

Seat No.	
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Total No. of Questions : 5]

[Total No. of Printed Pages : 3

[4383]-101

B. Sc. (Hospitality Studies) (Semester - I) Examination - 2013

BASIC FOOD PRODUCTION

(New 2008 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

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

(2) All questions carry equal marks.

Q.1) Explain the following terms :

[10]

- (1) Kitchen
- (2) First Aid
- (3) Molasses
- (4) Suet
- (5) Chalazae
- (6) Paring
- (7) Rubbing In
- (8) Cutting In
- (9) Pressing
- (10) De-boning
- (11) Julienne
- (12) Grating

- Q.2)** (A) Briefly explain different type of Flour derived from Wheat. [04]
(B) Give the duties and responsibilities of the following : [04]
(a) Executive Chef
(b) Kitchen Helper
(C) Differentiate between Spices and Herbs. [02]
- Q.3)** (A) Classify Vegetable giving two examples. [04]
(B) Write down the different Parts of an Egg with neat diagram. [03]
(C) Give any two advantages of using following Material used in Tools and Equipment : [03]
(a) Copper
(b) Steel
(c) Aluminium
- Q.4)** (A) Give importance of the following : [04]
(a) Marinating
(b) Blanching
(c) Sieving
(d) Uniform
(B) What are the different methods of Heat Transfer. [02]
(C) List four types of Pigments Found in Food with an example. [02]
(D) List different Cuts Vegetable. (any four) [02]
- Q.5)** (A) Write short notes : (**Any Two**) [04]
(a) Hydrogenation of Fat
(b) Uses of Dairy Product
(c) Aims and Objectives of Cooking Food

(B) List the following :

[06]

- (a) Name two Stoned Fruits
 - (b) List two vegetable used for Sprouting
 - (c) Name five Extinguisher used in case of Electrical Fire
 - (d) List two Artificial Sweetener
 - (e) List two Bread Spreads
 - (f) List two Canned Fruits
-

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Total No. of Questions : 6]

[Total No. of Printed Pages : 3

[4383]-102

B. Sc. (Hospitality Studies) (Semester - I) Examination - 2013

FOOD AND BEVERAGE SERVICE

(New 2008 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

(1) Attempt any four questions.

(2) All questions carry equal marks.

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

[10]

- (1) Side Board
- (2) Hot Plate
- (3) Take Away
- (4) Bistno
- (5) Coffee Shop
- (6) Still Room
- (7) Cafeteria
- (8) Fast Food
- (9) Vending Machine
- (10) Welfare Catering
- (11) Brunch
- (12) Hi-Tea

- Q.2)** (A) Draw the organisation structure for F and B Service Department of Five Star Hotel. [03]
- (B) Explain interdepartmental relation between Food and Beverage Service and : [05]
- (a) Front Office
- (b) House-keeping
- (C) List four points to be considered while planning a 'Menu'. [02]
- Q.3)** (A) Differentiate between A la Carte and Table D'hote Menu. [06]
- (B) List attributes of F and B Service Personnel. [04]
- Q.4)** (A) Write a 'French Classical Menu' in sequence with one example of each course. [08]
- (B) Differentiate between Mis-en-place and Mis-en-scene. [02]
- Q.5)** Explain following Styles of Service : (**Any Five**) [10]
- (a) American Service
- (b) Room Service
- (c) Guéridon Service
- (d) Buffet Service
- (e) Take Away Service
- (f) Russian Service

Q.6) (A) Write the use of the following F and B equipments : (Any Five) [05]

- (1) Cheese Knife
- (2) Butter Dish
- (3) Pastry Fork
- (4) Shrimp Fork
- (5) Sugar Basin
- (6) Fish Knife
- (7) Joint Fork

(B) Write short notes on the following : (Any Two) [05]

- (a) English Breakfast
 - (b) Single Point Service
 - (c) Supper
-

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Total No. of Questions : 6]

[Total No. of Printed Pages : 3

[4383]-103

B. Sc. (Hospitality Studies) (Semester - I) Examination - 2013

BASIC ROOMS DIVISION

(New 2008 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

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

SECTION - I

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

[10]

- (1) OOO
- (2) Johny MOP
- (3) Linen Room
- (4) Double Room
- (5) Dust Sheets
- (6) VIP
- (7) Siberian Room
- (8) Polishes
- (9) Laundry Slip
- (10) Vacuum Cleaner
- (11) Back Areas

- Q.2)** (A) Draw a layout of House-keeping Department and explain functions of any two sections. [05]
(B) Classify Cleaning Agents and write their uses. [05]
- Q.3)** (A) List amenities and facilities for a VIP Guest Room. [04]
(B) Write short notes : **(Any Two)** [06]
(a) Repeat Business
(b) Job Description
(c) Attributes of House-keeping Staff

SECTION - II

- Q.4)** Explain the following terms : **(Any Ten)** [10]
(1) Hotel
(2) Grand Master Key
(3) SIT
(4) AP
(5) Flat Rate
(6) Downtown Hotel
(7) Arrival
(8) Lanai
(9) Concierge
(10) Walk In
(11) Duplex
- Q.5)** (A) How does Front Office Co-ordinates with : [05]
(a) House-keeping
(b) Security
(B) Define Paging and explain various methods of Paging. [05]

Q.6) (A) Explain various Criteria for Classifying Hotels. [05]

(B) Write short notes : (Any Two) [05]

(a) Rules of the House for Staff

(b) Automated Equipments

(c) Meal Plans offered by Hotel

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Total No. of Questions : 5]

[Total No. of Printed Pages : 2

[4383]-104

B. Sc. (Hospitality Studies) (Semester - I) Examination - 2013

COMPUTER FUNDAMENTALS

(New 2008 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

(1) Attempt any four questions.

(2) All questions carry equal marks.

-
-
- Q.1) (A)** Define Computer Network. Give any four differences between LAN and WAN. **[1+4=05]**
- (B) What is use of Hyperlink ? Give steps to Insert Hyperlink in MS-Word. **[1+2=03]**
- (C) How to insert and delete records in MS-Access ? **[1+1=02]**
- Q.2) (A)** Explain the following commands in DOS : **[03]**
- (a) ATTRIB
- (b) TYPE
- (c) COPY
- (B) Define Field and Record in DBMS. **[02]**
- (C) How Internet is useful in Hotel Industries ? Comment. **[05]**

- Q.3)** (A) Name any four Slide Layouts in MS-Powerpoint. [04]
(B) Discuss Auto Fill Feature in MS-Excel. [03]
(C) What is use of Windows Explorer in Windows Operating System ? [03]
- Q.4)** (A) Discuss disadvantages of E-commerce. [02]
(B) Explain any three Text Functions in MS-Excel. [03]
(C) Discuss Primary Key Concept in MS-Access. [03]
(D) Cut Paste V/s. Copy Paste in MS-Word. [02]
- Q.5)** Write short notes : (Any Five) [10]
- (a) Search Engines
 - (b) System Software
 - (c) Wildcards in DOS
 - (d) SAVE V/s. SAVE AS
 - (e) Custom Lists in MS-Excel
 - (f) Data Type
 - (g) Hardware
-

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Total No. of Questions : 7]

[Total No. of Printed Pages : 4

[4383]-105

B. Sc. (Hospitality Studies) (Semester - I) Examination - 2013

CATERING SCIENCE - I

(New 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 diagrams wherever necessary.

