

Total No. of Questions : 5]

[Total No. of Printed Pages : 2

[3882]-101

B. Sc. (Hospitality Studies) (Semester - I) Examination - 2010

BASIC FOOD PRODUCTION

(New 2008 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

(1) Attempt *any four* questions.

(2) All questions carry equal marks.

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- Q.1)** (A) Give duties and responsibilities of Executive Chef. [04]
(B) What are the aims and objectives of cooking Food ? [04]
(C) Classify Fuels with two examples of each. [02]
- Q.2)** (A) What care you will take to prevent accidents in Kitchen. [02]
(B) Write advantages and disadvantages of the following materials used in Kitchen Equipments : [04]
(a) Copper
(b) Stainless Steel
(C) Classify Fruits with two examples of each. [04]
- Q.3)** (A) List any six Herbs and Spices used in Indian Cooking. [04]
(B) What are the points you will consider while storing Vegetables ? [04]
(C) Draw a neat labelled diagram of Egg Structure. [02]
- Q.4)** (A) What is the action of Heat on Colour Pigments in presence of Acids ? [02]
(B) Explain Hydrogenation of Fats. [02]
(C) With the help of chart, explain various Preparation Methods. [04]
(D) Explain any two methods of mixing of Food. [02]

Q.5) Explain the following terms : (Any Ten)

[10]

- (1) Bake
 - (2) Dhansak
 - (3) Dice
 - (4) Rabadi
 - (5) Zarda
 - (6) Paneer
 - (7) Rista
 - (8) Béchamel
 - (9) Pachadi
 - (10) Whisk
 - (11) Vindaloo
 - (12) Raita
 - (13) Biryani
 - (14) Goulash
 - (15) Payasam
-

Total No. of Questions : 6]

[Total No. of Printed Pages : 2

[3882]-102

B. Sc. (Hospitality Studies) (Semester - I) Examination - 2010

FOOD AND BEVERAGE SERVICE

(New 2008 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) (A) Classify Catering Establishments with suitable example of each. [03]

(B) Explain the following Food and Beverage Outlets : [03]

(a) Night Clubs

(b) Business Centre

(c) Coffee Shop

(C) Write usage of the following equipments : [04]

(a) Oyster Fork

(b) Joint Knife

(c) Decanter

(d) Consommé Cup

- Q.2)** (A) List down the responsibility of Food and Beverage Manager of a Five Star Hotel. [04]
- (B) Explain the following Services : [06]
- (a) Take Away
 - (b) Kiosks
 - (c) Silver Service
 - (d) Food Courts
 - (e) Cafeteria
 - (f) Buffet
- Q.3)** (A) Define Mis-en-Place and Mis-en-Scene. [04]
- (B) Explain the following : [06]
- (a) Brunch
 - (b) Supper
 - (c) Dinner
- Q.4)** (A) Differentiate A'La Carte of TDH Menu. [05]
- (B) Draw a Cover Layout for English Breakfast and list down the Table Appointments. [05]
- Q.5)** (A) Explain Gueridon Service and Room Service. [05]
- (B) Explain the term 'Menu' and list down the principles of Menu Planning. [05]
- Q.6)** Classify the following items according to the course in the French Classical Menu and suggest accompaniments, cover for the same : [10]
- (a) Caviare
 - (b) Fish a'La Orly
 - (c) Roast Duck
 - (d) Prawn Cocktail
 - (e) Consommé Royale

Total No. of Questions : 3+3]

[Total No. of Printed Pages : 3

[3882]-103

B. Sc. (Hospitality Studies) (Semester - I) Examination - 2010

BASIC ROOMS DIVISION

(New 2008 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) Explain the following terms : (Any Ten)

[10]

- (1) Suite
- (2) Druggets
- (3) Squeezers
- (4) Vacuum Cleaner
- (5) O.O.O
- (6) Double Room
- (7) H.W.C.
- (8) Detergent
- (9) Scrubbing Machine
- (10) Mini-bar
- (11) Bleach

- Q.2)** (A) What are the responsibilities of Floor Supervisor and a Room Attendant ? [05]
- (B) What selection criteria are followed while choosing cleaning equipments ? [05]
- Q.3)** (A) (a) List three areas each for Front of the house and Back of the house. [03]
- (b) Explain Repeat Business. [02]
- (B) Draw Organisation Chart of the Housekeeping Department in a large hotel. [05]

SECTION - II

- Q.1)** Explain the following terms : (**Any Ten**) [10]
- (1) C.P.
 - (2) F.I.T.
 - (3) Corporate Rate
 - (4) Walk-in
 - (5) Motel
 - (6) Departure
 - (7) Black List
 - (8) Pent House
 - (9) Lanai
 - (10) Electronic Key
 - (11) Skipper
- Q.2)** (A) Define Hotel. Draw layout of the Front Office Department. [05]
- (B) State duties and responsibilities of : [05]
- (a) Receptionist
 - (b) Cashier

Q.3) (A) Write short notes : **[06]**

(a) Types of Rates

(b) Automated Equipments

(c) Key Control

(B) Define Paging and explain various Methods of Paging. **[04]**



Total No. of Questions : 6]

[Total No. of Printed Pages : 2

[3882]-104

B. Sc. (Hospitality Studies) (Semester - I) Examination - 2010

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) Write a short note on Application Software and Systems Software. Give examples. **[2+2=04]**
- (B) Give steps to insert a Clipart in a Powerpoint Slide. **[03]**
- (C) Write steps to copy a formula of one cell into a range of adjacent cells in MS-Excel. **[03]**
- Q.2)** (A) Explain the following directory commands with examples :
DIR, REN, TYPE **[1x3=03]**
- (B) Write a short note on MAIL MERGE. **[04]**
- (C) What is the method of setting time-limits to slides during Slide Show ? **[03]**
- Q.3)** (A) Define the terms Table, Record and Field in DBMS. **[1x3=03]**
- (B) What are the pre-requisites of having Internet ? **[05]**
- (C) What is the extension of an Excel File ? Give default column width in a Worksheet. **[02]**

- Q.4)** (A) List names of the Margins in a Page in MS-Word. [03]
(B) Give steps to sort data in a descending order in MS-Excel. [04]
(C) Give difference between Dial-up and Broadband Internet Connectivity. [03]
- Q.5)** (A) Explain Concept of B-to-B with examples. [04]
(B) Give steps to insert a row/record in a table of MS-Access. [03]
(C) Explain Desktop, Icon and Folder in Windows. [03]
- Q.6)** (A) Explain with neat diagram, four features of LAN. [1x4=04]
(B) Explain COPY and DEL Commands of DOS. [1+1=02]
(C) Write a short note on FORMS in MS-Access. [04]
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Total No. of Questions : 7]

[Total No. of Printed Pages : 3

[3882]-105

B. Sc. (Hospitality Studies) (Semester - I) Examination - 2010

CATERING SCIENCE

(New 2008 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

- (1) Question No. 1 is compulsory.*
 - (2) Attempt **any four** from Q. Nos. 2 to 7.*
 - (3) Draw diagrams wherever necessary.*
-
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Q.1) Explain the following terms : (Any Five)

[5x2=10]

- (a) Evaporation
- (b) Contamination of Food
- (c) Hygiene
- (d) AGMARK
- (e) Desirable Browning
- (f) Food Adulteration

Q.2) (A) Give difference between Food Poisoning and Food Infection. [05]

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

(C) Give requirements needed to store Food in a Refrigerated Storage Area. [05]

- Q.3) (A) Write short notes : (Any Three) [15]**
- (a) Protective Clothing
 - (b) Food Additives and any of their three types
 - (c) Direct Transmission of Diseases
 - (d) Rest, Recreation and Exercise
- Q.4) (A) Explain any five factors affecting growth of Micro-organisms. [05]**
- (B) Explain Importance of Protective Display of Food in Catering Industry. [05]
- (C) Name Food Adulterants and tests to detect them in the following Food Stuffs : [05]
- (a) Ghee
 - (b) Chilli Powder
 - (c) Turmeric
 - (d) Milk
 - (e) Tea
- Q.5) (A) Define Cross-contamination. Give any three ways to prevent it. [05]**
- (B) Explain Concept of HACCP in Catering Industry. [05]
- (C) Explain Importance of Hygiene and Sanitation in Catering Industry. [05]
- Q.6) (A) Explain any five natural toxins occurring in Food. [05]**
- (B) List any two control measures each for Cockroaches and Flies and one control measure for Rodents. [05]
- (C) Explain any five Non-bacterial Metal Poisoning in Food. [05]

- Q.7) (A)** List any two Spoilage Indicators for the following Food Stuffs : **[05]**
- (a) Egg
 - (b) Fish
 - (c) Semolina
 - (d) Spinach
 - (e) Peanuts
- (B)** Discuss 'Salmonellosis' on the basis of : **[05]**
- (a) Type of Food Borne Illness
 - (b) Responsible Organism
 - (c) Any two Foods Involved
 - (d) Any two Preventive Measures
- (C)** Give any five ways to control growth of Micro-organism in Food. **[05]**
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Total No. of Questions : 8]

[Total No. of Printed Pages : 2

[3882]-106

B. Sc. (Hospitality Studies) (Semester - I) Examination - 2010

COMMUNICATION FUNDAMENTALS (SKILLS)

(New 2008 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

- (1) *Questions Nos. 1 and 5 are compulsory.*
 - (2) *Answer **any two** questions from the remaining **three** in each section.*
 - (3) *Figures to the right indicate full marks.*
 - (4) *Assume suitable data, wherever necessary.*
-
-

SECTION - I

- Q.1)** (A) Explain different merits and demerits of Written Communication. [10]
(B) Define Mechanical Barrier. Explain with the help of various examples. [05]
- Q.2)** As an Executive Chef, write a memo to a cook against whom there are frequent complaints about poor food quality and delayed preparation. [10]
- Q.3)** Write short notes of **any two** of the following : [10]
(a) Sender
(b) Message
(c) Feedback
- 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)** Draft an application to Hotel Oberoi, Mumbai for the post of 'Receptionist' in Front Office Department. The advertisement for the post was published in 'Time of India' dated 1st November, 10. As per advertisement, the candidate is required to be familiar with the handling of fax machine, be a computer literate and must have a good command of English, Hindi and Marathi.
Write your resume also. **[10]**
- (B) What points must be considered while transferring a call ? **[05]**
- Q.6)** What preparations are required for giving effective speech presentation ? **[10]**
- Q.7)** What is Kinesis ? Explain any two aspects of body language. **[10]**
- Q.8)** As Co-ordinator draft a detailed report on the accident that occurred in the Maintenance Department to the Principal. Mention cause of accident and precautions to be taken to avoid such accidents in future. Assume suitable data. **[10]**
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Total No. of Questions : 5]

