Wine Producing Regions of Germany. [02]
- Q.4)** (A) Define Vermouth and explain its types in detail. [04]
(B) Explain Manufacturing of Whisky in detail. [04]
(C) List four Wine Producing Regions from Italy. [02]
- Q.5)** (A) List four Cigar Shapes with sizes and strengths. [04]
(B) Explain Manufacturing of Liqueurs in detail. [04]
(C) List four brands of Fruit Brandies. [02]
- Q.6)** Answer the following : [10]
(a) Name two Indian Red Wines.
(b) Name two Deluxe Scotchs.
(c) Name two Coffee Flavour Liqueurs.
(d) Give two brands of International Vodkas.
(e) Give two brands of International Cigarettes.
(f) Name two brands of White Rums.
(g) Give two brands of Fruit Gins.
(h) Give two Indian Sparkling Wines.
(i) Give two South African Wines.
(j) Give two Indian Brandy Brands.

Total No. of Questions : 3+3]

[Total No. of Printed Pages : 3

[3681]-303

B. Sc. (Hospitality Studies) (Semester-III) Examination - 2009

ACCOMMODATION SERVICES

(June 2008 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

- (1) Attempt **any 2** questions from each section.*
 - (2) All questions carry equal marks.*
 - (3) Draw diagrams wherever necessary.*
-

SECTION - I

Q.1) Explain the terms :

[10]

- (1) Ikebana
- (2) Urn
- (3) Foliage
- (4) Resilience
- (5) Tuft
- (6) Satin Weave
- (7) Textiles
- (8) Calendering
- (9) Linen
- (10) Sanforizing

- Q.2)** (A) Define Contract Cleaning. Explain advantages and disadvantages of Contract. [04]
- (B) Explain procedure adopted by the Security Department. [02]
- (C) Gives sizes for the following linen in inches : [04]
- (a) Queen Size Sheet
- (b) Bath Towels
- (c) Mattress Protector
- (d) Tabel Cloth
- Q.3)** (A) What are different contents of a First Aid Box ? [02]
- (B) What are different types of Pests ? [02]
- (C) Draw and explain Linen Room. [04]
- (D) How do you maintain Plant Material used in Flower Arrangement. [02]

SECTION - II

- Q.1)** Explain the terms : [10]
- (1) Advances
- (2) FHRAI
- (3) Bermuda Plan
- (4) City Ledge
- (5) Demi Pension
- (6) Early Bird
- (7) Cabana
- (8) EP
- (9) Express Checkout

- Q.2)** (A) How do you monitor Credit Limits ? [04]
(B) Draw and explain Revenue Report. [04]
(C) What are the functions of Hospitality Desk ? [02]
- Q.3)** (A) Draw the following format : (**Any Three**) [06]
(a) Guest History Card
(b) Log Book
(c) Daily Report
(d) Discrepancy Report
(B) Explain types of Ledgers. [04]
-

Total No. of Questions : 10]

[Total No. of Printed Pages : 2

[3681]-304

B. Sc. (Hospitality Studies) (Semester-III) Examination - 2009

PRINCIPLES OF MANAGEMENT

(June 2008 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instruction :

Answer any seven questions.

Q.1) Define the following terms : (Any Five) [10]

- (1) Planning
- (2) Decision-making
- (3) Organising
- (4) Staffing
- (5) Leadership
- (6) Communication
- (7) Controlling

Q.2) Define Management. Briefly explain External and Internal Factors that affect Management. [10]

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

Q.4) List and explain types of Plans. [10]

Q.5) Briefly explain characteristics of a Good Leader. [10]

- Q.6)** Explain McGregors Theory 'X' and Theory 'Y'. [10]
- Q.7)** List and explain step by step Decision-making Process. [10]
- Q.8)** Explain Process of Communication. [10]
- Q.9)** Differentiate between : [10]
- (a) Formal Organisation and Informal Organisation
 - (b) Centralised Organisation and Decentralised Organisation
- Q.10)** Write notes : (Any Two) [10]
- (a) Morale
 - (b) Departmentalization
 - (c) Need of Co-ordination
-

Total No. of Questions : 8]

[Total No. of Printed Pages : 5

[3681]-305

B. Sc. (Hospitality Studies) (Semester-III) Examination - 2009

BASIC PRINCIPLES OF ACCOUNTING

(June 2008 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

- (1) Attempt **any six** questions including Q. No. 1 which is compulsory.
- (2) Figures to the right indicate full marks.
- (3) Use of pocket calculator is allowed.

Q.1) Following is the Trial Balance of Kalyani Restaurant as on 31st March, 2009 :

[20]

Debit Balances	Rs.	Credit Balances	Rs.
Land and Building	2,50,000	Creditors	35,500
Restaurant Furniture	42,000	Sales	2,25,000
Debtors	28,500	Purchases Returns	2,000
Opening Stock	25,800	Bills Payable	10,225
Wages	18,850	Commission Received	1,800
Printing and Stationery	1,500	Capital	3,75,000
Discount	250	Loan from Bank	25,700
Purchases	68,000		
Cash in Hand	5,000		
Sales Returns	500		

Debit Balances	Rs.	Credit Balances	Rs.
Kitchen Equipment	1,80,000		
Salaries	22,900		
Telephone Charges	2,200		
Coal, Oil and Fuel	11,100		
Carriage Inwards	2,000		
Postage and Telegram	750		
Bills Receivable	7,250		
Cash at Bank	5,750		
Rent, Rates and Insurance	1,800		
Advertising	700		
Sundry Expenses	375		
	6,75,225		6,75,225

Prepare a Trading A/c. and Profit and Loss A/c. for the year ending 31st March, 2009 and a Balance Sheet as on that date after taking into consideration the following adjustments :

- (1) Depreciate Kitchen Equipment by 10% and Restaurant Furniture by 5%.
- (2) Closing Stock was valued at Rs. 52,000.
- (3) Outstanding Salaries amounted to Rs. 800.
- (4) Staff Meals of Rs. 10,000 were incurred during the year.

Q.2) Write short notes : (Any Two)

[10]

- (a) Types of Cheques
- (b) Dual Aspect Concept
- (c) Importance of Accounting

Q.3) From the following transactions, prepare Journal of Gandharv Co. : [10]

January, 2009

- 1 Gopal started business with cash Rs. 58,000 out of which Rs. 18,000 were borrowed from Bank of Allahabad.
- 3 Paid Rent Rs. 2,500 by cheque.
- 5 Purchased Goods of Rs. 20,000 @ 10% trade discount from Ganapati Stores.
- 10 Proprietor withdrew from bank Rs. 2,000 for personal use.
- 15 Paid Rs. 12,000 to Ganapati Stores by cheque on account.
- 21 Sold Goods of Rs. 8,000 @ 5% trade discount to Geeta Traders and 2% cash discount, half amount received immediately.
- 27 Received Commission by cheque Rs. 550.
- 31 Paid Salaries in cash Rs. 8,000 and Telephone Charges Rs. 375 by cheque.

Q.4) (A) Fill in the blanks : [05]

- (a) The commodity in which a businessman deals in is known as _____.
- (b) Nominal Account is also called _____ Account.
- (c) _____ Debt is called Bad Debt.
- (d) Creditor's Account shows _____ Balance.
- (e) When goods are returned to a supplier, a _____ is issued.