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

[5x2=10]

- (a) Boiling Point
- (b) Evaporation
- (c) Osmosis
- (d) Emulsion
- (e) Density
- (f) Food Adulteration

Q.2) (A) Match the following contents from column 'A' with the contents from column 'B' :

[10]

Column 'A'

Column 'B'

- | | |
|-----------------------------|--------------------------|
| (a) Caramelisation of Sugar | (i) 5 °C - 63 °C |
| (b) Steaming of Rice | (ii) Poisonous Mushrooms |
| (c) Bacteria | (iii) Liquid Foam |
| (d) AGMARK | (iv) Bread Making |

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1

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- | | |
|--|---------------------------------|
| (e) Temperature of Dry Food Storage Area | (v) Below 5°C |
| (f) Amanita | (vi) Desirable Browning |
| (g) Cold Drinks | (vii) Boiling under Pressure |
| (h) Ideal Storage Temperature for Dairy Products | (viii) 15°C - 21°C |
| (i) Tapeworm | (ix) Bureau of Indian Standards |
| (j) Saccharomyces Cerevisiae | (x) Binary Fission |
| | (xi) Agricultural Products |
| | (xii) Undesirable Browning |
| | (xiii) Intestinal Parasite |

(B) Define 'Cross-contamination'. Give any three ways to prevent it. [05]

OR

(B) Answer 'Salmonellosis' under following headings :

- | | |
|--|------|
| (a) Name of Responsible Micro-organism | [01] |
| (b) Any two Foods involved | [01] |
| (c) Any one Symptom | [01] |
| (d) Any two Preventive Measures | [02] |

Q.3) (A) Explain Concept of HACCP in Catering Industry. [05]

(B) Mention any two Spoilage Indicators for the following Food Stuffs : [05]

- (a) Cooked Food
- (b) Methi Leaves
- (c) Cereals
- (d) Egg
- (e) Fish

(C) Give any three differences between 'Food Poisoning' and 'Food Infection'. Give any two preventive measures for 'Staphylococcal Food Poisoning' also. [05]

Q.4) (A) Why are additives added to Food ? Explain any three Food Additives used in Catering Industry. [05]

OR

(A) Define pH. Explain its importance in Catering Industry with two examples. [05]

(B) Explain Concept of 'Danger Zone' in Catering Industry. [05]

(C) Mention the common food adulterant and the test to detect them of following Food Stuffs : [05]

(a) Sugar

(b) Semolina

(c) Turmeric

(d) Coffee

(e) Milk

Q.5) (A) Explain with the help of diagram 'Indirect Transmission of Disease'. [05]

OR

(A) Explain the importance of 'Hygiene' and 'Sanitation' in Catering Industry. [05]

(B) Explain any three Natural Toxins occurring in Food. Also, state the basic S.I. Unit of Weight and Length. [05]

(C) Why is Protective Display of Food necessary ? Give any four ways to display the Food Protectively. [05]

Q.6) (A) Give any two ways to control the growth of Micro-organisms in Food. Also, give general guidelines for storage of all types of Food Stuffs. (any six guidelines) [05]

(B) Why is Pest Control necessary ? Give any two Control Measures for each of the following : [05]

(a) Housefly

(b) Rodent

(C) Explain the Morphology of Yeast. [05]

OR

(C) Give various uses of different Micro-organisms in Catering Industry. (State the name of Micro-organism) [05]

Q.7) (A) Explain any three factors affecting the growth of Micro-organisms. Also, give any two Sanitary Practices while Cooking Food. [05]

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

(C) Describe the importance of Protective Clothing in Catering Industry in different working areas. [05]

OR

(C) Explain any five Non-bacterial Metal Poisoning in Food. [05]

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Total No. of Questions : 8]

[Total No. of Printed Pages : 2

[4383]-106

B. Sc. (Hospitality Studies) (Semester - I) Examination - 2013

COMMUNICATION FUNDAMENTALS

(Old 2005 and New 2008 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

- (1) *Q. Nos. 1 and 5 are compulsory.*
- (2) *Answer **any two** from the remaining **three** questions in each section.*
- (3) *Assume suitable data wherever necessary.*

SECTION - I

Q.1) (A) Write a letter to a Five Star Hotel in your city, to apply for the post of Restaurant Manager. Enclose your résumé. Assume suitable data. **[5+5=10]**

(B) When is Oral Communication preferred to Written Communication ? Explain with the help of any two situations in Hotel Operations. **[05]**

Q.2) Discuss ten principles of Effective Communication. **[10]**

Q.3) What is meant by Barriers to Communication ? List various Barriers. Explain any two Barriers in detail with examples. **[2+2+6=10]**

Q.4) "Listen with your heart and your eyes." What are the two types of Listening we are talking about in this statement ? Discuss with examples. **[2+4+4=10]**

SECTION - II

Q.5) (A) “Your college had organised an Induction Programme for the furthers.”

Based on your experiences, identify the Five Basic Elements of Communication and explain the Communication Process in the above situation. Draw the flow-chart to illustrate your answer. **[3+5+2=10]**

(B) Explain the importance of ‘Eye Contact’ in Communication, giving at least two examples. **[05]**

Q.6) Write a report on the fight that happened in the Bar of the Hotel. The report should include details of the fight, its cause, steps taken and suggestions to avoid it in the future. Assume suitable data. **[10]**

Q.7) Write a letter of apology to the resident guest who lost valuables from her room. Assume suitable data. **[10]**

Q.8) Write the telephone conversation in the form of a dialogue between the Receptionist and a Guest who enquires about the banquet facilities of the hotel. Assume suitable data. **[10]**

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Total No. of Questions : 5]

[Total No. of Printed Pages : 2

[4383]-201

B. Sc. (Hospitality Studies) (Semester - II) Examination - 2013

FOOD PRODUCTION PRINCIPLES

(New 2008 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

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

-
-
- Q.1) (A) Write short notes : (Any Two) [04]**
- (a) Baking
 - (b) Roasting
 - (c) Grilling
- (B) Differentiate between the following : [06]**
- (a) Deep Frying and Shallow Frying
 - (b) Steaming and Poaching
- Q.2) (A) What are the advantages in Microwave Cooking ? [02]**
- (B) Write down the recipe for one litre White Chicken Stock. [03]**
- (C) Draw a neat chart showing the classification of Soups with examples of each. [05]**
- Q.3) (A) Write down any two methods of Rectifying Curdled Mayonnaise. [02]**
- (B) Write down two derivatives each of Hollandaise, Espagnole and Tomato Sauces. [03]**
- (C) List the stages in Bread Making Process and explain any two stages in detail. [05]**

- Q.4** (A) Write the functions of the following in Bread Making : [04]
(Any Two)
- (a) Flour
 - (b) Raising Agent
 - (c) Dairy Product
- (B) Explain in brief the physical changes that occur while Making Bread. [02]
- (C) List any four types of Oils used while Cooking Food. [02]
- (D) Explain any two Desirable Textures in Food. [02]
- Q.5** (A) Explain the following terms : (Any Five) [05]
- (1) Baba
 - (2) Caramel
 - (3) Entremet
 - (4) Liaison
 - (5) Mine-poix
 - (6) Ravioli
- (B) Answer the following : (Any Five) [05]
- (a) What is Beurre Manie ?
 - (b) Why are egg whites used to make Consommè ?
 - (c) What is a Shortening Agent ?
 - (d) Why are fats creamed to make confectionery ?
 - (e) What is a Bain-Marie ?
 - (f) What do you understand by Convection ?
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Total No. of Questions : 6]

[Total No. of Printed Pages : 2

[4383]-202

B. Sc. (Hospitality Studies) (Semester - II) Examination - 2013

FOOD AND BEVERAGE OPERATIONS

(New 2008 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

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

-
-
- Q.1)** (A) Draw the classification of Non-alcoholic Beverages with examples of each. **[06]**
- (B) Differentiate between A/c. and Lager. **[04]**
- Q.2)** (A) Define Buffet. Explain Finger Buffet and Cold Buffet. **[06]**
- (B) Draw two formats used in the Room Service with their uses. **[04]**
- Q.3)** (A) With the help of flow chart explain Triplication System of K.O.T. **[04]**
- (B) List ingredients used in Beer Manufacturing with their uses. **[06]**
- Q.4)** Explain the following : **(Any Five)** **[05]**
- (a) Krausening
 - (b) Evian
 - (c) Fermentation
 - (d) Champagne of Tea
 - (e) Wort

- (f) Earl Grey
 - (g) Café Royalé
 - (h) RSOT
 - (B) List down any six equipment required for set up of Buffet. [03]
 - (C) Explain the following : (**Any Two**) [02]
 - (a) Sake
 - (b) Cider
 - (c) Perry
 - Q.5** (A) Define Alcoholic Beverages. Give the classification of Alcoholic Beverages with examples of each. [06]
 - (B) Explain four objectives of F and B Control System. [04]
 - Q.6** (A) What is In-Room Dinning ? Explain the Procedure of Order Taking of Food and Beverage in Room. [06]
 - (B) Differentiate between Duplicate and Triplicate Checking System. (4 points) [04]
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Total No. of Questions : 6]

[Total No. of Printed Pages : 2

[4383]-203

B. Sc. (Hospitality Studies) (Semester - II) Examination - 2013

ROOMS DIVISION SERVICES

(New 2008 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

- (1) Solve **any two** from each section.
- (2) All questions carry equal marks.
- (3) Assume suitable data wherever necessary.