[Total No. of Printed Pages : 2

[3882]-11

B. Sc. (Hospitality Studies) (Semester - I) Examination - 2010

BASIC FOOD PRODUCTION

(Old 2005 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

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

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-
- Q.1)** (A) What are the Hygiene and Safe Practices to be observed while handling food in kitchen ? [04]
- (B) Explain the following Mixing Methods of Food : [04]
- (a) Kneading
 - (b) Blending
 - (c) Rubbing in
 - (d) Creaming
- (C) Write two uses of Egg in Cookery. [02]
- Q.2)** (A) List and explain different types of Vegetables. [04]
- (B) Enlist any four herbs and spices used in Indian Cookery. [04]
- (C) Write short note on Sweeteners. [02]
- Q.3)** (A) What is Hydrogenation of Fat ? [02]
- (B) Write different Dairy Products used in Food Production. [04]
- (C) Classify Fruits with two examples of each. [04]
- Q.4)** (A) List any four varieties of Wheat available in the market and write any four by-products of Wheat. [04]
- (B) Name any four Bread Spreads. [02]
- (C) Write different Pre-preparation Methods of Food. [04]

Q.5) (A) Write importance of Uniform in Kitchen. [02]

(B) Explain the following terms : (Any Eight) [08]

- (a) Zarda
 - (b) Bhujia
 - (c) Suet
 - (d) Payasam
 - (e) Bonda
 - (f) Pulao
 - (g) Halwa
 - (h) Nan
 - (i) Herbs
 - (j) Batter
-

Total No. of Questions : 6]

[Total No. of Printed Pages : 2

[3882]-12

B. Sc. (Hospitality Studies) (Semester - I) Examination - 2010

FOOD AND BEVERAGE SERVICE

(Old 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) (A) List down any six types of Food and Beverage Outlets. [03]

(B) Explain Auxiliary and list down any four revenue producing Auxiliary Areas of Food and Beverage Service Department. **[03]**

(C) Define Mis-en-Place and Mis-en-Scene. **[04]**

Q.2) (A) Explain usage of the following with neat diagram : [05]

(a) Fish Knife

(b) Snail Dish

(c) Cheese Knife

(d) Pastry Fork

(e) Oyster Fork

(B) Give Job Description of the following F and B Personnel : **[05]**

(a) Restaurant Manager

(b) Chef-de-Rang

Q.3) (A) Write down the capacities/sizes for the following equipments : [04]

(a) High Ball Glass

(b) Liqueur Glass

(c) Fish Plate

(d) Pilsner Glass

- (B) Write short notes : [06]
- (a) Buffet
 - (b) Dispence Bar
 - (c) Vending Machine
 - (d) Silver Service
- Q.4) (A)** Explain the following : [05]
- (a) Brunch
 - (b) Hi-tea
 - (c) Supper
 - (d) Café Complete
- (B) What are the attributes of Food and Beverage Service Personnel. [05]
- Q.5) (A)** Differentiate between A'la Carte and TDH Menus. [05]
- (B) List down the eleven course French Classical Menu with one example of each course. [05]
- Q.6)** Classify the following items according to the course in the French Classical Menu and suggest accompaniment, cover for the same : [10]
- (a) Smoked Salmon
 - (b) Pomfret a'la orly
 - (c) Strogonoff
 - (d) Roast Leg of Lamb
 - (e) Roast Duck
-

Total No. of Questions : 3+3]

[Total No. of Printed Pages : 2

[3882]-13

B. Sc. (Hospitality Studies) (Semester - I) Examination - 2010

BASIC ROOMS DIVISION

(Old 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) Explain the following terms : (Any Ten) [10]

- (1) Cabana
- (2) Scrim
- (3) Chamois
- (4) Dutch Wife
- (5) D.N.D.
- (6) Mini-bar
- (7) W.C.
- (8) Dust Pan
- (9) Twin Room
- (10) Disinfectant
- (11) U.R.

Q.2) (A) Draw layout of Housekeeping Department and explain any two sections of the Department. [05]

(B) Give Classification of Equipments and also explain Storage of Equipments. [05]

- Q.3)** (A) List down any five amenities each for both VIP Guest Room and Standard Guest Room. **[05]**
- (B) Explain importance and functions of Housekeeping Department. **[05]**

SECTION - II

- Q.1)** Explain the following terms : **(Any Ten)** **[10]**
- (1) A.P.
 - (2) V.I.P.
 - (3) Group Rate
 - (4) Sleepout
 - (5) Paging
 - (6) Resort
 - (7) Arrival
 - (8) Pent House
 - (9) Duplex
 - (10) Master Key
 - (11) Scanty Baggage
- Q.2)** (A) Give Classification of Hotels. **[05]**
- (B) Explain Co-ordination of Front Office with Housekeeping and F and B Service. **[05]**
- Q.3)** (A) Explain role of the following in the Hotel : **(Any Two)** **[05]**
- (a) Bell Desk
 - (b) Mail and Information
 - (c) Key Control
- (B) Describe attributes of Front Office Personnel. **[05]**

Total No. of Questions : 7]

[Total No. of Printed Pages : 3

[3882]-15

B. Sc. (Hospitality Studies) (Semester -I) Examination - 2010

CATERING SCIENCE

(Old 2005 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

(1) Question No. 1 is compulsory.

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

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

[5x2=10]

- (a) Oedema
- (b) Nutrient
- (c) Hollow Calories
- (d) Vitamins
- (e) Hydrogenation of Oil
- (f) Health

Q.2) (A) Describe any three functions of Carbohydrate. Give any four Food Sources of Carbohydrate. [05]

(B) Explain Supplementary Value of Protein with two examples. [05]

(C) A diet provides 1600 kcal. Out of this 270 gm is Carbohydrate Content. The energy provided by fat is 288 kcals. Calculate Protein Content of the diet. [05]

Q.3) (A) Match of following : **[05]**

‘A’

‘B’

Niacin

Scurvy

Vitamin B₁

Pernicious Anaemia

Folic Acid

Beri Beri

Ascorbic Acid

Megaloblastic Anaemia

Cyanocobalamine

Pellagra

Night Blindness

(B) Give reasons : (Any Five) **[5x2=10]**

- (a) Fruits and Vegetables should be washed before peeling and cutting.
- (b) Dietary fibre should be avoided by a patient suffering from diarrhoea.
- (c) Citrus Food should not be dehydrated.
- (d) Vegetable Proteins are not the complete source of Protein.
- (e) Pressure Cooking is always advisable.
- (f) We should add an extra pinch of salt during summer.

Q.4) (A) Discuss Iron under the following headings :

- (a) Any two functions **[02]**
- (b) Any two good food sources **[02]**
- (c) Name of the deficiency disease **[01]**

(B) Define Essential Amino Acid and enlist all essential Amino Acids needed by an adult. **[05]**

(C) Plan a balanced lunch menu for a 18 years old adolescent boy who is a vegetarian using five basic food groups. **[05]**

- Q.5)** (A) Explain Dehydration. What is the role of ORT in Dehydration ? [05]
(B) Explain importance of avoiding Fast/Junk Food. [05]
(C) Give any five measures to preserve nutrients while Cooking Food. [05]
- Q.6)** (A) Define Rancidity of Oil. How will you prevent it ? [05]
(B) Classify Proteins giving suitable examples. [05]
(C) Discuss 'Vitamin C' on the basis of :
(a) Two good food sources [02]
(b) One function [01]
(c) One deficiency disease and one symptom [02]
- Q.7)** (A) List one food each to be avoided and recommended for patients suffering from the following diseases : [05]
(a) Kidney Disease
(b) Jaundice
(c) Heart Disease
(d) Constipation
(e) Peptic Ulcer
(B) Explain basic five Food Groups giving suitable examples. [05]
(C) Explain ill effects of excess consumption of Fat in the diet. Give any two good food sources of Cholesterol. [05]
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Total No. of Questions : 5]

[Total No. of Printed Pages : 2

[3882]-201

B. Sc. (Hospitality Studies) (Semester - II) Examination - 2010

FOOD PRODUCTION PRINCIPLES

(New 2008 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

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

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

[10]

- (1) Aspic
- (2) Concasse
- (3) Masking
- (4) Zest
- (5) Consommè
- (6) Bloom
- (7) Baste
- (8) Emulsion
- (9) Croutons
- (10) Caramel
- (11) Bain Marie
- (12) Croissant

- Q.2) (A) Write short notes : (Any Two) [04]**
- (a) Baking
 - (b) Grilling
 - (c) Tandoor
- (B) Explain Combination of Cooking Methods with suitable examples. [03]
- (C) Differentiate between Steaming and Boiling [03]
- Q.3) (A) Enlist and explain stages in Bread Making. [05]**
- (B) List any five small equipments used in a Bakery along with its uses. [05]
- Q.4) (A) What are the golden rules for making a Good Stock ? [04]**
- (B) What are the various thickening agents used in Making Sauces ? [04]
- (C) Explain Process of Clarification of Consommè. [02]
- Q.5) (A) Match the following : [03]**
- | | | |
|-----------|---|-------------|
| Devil | – | Hollandaise |
| Soubise | – | Espagnole |
| Ivory | – | Mayonnaise |
| Choron | – | Bechamel |
| Andalouse | – | Tomato |
| Barbeque | – | Veloute |
- (B) Explain any four desirable textures of a Finished Food Product. [04]
- (C) Answer the following in a sentence : (Any Three) [03]
- (a) What is Gelatinisation ?
 - (b) What do you understand by Hydrogenation of Fat ?
 - (c) Explain importance of Gluten in Bread Making.
 - (d) List any two disadvantages of Microwave Cooking.

Total No. of Questions : 6]

[Total No. of Printed Pages : 2

[3882]-202

B. Sc. (Hospitality Studies) (Semester - II) Examination - 2010

FOOD AND BEVERAGE OPERATIONS

(New 2008 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

(1) Solve *any four* questions.