(B) State whether the following statements are **true** or **false** with reasons : [05]

- (a) Discount Column of Three Column Cash Book is never balanced.
- (b) A Bank Reconciliation Statement is prepared at the end of every year.

Q.5) From the following transactions, prepare a Three Column Cash Book of Ramkrishna Palace Resort : **[10]**

April, 2009

- 1 Balance of Cash in hand Rs. 3,550 and Bank Balance Rs. 5,000.
- 3 Deposited Cash into bank Rs. 800.
- 4 Received Cash from Ramlal Rs. 2,220 in full settlement of Rs. 2,250.
- 6 Issued a cheque of Rs. 1,100 to Sameera Traders in full settlement of Rs. 1,110.
- 12 Bank has debited Rs. 50 as charges which are not recorded in Cash Book.
- 23 Cash of Rs. 1,000 was given as donation.
- 27 Purchased Goods of Rs. 1,500 less 1% cash discount.
- 30 Paid Wages Rs. 1,000 by cheque, Petty Expenses Rs. 500 in cash and Electricity Charges Rs. 800 by cheque.

Q.6) (A) Balance of Cash Book and Pass Book of a trader must always be the same. Explain with reference to Bank Reconciliation Statement. **[05]**

(B) With the help of suitable examples, explain classification of Accounts. **[05]**

Q.7) (A) Prepare a Trial Balance as on 31st March, 2009 from the following balances : **[05]**

Particulars	Rs.	Particulars	Rs.
Capital	2,00,000	Debtors	11,800
Plant	1,80,000	Bills Payable	12,500
Goodwill	10,000	Discount Allowed	550
Bank Loan	28,600	Investment	5,000
Rent Payable	8,000	Salaries	3,750
Loan to Akash	25,000	Stock	22,000
Postage	500	Creditors	28,000
Furniture	18,500		

(B) Madhur and Co. gives you the following transactions for the month of October, 2009. Prepare proper subsidiary books : **[05]**

- 1 Bought Goods of Rs. 18,000 @ 5% trade discount from Mamta Stores.
- 3 Bought Goods of Rs. 8,200 from Praveen Bros.
- 8 Sold Goods of Rs. 5,000 to Abha and Co. @ 2.5% trade discount.
- 10 Returned Goods of Rs. 2,000 (gross) to Mamta Stores.
- 17 Abha and Co. returned goods of Rs. 500 (net) to us.

Q.8) Answer the following questions : **(Any Two)** **[10]**

- (a) What is Imprest System of Petty Cash Book ?
 - (b) Give rules of Debit and Credit and also state principles of Double Entry Book-keeping.
 - (c) With the help of suitable example, explain 'Revenue Expenditure'.
-

Total No. of Questions : 4]

[Total No. of Printed Pages : 2

[3681]-306

B. Sc. (Hospitality Studies) (Semester-III) Examination - 2009

HOTEL ENGINEERING

(June 2008 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

- (1) *Answers to the **two** sections should be written in **separate books**.*
 - (2) *All questions carry equal marks.*
 - (3) *Black figures to the right indicate full marks.*
 - (4) *Neat diagrams must be drawn, wherever necessary.*
 - (5) *Use of logarithmic tables, slide rule, Mollier charts, electronic pocket calculator and steam tables is allowed.*
-

SECTION - I

Q.1) Solve any three of the following :

[15]

- (a) What are the objectives of Maintenance ? Write any five.
- (b) Define the terms :
 - (1) Dry Bulb Temperature
 - (2) Humidity
 - (3) Ton of Refrigeration
 - (4) Wet Bulb Temperature
 - (5) Coefficient of Performance
- (c) What are the different adverse effects of Noise Pollution ?
- (d) Explain Solid Waste Management in Hotel Industry.
- (e) Draw an Organisation Structure for 200 guest room offering Food and Beverages Services.

Q.2) Solve any two : [20]

- (a) What are the duties, functions and responsibilities of Maintenance Engineering Department in Hotel Industry ?
- (b) Explain with diagram vapour compressor refrigeration cycle and give examples where it is used.
- (c) List out five properties of refrigerant and draw a diagram for Room Air Conditioner.
- (d) What are the sources of Air and Water Pollution ? Explain their preventive methods.

SECTION - II

Q.3) Solve any three of the following : [15]

- (a) Draw diagram of any one Water Closet and Water Trap.
- (b) Give advantages and disadvantages of Solid and Liquid Fuel.
- (c) Give classification of Fire, their symbols and controlling methods.
- (d) Explain Safety of Door and Valuables.
- (e) Draw diagram for dry chemical fire extinguisher and for which type of fire it is used.

Q.4) Solve any two of the following : [20]

- (a) Explain with diagram Cold and Hot Water Distribution System.
- (b) What is Fuse ? What is its importance and explain various types of fuses used in electric circuit with diagram.
- (c) What are the essential characteristics of Drinking Water ? Explain different methods for Sterilization of Water.
- (d) Calculate electricity bill for the month of May having following electricity load :

(1)	40W tube light	10 Nos.	08 hours/day
(2)	1.5 KW heater	03 Nos.	02 hours/day
(3)	750 W oven	01 No.	02 hours/day
(4)	120 W television	03 Nos.	08 hours/day
(5)	1000 W hair dryer	01 No.	15 minute/day

The Cost of Electricity is Rs. 4.50 per unit.

Total No. of Questions : 5]

[Total No. of Printed Pages : 2

[3681]-31

B. Sc. (Hospitality Studies) (Semester - III) Examination - 2009

QUANTITY FOOD PRODUCTION

(2005 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

- (1) Attempt **any four** questions.*
- (2) All questions carry equal marks.*

-
-
- Q.1)** (A) Explain Classification of Fish with two examples of each and name any four Cuts of Fish. **[05]**
- (B) Give any three factors affecting tenderness of Meat and give any two appropriate Cooking Methods of Meat. **[05]**
- Q.2)** (A) Draw a neat diagram of Cuts of Lamb. Give suggested cooking method for each of them. **[05]**
- (B) Give selection criteria for Poultry and give use of Goose and Turkey in Cookery. **[05]**
- Q.3)** (A) Define Marinades and Brines, giving two examples of each. **[05]**
- (B) Defferentiate between Ham and Gamon. Give any two processing methods for the same. **[05]**
- Q.4)** (A) Explain any two methods of Cake Making in detail. **[05]**
- (B) Write a note on Quantity Food Production and explain Institutional Catering. **[05]**

Q.5) (A) Give characteristics of Convenience Foods and explain in brief any two Processing of Convenience Foods. **[05]**

(B) Explain the following terms : **(Any Five)** **[05]**

- (a) Chenna
 - (b) Gateaux
 - (c) Xacuti
 - (d) Batter
 - (e) Phirnee
 - (f) Chaud Froid
 - (g) Bhatura
-

Total No. of Questions : 6]

[Total No. of Printed Pages : 3

[3681]-32

B. Sc. (Hospitality Studies) (Semester-III) Examination - 2009

BEVERAGE SERVICE

(2005 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

(1) Question No. 1 is compulsory.