SECTION - I

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

- (1) Cabana
- (2) Grand Master Key
- (3) Check List
- (4) Second Service
- (5) Baby Sitting Register
- (6) Spring Cleaning

(B) Write down the procedure for cleaning of a VIP Room. [05]

Q.2) (A) Explain the procedure for cleaning of Swimming Pool. [03]

(B) List down any four general principles of Cleaning. [02]

(C) Explain the lost and found procedure followed in House-keeping Department. [05]

- Q.3)** Write short notes : **[10]**
- (a) Control Desk
 - (b) Supervisor's Checklist
 - (c) Key Control Procedure
 - (d) Rules of the Floor

SECTION - II

- Q.4)** (A) Explain the following terms : **(Any Five)** **[05]**
- (1) GIT
 - (2) Retention Charges
 - (3) CRS
 - (4) Conventional Chart
 - (5) Traveller's Cheque
 - (6) CP
- (B) Draw and explain Guest Cycle. **[05]**
- Q.5)** (A) Write down arrival procedure for a walk in Guest with Scanty Baggage. **[03]**
- (B) What is Late Check Out ? **[02]**
- (C) Explain the Procedure for Room Change. **[05]**
- Q.6)** (A) Draw the following formats : **[05]**
- (a) Notification Slip of Departure
 - (b) Registration Card
- (B) Write short notes : **[05]**
- (a) Importance of Belldesk
 - (b) Pre-arrival Procedure for a Group

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Total No. of Questions : 10]

[Total No. of Printed Pages : 2

[4383]-204

B. Sc. (Hospitality Studies) (Semester - II) Examination - 2013

TRAVEL AND TOURISM

(Old 2005 and New 2008 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instruction :

Answer any 7 questions from the following.

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-
- Q.1)** Define a Guide and give his functions. **[10]**
- Q.2)** List and explain the Negative Impacts of Tourism. **[10]**
- Q.3)** Explain various types of Accommodation available to Tourist visiting India. **[10]**
- Q.4)** Define Tour Operator, types and various Tour Packages offered. **[10]**
- Q.5)** Give the role and functions of : **(Any Two)** **[10]**
- (a) IATA
- (b) DOT
- (c) FHRAI
- (d) UN WTO
- Q.6)** Explain in short any 10 types of Tourism. **[10]**
- Q.7)** Explain the Primary and Secondary Constituents of Tourism. **[10]**

- Q.8)** Plan an Itinerary for a group of 20 pan to the Golden - Triangle of India. [10]
- Q.9)** Explain various types of Transport and explain its importance. [10]
- Q.10)** Explain the Present Status of Tourism in India. [10]
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Total No. of Questions : 7]

[Total No. of Printed Pages : 3

[4383]-205

B. Sc. (Hospitality Studies) (Semester - II) Examination - 2013

CATERING SCIENCE - II

(New 2008 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

(1) *Q. No. 1 is compulsory.*

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

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

[5x2=10]

- (1) Balanced Diet
- (2) Dehydration
- (3) Empty Calories
- (4) Health
- (5) Carbohydrate
- (6) Hydrogenation of Oil

Q.2) (A) As serving of Moongdal and Green Peas Khichdi provides 60 gms of Carbohydrates, 20 gms of Proteins and Fat content is 10 gms. Calculate the calories provided by two such servings of Khichdi. **[05]**

(B) Enlist any three main functions of Protein in the Diet. Give any four good food sources of Protein Rich Food. **[05]**

(C) Define 'Minerals'. Name the deficiency disease caused by each of the following : **[05]**

- (a) Calcium
- (b) Iron
- (c) Iodine

- Q.3)** (A) Classify Carbohydrates giving suitable examples of each. [05]
(B) Mention any four Dietary Sources of Water. How is Water Balance maintained ? [05]
(C) Explain the ill-effects of excess consumption of fat on Human Body. State any two points of difference between Fat and Oil. [05]
- Q.4)** (A) Define 'Rancidity of Oil'. Give any three ways to prevent it. [05]
(B) Explain Concept of Basic Five Food Groups. [05]
(C) As a Catering Manager, what precautions will you take to preserve nutrients while Cooking Food ? [05]
- Q.5)** (A) What changes are seen in Carbohydrate Rich Food after heating ? Explain the importance of Dietary Fibre in the Diet. [05]
(B) Explain the importance of avoiding Junk Food. [05]
(C) Classify Vitamins giving suitable examples. Answer Vitamin 'C' on the basis of : [05]
(a) Its Scientific Name
(b) Two Good Food Sources
(c) One important Function
- Q.6)** (A) Explain Concept of 'Supplementary Value of Protein' giving suitable examples. [05]
(B) Write a note on 'Cholesterol'. Give any four food sources rich in Cholesterol. [05]
(C) Plan a day's diet for an adult woman aged 40 yrs. using the basic five food groups. She is a homemaker and likes non-vegetarian food. [05]
- Q.7)** (A) Define 'Amino Acids'. Classify them giving suitable examples. List the two important Amino Acids needed for children. [05]

OR

- (A) Explain the importance of Sodium Chloride in the Diet. Give any of its four rich food sources. [05]

(B) Give any two foods to be recommended and two foods to be avoided for the following diseases : **[10]**

- (a) Diabetes Mellitus
 - (b) Fever and Infection
 - (c) Diarrhoea
 - (e) Jaundice
 - (f) Heart Related Diseases
-

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Total No. of Questions : 7]

[Total No. of Printed Pages : 5

[4383]-206

B. Sc. (Hospitality Studies) (Semester - II) Examination - 2013

COMMUNICATION SKILLS - II

(BASIC FRENCH FOR HOTEL INDUSTRY)

(New 2008 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

- (1) *All questions are compulsory.*
- (2) *Answers are to be written in French unless otherwise specified.*

Q.1) (A) Conjuguez, les verbes au présent et récrivez les phrases : [05]
(5 au choix)

(Conjugate the verbs in the present tense and rewrite the completed sentences.) (Any Five)

- (a) (Plonger) les amandes dans l'eau chaude.
- (b) Nous (commencer) le repas.
- (c) (Avoir) - vous un stylo ?
- (d) Je (ne pas terminer, Le project.
- (e) Nous (choisir) un bon restaurant.
- (f) Je (s'essuyer) avec une serviette.

(B) Écrivez la date : (2 au choix) [02]
(Write the date in French.) (Any Two)

- (a) Tuesday 7/6/2009
- (b) Monday 3/5/2003
- (c) Sunday 1/12/2013

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P.T.O.

(C) Quelle heure est-il ? **(3 au choix)** [03]
(What time is it ? Write in French.) (Any Three)

- (a) 5.30 a.m.
- (b) 12 midnight
- (c) 8 p.m.
- (d) 19 : 10

Q.2) (A) Écrivez les nombres en lettres : (6 au choix) [03]
(Write the numbers in French.) (Any Six)

- (a) 10
- (b) 3rd
- (c) 17
- (d) 35
- (e) 50
- (f) 21
- (g) 90

(B) Mettez la bonne mesure : **(4 au choix)** [02]
(Put in the correct measures in French.) (Any Four)

- (a) un _____ de poivre
- (b) un _____ de pommes
- (c) une _____ d'huile
- (d) une _____ de pain
- (e) une _____ d'aufs

- (C) Liez 'A' avec 'B' et récrivez : [05]
(Match 'A' with 'B' and rewrite the correct pairs.)