(2) All questions carry equal marks.

Q.1) What is Room Service ? Explain Breakfast Service with the help of Breakfast Card. **[10]**

Q.2) (A) What are the objectives of Revenue Control System ? **[04]**

(B) Classify Non-Alcoholic Beverages with suitable examples. **[06]**

Q.3) (A) Write in brief : **[05]**

(a) Sitdown Buffet

(b) Fork Buffet

(c) Top Fermented Beer

(d) Bottom Fermented Beer

(e) Ale

(B) Draw and explain movement of F and B check (KOT and BOT) in Room Service. **[05]**

Q.4) What is Beer ? Explain Beer Making in detail with ingredients. **[10]**

- Q.5)** (A) List and explain any two Coffee Making Methods. [04]
(B) What is Tea ? Write about Blend and Storage of Tea. [04]
(C) What are the Tisanes ? List two examples. [02]
- Q.6)** (A) Classify Alcoholic Beverage with two examples. [06]
(B) Explain Triplicate Checking Method with special checks. [04]
-

Total No. of Questions : 6]

[Total No. of Printed Pages : 3

[3882]-203

B. Sc. (Hospitality Studies) (Semester - II) Examination - 2010

ROOMS DIVISION SERVICES

(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) Assume suitable data wherever necessary.

SECTION - I

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

[05]

- (a) Bedding
- (b) Crib
- (c) Adjoining Room
- (d) Hand Caddy
- (e) O.O.O.
- (f) Monogramming

(B) Explain Role of the Control Desk in the Housekeeping Department and write down the records maintained.

[05]

- Q.2)** (A) Explain Daily Cleaning Procedure of a Departure Room. [05]
(B) A GRA has found some documents in a Departure Room. What is the procedure to be followed by him ? [03]
(C) Write down any four rules to be followed by the Staff while on the Guest Floor. [02]
- Q.3)** (A) Write short notes : **(Any Two)** [05]
(a) Second Service
(b) Key Card
(c) Checklist for Supervision
(B) Explain Spring Cleaning Procedure for Banquet Hall. [05]

SECTION - II

- Q.4)** (A) Explain the following terms : **(Any Five)** [05]
(a) GIT
(b) Express Check-out
(c) SB
(d) Over Booking
(e) Downtown Hotel
(f) CP
(B) Explain Procedure for Ammendments made at the Front Office. [05]
- Q.5)** (A) Explain Pre-arrival Procedure for a VIP. [03]
(B) Differentiate between Traveller's Cheques and Personal Cheques. [03]
(C) Due to some personal/maintenance reasons, a guest requests a room change. Explain procedure with a relevant format. [04]

Q.6) (A) Draw formats for the following : [05]

- (a) Conventional Chart
- (b) Encashment Certificate

(B) Write short notes : [05]

- (a) Late Check-out
 - (b) Safety Deposit
-

Total No. of Questions : 8]

[Total No. of Printed Pages : 2

[3882]-204

B. Sc. (Hospitality Studies) (Semester - II) Examination - 2010

TRAVEL AND TOURISM

(New 2008 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

- (1) *Question No. 1 is compulsory.*
- (2) *Attempt **any five** from Q. Nos. 2 to 8.*
- (3) *Figures to the right indicate full marks.*

Q.1) Write short notes : (Any Five)

[20]

- (a) I.T.D.C.
- (b) T.F.C.I.
- (c) T.A.T.O.
- (d) P.A.T.A.
- (e) VISA
- (f) PASSPORT
- (g) N.G.O.

Q.2) Define the following : (Any Five)

[10]

- (a) Grand Circular Tour
- (b) Holiday Motivator
- (c) M.I.C.E.
- (d) Political Tourism
- (e) Rural Tourism
- (f) Cultural Tourism
- (g) V.F.R.

- Q.3)** Explain Modes of Transport and Types of Accommodations. [10]
- Q.4)** Explain Economic and Environmental Impact of Tourism. [10]
- Q.5)** Describe Retail and Wholesale Travel Agent and explain any four functions of a Travel Agent. [10]
- Q.6)** Explain 4 A's of Tourism and the Career Opportunities available for Tourism Professionals. [10]
- Q.7)** (A) Describe role of a Guide/Escort in Promoting Tourism. [05]
(B) Define Inbound and Outbound Tour Operators and any three Package Tours. [05]
- Q.8)** Plan an itinerary for a Goa Tour of 10 days. [10]
-

Total No. of Questions : 7]

[Total No. of Printed Pages : 3

[3882]-205

B. Sc. (Hospitality Studies) (Semester - II) Examination - 2010

CATERING SCIENCE

(New 2008 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

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

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

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

[10]

- (a) Nutrient
- (b) Edible Portion of Food
- (c) Hydrogenation of Oil
- (d) Balanced Diet
- (e) Health
- (f) Empty Calories

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

[10]

- (a) During summer an extra pinch of salt should be added to various food stuffs.
- (b) People living in hilly areas suffer from Goitre.
- (c) Dietary Fibre should be included in our daily diet.
- (d) Animal Proteins are a Complete Source of Protein.
- (e) Oils should be stored in air tight containers.
- (f) Fresh Fruit Juices are preferred to aerated soft drinks.

(B) The protein and fat content of a diet is 200 gms and 100 gms respectively. The diet provides 2900 kcals of energy. Calculate Carbohydrate Content of the Diet.

[05]

- Q.3)** (A) Explain Ill-effects of Excess Consumption of Fat in the Diet. [05]
- (B) Give any four dietary sources of Water. How is water balance maintained in our body. [05]
- (C) Discuss 'Vitamin A' on the basis of :
- (a) Four good food sources [02]
- (b) One important function [01]
- (c) One deficiency disease with one symptom [02]
- Q.4)** (A) Mention any three functions of Carbohydrates. Give four good food sources of carbohydrate - rich food. [05]
- (B) Explain Concept of Supplementary Value of Protein giving two examples. [05]
- (C) Explain importance of avoiding Fast Foods. [05]
- Q.5)** (A) List essential Amino Acids required by an Infant. [05]
- (B) Plan a day's balanced diet for an adult man aged 35 years, working as an executive, who is a non-vegetarian ? [05]
- (C) Discuss 'Iron' on the basis of :
- (a) Any four good food sources [02]
- (b) Deficiency disease and symptom [02]
- (c) Any one function [01]
- Q.6)** (A) Define Vitamins. Classify them giving suitable examples. [05]
- (B) Give any five ways to prevent nutrient loss from Food Stuffs while Cooking. [05]
- (C) Explain five basic food groups with relevant examples of Food Stuffs. [05]

Q.7) (A) Mention any two foods to be avoided and two foods to be recommended for the persons suffering from : **[10]**

- (a) Diabetes Mellitus
- (b) Cardio-vascular Diseases
- (c) Jaundice
- (d) Diarrhoea
- (e) Fever and Infection

(B) Explain Effect of Heat on Proteins. Classify Proteins giving suitable examples. **[05]**

Total No. of Questions : 7]

[Total No. of Printed Pages : 5

[3882]-206

B. Sc. (Hospitality Studies) (Semester - II) Examination - 2010

COMMUNICATION SKILLS - II

(BASIC FRENCH FOR HOTEL INDUSTRY)

(Old 2005 and New 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) Nous _____ (écrire) pour le journal.
- (2) Je _____ (parler) l'anglais.
- (3) _____ (finir) vite le travail.
- (4) Vous (aller) _____ à Paris.
- (5) Nous _____ (manger) des fruits.
- (6) Je _____ (boire) du thé.
- (7) _____ (faire) blondir échalote avec un peu de
beurre.
- (8) Nous _____ (être) en retard.

(B) Quelle est la date ? (Any Two) [02]
(What is the date ?)

- (1) Monday 1st May 2009
- (2) Friday 9th December 1954
- (3) Sunday 15th August 2005
- (4) Wednesday 28th October 1573

(C) Quelle heure est-il ? (Any Three) [03]
(What is the time ?)

- (1) 12.00 a.m.
- (2) 10.15 p.m.
- (3) 8.20 a.m.
- (4) 6.45 a.m.
- (5) 5.30 p.m.
- (6) 9.09 p.m.

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

- (1) 82
- (2) 16
- (3) 10^e
- (4) 45
- (5) 99^e
- (6) 78
- (7) 38
- (8) 41
- (9) 52
- (10) 74

(B) Mettez le bon mesure : (Any Four) [02]
(Put the correct measures.)

- (1) _____ de l'huile.
- (2) _____ de vin.
- (3) _____ du café.
- (4) _____ d'oeufs
- (5) _____ de sel.
- (6) _____ de tissue.

(C) Liez 'A' avec 'B' : [05]

(Match A with B and rewrite.)

'A'

'B'

- | | |
|-----------------------|---------------------|
| (1) Bon Voyage | (i) All the Best |
| (2) Félicitations | (ii) I'm sorry |
| (3) S'il vous plaît | (iii) Happy Journey |
| (4) Je suis désolé(e) | (iv) Please |
| (5) Bonne Chance | (v) Congratulations |

Q.3) (A) Traduisez en anglais : [05]

(Translate into English.)

Au Café

- Garçon, donnez-moi un verre d'eau s'il vous plaît !
- Apportez-moi le menu
- Le voilà, Monsieur
- Je vais prendre un sandwich et un café
- Toute de suite, Monsieur
- Garçon, l'addition, s'il vous plaît.

(B) Nommez le chef : (Any Five) [05]

(Name the chef.)

- (1) Prépare toute sorte de pâtisseries.
- (2) S'occupe des potages, soupes.
- (3) Prépare les légumes et les garnitures
- (4) Prépare les sauces.
- (5) Se charge des mets grillés.
- (6) Prépare les fritures, les plats de poissons.
- (7) Prépare les glaces, sorbets.