*(2) Attempt **any 3** questions from the remaining.*

Q.1) Answer the following terms : (Any Ten)

[10]

- (1) Mistelle
- (2) Zubrowka
- (3) Tequila
- (4) Solera
- (5) Organic Wines
- (6) Estufa
- (7) DOCG
- (8) Congeners
- (9) Chablis
- (10) DOM
- (11) Cava
- (12) Blanc de blanc
- (13) Angostura
- (14) Campari

Q.2) Answer the following : (**Any Five**) **[10]**

- (a) List four Indian Wine Manufacturers.
- (b) List two Brands of Cognac and two Brands of Armagnac.
- (c) List four Brands of Vodka.
- (d) List four Premium Indian Brands of Whisky.
- (e) List four Methods of Making Sparkling Wine.
- (f) List two Brands of Irish Whisky and two Brands of Canadian Whiskey.
- (g) List four Brands of Gin.

Q.3) (A) Explain in brief the Making of Dark Rum. **[04]**

(B) Define Vodka. Enlist four Flavoured Vodka. **[02]**

(C) Distinguish between : **[04]**

- (a) Scotch Whisky and Bourbon Whiskey
- (b) Still Wine and Sparkling Wine

Q.4) (A) List four Wine Faults and four Vine Diseases with brief description. **[04]**

(B) Explain with the help of flowchart - Manufacturing of Red Wine. **[06]**

Q.5) (A) Write base and flavour of : **[05]**

- (1) Arrack
- (2) Drambuie
- (3) Tia Maria
- (4) Curacao
- (5) Advocaat

(B) Explain in brief - Methode Champenoise. **[05]**

- Q.6)** (A) Write Golden Rules of Food and Wine Harmony. [04]
- (B) Write in brief about any four methods of Calculating Alcoholic Strength. [02]
- (C) List down two wine producing regions of the following countries : [04]
- (1) USA
 - (2) Australia
 - (3) India
 - (4) South Africa
-

Total No. of Questions : 4+4]

[Total No. of Printed Pages : 3

[3681]-33

B. Sc. (Hospitality Studies) (Semester-III) Examination - 2009

ACCOMMODATION SERVICES

(2005 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

- (1) Solve **any 2** questions from section I and **any 2** questions from section II.
- (2) All questions carry equal marks.
- (3) Draw suitable diagram/format wherever required.

SECTION - I

- Q.1)** (A) What are the disadvantages for Hotel by giving Jobs on Contract ? **[05]**
- (B) How will you enhance following areas in Hotel by different flower arrangements ? **[05]**
- (1) Reception Counter
 - (2) Guest Corridor
 - (3) Suite Room
 - (4) Head Table
 - (5) Coffee Shop
- Q.2)** (A) Classify Hotel Linen used in different departments. **[05]**
- (B) How will you safeguard Guest Property ? **[05]**

Q.3) (A) List down different accessories and containers used in flower arrangement. **[05]**

(B) What points you will bear in mind while selecting : **(Any Two) [05]**

- (1) Bed Sheets
- (2) Towels
- (3) Blankets

Q.4) What type of fibres are used for following fabrics and why ? **(Any Five) [10]**

- (1) Chef Coat
- (2) Suite Room Window Curtain
- (3) Carpets
- (4) Sarees
- (5) Maintenance Uniforms
- (6) Bed Sheets
- (7) Table Cloth

SECTION - II

Q.1) How will you deal with the following situations ? **(Any Two) [10]**

- (1) Death in a Room
- (2) Guest complaining about A/C not working
- (3) Wrong Bill posted at Front Office and Guest denies to pay

Q.2) Draw following formats : **(Any Two) [10]**

- (1) Cash Sheets
- (2) Guest Folio
- (3) VPO
- (4) Allowance Voucher

Q.3) (A) Explain what is Daily Report and Discrepancy Report ? **[05]**

(B) Explain importance of Hospitality Desk in a Hotel. **[05]**

Q.4) Explain the following terms : **(Any Five)** **[10]**

- (a) Miscellaneous Vouchers
 - (b) Late Check-outs
 - (c) Late Charges
 - (d) House Limit
 - (e) Grand Master Key
 - (f) Guest History Card
 - (g) Fully Automated Systems
-

Total No. of Questions : 10]

[Total No. of Printed Pages : 2

[3681]-34

B. Sc. (Hospitality Studies) (Semester-III) Examination - 2009

PRINCIPLES OF MANAGEMENT

(2005 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

*(1) Answer **any seven** questions out of ten.*

(2) All questions carry equal marks.

Q.1) Define Leadership. Explain in short different styles of Leadership. **[10]**

Q.2) Explain roles and functions of Management. **[10]**

Q.3) Write short notes : **[10]**

(a) Management as Profession

(b) Barriers in Communication

Q.4) Explain Maslow's Contribution to Theory of Needs. **[10]**

Q.5) What is Planning ? Describe different types of Plans. **[10]**

Q.6) Explain Decision-making Process in brief. **[10]**

Q.7) What is Delegation ? List out and explain advantages of Delegation in short. **[10]**

Q.8) Describe importance of Need of Control in Management Process. **[10]**

Q.9) Explain following w.r.t. Management : (**Any Two**) **[10]**

- (a) Morale
- (b) Motivation
- (c) Management as Science

Q.10) Explain Concept of Line and Staff Organisation in brief. **[10]**

Total No. of Questions : 8]

[Total No. of Printed Pages : 4

[3681]-35

B. Sc. (Hospitality Studies) (Semester-III) Examination - 2009

BASIC PRINCIPLES OF ACCOUNTING

(2005 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

- (1) Attempt **any six** questions including Q. No. 1 which is compulsory.
- (2) Figures to the right indicate full marks.
- (3) Use of pocket calculator is allowed.

Q.1) From the following Trial Balance of Hotel, Soul Curry as on 31st December, 2008, prepare Trading A/c., Profit and Loss A/c. and Balance Sheet as on that date : **[20]**

Dr. **Trial Balance as on 31st December, 2008** Cr.

Particulars	Rs.	Particulars	Rs.
Goodwill	17,840	Capital	8,58,490
Salaries	4,220	Bank Overdraft	63,000
Postage and Telegram	1,180	Creditors	54,720
General Expenses	2,370	Return Outward	500
Interest	400	Sales	12,45,000
Building	5,75,000	Outstanding Commission	2,700
Debtors	92,000		
Return Inward	5,000		
Insurance	3,750		
Advertisement	6,250		

Particulars	Rs.	Particulars	Rs.
Office Equipments	6,92,750		
Water Charges	1,350		
Gas and Electricity	1,700		
Purchases	5,50,500		
Stock	2,10,500		
Investment	52,000		
Drawings	5,500		
Carriage Outward	2,100		
	22,24,410		22,24,410

Adjustments :

- (1) Stock on 31st December, 2008 valued at Rs. 62,000.
- (2) Depreciation on Building @ 10% p.a. and Office Equipments @ 15% p.a.
- (3) Outstanding Salaries amounted to Rs. 1,180.
- (4) Prepaid Insurance amounted to Rs. 750.