'A'

'B'

- | | |
|-----------------------|-------------------------|
| (a) Bon voyage | (i) You're welcome |
| (b) Où habitez-vous ? | (ii) Goodbye |
| (c) De rien | (iii) How are you ? |
| (d) Comment vas-tu ? | (iv) Have a nice trip |
| (e) Au revoir | (v) Where do you stay ? |

- Q.3) (A) Traduisez en anglais : [05]
(Translate into English.)

Au restaurant :

Le garçon : Bonjour Madame, Monsieur !

Les clients : Bonjour ! La carte, s'il vous plaît.

Le garçon : Le voilà Vous désirez ?

Le client : Deux sandwiches.

Le garçon : Très bien. Pour boire ?

Le client : Un jus d'orange et un café

Le garçon : Tout de suite.

- (B) Nommez le chef : (5 au choix) [05]
(Name the chef in French.) (Any Five)

- (a) Prépare les glaces/sorbets
- (b) S'occupe de la gestion générale
- (c) Prépare le repas pour le personnel du restaurant
- (d) Prépare les rôtis à la broche
- (e) Apprennent le métier
- (f) Prépare les crustacés, les plats de poisson

- Q.4) (A)** Planifiez un menu français de 5 cours. **[5+1=06]**
(Plan a 5 Course French Menu.)
- (B) Nommez deux épices. **[02]**
(Name two spices)
- (C) Nommez deux fromages. **[02]**
(Name two cheeses)
- Q.5) (A)** Nommez deux vins d'Alsace. **[02]**
(Name two Wines the Alsace region.)
- (B) Nommez deux champagnes. **[02]**
(Name two champagne brands)
- (C) Expliquez les termes en anglais : **(6 au choix)** **[06]**
(Explain the terms in English.)
- (a) steak grillé à point
- (b) dépêchez-vous
- (c) vin de pays
- (d) sec
- (e) couteau
- (f) flûte à champagne
- (g) cuvée
- Q.6) (A)** Donnez les équivalents en anglais : **(3 au choix)** **[03]**
(Give equivalents in English.) (Any Three)
- (a) citron
- (b) babeurre
- (c) gibier
- (d) chou

(B) Donnez les équivalents en français : **(3 au choix)** [03]
(Give equivalents in French.) (Any Three)

- (a) Salt
- (b) Multon
- (c) Lobster
- (d) Apple

(C) Représentez la brigade de restaurant par un organigramme. [04]
(Represent the restaurant brigade with the help of a flow chart in French.)

Q.7) Expliquez les termes en anglais : **(10 au choix)** [10]
(Explain the terms in English.) (Any Ten)

- (1) alimentation
 - (2) bistro
 - (3) carafe
 - (4) foie gras
 - (5) à la carte
 - (6) haute cuisine
 - (7) bouquet garni
 - (8) vinaigrette
 - (9) blini
 - (10) digestif
 - (11) champignons
 - (12) baguette
-

Seat No.	
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Total No. of Questions : 5]

[Total No. of Printed Pages : 2

[4383]-301

B. Sc. (Hospitality Studies) (Semester - III) Examination - 2013

QUANTITY FOOD PRODUCTION

(New 2008 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

- (1) Solve *any four* questions.
- (2) All questions carry equal marks.
- (3) Draw neat diagrams wherever necessary.

-
- Q.1)** (A) Write a note on Quantity Food Production and explain Institutional Catering. [05]
- (B) Explain principles to be followed while Storing Lamb. [05]
- Q.2)** (A) List five factors which are used to determine Quality and Grade of Poultry ? [05]
- (B) Explain the different types of Cloud Froid Sauces. [05]
- Q.3)** (A) Explain recipe balancing in Cake Making and state two faults with their remedies. [05]
- (B) Prepare a Hydrabadi Menu for deligates visiting your city including soup, meat, vegetables, rice and sweet. Also accompanying Roti and Raita with brief narration of the dishes. [05]

- Q.4)** (A) What do you mean by preserved Fish ? Explain with example and methods used for preservation. [05]
- (B) Explain the different types of Forcemeat used in preparing Sausages. [05]
- Q.5)** (A) Enlist and state the uses of any 10 essential tools and equipments used in Larder Department. [05]
- (B) Explain the following terms : (**Any Five**) [05]
- (1) Tartare Steak
 - (2) Angel Cake
 - (3) Cephalopods
 - (4) Green Bacon
 - (5) Dum Pukt
 - (6) Xacuti
 - (7) Jal Farzi
-

Seat No.	
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Total No. of Questions : 6]

[Total No. of Printed Pages : 2

[4383]-302

B. Sc. (Hospitality Studies) (Semester - III) Examination - 2013

BEVERAGE SERVICES

(New 2008 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

- (1) Solve **any four** questions.*
- (2) All questions carry equal marks.*
- (3) Draw neat diagrams wherever necessary.*

-
-
- Q.1)** (A) Define Wine. Briefly explain Manufacturing of Still Wine. [05]
(B) Draw a neat and labelled diagram of Patent Still. [05]
- Q.2)** (A) Distinguish between : [06]
(a) Scotch Whisky and Irish Whisky
(b) Dark Rum and White Rum
(B) Define Aperitif. List two Wine based and two Spirit based Aperitifs. [04]
- Q.3)** (A) Write a short note on Food and Wine Harmony with suitable examples. [05]
(B) Explain step by step procedure of Manufacturing Liqueurs. [05]

- Q.4) (A)** List two Wine producing regions each of following countries : **[05]**
- (a) Germany
 - (b) France
 - (c) Spain
 - (d) Portugal
 - (e) Italy
- (B)** Explain the following in brief : **[05]**
- (a) Calvados
 - (b) Grappa
 - (c) Absinthe
 - (d) Silvovitz
 - (e) Ouza
- Q.5) (A)** Write short note on Storage of Wine. **[03]**
- (B)** Explain any two Vine Diseases and its treatment. **[03]**
- (C)** Enlist and explain four Styles of Gin. **[04]**
- Q.6) (A)** Explain the following terms : **(Any Ten)** **[10]**
- (1) Corona
 - (2) Cognac
 - (3) Madura
 - (4) Advoccat
 - (5) AOC
 - (6) Crémant
 - (7) BOB
 - (8) QbA
 - (9) Eau-de-vie
 - (10) Tequila
 - (11) Estufa
 - (12) CCC

Seat No.	
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Total No. of Questions : 3+3]

[Total No. of Printed Pages : 2

[4383]-303

B. Sc. (Hospitality Studies) (Semester - III) Examination - 2013

ACCOMMODATION SERVICES

(Old 2005 and New 2008 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

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

SECTION - I

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

- (1) Discard
- (2) Pest
- (3) Warp
- (4) Mister
- (5) Tumble Dryer
- (6) Inventory
- (7) Contract Cleaning

(B) Draw the classification of Fibres with examples. [03]

(C) How can you prevent the accidents in the Hotel Guest Rooms ? [02]

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

- (a) Disadvantages of Contract Cleaning
- (b) Cause area of Damage and Control by Dry Rot
- (c) Safety of Guest Property in Hotel
- (d) Importance of Flower Arrangement
- (e) Par Stock

- Q.3)** (A) With the help of a layout explain the functions of a Linen Room. [06]
(B) Explain the after care of Flower Arrangements. [02]
(C) Give the sizes of the following Linen : [02]
(a) Face Towel
(b) Serviette

SECTION - II

- Q.1)** (A) Explain the following terms : (Any Five) [05]
(1) House Count
(2) Charge Privileges
(3) Overbooking
(4) Allowance Voucher
(5) Motel
(6) MAP
(7) Siberian Room
(B) Write down the functions of GRE. [03]
(C) Write a note on Credit Monitoring. [02]
- Q.2)** (A) Draw and explain the following reports : [06]
(a) Revenue Report
(b) GHC
(B) What is the procedure to be followed in case of fire in the Guest Corridor ? [04]
- Q.3)** (A) Give the importance of following Voucher : [05]
(a) VPO
(b) Miscellaneous Voucher
(B) Give the formulae for the following : [05]
(a) Double Occupancy %
(b) ARR
(c) Room Occupancy %
(d) Rev Par
(e) No show %

Seat No.	
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Total No. of Questions : 8]

[Total No. of Printed Pages : 1

[4383]-304

B. Sc. (Hospitality Studies) (Semester - III) Examination - 2013

PRINCIPLES OF MANAGEMENT

(Old 2005 and New 2008 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

- (1) Q. No. 1 is compulsory.
- (2) Solve **any five** questions of the remaining questions.