- Q.4) (A)** Planifiez un menu français de 5 cours en donnant une exemple de chaque cours. [05]
[Plan a menu (French) of five course giving one example of each course]
- (B) Nommez deux Potages [02]
(Name two soups)
- (C) Nommez trois Hors-d'oeuvres [03]
(Name three hors d'oeuvres)
- Q.5) (A)** Nommez trois vins de corse. [03]
- (B) Expliquez des termes en anglais. **(Any Seven)** [07]
(Explain the terms in English.)
- (1) La nappe
 - (2) Sec
 - (3) Bien cuit
 - (4) Le couteau
 - (5) Dépêchez - vous
 - (6) La chaise
 - (7) Salade russe
 - (8) Vin de pays
 - (9) Le verre à bière
 - (10) Porc rôti
- Q.6) (A)** Donnez les équivalents en anglais : **(Any Five)** [05]
(Give the equivalents in English.)
- (1) une carotte
 - (2) le four
 - (3) le cumin
 - (4) une figue
 - (5) le fromage
 - (6) la viande
 - (7) la tomate
 - (8) la moutarde

(B) Donnez les équivalents en français : **(Any Five)** [05]
(Give the equivalents in French.)

- (1) cabbage
- (2) veal
- (3) butter
- (4) mango
- (5) hare
- (6) strawberry
- (7) rice
- (8) fish

Q.7) Expliquez les termes suivantes : (Any Ten) [10]
(Explain the following terms.)

- (1) Beurre fondue
- (2) Burgundy
- (3) Caramel
- (4) Courgettes
- (5) Farce
- (6) Pepperoni
- (7) Tisane
- (8) Dorer
- (9) Caviar
- (10) Fruits de mer
- (11) Nouvelle Cuisine
- (12) Confinure
- (13) Gâteau
- (14) Du jour
- (15) Ragout

Total No. of Questions : 5]

[Total No. of Printed Pages : 2

[3882]-21

B. Sc. (Hospitality Studies) (Semester - II) Examination - 2010

FOOD PRODUCTION PRINCIPLES

(Old 2005 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

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

Q.1) (A) Match the column :

[03]

‘A’

‘B’

- | | |
|---------------------|-----------------|
| (a) Bechamel | (i) Maderia |
| (b) Real Velocete | (ii) Provencale |
| (c) Shellfish Sauce | (iii) Allemande |
| (d) Demi-Glace | (iv) New Burg |
| (e) Hollandaise | (v) Mornay |
| (f) Tomato Sauce | (vi) Mousseline |

**(B) Give function of the following ingredients in Bakery :
(Any Three)**

[03]

- (a) Shortening
- (b) Salt
- (c) Sweeteners
- (d) Yeast

(C) Explain four basic steps to produce a quality Stock.

[04]

- Q.2)** (A) List different methods of Bread-making. Explain any two. [05]
(B) Explain any five thickening agents used in Sauces. [05]
- Q.3)** (A) Write short notes on the following : [03]
(a) Consomme
(b) Textures
(c) Principles of Baking
- (B) Explain Co-ordination of Kitchen with Housekeeping and Food and Beverage Department. [02]
(C) Explain duties of Executive Chef. [05]
- Q.4)** (A) State and explain any three Moist Methods of Cooking. [03]
(B) What is Gluten and why is Gluten important in Bread-making ? [03]
(C) Give differences between Accompaniments and Garnishes. [02]
(D) Explain importance of Basting in the Process of Roasting. [02]
- Q.5)** (A) Explain the following terms : [06]
(a) Puree
(b) Aspic
(c) Roux
(d) Pressure Frying
(e) Meringue
(f) Poaching
- (B) List any four Hot Food Holding Equipments. [02]
(C) List any four Food Pre-preparation Equipments. [02]

Total No. of Questions : 6]

[Total No. of Printed Pages : 2

[3882]-22

B. Sc. (Hospitality Studies) (Semester - II) Examination - 2010

FOOD AND BEVERAGE OPERATIONS

(Old 2005 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

(1) Solve *any four* questions.

(2) All questions carry equal marks.

-
-
- Q.1)** (A) Classify Non-alcoholic Beverages with examples. [04]
(B) What is Coffee ? Explain making of Espresso and Iced Coffee. [04]
(C) What is Natural Spring Water ? List any two. [02]
- Q.2)** (A) Define and classify Alcoholic Beverages with examples. [04]
(B) Explain Fermentation Process. [04]
(C) Write in brief : [02]
(a) Sake
(b) Perry
- Q.3)** (A) List Beer Ingredients and give Beer-making Process in brief. [06]
(B) Write any eight Beer Brands. [04]
- Q.4)** (A) What is Cigar ? Give parts of Cigar. [04]
(B) Draw Flowchart of F and B check and explain. [04]
(C) What is Suiwant ? Draw format. [02]

Q.5) (A) Explain F and B Control Cycle. [04]

(B) Give objectives and obstacles of F and B Controls. [06]

**Q.6) What is Distillation ? Explain working of Pot Still with a diagram.
List four Pot Still Products. [10]**

Total No. of Questions : 6]

[Total No. of Printed Pages : 2

[3882]-23

B. Sc. (Hospitality Studies) (Semester - II) Examination - 2010

ROOMS DIVISION SERVICES

(Old 2005 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

*(1) Solve **any two** questions 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]

(a) UR

(b) Hand Caddy

(c) Suite

(d) Daily Cleaning

(e) DND

(f) Houseman

(B) Explain procedure for daily cleaning of Banquet Hall. [05]

Q.2) (A) Explain Spring Cleaning Procedure for a Suite. [05]

(B) Explain various records maintained at the Control Desk. [05]

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

- (a) Second Service
- (b) Rules of the Floor
- (c) Key Card
- (d) Lost and Found Register

SECTION - II

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

- (a) SB
- (b) Down Town Hotel
- (c) Plus Position
- (d) VIP
- (e) Cancellation

(B) Explain procedure followed for arrival of a Group. **[05]**

Q.5) (A) Explain Conventional Chart with format. **[05]**

(B) What is Express Check-out ? **[05]**

Q.6) (A) What precautions you should take while handling a Traveller's Cheque ? **[05]**

(B) Write short notes : **[05]**

- (a) Pre-arrival Procedure for FIT
- (b) Safe Deposit Procedure

Total No. of Questions : 8]

[Total No. of Printed Pages : 2

[3882]-24

B. Sc. (Hospitality Studies) (Semester - II) Examination - 2010

TRAVEL AND TOURISM

(Old 2005 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

(1) Question No. 1 is compulsory.

*(2) Attempt **any five** from Q. Nos. 2 to 8.*

(3) Figures to the right indicate full marks.

Q.1) Write short notes : (Any Five)

[20]

- (a) D.O.T.
- (b) M.T.D.C.
- (c) F.H.R.A.I.
- (d) I.A.T.A.
- (e) T.A.A.I.
- (f) N.G.O.
- (g) Passport
- (h) VISA
- (i) Health Regulation
- (j) Economic Regulation

- Q.2)** Define the following : **(Any Five)** [10]
- (a) International Tourism
 - (b) M.I.C.E.
 - (c) VFR
 - (d) Carrying Capacity
 - (e) ECO Tourism
 - (f) Sustainable Tourism
 - (g) Agro Tourism
- Q.3)** Explain Role of Transport in Tourism. [10]
- Q.4)** Explain Economic and Social Impact of Tourism. [10]
- Q.5)** List and describe essential points for Itinerary Planning. [10]
- Q.6)** Define and explain any five functions of a Travel Agent. [10]
- Q.7)** (A) Describe Tour Operator and types of Package Tours. [05]
(B) List qualities required to be a Guide/Escort. [05]
- Q.8)** Explain Primary and Secondary Constituents of Tourism Industry. [10]
-

Total No. of Questions : 7]

[Total No. of Printed Pages : 3

[3882]-25

B. Sc. (Hospitality Studies) (Semester - II) Examination - 2010

FOOD SCIENCE

(Old 2005 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

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

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

- (a) Emulsion
- (b) Boiling under Pressure
- (c) pH
- (d) Smoking Point
- (e) Humidity
- (f) Density

Q.2) (A) Differentiate between Food Poisoning and Food Infection. Why is Protective Display of Food necessary ? [05]

(B) Define 'Food Additives'. Explain any three Food Additives used in Food Industry. [05]

(C) List requirements needed to store Food in Dry Food Storage Area. [05]

Q.3) (A) Explain any five Natural Toxins occurring in Food. How will you prevent them ? [05]

(B) List any five rules of Personal Hygiene. [05]

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

[3882]-25

1

P.T.O.

- Q.4) (A)** Explain any five factors affecting growth of Micro-organisms. [05]
- (B) Define 'Desirable Browning'. How will you prevent Undesirable Browning in Food' ? (any three ways) [05]
- (C) Mention **any two** Spoilage Indicators in the following Food Stuffs : [05]
- (a) Fish
 - (b) Methi Leaves
 - (c) Semolina
 - (d) Paneer
 - (e) Egg

- Q.5) (A)** Discuss 'Salmonellosis' Food Infection on the basis of :
- (a) Mode of Transmission [01]
 - (b) Four Foods Involved [02]
 - (c) Any Two Preventive Measures [02]

OR

- (A) Explain Concept of Danger Zone in Catering Industry. [05]
- (B) As a Catering Manager how will you take care regarding good health of Staff ? [05]
- (C) Why is Pest Control necessary ? List any two Control Measures to control the following : [05]
- (a) House Flies
 - (b) Rodents
 - (c) Cockroaches

- Q.6)** (A) Explain any five ways to control Growth of Micro-organisms in Food. [05]
- (B) Explain Concept of 'HACCP' in Catering Industry. [05]
- (C) Mention Common Food Adulterants and the tests to detect them in the following Food Stuffs : [05]
- (a) Milk
 - (b) Coffee
 - (c) Chilli Powder
 - (d) Semolina
 - (e) Sugar
- Q.7)** (A) Explain any five Non-bacterial Metal Poisoning in Food. [05]
- (B) Explain any two uses of Bacteria, two uses of Yeast and one use of Mould in Food Industry. [05]
- (C) Write importance of **any two** : [05]
- (a) Rest, Recreation and Exercise in relation to Catering Industry.
 - (b) Hygiene and Sanitation related to Catering Establishment.
 - (c) Food Standards in India
-

Total No. of Questions : 5]

[Total No. of Printed Pages : 2

[3882]-301

B. Sc. (Hospitality Studies) (Semester - III) Examination - 2010

QUANTITY FOOD PRODUCTION

(New 2008 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

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

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

[10]

- (1) Venison
- (2) Bacon
- (3) Corned Beef
- (4) Aging of Meat
- (5) Whipping
- (6) Bivalves
- (7) Meringue
- (8) Force Meat
- (9) Adipose Tissue
- (10) Giblet
- (11) Ham
- (12) Chiffon Cake

- Q.2) (A)** List and define five major categories of Sausage. Give one example of each. [05]
- (B) What is the function of the following in Cake Making ?
(Two functions of each) [05]
- (a) Flour
 - (b) Sugar
 - (c) Fat
 - (d) Eggs
 - (e) Leavining Agents
- Q.3) (A)** Define Sauce Chaud - Froid. List and explain types of Aspic Jellies. [05]
- (B) Explain in detail the duties and responsibilities of Larder Chef. [05]
- Q.4) (A)** Discuss Hanging of Game. How do you truss a bird for roasting ? [05]
- (B) List five factors which are used to determine quality and grade of Poultry ? [05]
- Q.5) (A)** What is the physical and chemical composition of Meat ? [05]
- (B) Plan a Lunch and Dinner Menu to be served in Industrial Canteen for one day. [05]
-

Total No. of Questions : 6]

[Total No. of Printed Pages : 3

[3882]-302

B. Sc. (Hospitality Studies) (Semester - III) Examination - 2010

BEVERAGE SERVICES

(New 2008 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

(1) Answer any four questions.