Q.2) Write short notes : (Any Two) [10]

- (a) Imprest System of Petty Cash Book
- (b) Rules of Debit and Credit
- (c) Special Functions

Q.3) Journalise the following transactions : [10]

2006, July

- 1 Mr. Dixit started business by investing Rs. 25,000 in it and borrowed Rs. 15,000 from Mrs. Dixit for business purpose.
- 4 Bought goods costing Rs. 18,000 from Mr. Prashant @ 10% T.D. and 3% C.D. Paid $\frac{1}{4}$ th amount and balance payable after one month.
- 6 Paid Insurance Premium of Rs. 1,000 on the life of the proprietor and Rs. 1,850 on Fire Policy of Goods.

- 12 Machinery costing Rs. 2,000 having book value Rs. 1,500 sold for Rs. 1,000.
- 15 Goods worth Rs. 3,000 sold to Mr. Bajaj and Railway Freight Rs. 350 paid on his behalf.
- 19 Cash Rs. 4,000 was stolen by Peon.
- 21 Withdrawn Goods Rs. 750 and Cash Rs. 500 for personal use.
- 27 Received Rent Rs. 1,000 from Tenant.

Q.4) (A) State whether the following are **true** or **false** with reasons : [05]

- (a) Savings Account is suitable for businessman.
- (b) Credit purchase of Assets are recorded in Purchase Book.

(B) Define the following terms : [05]

- (a) Capital
- (b) Goodwill
- (c) Solvent
- (d) Bad Debts
- (e) Narration

Q.5) Prepare a Three Column Cash Book of M/s. Sony Pvt. Ltd. : [10]

August, 2006

- 1 Cash on Hand Rs. 48,600, Cash at Bank Rs. 25,000.
- 2 Purchased Goods costing Rs. 15,000 at 10% below cost.
- 4 Sold Goods costing Rs. 20,000 @ 20% Profit on Sales.
- 6 Paid Anil by cheque Rs. 13,800 in full settlement of the amount of Rs. 14,000.
- 10 Received from Sunil Rs. 4,900 by cheque in full settlement of the amount of Rs. 5,000 due from him.
- 12 Paid Insurance Premium on the property of business by cheque Rs. 2,100.
- 17 Cheque received from Sunil deposited into the Bank.
- 19 Paid Office Rent Rs. 1,000.

Q.6) (A) What is Contra Entry ? Explain with examples. [05]

(B) What is Trial Balance ? Explain types of Trial Balances. [05]

Q.7) During the month of December, 2007 the following functions were held at the Hotel Green Chilly :

September, 2003

4 Buffet Dinner for Humble Charity Trust, 95 covers @ Rs. 120 per cover. Account to Mr. Nair, Bill No. 14.

11 Birthday Party for 175 covers @ Rs. 175 per cover. Account to Mrs. Vidya, Bill No. 63.

19 Private Engagement Party for 150 covers @ Rs. 150 per cover and Wines and Tobacco Rs. 900. Account to Mr. Kamat, Bill No. 112.

24 Luncheon Party for 210 covers @ Rs. 200 per cover and Wines and Tobacco Rs. 2,500. Account to Mr. Mehra, Bill No. 135.

Prepare special functions day book and post them to composite functions A/c. in the ledger. [10]

Q.8) Answer the following : (Any Two) [10]

(a) Give Classification of Accounts.

(b) With the help of a format explain Purchase and Sales Book.

(c) What are the objectives of Hotel Accounting ?

Total No. of Questions : 4]

[Total No. of Printed Pages : 2

[3681]-36

B. Sc. (Hospitality Studies) (Semester - III) Examination - 2009

HOTEL MAINTENANCE SERVICES

(2005 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

- (1) *Answers to the **two sections** should be written in **separate books**.*
 - (2) *Neat diagrams must be drawn wherever necessary.*
 - (3) *Use of logarithmic tables, slide rule, Mollier charts, electronic pocket calculator and steam tables is allowed.*
 - (4) *Assume suitable data, if necessary.*
-

SECTION - I

Q.1) Answer any two :

[2x10=20]

- (a) Explain Preventive, Corrective, Emergency, Unplanned, Planned, Major and Minor Maintenance with an example of each.
- (b) Draw sketch and explain Central AC System.
- (c) What is Defrosting ? Why it is needed ? What are its methods ? Which component of refrigerator is to be defrosted ?

Q.2) Answer any three :

[3x5=15]

- (a) Explain importance of Noise Control in Hotel.
- (b) Write a note on Ammonia as a refrigerant.
- (c) State factors affecting AC Heat Load.
- (d) State procedure to make Contract Maintenance.
- (e) What are sources of Water Pollution in Hotel ?

SECTION - II

Q.3) Answer any two :

[2x10=20]

- (a) What is Soft Water ? Explain any one method to generate Soft Water using Softener.
- (b) What is Fire ? How it is classified ? What is Fire Control ?
- (c) Calculate Electric Bill for the following Load :
 - (i) 10 Fans, 40W each, 4 hours/day
 - (ii) 7 Tubes, 40W each, 7 hours/day
 - (iii) 1 Oven, 1 kW, 30 minutes/day
 - (iv) 4 Refrigerators, 100W each, 12 hours/day
 - (v) 1 Heater, 1.5 kW, 15 minutes/day
 - (vi) 7 Bulbs, 10W each, 10 hours/day

The rate is Rs. 5/kWH and duration is 10 days.

Q.4) Answer any three :

[3x5=15]

- (a) How Solar Energy can be used for a Hotel ?
- (b) Explain Single Phase and Three Phase Supply.
- (c) What is Trap ? Explain its use.
- (d) Write a note on Key Control in Hotel.
- (e) State importance of Energy Conservation in Hotel.

Total No. of Questions : 6]

[Total No. of Printed Pages : 2

[3681]-4

B. Sc. (Hospitality Studies) (Semester-I) Examination - 2009

COMPUTER FUNDAMENTALS

(2005 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

- (1) Attempt **any four** questions.
- (2) All questions carry equal marks.

-
-
- Q.1)** (A) Define Systems Software with 3 examples. [04]
(B) Explain any 3 Slide Layouts. [03]
(C) What is a Primary Key ? [03]
- Q.2)** (A) Give two uses of Windows Explorer. [02]
(B) List 4 advantages of using Internet. [04]
(C) In MS-Word give difference between Save and Save As. [04]
- Q.3)** (A) Define Network. Give 3 differences between LAN and WAN. [04]
(B) Briefly describe Spell-check feature of MS-Word. [04]
(C) Give an example of the DEL Command in DOS. [02]
- Q.4)** (A) Explain SUM, AVERAGE and UPPER functions of MS-Excel. [05]
(B) What are the pre-requisites of having Internet ? Give 2 disadvantages of using Internet. [3+2=05]

- Q.5)** (A) Explain purpose of the FORMAT and the DIR Commands in DOS. [2+2=04]
- (B) Give command to insert a new slide in Powerpoint. What do you mean by Slide Sorter ? [2+2=04]
- (C) Explain the term TASKBAR. [02]
- Q.6)** (A) Explain Auto-Fill feature of Excel. [04]
- (B) Define Record and a Field with an example of each. [03]
- (C) Explain purpose of APPEND, LIST and DISPLAY Commands of Foxpro. [03]
-

Total No. of Questions : 7]

[Total No. of Printed Pages : 3

[3681]-5

B. Sc. (Hospitality Studies) (Semester-I) Examination - 2009

CATERING SCIENCE

(2005 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

- (1) *Question No. 1 is compulsory.*
 - (2) *Answer **any four** questions from Q. Nos. 2 to 7.*
-

Q.1) Define the following terms : (Any Five)

[5x2=10]

- (1) Food
- (2) Balanced Diet
- (3) Dehydration
- (4) Health
- (5) Proteins
- (6) Minerals

Q.2) (A) Give reasons for the following : (Any Five)

[5x2=10]

- (a) Dietary Fibre should be included in our daily diet.
- (b) Table Salt is fortified with Iodine.
- (c) Animal Proteins are of superior quality than vegetable proteins.
- (d) Oils should be stored in air-tight containers.
- (e) The energy requirement of a typist is less as compared to an ace swimmer.
- (f) We should prefer watermelon juice instead of any soft drink.