-
-
- Q.1)** Write short notes : **(Any Four)** [20]
- (a) Levels of Management
 - (b) Need for Co-ordination
 - (c) Barriers to Communication
 - (d) Types of Plans
 - (e) Span of Control
- Q.2)** Define 'Management'. What is Henri Fayol's Classical Management Theory ? [10]
- Q.3)** What is Motivation ? Explain Maslow's Theory of Need with examples. [10]
- Q.4)** What is Leadership ? What are the characteristics of a good Leader. [10]
- Q.5)** Explain step by step Decision-making Process. [10]
- Q.6)** What is Organising ? What are the principles of Organising ? [10]
- Q.7)** Define Communication. What are the types of Communication ? [10]
- Q.8)** Define Controlling. Explain the Process of Controlling. [10]

Seat No.	
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Total No. of Questions : 8]

[Total No. of Printed Pages : 4

[4383]-305

B. Sc. (Hospitality Studies) (Semester - III) Examination - 2013

BASIC PRINCIPLES OF ACCOUNTING

(New 2008 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

- (1) Attempt **any six** questions including Q. No. 1 is compulsory.
- (2) Use of pocket calculator is allowed.
- (3) Assume additional suitable data, if necessary.
- (4) Figures to the right indicate full marks.

Q.1) Following is a Trial Balance of Neeta Sales :

Trial Balance as on 31st March, 2012

Debit Balances	Rs.	Credit Balances	Rs.
Debtors	75,000	Capital	5,00,000
Building	2,00,000	Creditors	1,50,000
Stock	70,000	Returns Outward	12,500
Salary	1,35,000	Commission	21,500
Wages	95,000	Bills Payable	80,000
Cash	5,000	Sales	6,42,000
Furniture	90,000	Outstanding Rent	4,000
Insurance	40,000		
Carriage	6,000		
Bills Receivable	60,000		

[4383]-305

1

P.T.O.

Debit Balances	Rs.	Credit Balances	Rs.
Repairs	45,000		
Machinery	1,50,000		
Printing and Stationery	57,000		
Purchases	2,50,000		
Returns Inward	12,000		
Drawings	75,000		
Rent	25,000		
Advertising	15,000		
Prepaid Insurance	5,000		
Total Rs.	14,10,000	Total Rs.	14,10,000

Adjustments :

- (1) Stock on 31st March, 2012 was valued at a cost price of Rs. 65,000 where as its market price was Rs. 75,000.
- (2) Outstanding Expenses - Salary Rs. 15,000, Wages Rs. 5,000.
- (3) Commission received in Advance Rs. 1,500.
- (4) Depreciate Building @ 2.5%, Furniture @ 5% and Machinery @ 10%.

Prepare Trading A/c., Profit and Loss A/c. for the year ended 31st March, 2012 and a Balance Sheet as on that date. [20]

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

- (a) Importance of Ledger
- (b) Advantages of Imprest System
- (c) Going Concern Concept

Q.3) Journalise the following transactions in the books of Mahendra : [10]
March, 2012

- 1 Loan of Rs. 5,00,000 taken from Bank to start the business.
- 2 Purchased goods of Rs. 70,000 @ 10% Trade Discount for Cash.
- 5 Purchased Machinery of Rs. 30,000 from M/s. Viraj Sales on Credit and paid Rs. 5,000 for its transportation.

- 8 Withdrawn for personal use Rs. 10,000.
14 Sold goods for Cash Rs. 12,000.
17 Received Dividend of Rs. 50,000.
21 Purchased Stationery of Rs. 17,000.
24 Purchased Furniture of Rs. 70,000 from M/s. Karan Brothers.
27 Paid to Karan Brothers Rs. 50,000 by Cheque and received discount of Rs. 3,000.

Q.4) (A) Explain the following terms : **[05]**

Discount, U.P.O. Capital, Assets, Transaction

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

(a) Balance Sheet is an account.

(b) Cash Discount appears in the Books of Accounts.

Q.5) Enter the following transactions in a Cash Book with Cash, Bank and Discount Columns and Balance the Cash Book : **[10]**

July, 2012

- 1 Cash in hand Rs. 50,200 and Bank Balance Rs. 1,27,500.
3 Purchased Stationery Rs. 7,000.
4 Purchased Machinery of Rs. 35,000 by Cheque.
7 Received a crossed cheque from Arvind of Rs. 7,500 and allowed him discount of Rs. 150.
11 Cash Sales Rs. 15,000 @ 5% Cash Discount.
15 Purchased goods of Rs. 20,000 from Manoj and paid $\frac{1}{4}$ th amount to him immediately.
18 Received Commission Rs. 12,500.
22 Withdraw from bank Rs. 15,000 for office use and Rs. 10,000 for personal use.
25 Paid Audit Fees Rs. 20,000.
30 Cash in Excess of Rs. 5,450 deposited into bank.

- Q.6)** (A) Why is a Bank Reconciliation Statement prepared ? **[05]**
 (B) What do you mean by Special Functions ? **[05]**

- Q.7)** (A) From the following transactions prepare Purchases Book, Sales Book and Returns Books : **[05]**

January, 2012

- 1 Purchased goods on credit of Rs. 22,000 @ 10% Trade Discount and 7% Cash Discount terms from Vaibhav.
 6 Sold goods of Rs. 17,000 @ 5% Trade Discount to Kiran.
 14 Vinay sold goods to us of Rs. 51,000 @ 15% Trade Discount.
 19 Goods returned to Vaibhav of Rs. 3,000 (Gross Value).
 24 Goods returned by Kiran of Rs. 4,000 (Net Value).

- (B) From the following prepare a Trial Balance : **[05]**

Particulars	Rs.	Particulars	Rs.
Capital	75,000	Machinery	1,50,000
Debtors	20,000	Outstanding Rent	5,000
Sales	1,90,000	Cash	30,000
Purchases	70,000	Creditors	35,000
Bank Overdraft	25,000	Furniture	60,000

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

- (a) What is Capital Expenditure ? Give examples.
 (b) Explain Classification of Accounts.
 (c) What are the objectives of Hotel Accounting ?
 (d) Draw the Specimen of Special Functions Day Book and Cash Received Book.

Seat No.	
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Total No. of Questions : 4]

[Total No. of Printed Pages : 2

[4383]-306

B. Sc. (Hospitality Studies) (Semester - III) Examination - 2013

HOTEL ENGINEERING

(New 2008 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) *Black figures to the right indicate full marks.*
- (4) *Use of logarithmic tables slide rule, Mollier charts, electronic pocket calculator and steam tables is allowed.*
- (5) *Assume suitable data, if necessary.*

SECTION - I

Q.1) Answer any two of the following :

[20]

- (a) Describe Ion Exchange Process for Water Softening with diagram.
- (b) A seminar has to be organised which has following requirements :
 - (i) 120W PA System – 03 hrs./day
 - (ii) 12W Pointer – 15 min./day
 - (iii) 1 KW Spot light – 02 Nos. 04 hrs./day
 - (iv) 450W LCD – 03 hrs./day

The Cost of Electric Energy is Rs. 40 per unit.

- (c) Differentiate between Solid and Liquid Fuels and give importance of LPG in Hotel Industry.