(2) All questions carry equal marks.

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

[10]

- (1) Pasti
- (2) Pupitre
- (3) Marc
- (4) Mezcal
- (5) Noble Rot
- (6) Calvados
- (7) Punt End
- (8) Bodegas
- (9) Feints
- (10) Frizzante
- (11) Fine Maison
- (12) Feni
- (13) D.O.M.

- Q.2)** (A) Write short notes : **[06]**
(a) Solera System
(b) New World Wines
(B) Explain - Manufacturing of Rum in detail. **[04]**
- Q.3)** (A) List eight French Wine Producing Regions with one example of Wine from each region. **[04]**
(B) Explain the following terms : **[06]**
(a) 2bA
(b) AOC
(c) DOCG
(d) LBV
(e) D.O.
(f) BOB
- Q.4)** (A) Distinguish between : **[06]**
(a) Pot Still and Patent Still
(b) Scotch Whisky and Irish Whiskey
(B) List base and flavour and country of origin of the following liqueurs : **[04]**
(a) chatreuse
(b) tia maria
(c) dvambuise
(d) midovi
- Q.5)** (A) Explain the following beverages in short : **[06]**
(a) Absinthé
(b) Ouzo
(c) Arrack
(d) Aquavit
(e) Cognac
(f) Tequila

(B) Identify strengths and sizes of the following Cigars : [04]

- (a) Lansdale
- (b) Corona
- (c) Wiffs
- (d) Petite Corona

Q.6) (A) Name four Brands of International Vodka.

(B) Name four Indian Wineryards with places.

(C) Name four Indian Distilleries with places.

(D) Name four Indian Brands of Gin.

(E) Name four Orange Flavoured Liqueurs. [10]

Total No. of Questions : 6]

[Total No. of Printed Pages : 3

[3882]-303

B. Sc. (Hospitality Studies) (Semester - III) Examination - 2010

ACCOMMODATION SERVICES

(New 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 diagrams wherever necessary.

SECTION - I

- Q.1)** (A) Draw and explain any four types of Flower Arrangements. [04]
- (B) Explain : [04]
- (a) Cotton
 - (b) Wool
- (C) How do you safeguard Guest Property ? [02]
- Q.2)** (A) What do you mean by Stain Removal ? Give any five types of Stains and their agents. [05]
- (B) Explain **any two** Laundering Procedures : [05]
- (a) Starching
 - (b) Blueing
 - (c) Ironing

Q.3) (A) What do you mean by Inventory ? Explain Procedure of Linen Inventory. **[04]**

(B) Explain the terms : **(Any Six)** **[06]**

- (a) Duvet Covers
- (b) Upholstery
- (c) Pile
- (d) Pest
- (e) Parasite
- (f) Mercerization
- (g) Ramie
- (h) Selvedge

SECTION - II

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

- (a) P.O.S.
- (b) Express Check-out
- (c) Account Settlement
- (d) G.H.C.
- (e) Late Charges
- (f) Discrepancy Report
- (g) City Ledger
- (h) Cash Sheet
- (i) V.P.O.
- (j) Charge Privilege

- Q.5) (A) Explain any two Record-keeping Systems :** **[06]**
- (a) Non-automated
 - (b) Semi-automated
 - (c) Fully Automated
- (B) Describe the following : (Any Two)** **[04]**
- (a) Daily Report
 - (b) Folios
 - (c) Allowance Voucher
- Q.6) (A) Give formulae for the following :** **[05]**
- (a) Foreign Occupancy%
 - (b) Room Occupancy%
 - (c) ARR
 - (d) Double Occupancy%
 - (e) Rev PAR
- (B) How will you handle a Bomb Threat given to your hotel ? List down the entire procedure.** **[05]**
-

Total No. of Questions : 9]

[Total No. of Printed Pages : 1

[3882]-304

B. Sc. (Hospitality Studies) (Semester - III) Examination - 2010

PRINCIPLES OF MANAGEMENT

(New 2008 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

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

-
-
- Q.1)** Write short notes : **(Any Four)** **[20]**
- (a) Importance of Morale
 - (b) Need for Co-ordination
 - (c) Non-verbal Communication
 - (d) Span of Control
 - (e) Benefits of Motivated Staff
 - (f) Types of Decisions
- Q.2)** Explain Blake and Moutan's Managerial Grid. **[10]**
- Q.3)** Discuss Fayol's Theory of Management. **[10]**
- Q.4)** List down the merits and demerits of Line and Staff Organisation. **[10]**
- Q.5)** Define Control. State Process of Control. **[10]**
- Q.6)** Explain Maslow's Theory of Needs. **[10]**
- Q.7)** List and explain different types of Plans with examples. **[10]**
- Q.8)** What are the various ways of making Communication Effective ? **[10]**
- Q.9)** Explain Process of Staffing in detail. **[10]**

Total No. of Questions : 8]

[Total No. of Printed Pages : 5

[3882]-305

B. Sc. (Hospitality Studies) (Semester - III) Examination - 2010

BASIC PRINCIPLES OF 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) Given below is a Trial Balance of M/s. Ayush and Co.. You are required to prepare Trading A/c., Profit and Loss A/c. and Balance Sheet as on 31st March, 2009 : **[20]**

Trial Balance as on 31st March, 2009

Debit Balances	Amt.	Credit Balances	Amt.
Cash in Hand	13,600	Loan from Bank	40,000
Sundry Debtors	45,000	Sundry Creditors	30,000
Bills Receivable	20,000	Capital	1,23,000
Opening Stock	33,400	Purchases Returns	4,400
Purchases	74,400	Bills Payable	6,400
Sales Returns	1,600	Discount Received	4,600
Salaries	22,000	Sales	1,31,600
Wages	4,000		
Printing and Stationery	6,400		

[3882]-305

1

P.T.O.

Debit Balances	Amt.	Credit Balances	Amt.
Commission	2,000		
Machinery	82,000		
Carriage Inward	3,000		
Insurance	3,600		
Drawings	5,000		
Octroi Duty	1,600		
Furniture	16,000		
Office Rent	6,400		
Total	3,40,000	Total	3,40,000

Adjustments :

- (1) Stock of Goods on 31st March, 2008 is valued at Rs. 42,000.
- (2) Outstanding Expenses were : Salaries Rs. 2,000 and Printing and Stationery Rs. 1,600.
- (3) Insurance was prepaid at Rs. 1,200.
- (4) Depreciate Furniture at 5% p.a.

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

[10]

- (a) Objectives of Hotel Accounting
- (b) Contra Entry
- (c) Classification of Accounts (with examples)

Q.3) Journalise the following transactions for the month of April, 2007 in the books of Miss Arya : **[10]**

- 1 Arya started business by investing 35,000 in it and borrowed Rs. 15,000 from Bhagyashree for business purpose.
- 7 Purchased Machinery of Rs. 50,000 from 'X' and Co. and paid 50% immediately in cash.
- 13 Sold goods of Rs. 10,000 to Mr. Amey at 5% Trade Discount.
- 19 Received Rent Rs. 500.
- 23 Paid Life Insurance Premium of Rs. 1,000.
- 26 Purchased goods of Rs. 20,000 on 15% Cash Discount.
- 30 Paid Wages of Rs. 1,500.
- 30 Goods of Rs. 500 were destroyed by Fire.

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

- (a) _____ discount never appears in the books of account.
- (b) Expenses due but not paid are called as _____.
- (c) Asset shows _____ balance.
- (d) Goodwill is an _____ asset.
- (e) Debtor is a person who _____ something to others.

(B) Define the following terms : **[05]**

- (a) Capital
- (b) Goods
- (c) Bad Debts
- (d) Creditors
- (e) Drawings

Q.5) Prepare analytical Petty Cash Book from the following particulars for the month of April, 2007 : **[10]**

- 1 Received a Cheque of Rs. 300 from Head Cashier.
- 2 Carriage on Goods paid Rs. 20.
- 3 Purchased Postage Stamps Rs. 15.
- 4 Trunk Call Bill Rs. 8 paid in Cash.
- 7 Purchased Bottle of Ink for Rs. 8 and Ball Pens Rs. 20.
- 9 Purchased Revenue Stamps Rs. 10.
- 12 Spent on Tea and Coffee for Office Staff Rs. 20.
- 14 Paid Surekha in settlement of her account Rs. 70.
- 17 Paid for repairs Rs. 24.
- 20 Sent subscription to news paper Rs. 40.
- 24 Paid Conveyance Rs. 17.

Q.6) (A) Distinguish between Capital Expenditure and Revenue Expenditure. **[05]**

(B) Distinguish between Cost Concept and Money Measurement Concept. **[05]**

Q.7) (A) Enter the following transactions in proper Subsidiary Book for April, 2008 : **[05]**

- 1 Purchased Goods from Mahesh Rs. 2,000 at 5% Trade Discount.
- 7 Sold Goods to Mandar Rs. 850.
- 11 Mandar returned goods to us Rs. 150.
- 17 Returned Goods of Rs. 400 to Mahesh (gross).
- 21 Received an order for goods of Rs. 1,500 from Aditya.