(B) Classify Vitamins giving suitable examples.

[05]

[3681]-5

1

P.T.O.

- Q.3)** (A) A glass of banana milkshake gives approximately 270 kcal of energy. It provides 6 gm proteins and 4 gm fats. Calculate amount of Carbohydrates in the Milkshake. [05]
- (B) Explain Concept of Supplementary Value of Protein giving two examples. [05]
- (C) Explain importance of avoiding junk foods. Plan a balanced vegetarian lunch menu for an adult woman, aged 40 years. [05]
- Q.4)** (A) Give any five functions of fat in diet. [05]
- (B) Explain 'Calcium' under the following headings :
- (a) Four Good Food Sources [02]
- (b) Two Important Functions [02]
- (c) Any one Deficiency Disease [01]
- (C) List essential Amino Acids required by a Child. [05]
- Q.5)** (A) Explain 'Vitamin A' under the following headings :
- (a) Four Good Food Sources [02]
- (b) Two Important Functions [02]
- (c) Any one Deficiency Disease [01]
- (B) List any five ways to preserve nutrients while cooking food. [05]
- (C) Write a short note on 'Basic Five Food Groups'. [05]
- Q.6)** (A) Explain ill-effects of excess Consumption of Carbohydrates in Diet. [05]
- (B) Give any two foods to be recommended for the people suffering from : [05]
- (1) Constipation
- (2) Fever and Infection
- (3) Diabetes Mellitus
- (4) Cardiovascular Diseases
- (5) Jaundice

(C) Explain the term 'Hydrogenation of Oil'. Give any four rich food sources of Cholesterol. [05]

Q.7) (A) Classify Carbohydrates giving suitable examples of each. [05]

(B) Explain importance of Sodium Chloride or Table Salt in Diet. Why it has to be taken in limited amount ? [05]

OR

(B) Explain effect of heat on Fat. Give any two good food sources of Carbohydrates, Proteins and Fat in Diet. [05]

(C) Give any four dietary sources of Water. How is Water Balance maintained in our body ? [05]

Total No. of Questions : 5]

[Total No. of Printed Pages : 2

[3681]-501

B. Sc. (Hospitality Studies) (Semester - V) Examination - 2009

ADVANCED FOOD PRODUCTION

(2005 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

- (1) Solve *any four* questions.
- (2) Figures to the right indicate full marks.

-
-
- Q.1)** (A) Explain in brief different types of Mousse with examples. [04]
(B) What is Larder ? List four functions of Larder Department. [04]
(C) Give ratio of flour to margarine/fat in the following pastry : [02]
(1) Short Crust Pastry
(2) Puff Pastry
(3) Flaky Pastry
(4) Choux Pastry
- Q.2)** (A) Classify Salads. Explain any two with two examples of each. [05]
(B) Define Icing. Explain Royale Icing and Butter Icing in detail. [05]
- Q.3)** (A) Explain role of the following ingredients in pastry : [04]
(1) Margarine
(2) Refined Flour
(B) Differentiate between Haute Cuisine and Nouvelle Cuisine. [04]
(C) Write any four precautions while preparing Sandwich. [02]

- Q.4) (A)** Explain the following terms : **(Any Four)** **[04]**
- (1) Maringne
 - (2) Kromesnies
 - (3) Barquettes
 - (4) Vol au vent
 - (5) Marzipan
 - (6) Croutés
- (B)** Explain the following Sandwiches in short : **(Any Two)** **[04]**
- (1) Ribbon
 - (2) Pinwheel
 - (3) Double Decker
 - (4) Club
- (C)** What are the points to be considered while storing Sandwiches. **[02]**
- Q.5) (A)** Briefly explain four types of Cookies. **[04]**
- (B)** Classify Appetisers. Explain any two Classical Appetisers. **[04]**
- (C)** Write Composition of Salad. **[02]**
-

Total No. of Questions : 6]

[Total No. of Printed Pages : 2

[3681]-502

B. Sc. (Hospitality Studies) (Semester - V) Examination - 2009

FOOD AND BEVERAGE SERVICE AND MANAGEMENT

(2005 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

- (1) Attempt *any four* questions.
- (2) All questions carry equal marks.
- (3) Draw suitable diagrams wherever required.

-
-
- Q.1)** (A) Define Buffets. [02]
(B) Explain principles which need to be followed while setting up Buffets. [04]
(C) Explain Planning Phase of the Control Cycle. [04]
- Q.2)** (A) Define In-room Dining. [02]
(B) With the help of a neat format, explain a Breakfast Hanger. [04]
(C) List four specialised equipments which are used while serving food from a Gueridon Trolley. Explain any one equipment. [04]
- Q.3)** (A) List and explain Hygienic Considerations which need to be followed, while working on a Gueridon Trolley. [04]
(B) Explain the following Costs : [06]
(a) Material Cost
(b) Labour Cost
(c) Overhead Cost

- Q.4) (A)** Explain the following Costs : **[06]**
- (a) Fixed Costs
 - (b) Variable Costs
 - (c) Semi-variable Costs
- (B)** With the help of a neat diagram, explain concept of Break-even Point. **[04]**
- Q.5)** Explain the following : **(Any Two)** **[10]**
- (a) ABC Analysis
 - (b) Re-order Level
 - (c) EOQ
- Q.6) (A)** List four determinants of the Pricing Situations. **[04]**
- (B)** List four forms and formats which are used in In-room Dining. Explain any one format with the help of a neat diagram. **[04]**
- (C)** Why is Time Management a primary concern in In-room Dining Service Management ? **[02]**
-

Total No. of Questions : 3+3]

[Total No. of Printed Pages : 2

[3681]-503

B. Sc. (Hospitality Studies) (Semester - V) Examination - 2009

ACCOMMODATIONS OPERATIONS - II

(2005 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

- (1) Answer **any two** questions from each section.*
- (2) Figures to the right indicate full marks.*
- (3) Draw suitable formats wherever necessary.*

SECTION - I

- Q.1)** (A) Explain the objectives of Interior Designing. **[03]**
(B) Explain the procedure for purchase of Housekeeping Guest Supplies. **[03]**
(C) Explain Operating Budget and Capital Budget. **[04]**
- Q.2)** (A) Differentiate between Refurbishing and Redecoration. **[05]**
(B) Explain :
(a) Snagging List
(b) Bin Card **[05]**
- Q.3)** (A) Explain the importance of Budgetary Control. **[05]**
(B) Explain ROL along with a format. **[05]**

SECTION - II

- Q.1)** (A) Explain the following terms : **(Any Five)** **[05]**
- (a) Repeat Guest
 - (b) Overbooking
 - (c) Audit
 - (d) Forecast
 - (e) Return Reservation
 - (f) No Show
- (B) Explain the role of a Night Auditor in the Front Office Department. **[05]**
- Q.2)** (A) With a help of a format explain 3 Day Forecast. **[05]**
- (B) Explain Offering Alternatives of Upselling. **[05]**
- Q.3)** (A) Explain Rule of Thumb. **[03]**
- (B) Explain the Duties and Responsibilities of a Receptionist. **[03]**
- (C) Explain the data required for Forecasting. **[04]**
-

Total No. of Questions : 8]

[Total No. of Printed Pages : 6

[3681]-504

B. Sc. (Hospitality Studies) (Semester - V) Examination - 2009

HOTEL ACCOUNTING

(2005 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

- (1) Attempt **any six** questions including questions no. 1 which is compulsory.
- (2) Figures to the right indicate full marks.
- (3) Use of pocket calculator is allowed.