Q.2) Answer **any three** of the following : **[15]**

- (a) Give energy saving tips in Kitchen and House-keeping.
- (b) Define Fire. Give its classification and symbols.
- (c) Describe Oil Circuit Breaker with diagram.
- (d) Draw any three Sanitary Traps and any one Water Closets.

SECTION - II

Q.3) Answer **any two** of the following : **[20]**

- (a) Define Contract. Give its types, advantages and disadvantages.
- (b) Explain Vapour Absorption Refrigeration System with block diagram.
- (c) How will you control Water Pollution in Hotel Industry ? Give controlling methods for Solid Waste.

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

- (a) Draw diagram for Room Air Conditioner and explain its working.
 - (b) Draw organisational maintenance chart for 200 Room Guest House.
 - (c) Name any five refrigerations with their name and chemical formula.
 - (d) Give classification of Air Conditioning System on the basis of equipment, function and season.
-

Seat No.	
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Total No. of Questions : 9]

[Total No. of Printed Pages : 2

[4383]-505

B. Sc. (Hospitality Studies) (Semester - V) Examination - 2013

MARKETING MANAGEMENT

(Old 2005 and New 2008 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

*(1) Attempt **any seven** questions.*

(2) All questions carry equal marks.

-
-
- Q.1)** (A) Define Marketing Mix. Write about the 4P's of Goods Marketing. **[05]**
(B) Explain how Internal Environment affects Business. **[05]**
- Q.2)** (A) Write about Demographic Segmentation. **[05]**
(B) Explain briefly Levels of Product. **[05]**
- Q.3)** (A) Explain any two External Factors affecting Pricing. **[05]**
(B) Explain 'Alliances' as a Distribution Tool. **[05]**
- Q.4)** (A) Write in brief about 5 M's of Advertising. **[05]**
(B) Explain the organisational structure of the Marketing Department of a National Chain. **[05]**
- Q.5)** (A) What is Product Differentiation ? What are the different bases of Product Differentiation ? **[05]**
(B) What are the benefits of Service Quality ? **[05]**

- Q.6)** (A) Explain advantages and disadvantages of Advertising. [05]
(B) Write about any five Sales Promotion Tools used in Hotel Industry. [05]
- Q.7)** (A) Write the differences between Selling Concept and Marketing Concept. [05]
(B) Differentiate between Psychological Pricing and Perceived Value Pricing. [05]
- Q.8)** (A) What are the Marketing Strategies used in Introduction Stage of Product Life Cycle ? [05]
(B) What are the benefits of having Intermediaries in the Distribution Channel ? [05]
- Q.9)** Write short notes : **(Any Two)** [10]
- (a) Core Concepts of Marketing
 - (b) Principles of Personal Selling
 - (c) List the Stages of New Product Development
 - (d) Relationship Marketing
-

Seat No.	
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Total No. of Questions : 5]

[Total No. of Printed Pages : 2

[4383]-501

B. Sc. (Hospitality Studies) (Semester - V) Examination - 2013

SPECIALISED FOOD PRODUCTION

(New 2008 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

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

-
-
- Q.1)** (A) Explain the different parts of Salad with two examples and state characteristics of good Salad. **[05]**
(B) Explain any two types of Cookies in detail. **[05]**
- Q.2)** (A) Define Pastry. State do's and don'ts while preparing Pastry. **[05]**
(B) Briefly explain the evolution and history of Nouvelle Cuisine. **[05]**
- Q.3)** (A) Define Mousse and give the recipe for any one type of Savoury Mousse. **[05]**
(B) Classify Icings. Explain any two types of Icing. **[05]**
- Q.4)** (A) Classify Sandwiches and briefly explain precautions to take while preparing Sandwiches. **[05]**
(B) Explain any two Classical Appetizers. **[05]**

Q.5) (A) Explain the following terms : (Any Eight)

[08]

- (1) Farfalle
- (2) Soshi
- (3) Gorgonzola
- (4) Blind Baking
- (5) Accelerated Freez Drying
- (6) Raspings
- (7) Salami
- (8) Timbale
- (9) Bisque
- (10) Aspic

(B) Write disadvantages of Convenience Food.

[02]

Seat No.	
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Total No. of Questions : 6]

[Total No. of Printed Pages : 2

[4383]-502

B. Sc. (Hospitality Studies) (Semester - V) Examination - 2013

FOOD AND BEVERAGE SERVICES AND MANAGEMENT

(New 2008 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

- (1) Solve **any four** questions.
- (2) All questions carry equal marks.
- (3) Draw neat diagrams wherever necessary.

-
-
- Q.1)** (A) Define Break-even Point. Also explain impact on Break-even Point when fixed cost of a Restaurant Increases. **[03]**
- (B) Describe Hygiene and safety factors to be considered in Guéridon Service. **[04]**
- (C) Explain Margin of Safety. **[03]**
- Q.2)** (A) Describe important rules to be followed while making Cocktails. **[05]**
- (B) Explain E.O.Q. and R.O.L. in brief. **[05]**
- Q.3)** (A) Name one Classic Cocktail with recipe for the following spirits : **[06]**
(Any Three)
- (a) Rum
 - (b) Vodka
 - (c) Whisky
 - (d) Brandy

- (B) Explain Guéridon Service Procedure for following classical dishes : [04]
- (a) Pate de foie gras
 - (b) Banana Flambé
- Q.4** (A) Write a short note on ABC Analysis. [03]
- (B) Describe Administrative Duties of Banquet Manager in brief. [03]
- (C) Describe following phases of F and B Control Cycle : [04]
- (i) Planning Phase
 - (ii) Operational Phase
- Q.5** (A) Explain any two elements of Cost in detail. [04]
- (B) Assume suitable data and draw a function prospectus for a Cocktail Dinner of 200 pan. [06]
- Q.6** (A) Explain the importance of Post-operational Cycle. [03]
- (B) Explain the following : [03]
- (a) Cobler
 - (b) Sangasee
 - (c) Crustas
- (C) Draw and explain any two Banquet Seating Arrangements for Conference. [04]

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Seat No.	
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Total No. of Questions : 6]

[Total No. of Printed Pages : 2

[4383]-503

B. Sc. (Hospitality Studies) (Semester - V) Examination - 2013

ACCOMMODATION OPERATIONS - II

(New 2008 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

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

SECTION - I

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

- (1) Rhythm
- (2) Bin Card
- (3) Greenhouse
- (4) Capital Budget
- (5) Redecoration
- (6) Purchase Order

(B) Define Interior Decoration. Explain the Elements of Design. [05]

Q.2) (A) Explain with the help of Format Snag List. [05]

(B) Define Horticultural. Explain the different types of Gardens. [05]

- Q.3)** (A) Explain the importance of Budgets and explain any two types and Budgets in detail. [05]
- (B) How to identify and select and Good Supplier for a Five Star Hotel ? [05]

SECTION - II

- Q.4)** (A) Explain the following terms : **(Any Five)** [05]
- (1) Duplex
 - (2) Repeat Guest
 - (3) Overstay
 - (4) Graveyard Shift
 - (5) Late Changes
 - (6) Room Status Report
- (B) Define Night Audit. State the Process of Night Auditing in brief. [05]
- Q.5)** (A) How does the Front Office Personnel help in increasing Occupancy ? [05]
- (B) What is the importance of Forecasting ? [05]
- Q.6)** Write short notes : [10]
- (a) Hubbort's Formula
 - (b) Overbooking
 - (c) Sales Tools used in Front Office
 - (d) Upselling

Seat No.	
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Total No. of Questions : 8]

[Total No. of Printed Pages : 5

[4383]-504

B. Sc. (Hospitality Studies) (Semester - V) Examination - 2013

HOTEL ACCOUNTING

(New 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) M/s. Sonal Industries Ltd. was registered with an authorized share capital of 50,000 equity share of Rs. 10 each. The following trial balance as on 31st March, 2012 was extracted from their books of accounts :

Trail Balance as on 31st March, 2012

Debit Balance	Rs.	Credit Balance	Rs.
Opening Stock	2,86,000	Share Capital (Rs. 10 each)	4,00,000
Wages	1,10,000	Sales	12,00,100
Power and Fuel	19,000	Loan from Bank	60,000
Purchases	9,22,000	Creditors	82,220
Repairs	8,700	Profit and Loss A/c.	98,200
Debtors	1,64,440	Commission	12,000
Carriage Outward	4,800	Transfer Fees	15,480
Carriage Inward	8,600	10% Debentures	1,00,000
Interim Dividend	20,000	General Reserve	50,000
Interest on Bank Loan	1,500	Return Outward	12,000
Cash at Bank	84,750		

[4383]-504

1

P.T.O.