(B) Prepare Trial Balance :

[05]

	Rs.		Rs.
Building	60,000	Sales	85,000
Creditors	14,000	Banqueting Debtors	12,000
Wages	3,000	Capital	28,000
Opening Stock	5,000	Purchases	45,000
Return Inward	3,000	Return Outward	1,000

Q.8) Attempt **any two** of the following :

[10]

- (a) Explain various types of Discounts with examples.
 - (b) Why is Bank Reconciliation Statement prepared by Traders ? Explain.
 - (c) What is Special Functions Book ?
-

Total No. of Questions : 4]

[Total No. of Printed Pages : 2

[3882]-306

B. Sc. (Hospitality Studies) (Semester - III) Examination - 2010

HOTEL ENGINEERING

(New 2008 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

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

SECTION - I

Q.1) Answer the following : (Any Two)

[2x10=20]

- (a) State responsibilities of Maintenance Engineer related to :
 - Energy Conservation and
 - Stores of Maintenance Section
- (b) Draw sketch and explain Household Refrigerator.
- (c) Compare : Window AC and Central AC with any five points and a block diagram.

Q.2) Answer the following : (Any Three)

[3x5=15]

- (a) Define and explain in brief :
 - Dehumidifier
 - Ton of Refrigerator

- (b) Describe Incineration Method used for Pollution Control in a Hotel.
- (c) State factors controlled in an AC System.
- (d) Explain Maintenance Planning with an example from Hotel.

SECTION - II

Q.3) Answer the following : (Any Two) [2x10=20]

- (a) Describe Cold Water (upfeed and downfeed) Supply System for a Hotel.
- (b) What is Earthing ? State its importance. Explain any one type with sketch.
- (c) State and explain any ten systems/devices in which energy can be conserved in a Hotel.

Q.4) Answer the following : (Any Three) [3x5=15]

- (a) Explain Trap, its use and types with neat sketches.
- (b) Describe use of Solar Systems for a Hotel.
- (c) Explain any one type of Fire Extinguisher with sketch.
- (d) For a seminar organised in a hotel, a tea making machine (1 kW) is used for 3 hours per day. An LCD is also used for 8 hours per day, which has consumption of (0.7 kW). If both of them are used for a five day seminar, what will be electricity charges charged to Organiser ? (Assume Rate Rs. 5/kWH)

Total No. of Questions : 5]

[Total No. of Printed Pages : 2

[3882]-31

B. Sc. (Hospitality Studies) (Semester - III) Examination - 2010

QUANTITY FOOD PRODUCTION

(Old 2005 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 whenever necessary.*
-
-

Q.1) Define the following term : (Any Ten)

[10]

- (a) Gelatin
- (b) Cephalopods
- (c) Forcemeat
- (d) Sauce Chaud Froid
- (e) Game
- (f) Icing
- (g) Glaze
- (h) Mousse
- (i) Venison
- (j) Fondant
- (k) Aspic Jelly
- (l) Bivalves

- Q.2)** (A) Explain Aging of Meat and there factors affecting Tenderness in Meat. [05]
- (B) Discuss Storage and Handling of Poultry. [05]
- Q.3)** (A) What are the types of Casings available for Sausage Making ? [05]
- (B) Explain in detail the use of Milk Product and Sugar in Cake Making. [05]
- Q.4)** (A) Draw a neat diagram of Cuts of Pork and approximate weight of each. [05]
- (B) What is the importance of proper purchasing and storing in Industrial Canteen ? [05]
- Q.5)** (A) Define Convenience Foods. Give two advantages and disadvantages of Convenience Food. [05]
- (B) List and define five basic types of Forcemeats. [05]
-

Total No. of Questions : 6]

[Total No. of Printed Pages : 2

[3882]-32

B. Sc. (Hospitality Studies) (Semester - III) Examination - 2010

BEVERAGE SERVICES

(Old 2005 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instruction :

Attempt any four questions.

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

[10]

- (a) Marc
- (b) VDQS
- (c) Single Malts
- (d) Blanc de Noir
- (e) Dubonnet
- (f) Mezcal
- (g) Olorosso
- (h) Cava
- (i) Zubrowka
- (j) Campari
- (k) Estufa
- (l) Tequilla

- Q.2) (A) List two Styles of Rum.**
(B) List two Shippers of Sherry.
(C) List two Shippers of Champagne.
(D) List two Brands of Cognac.
(E) List two Shippers of Madeira.

[10]

- Q.3)** (A) List four wine faults and four wine diseases with brief description. [04]
(B) Explain making of Red Wine. [06]
- Q.4)** (A) Explain the term Liqueur and classify with one example. [03]
(B) Write Base and Flavour of : [05]
(a) Drambuie
(b) Curaçao
(c) Tia Maria
(d) Advocaat
(e) Arrack
(C) Write in brief about the Service of Liqueurs. [02]
- Q.5)** What is Champagne ? Explain Champagne Method. [10]
- Q.6)** Write five Wine Producing Regions with two examples of each of the following : [10]
(a) India
(b) France
(c) Italy
(d) Portugal
(e) Germany
-

Total No. of Questions : 3+3]

[Total No. of Printed Pages : 2

[3882]-33

B. Sc. (Hospitality Studies) (Semester - III) Examination - 2010

ACCOMMODATION SERVICES

(Old 2005 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instruction :

Attempt any two questions from each section.

SECTION - I

Q.1) (A) Explain any two methods of Pricing a Contract ? [05]

(B) Explain prevention and control measures to be taken for : [05]

(a) Rodents

(b) Insects and Cockroaches

Q.2) (A) Explain role of Security in Guest/Employee Safety. [05]

(B) Give the weave and uses of : [05]

(a) Drill

(b) Damask

(c) Candlewick

(d) Satin

(e) Velvet

- Q.3)** (A) (a) Explain treatment of the following stains : [02]
(i) Mud
(ii) Blood
(b) What is the process of discarding Linen ? [03]
- (B) What is Conditioning of Plants ? Suggest suitable Flower Arrangement for the Conference Head Table and Front Office Lobby. [05]

SECTION - II

- Q.1)** (A) Explain Management and City Accounts. [05]
(B) Give formulae for :
House Count and Double Occupancy Percentage. What is Credit Monitoring. [2+3=05]
- Q.2)** (A) Draw and explain 'Daily Report' and 'Discrepancy Report'. [05]
(B) Explain role of GRE in Repeat Business. [05]
- Q.3)** (A) Explain procedure for handling any Guest Complaint. [05]
(B) Explain the following terms : [05]
(a) Charge Privilege
(b) ARR
(c) Cash Sheet
(d) GHC
(e) Folio

Total No. of Questions : 10]

[Total No. of Printed Pages : 2

[3882]-34

B. Sc. (Hospitality Studies) (Semester - III) Examination - 2010

PRINCIPLES OF MANAGEMENT

(Old 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 'Management'. What is Henry Fayol's Classical Management Theory ? **[10]**

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

(a) Levels of Management

(b) Types of Decisions

(c) Need for Co-ordination

Q.3) Define 'Planning'. What is its importance ? Also state its advantages. **[10]**

Q.4) What is Motivation ? Explain Maslow's Theory of Need Hierarchy with suitable examples. **[10]**

Q.5) Write short notes : **(Any Two)** **[10]**

(a) Role and Importance of Morale

(b) Process of Controlling

(c) Span of Control

- Q.6)** What is Leadership ? What are the different Styles of Leadership ? Explain any two. [10]
- Q.7)** Define 'Communication'. What are various Barriers to Communication ? Explain the same. [10]
- Q.8)** What is the importance of Organising ? Also explain Nature of Organising. [10]
- Q.9)** Define the following : **(Any Five)** [10]
- (a) Decision-making
 - (b) Co-ordination
 - (c) Budgets
 - (d) Policies
 - (e) Formal Organisation
 - (f) Delegation
- Q.10)** (A) What is the significance of authority and responsibility in Staffing ? [05]
- (B) What are the characteristics of a Good Leader ? [05]
-

Total No. of Questions : 8]

[Total No. of Printed Pages : 5

[3882]-35

B. Sc. (Hospitality Studies) (Semester - III) Examination - 2010

BASIC PRINCIPLES OF ACCOUNTING

(Old 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) The following is the Trial Balance of M/s. Mandar Stores for the year ended 31 March, 2005 :

Trial Balance

Debit Balances	Rs.	Credit Balances	Rs.
Drawings	64,800	Capital	9,00,000
Land and Building	2,50,000	Sales	9,37,000
Plant and Machinery	1,42,700	Discount	1,700
Furniture	12,500	Returns Outward	14,600
Carriage Inward	43,700	Bills Payable	50,000
Wages	2,14,700	Creditors	1,41,700
Salaries	46,700	Commission	5,000
Sales Returns	17,600		
Bank Charges	1,400		
Coal, Gas and Water	7,200		
Sundry Expenses	8,400		
Purchases	4,21,600		

[3882]-35

1

P.T.O.

Debit Balances	Rs.	Credit Balances	Rs.
Bills Receivable	12,700		
Trade Expenses	19,900		
Debtors	3,78,000		
Stock	2,64,200		
Insurance	4,900		
Bank	1,30,000		
Cash	9,000		
Total	20,50,000	Total	20,50,000

Adjustments :

- (1) Closing Stock was valued at Rs. 2,93,300.
- (2) Depreciate Land and Building @ 2.5%; Furniture @ 7.5% and Plant and Machinery @ 10%.
- (3) Prepaid Insurance amounted to Rs. 900.
- (4) Accrued Commission Rs. 2,000.
- (5) Outstanding Salaries Rs. 3,300.

Prepare Trading A/c., Profit and Loss A/c. for the year ended 31st March, 2005 and a Balance Sheet as on that date. [20]

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

- (a) Debit Note
- (b) Matching Concept
- (c) Convention of Full Disclosure

Q.3) From the particulars given below show account of Manohar in the Ledger of M/s. Pooja Furnitures, dealers in furniture, for the month of January, 2005 and balance the same : **[10]**

- January 1 Amount due from Manohar Rs. 5,000.
- January 7 Sold to Manohar 10 chairs @ Rs. 150 each, less 20% Trade Discount.
- January 12 Received from Manohar half the amount due from him on January 1st after deducting 5% Cash Discount.
- January 16 Manohar returned one defective chair which was sold to him on January 7th.
- January 20 Manohar purchased one Dining Table from us for Rs. 7,500.
- January 27 Received a cheque of Rs. 7,500 from Manohar.
- January 28 Sold two office tables of Rs. 1,200 each to Manohar.
- January 29 Paid Carriage Rs. 150 on office table to be charged to Manohar.