Q.1) Hotel NOO Chilly was registered with an authorised capital of Rs. 3,00,000 divided into 1,000, 10% Preference Shares of Rs. 100 each and 20,000 equity shares of Rs. 10 each. **[20]**

Dr. Trial Balance as on 31st March, 2008 Cr.

Particulars	Amount	Particulars	Amount
Purchases – Food	65,000	Sales : Room	95,800
Liquor	37,000	Restaurant	52,000
Tobacco	75,000	Bar	46,500
Wages	14,200	Banquets	34,000
Kitchen Expenses	6,525	Service to Guest	2,800
Salaries	6,700	Sundry Creditors	42,750
Bad Debts	1,225	General Reserve	13,500
General Expenses	825		

Particulars	Amount	Particulars	Amount
Water Charges	2,925	6% Debentures	15,000
Telephone	4,300	Profit and Loss Appropriation A/c.	8,500
Postage	500	Share Capital :	
Opening Stock :		500 Preference Shares	50,000
Food	20,700	15,000 Equity Shares	1,50,000
Liquor	13,600		
Tobacco	10,100		
Goodwill	11,200		
Cash in Hand	3,300		
Cash at Bank	19,500		
Preliminary Expenses	1,000		
Director's Fee	2,100		
Debenture Interest	450		
Gas and Electricity	650		
Kitchen Equipments	72,000		
Furniture and Fittings	13,150		
Office Equipments	8,500		
Premises	83,000		
Restaurant Furniture	9,500		
China Glass Cutlery	14,300		
Banqueting Debtors	13,600		
	5,10,850		5,10,850

Prepare Trading A/c., Profit and Loss A/c. and Profit and Loss Appropriation A/c. for the year ending 31st March, 2008 and a Balance Sheet as on that date as per Indian Companies Act, 1956 after considering the following adjustments :

- (1) Write off $\frac{1}{4}$ th of the Preliminary Expenses.
- (2) Provide Rs. 5,000 for Provision for Taxation.
- (3) Depreciate Kitchen Equipments @ 10%, Premises @ 15% and China Glass Cutlery was valued at Rs. 14,000.
- (4) Stock on 31st March, 2008 valued at Food Rs. 31,150, Liquor Rs. 13,500 and Tobacco Rs. 17,000.
- (5) Transfer Rs. 7,500 to General Reserve.
- (6) Directors proposed regular dividend to Preference Share Holders and 10% Dividend to Equity Share Holders.

Q.2) Write short notes : (Any Two)

[10]

- (a) Types of Debentures
- (b) Types of Discounts
- (c) Visitors Paid Out

Q.3) Mr. and Mrs. Cobra arrived and occupied Room No. 100 on European Plan @ Rs. 1,800 in Hotel Panchami on 15th September, 2008 at 9.15 a.m. Their charges and credit items are given below. You are required to prepare Guest Weekly Bill for presentation. They checked out on 19th September, 2008 at 9.00 p.m.

[10]

September

- 15th : EMC, Laundry Rs. 75, Lunch, Dinner, Deposited Cash Rs. 5,000.
- 16th : EMT, Breakfast, Telephone Rs. 55, Cinema Tickets Rs. 350, Cigarettes Rs. 75, ANT, Dinner with two guests.
- 17th : EMT, Magazines Rs. 80, Breakfast, Lunch, Taxi Fare Rs. 180 (paid by F.O.), Flowers Rs. 130, Dinner, Wine Rs. 400.

18th : Snacks Rs. 160, Soft Drink Rs. 45, Newspaper Rs. 15, Laundry Rs. 110, Lunch (for one person only), ANT, Dinner, Deposited Cash Rs. 3,000.

19th : EMC, Lunch, Telephone Rs. 30, ANT, Dinner and Taxi Fare Rs. 190.

Tariff :

Tea	–	10
Coffee	–	15
Breakfast	–	65
Lunch	–	130
Dinner	–	170

Charge Service Tax on food item @ 15% and Wine @ 20%.

Check-out time 12 noon.

Q.4) Draw specimen of the following : (**Any Four**) **[10]**

- (a) Allowance Voucher
- (b) V.P.O. Voucher
- (c) Schedule No. 1 Room
- (d) Profit and Loss Appropriation A/c.
- (e) Cost of Sales

Q.5) From the following information prepare statement of Income for Hotel Nagraj for the month of August, 2008 under USHA : **[10]**

(1) **Revenue :**

	Rs.
Rooms	– 6,00,000
F and B	– 4,25,000
Other Department	– 75,000

(2) **Payroll and Related Exp. :**

Rs.

Rooms	—	38,000
F and B	—	33,000
Other Departments	—	4,500

(3) **Cost of Sales :**

Rooms	—	1,85,500
F and B	—	1,43,500
Other Departments	—	8,500

(4) **Undistributed Operating Expenses :**

Administrative and General Expense	—	28,000
Data Processing	—	17,000
Gas, Coal and Electricity	—	41,000
Advertising and Marketing	—	43,000
Repairs and Maintenance	—	22,000
Conveyance	—	11,000

(5) **Fixed Expenses :**

Rent, Rates and Insurance	—	34,250
Maintenance Fees	—	11,250
Depreciation	—	39,000

(6) **Other Expenses :**

Rooms	—	81,000
Food	—	19,000
Other Departments	—	2,500

(7) **Taxes** — 45,000

Q.6) Distinguish between : (Any Two) [10]

- (a) Guest Weekly Bill and Visitors Tabular Ledger
- (b) Operating and Non-operating Expenses
- (c) Equity Shares and Preference Shares

Q.7) (A) Prepare a Gift Schedule under Uniform System of Accounting : [05]

	Rs.
Revenue	— 3,60,000
Salaries and Wages	— 12,000
Employee Benefits	— 17,200
Cost of Merchandise Sold	— 32,700
Payroll Expenses	— 6,800
Operating Supplies	— 4,300
Uniforms	— 5,100
Others	— 1,300
Allowance	— 14,250

(B) What is Working Capital ? State factors affecting Working Capital. [05]

Q.8) Answer the following : (Any Two) [10]

- (a) What is VAT ? Give its advantages.
- (b) Define Budget. Give its advantages.
- (c) Define Joint Stock Company and give its characteristics.