Debit Balance	Rs.	Credit Balance	Rs.
Leasehold Premises	1,00,000		
Plant and Machinery	85,000		
Loose Tools	12,500		
Calls in Arrears	10,000		
Rent	4,000		
Directors Fees	13,000		
Salaries	14,500		
Furniture	55,000		
Commission	4,050		
Return Inward	8,300		
Preliminary Expenses	6,000		
Goodwill	75,000		
Cash in Hand	12,860		
Total	20,30,000	Total	20,30,000

Additional Information :

- (1) Write off $\frac{1}{3}$ rd of Preliminary Expenses.
- (2) Depreciate Machinery by 10% and Furniture by 5%.
- (3) Closing Stock was valued at Rs. 1,95,000.
- (4) Provision on Taxation was made at Rs. 15,000.
- (5) Directors proposed the following appropriations :
 - (i) Transfer Rs. 18,000 to general reserve
 - (ii) 10% Dividend to Equity Share-holders
- (6) Outstanding Salaries were Rs. 500.

Prepare Trading Account, Profit and Loss Account, Profit and Loss Appropriation Account and Balance Sheet as on that date as per the Companies Act., 1956 after taking into consideration the above adjustments.

[20]

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

- (a) Types of Working Capital
- (b) Types of Discount
- (c) Limitations of Budget

Q.3) From the information prepare Visitors Tabular Ledger : [10]

Room Charges for Rs. 4,000 per person per day.

Service Charge @ 10% applicable on Room and Food

Check Out time is 12 noon.

10 October, 2012 - Balance brought forward from previous day are as follows :

Room No.	Name of Guest	Time of Arrival	Plan	Bal. B/D
3001	Miss Anita	9.30 a.m.	EP	2,000 Dr.
3005	Mr. Prashant	6.30 p.m.	EP	2,500 Cr.
3007	Mr. and Mrs. Phadtare	3.00 p.m.	EP	1,270 Dr.

Mr. Prashant of Room No. 3005 had EMT, Breakfast, Laundry Rs. 250, Lunch with one guest and ANT checked out at 4.30 p.m. by paying cash and was allowed 2% cash discount.

Mr. Vinayak arrived and occupied Room No 3002 at 7.30 a.m. and paid advance Rs. 10,000, had Breakfast, EMC, Lunch, Beer Rs. 550; Flowers Rs. 300; Cigarettes Rs. 80 and Dinner with one guest.

Mrs. Jyoti checked in at 11.00 a.m. with her son and paid Rs. 15,000; Snacks Rs. 220; Telephone Call Rs. 25, Cinema Ticket Rs. 650; Newspaper Rs. 15; had dinner and one cup coffee.

Mr. and Mrs. Phadtare checked out at 12.00 noon without paying the bill with the understanding that bill will be paid within a week.

Mr. and Mrs. Kulkarni checked in at 1.30 p.m. in Room No. 3007 Front Office paid their Taxi Bill Rs. 250, Lunch, Beer Rs. 400, ANT one cup; Laundry Rs. 150, Dinner with one guest and paid advance Rs. 10,000.

Q.4) Distinguish between : (Any Two)

[10]

- (a) Equity Shares and Preference Shares
- (b) Interim Dividend and Final Dividend
- (c) Allowance and VPO

Q.5) From the following prepare Income Statement of Hotel Red Apple for the month of March, 2009 in accordance with the uniform system of account used in hotels :

[10]

Particulars	Amt. Rs.
Value of Food Stock on 1-3-09	38,600
Salaries and Wages	2,98,800
Purchase of Beverage	5,21,600
Food Sales 14,92,000	
Printing and Stationery	16,450
Employee Welfare Expenses	18,300
Stock of Beverage on 31-3-09	49,800
Staff Allowance	5,250
Shop Rental Received	63,750
Staff Meals 16,100	
Guest Drink Complimentary (Bar)	6,200
Staff Uniform	8,800
Rates and Taxes	16,400
Repairs and Maintenance	8,500
Value of Beverage Stock on 1-3-09	79,000
Depreciation	9,000
Purchase of Food	3,70,500
Beverage Sales	10,35,000
Postage and Telegram	6,100
Stock of Food on 31-3-09	64,750

Particulars	Amt. Rs.
Music and Entertainment	11,900
Advertisement and Marketing	9,000
License Fees	15,000
Guest Food Complimentary	6,800
Staff Bonus	21,900
Gas and Electricity	12,000
Other Supplies and Expenses	13,500
Interest on Deposit	25,500
Income Tax	31,500

Q.6) (A) What is VAT ? Give the advantages. **[05]**

(B) Define Joint Stock Company and give its advantages. **[05]**

Q.7) (A) From the following information prepare departmental Income Statement of Room : **[06]**

Items	Rs.	Items	Rs.
Rooms Sales	11,00,000	Wages and Salaries	1,85,000
Payroll Expenses	1,25,000	Employee Benefits	30,000
Guest Transportation	18,000	Laundry	22,500
Allowances	15,000	Staff Uniform	27,150
Training	32,000	Other Expenses	5,550
Shop Rental	40,000		

(B) Draw specimens for the following : **(Any Two)** **[04]**

(a) Schedule of Gift Shop

(b) VPO Voucher

(c) Guest Weekly Bill

Q.8) Answer **any two** of the following : **[10]**

(a) Define Budget. Give its advantages.

(b) Explain the different types of Debentures.

(c) Distinguish between Guest Weekly Bill and Visitors Tabular Ledger.

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Total No. of Questions : 6]

[Total No. of Printed Pages : 2

[4383]-506

B. Sc. (Hospitality Studies) (Semester - V) Examination - 2013

HOTEL RELATED LAWS

(Old 2005 and New 2008 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

- (1) Question No. 1 is compulsory.
- (2) Attempt **any three** from the remaining.

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

- (a) Strike
- (b) Void Contract
- (c) Food Standard
- (d) Commercial Establishment
- (e) Authorised Deduction under Wages Act

Q.2) (A) Explain the remedies for Breach of Contract under Indian Contract Act, 1872. [10]

(B) Explain Safety Measures under Factories Act, 1948. [10]

Q.3) (A) Describe the rights and powers assigned to the Food Inspectors under Prevention of Food Adulteration Act. [10]

(B) Explain the importance of Registration under Shops and Establishment Act, 1948, in short write the Procedure for Registration. [10]

- Q.4)** (A) Name and explain in short any five Licenses and Permits that are required to carry Hotel and Catering Business. [10]
- (B) Explain the important provision regarding the Fixation of Compensation as per Workman's Compensation Act. [10]
- Q.5)** (A) Hotels must control and prevent Air Pollution. Explain with reference to appropriate Act. [10]
- (B) Write a note on State and National Commission under Consumer Protection Act. [10]
- Q.6)** (A) Define the term Consideration, Offer and Acceptance and Competent Parties under Indian Contract Act. [10]
- (B) Write a note on Implied Condition and Warranties. [10]
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Total No. of Questions : 5]

[Total No. of Printed Pages : 2

[4383]-601

B. Sc. (Hospitality Studies) (Semester - VI) Examination - 2013

ADVANCED FOOD PRODUCTION

(Old 2005 and New 2008 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

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

(2) Figures to the right indicate full marks.