Q.4) (A) Write a word/phrase/term for the following : **[05]**

- (a) Non-recovery of dues from customers.
- (b) Cash/Goods withdrawn by Proprietor for self use.
- (c) Cash paid by front office of a hotel on behalf of guest.
- (d) List of balances of all ledger accounts.
- (e) Daily record of business transactions maintained in a chronological order.

(B) Classify the following in Personal and Nominal A/c's, Machinery, Bank, Commission, Building, Maharashtra Cricket Association, Stationery, Capital. **[05]**

Q.5) From the following particulars prepare an Analytical Petty Cash Book Maintained on Imprest System : **[10]**

2005

- June 1 Cash in hand Rs. 570.
- June 1 Received a cheque from Head Cashier to make up of imprest amount of Rs. 1,500.
- June 3 Telegram Charges Rs. 35.
- June 4 Paid Mahadevan Rs. 250 on account.
- June 4 Paid for Postal Stamps Rs. 30 and for Revenue Stamps Rs. 100.
- June 7 Paid for Stationery Rs. 300.
- June 9 Received from Sale of old news papers Rs. 250.
- June 10 Paid Conveyance Charges of Cashier Rs. 120.
- June 11 Paid for Sundry Expenses Rs. 75.
- June 14 Refreshment to Customers Rs. 300.

Q.6) (A) State reasons for the differences in Balance shown by Cash Book and that of Pass Book. **[05]**

(B) What are the advantages of Subsidiary Books ? **[05]**

Q.7) (A) Record the following transactions in Purchases Book, Sales Book and Returns Book : **[05]**

2005

- August 1 Credit Sales to Vijay of Rs. 3,500 @ 10% Trade Discount.
- August 7 Vijay returned goods of Rs. 200 (Gross).
- August 12 Credit Purchases from Sonam Rs. 7,000 @ 7% Trade Discount.
- August 16 Cash Purchases of Furniture of Rs. 5,000.
- August 18 Rajesh sold goods to us of Rs. 12,000 @ 12% Trade Discount.
- August 26 Returned defective goods to Rajesh of Rs. 500.

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

Particulars	Rs.	Particulars	Rs.
Capital	1,27,200	Purchases	2,25,000
Equipments	23,800	Hotel Premises	1,97,300
Bank Loan	25,000	Stock of Food	6,000
Drawings	14,700	Amounts due to Suppliers	9,000
Amount due from Guests	18,000	Sales	?

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

- Explain with suitable examples Capital and Revenue Expenditure.
- State types of Cash Books. Which Cash Book is mostly used by traders and why ?
- State Need of Accounting for Hotel Business.

Total No. of Questions : 4]

[Total No. of Printed Pages : 3

[3882]-36

B. Sc. (Hospitality Studies) (Semester - III) Examination - 2010

HOTEL MAINTENANCE SERVICES

(Old 2005 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

- (1) All questions are compulsory.*
 - (2) Answers to the two sections should be written in separate answer-books.*
 - (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) Answer any two :

[2x10=20]

- (a) Explain duties and responsibilities of Chief Engineer of a Hotel.
- (b) Define Unit of Refrigeration and explain Vapour Compression Refrigeration System with block diagram.
- (c) Describe types of Refrigerants and factors related to Human Comfort.
- (d) Give different Sources of Noise and its adverse effect on human being and also give controlling steps.

Q.2) Answer any three :

[3x5=15]

- (a) Define Contract and give its advantages and disadvantages.
- (b) Give Maintenance of Swimming Pool.
- (c) Name any three Sanitary Traps and draw any one Water Closet.
- (d) Draw a diagram for Downfeed Water Distribution System in Hotel for cold and hot water.
- (e) Explain with diagram different collection systems for Solid Waste Management.

SECTION - II

Q.3) Solve any two :

[2x10=20]

- (a) Calculate electricity for the month of April having following electricity load :

(i)	40W Bulb	20 Nos.	06 hrs./day
(ii)	750W Hair Dryer	02 Nos.	15 min./day
(iii)	3 kW Heater	02 Nos.	03 hrs./day
(iv)	1000W Oven	01 No.	01 hr./day

The Cost of Electricity is Rs. 3.50 per unit.

- (b) Give energy conservation tips in Kitchen and Front Office.
- (c) Give Classification of Fire and its symbols and draw diagram for flame detector.
- (d) Define :
 - (i) Calorific Value
 - (ii) Fire Point
 - (iii) Ignition Temperature of Fuel
 - (iv) Dry Bulb Temperature
 - (v) Relative Humidity

Q.4) Solve any three :

[3x5=15]

- (a) Draw diagram for Softening of Water by Ion Exchange Process and give its advantages.
 - (b) Differentiate between Fuse and Circuit Breaker and give types of both.
 - (c) Name any five solid fuels with their calorific values and give importance of LPG in Hotel.
 - (d) Explain Door and Valuable Security in Hotel.
 - (e) Draw diagram for Dry Chemical Powder Fire Extinguisher and where its is used ?
-

Total No. of Questions : 4]

[Total No. of Printed Pages : 2

[3882]-501

B. Sc. (Hospitality Studies) (Semester - V) Examination - 2010

SPECIALISED FOOD PRODUCTION

(New 2008 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

- (1) *All questions are compulsory.*
 - (2) *Assume suitable data.*
 - (3) *Figures to the right indicate full marks.*
-
-

Q.1) Attempt any four :

[10]

- (a) What is an Appetizer ? Classify Appetizers by giving two examples of each.
- (b) Give recipe for Hot Water Crust Pastry using 450 gm of Flour.
- (c) Classify Salads giving two examples of each.
- (d) Discuss any five characteristics of Convenience Food.
- (e) Discuss precautions to be taken while preparing a Quality Sandwich.

Q.2) Attempt any two :

[10]

- (a) Explain any five types of Cookies.
- (b) Explain usage of the following ingredients in Bakery and Patisserie :
 - (i) Icing Sugar
 - (ii) Glucose
 - (iii) Cream of Tartar
 - (iv) Eggs
 - (v) Green Apple Crush
- (c) Write five DO's and five Don'ts while preparing Flour Pastries.

Q.3) Attempt any two : **[10]**

- (a) Discuss Composition of Salads.
- (b) Explain evolution and history of Nouvelle Cuisine.
- (c) Explain any five types of Sandwiches.

Q.4) Attempt any two : **[10]**

- (a) Explain any two Methods of Mixing for Cookies.
 - (b) Explain the following terms : **(Any Five)**
 - (i) Churro
 - (ii) Çipollini
 - (iii) Niboshi
 - (iv) Dariole
 - (v) Junket
 - (vi) Véronique
 - (vii) Aioli
 - (c) Explain any five faults and causes in Puff Pastry.
-

Total No. of Questions : 6]

[Total No. of Printed Pages : 3

[3882]-502

B. Sc. (Hospitality Studies) (Semester - V) Examination - 2010

FOOD AND BEVERAGE SERVICES AND MANAGEMENT

(New 2008 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) Explain the following mixed drinks with an example of each :
(Any Two) [04]**
- (a) cobbler
 - (b) daisy
 - (c) sangere
 - (d) toddy
- (B) Describe the following specialised equipments used for Gueridon Service : (Any Two) [03]**
- (a) Flare Lamp
 - (b) Suzette Pan
 - (c) Hot Plate
- (C) List types of Banquet and explain any one with examples. [03]**

- Q.2) (A) Write short notes : (Any Two) [05]**
- (a) EOQ
 - (b) ROL
 - (c) ABC Analysis
- (B) Draw a neat flowchart of Food and Beverage Control Cycle. Also explain Planning Phase of the Control Cycle. [05]**
- Q.3) (A) State Service Procedure of the following Gueridon Dishes : (Any Two) [05]**
- (a) Boeuf Stroganoff
 - (b) Steak Diane
 - (c) Crepes Suzette
- (B) State 10 points to be considered while planning an Outdoor Catering. [05]**
- Q.4) (A) State six rules to be observed while making Cocktails. [03]**
- (B) (a) Name two Tequila based Cocktails [01]**
- (b) Name two Wine based Cocktails [01]**
- (C) Draw organisation chart of Banquet Department of a Five Star Hotel. Also state duties and responsibilities of Banquet Manager. [05]**
- Q.5) (A) Explain the following : (Any Five) [04]**
- (a) Material Cost
 - (b) Fixed Cost
 - (c) Variable Cost
 - (d) Net Profit
 - (e) Overhead Cost
- (B) Draw and explain any two table seating arrangements used for Banquet Functions. [03]**
- (C) Describe Procedure of Function Booking. [03]**

Q.6) (A) Name four heavy equipments used in Bar. [02]

(B) What is Pricing based on Cost ? Also state its disadvantages. [03]

(C) Draw a neat labelled Break-even Chart. Also explain the following items : [05]

(a) Break-even Point

(b) Margin of Safety

(c) Contribution

Total No. of Questions : 3+3]

[Total No. of Printed Pages : 2

[3882]-503

B. Sc. (Hospitality Studies) (Semester - V) Examination - 2010

ACCOMMODATION OPERATIONS

(New 2008 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) How does Budget act as a control measure for the HK Department ?

(B) List five factors considered for Redecoration.

Q.2) (A) Explain importance of the following in the Purchase Department :

(a) Bin Card

(b) ROL

(B) Draw and explain details of the Purchase Order.

Q.3) (A) Explain Concept of 'Balance' and 'Colour' in Interior Designing.