Total No. of Questions : 10]

[Total No. of Printed Pages : 2

[3681]-505

B. Sc. (Hospitality Studies) (Semester - V) Examination - 2009

MARKETING MANAGEMENT

(2005 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

- (1) Attempt **any seven** questions.*
- (2) All questions carry equal marks.*

Q.1) List 7 P's of Marketing Mix. Explain any five P's of Marketing Mix. **[10]**

Q.2) What do you mean by Product Life Cycle ? Draw and explain Product Life Cycle. **[10]**

Q.3) With reference to Analysis of Current Business Environment, explain Economic Environment and Political Environment. **[10]**

Q.4) (A) Explain Consumer Behaviour Model. **[05]**

(B) Explain any two factors affecting Consumer Behaviour. **[05]**

Q.5) Define Segmentation. Explain any two Bases for Segmentation. **[10]**

Q.6) (A) Define Product. Explain briefly Levels of Product. **[05]**

(B) Explain Branding and Product Differentiation. **[05]**

Q.7) List and explain various Sales Promotion Tools used in Hotels. **[10]**

Q.8) Explain different General Pricing Methods. **[10]**

Q.9) (A) What are the Channel Levels of Physical Distribution ? **[05]**

(B) Write note on Franchising and Alliances. **[05]**

Q.10) Write notes : (Any Two) **[10]**

- (a) Duties of Marketing Manager
 - (b) Customer Value and Satisfaction
 - (c) Telemarketing and Internet
 - (d) Core Concept of Marketing
-

Total No. of Questions : 6]

[Total No. of Printed Pages : 2

[3681]-506

B. Sc. (Hospitality Studies) (Semester - V) Examination - 2009

HOTEL RELATED LAWS

(2005 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

- (1) Question No. 1 is compulsory.*
- (2) Attempt **any 3** questions from the remaining.*
- (3) Figures to the right indicate full marks.*

Q.1) Write notes : (Any Two)

[10]

- (a) Strike
- (b) Industry
- (c) Void Contract
- (d) Sale and Agreement to Sell

Q.2) (A) Define Free Consent. Explain essential elements of Free Consent.

[10]

(B) Explain concept of Lay-off and Retrenchment under Industrial Disputes Act.

[10]

Q.3) Define the following as per relevant Acts :

[20]

- (a) Commercial Establishment
- (b) Occupational Disease
- (c) Industrial Dispute
- (d) Consumer Dispute

- Q.4)** (A) State briefly about Central Pollution Control Board under the Water Act. [05]
- (B) Explain Safety Measures under the Factories Act, 1948. [10]
- (C) Write note on Adulterant and Adulterated. [05]
- Q.5)** (A) Explain rights and duties of Buyer and Seller under the Sale of Goods Act. [10]
- (B) Describe Constitution and Jurisdiction of State Commission under Consumer Protection Act. [10]
- Q.6)** (A) State opening and closing hours of Shops and Establishments. [05]
- (B) Explain Fixation of Compensation as per Workmen's Compensation Act. [10]
- (C) Mention any five Licenses and Permits for carrying on Hotel Industry. [05]
-

Total No. of Questions : 8]

[Total No. of Printed Pages : 2

[3681]-6

B. Sc. (Hospitality Studies) (Semester-I) Examination - 2009

COMMUNICATION SKILLS - I

(2005 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

- (1) *Question Nos. 1 and 5 are compulsory. Attempt **any** 2 questions out of the remaining 3 from **each** section.*
 - (2) *Figures to the right indicate full marks.*
 - (3) *Assume suitable data wherever required.*
-
-

SECTION - I

Q.1) (A) Define Communication Process. Explain in brief the following terms related to Communication Process : **[10]**

- (a) Sender
- (b) Channel
- (c) Feedback

(B) Explain any two barriers which affect the smooth flow of communication by giving suitable examples. **[05]**

Q.2) Write down the advantages and disadvantages of Oral Communication. **[10]**

Q.3) Write a letter of application to Hotel Omni Place, Mumbai for the post of Trainee-Captain. The advertisement for the post was published in 'Times of India' dated 10th November, 2009. Assume suitable data. Accompany the letter with your resume. **[10]**

Q.4) As an Executive Chef, write a memo to a cook against whom there are frequent complaints about poor food quality and delays in preparation. **[10]**

SECTION - II

- Q.5)** (A) Briefly discuss the important role that body language plays in the communication process with the help of its various aspects. [10]
- (B) As a General Manager of Hotel ABC, Pune draft a notice informing all employees of the hotel that every employee will be given 20% bonus in appreciation of their contribution and profit given to the hotel last year. [05]
- Q.6)** Hotel Pride, Pune invites quotations from various textile dealers for the supply of saris that are to be used as uniforms for lady staff members of the front office department. As an Executive Housekeeper, draft a letter of enquiry to the dealer. State your requirement clearly and invite their quotations. [10]
- Q.7)** As an Executive Housekeeper of a five star hotel write a report to the General Manager of the hotel, providing him with information about the theft in one of the guest rooms. Relevant details like description of items stolen, feedback from staff and guest and measures to avoid such thefts in future must be included in the report. [10]
- Q.8)** (A) Write down the Golden Rules of Telephone Etiquette. [05]
- (B) Discuss the points required for giving an Effective Presentation. [05]
-

Total No. of Questions : 5]

[Total No. of Printed Pages : 2

[3681]-601

B. Sc. (Hospitality Studies) (Semester - VI) Examination - 2009

ADVANCED FOOD PRODUCTION

(2005 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

- (1) Solve **any four** questions.
- (2) All questions carry equal marks.

-
-
- Q.1)** (A) What do you mean by Garbage Disposal ? Enlist any two ways of Accumulation and any six Garbage Disposal Methods. [05]
- (B) Give hierarchy of Kitchen Stewarding Department and enlist any five equipments found in Kitchen Stewarding Department. [05]
- Q.2)** (A) Classify Specialised Kitchen Equipment and explain Buffalo Chopper and Combi Oven. [05]
- (B) Explain in brief any five factors that affect Kitchen Design. [05]
- Q.3)** (A) Explain in brief Manufacturing and Processing of Chocolate. Write down any four uses of Chocolate. [05]
- (B) Classify Frozen Deserts and explain any two types of Frozen Deserts. [05]
- Q.4)** (A) Briefly explain Making of Pate and differentiate between Galantines and Ballotines. [05]
- (B) Explain the following terms : [05]
- (1) Isinglass
 - (2) Profitrolls
 - (3) Focaccia
 - (4) Truffle
 - (5) Galangal

[3681]-601

Q.5) Write short notes : (Any Two)

[10]

- (a) Asian Cuisine
 - (b) South American Cuisine
 - (c) European Cuisine
-

Total No. of Questions : 6]

[Total No. of Printed Pages : 2

[3681]-602

B. Sc. (Hospitality Studies) (Semester - VI) Examination - 2009

ADVANCED FOOD SERVICES AND MANAGEMENT

(2005 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

- (1) *Q. No. 1 is compulsory. Attempt any other **three** questions.*
 - (2) *All questions carry equal marks.*
 - (3) *Draw diagram if required.*
-
-

Q.1) (A) With the help of a neat sketch, explain various Parts of Bar and give their dimensions. **[06]**