Q.1) (A) Explain the Religious influences on Food Habits of Various Communities. **[05]**

(B) Draw a pie chart and write different areas of the Kitchen with recommended dimension in percentage. **[05]**

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

(a) Italian Cuisine

(b) Bombe

(c) Galantine

(d) Incineration

Q.3) (A) Describe Ballotins with the help of neat diagram. **[02]**

(B) What care and maintenance of following equipments should be taken ? **[04]**

(a) Salamander

(b) Microwave

(C) What precautions should be taken while using Chocolate in Chocolate Work ? **[04]**

Q.4) (A) List any four equipments found in Kitchen Stewarding Department and write its uses. **[04]**

(B) What is Recycling of Garbage ? Explain. **[06]**

Q.5) Explain the following terms : **(Any Ten)** **[10]**

- (1) Alioli
 - (2) Ancho
 - (3) Baba Ghanoush
 - (4) Blinis
 - (5) Bulghus
 - (6) Confit
 - (7) Galangal
 - (8) Tofu
 - (9) Zabaglione
 - (10) Temper
 - (11) Kosher Style
 - (12) Casserole
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Seat No.	
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Total No. of Questions : 6]

[Total No. of Printed Pages : 2

[4383]-602

B. Sc. (Hospitality Studies) (Semester - VI) Examination - 2013

ADVANCED FOOD SERVICES AND MANAGEMENT

(New 2008 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

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

Q.1) (A) Explain the following Bars : [05]

- (a) Sunken Bar
- (b) Lounge Bar
- (c) PUB
- (d) Sports bar
- (e) Mini Bar

(B) Explain Financial Policy for Fast Food and Popular Catering Outlets. [05]

Q.2) (A) Explain Restaurant Planning with respect to : [06]

- (a) Location
- (b) Furniture
- (c) Lighting

(B) Plan a weekly duty rota for a Five Star Speciality Restaurant Operational from 7pm to midnight only. [04]

- Q.3)** (A) Explain the following terms : **[06]**
- (a) Sales Budget
 - (b) Overhead Cost
 - (c) Food Cost
- (B) Enlist and explain any two Licenses required for opening a Fast Food Outlet. **[04]**
- Q.4)** (A) “Proper Training Sessions build confidence in staff and motivate them.” Justify. **[05]**
- (B) List and explain any five essential bar equipments with their importance. **[05]**
- Q.5)** (A) Give Job Description and Job Specification for Sommdier. **[06]**
- (B) Explain Catering Policy adopted in Industrial Canteen. **[04]**
- Q.6)** (A) Define Budget. Explain its objectives in detail. **[04]**
- (B) Enlist records maintained in Bar. Explain any two. **[06]**
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Seat No.	
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Total No. of Questions : 6]

[Total No. of Printed Pages : 2

[4383]-603

B. Sc. (Hospitality Studies) (Semester - VI) Examination - 2013

SPECIALISED ACCOMMODATION MANAGEMENT

(Old 2005 and New 2008 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

- (1) Answer *any four* questions.
- (2) All questions carry equal marks.
- (3) Assume suitable data wherever required.

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-
- Q.1)** (A) Explain any two types of Wall Coverings. **[05]**
(B) How does one adopt Waste Reduction Programmes in the House-keeping Department. **[05]**
- Q.2)** (A) With the help of a layout explain the functions of a Linen Room in a Five Star Hotel. **[06]**
(B) Draw and explain any two types of Curtains. **[04]**
- Q.3)** Write short notes on the following : **(Any Four)** **[10]**
(a) Characteristics of Hard Floorings
(b) Importance of Forecasting
(c) MIS in Hotel Industry
(d) Use of Soft Furnishings in Hotels
(e) Importance of Sales and Marketing Department

- Q.4)** (A) Draw and explain the following : [06]
(a) GHC
(b) Revenue Report
(B) Explain the importance of MICE. [04]
- Q.5)** (A) Explain Psychological Effects of Colour. [05]
(B) Explain the Selection Criteria for Carpets. [05]
- Q.6)** (A) Explain the importance of Yield Management in the Hotel Industry. [05]
(B) Explain the following terms : **(Any Five)** [05]
(1) Buffing
(2) Duplex
(3) Valances
(4) Lead Time
(5) Par
(6) SB
(7) Coznice
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Total No. of Questions : 9]

[Total No. of Printed Pages : 2

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B. Sc. (Hospitality Studies) (Semester - VI) Examination - 2013

TOTAL QUALITY MANAGEMENT

(Old 2005 and New 2008 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

(1) Q. No. 1 is compulsory.

*(2) Attempt **any five** questions from Q. 2 to Q. 9.*

Q.1) Write notes : (Any Four)

[20]

- (a) Business Process Re-engineering
- (b) Investors in People
- (c) HACCP
- (d) Quality Circle
- (e) Role of Communication in TQM
- (f) 5's Activity of Kaizen

Q.2) Explain briefly thoughts of Quality Gurus : (Any One)

[10]

- (a) Juran
- (b) Crosby

Q.3) Explain Brain Storming Concept as problem solving tool and technique. [10]

Q.4) Write a detail note on Cost Quality. [10]

[10]

Q.5) With reference to 'Green Service Quality' concept explain the terms 'Energy Management' and 'Waste Management'. [10]

[10]

[4383]-604

1

P.T.O.

- Q.6)** Explain the different steps to Success in Measuring and Managing Customer Satisfaction. [10]
- Q.7)** List and explain Core Concepts of Total Quality Management. [10]
- Q.8)** Explain the following Core Values of Japanese Managements : [10]
- (a) Perfectionism
 - (b) Diligence
- Q.9)** Explain briefly Vision, Mission, Commitment and Creating Environment under Organisation Culture and Leadership for Total Quality Management. [10]
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Seat No.	
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Total No. of Questions : 8]

[Total No. of Printed Pages : 2

[4383]-605

B. Sc. (Hospitality Studies) (Semester - VI) Examination - 2013

HUMAN RESOURCE MANAGEMENT

(Old 2005 and New 2008 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

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

Q.1) Write short notes on the following : (Any Four) [20]

- (a) Types of Transfers
- (b) Importance of Induction in Hotel
- (c) Causes of Indiscipline
- (d) Fringe Benefits
- (e) Any two Regulatory Provisions
- (f) Trade Test
- (g) Functions of Workers Participation in Management

Q.2) Describe any four Methods of Assessing Employees in an Organisation. [10]

Q.3) Explain the Manpower Planning Process in detail. [10]

Q.4) Make a Job Specification for a Duty Manager in the Hotel. [10]

Q.5) Explain the Grievance Handling Procedure followed by the Indian Organisations. [10]

[4383]-605

1

P.T.O.

- Q.6)** Describe various steps in the Collective Bargaining Process. [10]
- Q.7)** Define Wage. What are the Methods of Wage Payment ? [10]
- Q.8)** Explain various objectives of Trade Unions. [10]
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Total No. of Questions : 10]

[Total No. of Printed Pages : 2

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B. Sc. (Hospitality Studies) (Semester - VI) Examination - 2013

ENTREPRENEURSHIP DEVELOPMENT

(New 2008 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

*(1) Answer **any seven** from the following.*

(2) All questions carry equal marks.

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

- (a) Problems faced by Women Entrepreneurs
- (b) Role of Entrepreneurship in Economic Development
- (c) Internal Sources of Finance
- (d) Analysis of Survey Data

Q.2) What is SWOT ? State its importance in establishing an Enterprise. [10]

Q.3) How would you mobilize the following resources ? [10]

- (a) Finance
- (b) Inventory

Q.4) Name any two successful Entrepreneurs from the Indian Economy. State any 3 distinguishing characteristics which inspired you as an Entrepreneur. [10]

Q.5) Explain the principles of Market Survey with examples. [10]

- Q.6)** State and explain the Entrepreneurial Process. [10]
- Q.7)** What is a Project Report ? Mention 8 important contents of a Preliminary Project Report. [10]
- Q.8)** State the differences between a Manager and an Entrepreneur. (Any Five) [10]
- Q.9)** Explain the importance for Budgeting for an Entrepreneur. [10]
- Q.10)** Define an Entrepreneur. Describe the different type of Entrepreneurs. [10]
-