(B) Explain the following terms : **[04]**

- (1) Call Brand
- (2) Well Brand
- (3) Cobra Gun
- (4) Speed Rail

Q.2) (A) Explain various types of Restaurant with their operational aspects. **[06]**

(B) Give details of the four records maintained in the Restaurant Operation. **[04]**

Q.3) Answer the following :

- (a) Explain the following aspects while planning a Fast Food Outlet : **[06]**
 - (i) Furniture
 - (ii) Lighting and Decor
- (b) List eight attributes of a good Food and Beverage Manager. **[04]**

- Q.4)** (A) Define Budget. Explain different kinds of Budgets. [1+5=06]
(B) Plan a Duty Roster for a 72 cover Speciality Restaurant for a week. [04]
- Q.5)** (A) Explain in detail Financial and Catering Policy implemented in Industrial Catering. [06]
(B) Describe various sources of Finance to start a Restaurant. [04]
- Q.6)** (A) Explain Catering Policy and Food Service Style used in a First Class Restaurant. [06]
(B) List and explain Licenses required and four Records Maintained in the Bar. [2+2=04]
-

Total No. of Questions : 6]

[Total No. of Printed Pages : 2

[3681]-603

B. Sc. (Hospitality Studies) (Semester - VI) Examination - 2009

SPECIALISED ACCOMMODATION MANAGEMENT

(2005 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

- (1) Answer **any 4** questions.
- (2) All questions carry equal marks.
- (3) Draw neat diagram wherever necessary.

Q.1) (A) Explain the following terms : (Any Five) [05]

- (1) Tuft
- (2) Swag
- (3) Hue
- (4) Lux
- (5) Split Complimentary Colour Scheme
- (6) Louvres

(B) Explain functional classification of Lighting with suitable examples. [05]

Q.2) (A) Write short notes : (Any Two) [05]

- (a) Accessories used in Guest Rooms
- (b) Soft Furnishing
- (c) Sales Mix Reports

(B) Differentiate between the following : [05]

- (a) Semi-hard and Hard Flooring
- (b) Hard and Soft Window Treatments

- Q.3)** (A) Explain various programmes used in hotels to reduce generation of waste. [05]
- (B) Hotel XYZ has 100 double rooms and 120 single rooms. On 1st March, 2009, 90 double rooms and 80 single rooms were occupied. The total room sales was Rs. 10,80,000 only. Calculate : [05]
- (a) Average Room Rate
- (b) Double Occupancy Percentage
- Q.4)** (A) Draw layout and explain area allocation of a Suite Room of a Five Star Hotel. [05]
- (B) Explain importance of Wall Coverings in Interior Designing. Give any two examples of Wall Covering. [05]
- Q.5)** (A) Explain concept of Rev Par and ARR. State its importance in Yield Management. [05]
- (B) Define MICE and state its importance in Hotels. [05]
- Q.6)** (A) Explain difference between Sales and Marketing. Write any 3 important functions of the Sales and Marketing Department of the Hotel. [05]
- (B) Explain role of MIS for the Management Review and Decision-making. [05]
-

Total No. of Questions : 3]

[Total No. of Printed Pages : 2

[3681]-604

B. Sc. (Hospitality Studies) (Semester - VI) Examination - 2009

TOTAL QUALITY MANAGEMENT

(2005 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

- (1) Attempt all the *three* sections.
 - (2) Assume suitable data and draw diagrams wherever necessary.
-

SECTION - I

Q.1) Define with examples : (Any Five)

[10]

- (a) Quality
- (b) Deming
- (c) KAIZEN
- (d) HAZARD
- (e) Critical Control Point (CCP)
- (f) Mission

SECTION - II

Q.2) Attempt any four :

[40]

- (a) What do you understand by Quality ? Explain Gap Model in Service Industry.
- (b) How is EMS 14001 : 1996 Standards beneficial to the Global Organisations ?
- (c) Define HACCP. Explain how you would identify Hazard and control Critical Process ?

- (d) What is Brainstorming ? How would you conduct a Brainstorming Session ?
- (e) What are different types of Teams ? Explain five characteristics of successful teams.
- (f) Explain Cost of Failure and its impact on Hospitality Industry.

SECTION - III

Q.3) Attempt **any four** in brief : **[20]**

- (a) How does Parreto Analysis help in problem solving ?
 - (b) How does commitment lead to a Good Leadership in TQM ?
 - (c) Why proper Energy Management is essential for future ?
 - (d) Why Training is important to its employees at all levels in Hospitality Industry ?
 - (e) Explain '5 S' Activity in a store of a Hotel.
 - (f) What are the various methods used in Business Process Re-engineering ?
-

Total No. of Questions : 6]

[Total No. of Printed Pages : 2

[3681]-605

B. Sc. (Hospitality Studies) (Semester - VI) Examination - 2009

HUMAN RESOURCE DEVELOPMENT

(2005 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

- (1) Questions No. 1 is compulsory.
 - (2) Solve **any three** questions from the remaining.
-

Q.1) Write short notes : (Any Two) [10]

- (a) Performance Test
- (b) Indiscipline
- (c) Types of Transfers
- (d) Fringe Benefits Hotels
- (e) Causes of Labour in Turnover

Q.2) (A) What are the various functions of Human Resource Management ? [10]

(B) Explain Man Power Planning Process in detail. [10]

Q.3) (A) What are the various tests conducted during the Interview Process of an Applicant ? [10]

(B) What are the various steps in the Living Process in Hotels ? [10]

Q.4) (A) What are the various functions of Trade Unions ? Explain in brief. [10]

(B) Write conditions which are essential for Successful Collective Bargaining Process. [10]

- Q.5)** (A) Describe any 4 methods used in Training Employees in Hotels. [10]
(B) Discuss Merit versus Seniority as a basis for Promotion. [10]
- Q.6)** (A) What are the factors that influence Wage Structure in the Industry ? [10]
(B) Explain various modes of Recruitment in Hotels. [10]
-

Total No. of Questions : 7]

[Total No. of Printed Pages : 1

[3681]-606

B. Sc. (Hospitality Studies) (Semester - VI) Examination - 2009

ENTREPRENEURSHIP DEVELOPMENT

(2005 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

- (1) Questions No. 7 is compulsory.
- (2) Attempt **any four** questions from Q. Nos. 1 to 6.

-
-
- Q.1)** What is SWOT Analysis ? Explain with reference to it as a Tool to Identify Opportunities. **[15]**
- Q.2)** What is Resource Mobilisation ? How can a new entrepreneur mobilise funds for his project ? **[15]**
- Q.3)** What is 'Market Survey' ? Explain any four methods of Market Survey used for gathering information by an Entrepreneur. **[15]**
- Q.4)** Explain qualities / attributes required to make a Successful Entrepreneur. **[15]**
- Q.5)** Creativity and Competence are two C's required in completing an Entrepreneurial Process. Explain. **[15]**
- Q.6)** What do you understand by 'Entrepreneurship' ? Explain Views on Entrepreneurship as given by any two authors. **[15]**
- Q.7)** Write short notes : **(Any Two)** **[10]**
- (a) Budgeting
 - (b) Control
 - (c) 'Opportunities' and 'Weaknesses' in SWOT Analysis
 - (d) Advantages of Preparing a Good Project Report

[3681]-606/1