(B) Explain the following in few sentences :

(a) Snagging List

(b) Purchase Specification

(c) Focal Point

(d) Horticulture

(e) Capital Budget

SECTION - II

- Q.1)** (A) Explain Concept and Importance of Night Auditing.
(B) Explain the following terms :
- (a) Forecasting
 - (b) Rule of Thumb Approach
 - (c) Top down Technique
 - (d) Return Reservation
 - (e) Suggestive Selling
- Q.2)** (A) What is the data required for forecasting room availability ?
(B) “Front Office plays an important role in Maximizing Occupancy.” Explain.
- Q.3)** (A) Explain importance of Repeat Guest and Overbooking for the Hotel ?
(B) Write short notes :
- (a) 3 Day Forecast
 - (b) Hubbarts Formula
-

Total No. of Questions : 8]

[Total No. of Printed Pages : 5

[3882]-504

B. Sc. (Hospitality Studies) (Semester - V) Examination - 2010

HOTEL ACCOUNTING

(New 2008 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

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

Q.1) Sanskar Limited, Bambay was incorporated with an authorised share capital of Rs. 25,00,000 divided into 25,000 equity shares of Rs. 100 each :

Trial Balance as on 31st March, 2010

Debit Balance	Amt.	Credit Balance	Amt.
Opening Stock	3,50,000	5% Debentures	3,00,000
Land and Building	6,00,000	Sinking Fund	2,20,000
Plant and Machinery	3,00,000	General Reserve	50,000
Sundry Debtors	70,000	Creditors	24,500
Preliminary Expenses	25,000	P and L App ⁿ . A/c.	1,20,000
Salaries	40,000	Sales	9,40,000
Wages	80,000	Bills Payable	39,000
Bad Debts	20,000	Share Capital	8,50,000
Debenture Interest	7,500	(8,500 Equity Shares	
Insurance	28,000	of Rs. 100 each)	
Power and Fuel	26,000		
General Expense	14,000		

[3882]-504

1

P.T.O.

Debit Balances	Amt.	Credit Balances	Amt.
Purchase	2,77,000		
Director Fee	20,000		
Cash at Bank	8,500		
Travelling Exp.	2,500		
Repairs	2,000		
Cash in Hand	29,000		
Investment	1,40,000		
Building	2,40,000		
Goodwill	75,000		
Loose Tools	89,000		
Sinking Fund Investment	1,00,000		
	25,43,500		25,43,500

Prepare Trading A/c., Profit and Loss A/c. and P and L Appⁿ. A/c. for the year ending 31st March, 2010 and a Balance Sheet as on that date as per the Companies Act, 1956 after considering the following adjustments :

[20]

- (1) Write off $\frac{1}{4}$ th of Preliminary Expenses.
- (2) Provide Rs. 5,000 for Provision for Taxation.
- (3) Closing Stock on 31st March, 2010 was valued at Rs. 3,00,000.
- (4) Transfer Rs. 10,000 to General Reserve.
- (5) Depreciate Land and Building by 5%, Plant and Machinery by 6%.
- (6) Directors Declared Dividend @ 5% on Equity Shares.

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

[10]

- (a) Types of Discounts
- (b) History and Meaning of VAT
- (c) Types of Debentures

Q.3) Mr. and Mrs. Kulkarni arrived and occupied double room no. 1105 on European Plan in Hotel Sahara on 20th August, 2010 at 9.00 a.m. During their stay, they incurred the following charges and checked out on 24th August, 2010 at 10.00 a.m.

August 20 EMT, Breakfast, Lunch, Cigarettes Rs. 70, Flowers Rs. 210, Dinner, Deposited Rs. 5,000.

August 21 EMC, Snacks Costing Rs. 120, Laundry Rs. 80, Magazine Rs. 40. Lunch (for one person only), Dinner, Wine Costing Rs. 300.

August 22 Breakfast, EMT, Soft Drink Rs. 60, ANC Telephone Call Rs. 25, Lunch, Dinner.

August 23 EMC, Lunch, Laundry Rs. 110, Cigarettes Rs. 60, Trunk Call Rs. 170, Dinner, Deposited Rs. 3,000.

August 24 Breakfast, E-mail Rs. 150, EMT

Tariff : EMT / EMC – Rs. 15 per cup

ANT / ANC – Rs. 25 per cup

Breakfast – Rs. 90 per person

Lunch – Rs. 125 per person

Dinner – Rs. 160 per person

Room Rate – Single Room – Rs. 1,500

Double Room – Rs. 2,000

Charge Service Tax on room @ 10%. Checkout time is 12 noon.

Due to Unsatisfactory Services Allowance of Rs. 150 was granted by Front Office Manager. Prepare Guest Weekly Bill.

[10]

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

- (a) Bank issue _____ cheque for convenience of travellers.
- (b) Total Current Assets means a _____ Working Capital.
- (c) _____ Budget remains constant over a period of time.
- (d) _____ Preference Shares can receive Outstanding Dividend.
- (e) A Company is an _____ legal person.

(B) Draw a specimen of the following : **[05]**

- (a) Gift Schedule
- (b) Visitors Tabular Ledger

Q.5) (A) Prepare Garage and Parking Departmental Income Statement as per Schedule 5 : **[05]**

Particulars	Rs.
Revenue	75,850
Cost of Sales	21,400
Uniform to Employees	4,600
Salaries and Wages	9,560
Operating Supplies	1,425
Licenses	2,110
Employee Benefit	3,430
Other Revenue	4,900

(B) Distinguish between **any one** : **[05]**

- (a) Equity Share and Preference Shares
- (b) Interim Dividend and Final Dividend

Q.6) (A) State objectives of Budgetary Control. [05]

(B) Give reasons for Granting an Allowance. [05]

Q.7) Prepare Income Statement as per Uniform System of Accounting from the following data extracted from Hotel Osaka : [10]

Particulars	Rooms (Rs.)	Food (Rs.)	Bar (Rs.)
Payroll Expenses	90,000	1,06,000	45,000
Closing Stock	10,000	82,000	70,000
Sales	8,50,000	6,00,000	5,25,000
Opening Stock	–	58,000	85,000
Purchase	4,82,000	1,30,000	2,05,000
Other Expense	2,000	4,000	1,000

Final charges were as follows :

Depreciation – Rs. 28,500

Rates and Insurance – Rs. 37,000

Maintenance Fees – Rs. 10,950

Undistributed Operating Expenses were as follows :

Advertising and Marketing – Rs. 41,000

Gas, Coal and Electricity – Rs. 45,000

Administrative and General Exp. – Rs. 35,040

Conveyance and Transport – Rs. 25,000

Tax was paid – Rs. 41,500

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

(a) Define and state characteristics of Joint Stock Company.

(b) What is the need of Working Capital for Business ?

(c) With the help of format, explain Visitors Paid Out.

Total No. of Questions : 9]

[Total No. of Printed Pages : 2

[3882]-505

B. Sc. (Hospitality Studies) (Semester - V) Examination - 2010

MARKETING MANAGEMENT

(New 2008 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

(1) Attempt *any seven* questions out of *nine*.

(2) Each question carries equal marks.

Q.1) Explain the following in 20-30 words each : **[2¹/₂x4=10]**

(a) Marketing Management Philosophies

(b) Marketing Mix

(c) Alliance

(d) Sales Promotion Tools for Hotels

Q.2) Explain all the elements of External Environment. **[10]**

Q.3) What is 'Consumer Behaviour Model' ? Explain personal factors affecting Business. **[4+6=10]**

Q.4) What are the 5 'M's of Advertising ? Explain 'Message' in detail. **[10]**

Q.5) Explain stages of Product Life Cycle with reference to the characteristics and marketing strategies for each stage. **[10]**

Q.6) (A) What is Relationship Marketing ? How does it help in Retaining Customer ? **[05]**

(B) List ten duties of the Marketing Manager. **[05]**

[3882]-505

1

P.T.O.

Q.7) Explain '5-Gap Model of Service Quality'. **[10]**

Q.8) Explain any five General Pricing Methods used by the Marketing Organisations. **[10]**

Q.9) What are the advantages of : **[2x5=10]**

- (a) Marketing Intermediaries
 - (b) Branding
 - (c) Personal Selling
 - (d) Franchising
 - (e) Functional Organisation
-

Total No. of Questions : 10]

[Total No. of Printed Pages : 2

[3882]-506

B. Sc. (Hospitality Studies) (Semester - V) Examination - 2010

HOTEL RELATED LAWS

(New 2008 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

(1) Answer any seven questions.

(2) Every question carries 10 marks.

-
-
- Q.1)** Define 'Contract' and state remedies for Breach of Contract. **[10]**
- Q.2)** Define the term 'Wages'. List and explain authorised deductions from wages under the Payment of Wages Act. **[10]**
- Q.3)** What do you mean by 'Industrial Dispute' ? State Authorities for Settlement of Industrial Dispute . **[10]**
- Q.4)** In the Sale of Goods Act, explain right of an Unpaid Seller with the help of a diagram. **[10]**
- Q.5)** State provisions/rules for Residential Hotels/Restaurants and Eating Houses under Bombay Shops and Establishment Act. **[10]**
- Q.6)** Define the term 'Factory' and state Health and Safety provisions in the Factories Act. **[10]**
- Q.7)** State the following in the Workmen's Compensation Act : **[10]**
- (a) Liability of the Employer to Pay Compensation
- (b) Amount of Compensation

Q.8) Define **any five** of the following : **[10]**

- (a) Void and Voidable Contracts
- (b) Misbranding
- (c) Unfair and Restricted Trade Practices
- (d) Lay Off and Lock Out
- (e) Food
- (f) Licenses and Permits
- (g) Occupational Disease
- (h) Disablement

Q.9) Answer in brief **any two** of the following : **[10]**

- (a) Food Inspector - His Rights/Powers and Duties
- (b) Discharge of Contract
- (c) Important Provisions of the Water Act
- (d) Procedure for Redressal of Grievances before District Forum

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

- (a) Prevention and Control of Air Pollution
 - (b) Explain any five Licenses required for setting up a Hotel or Catering Establishment.
 - (c) Registration of Shops and Establishment
 - (d) Essentials of a Valid Sale
-

Total No. of Questions : 5]

[Total No. of Printed Pages : 2

[3882]-51

B. Sc. (Hospitality Studies) (Semester - V) Examination - 2010

ADVANCED FOOD PRODUCTION

(Old 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) Discuss evolution and principles followed while practicing Nouvelle Cuisine. **[05]**
- (B) Give recipe for Choux Pastry using 200 gm of Refined Flour. List two variations using the same Pastry. **[05]**
- Q.2)** Write short notes : **(Any Two)** **[10]**
- (a) Storage of Sandwiches
- (b) Icings
- (c) Principles to be followed while making a Good Salad.
- Q.3)** (A) Classify Appetizers and give two examples of each. **[04]**
- (B) Discuss functions of Larder Department in a Five Star Hotel. **[06]**
- Q.4)** (A) Differentiate between Mouse and Mousseleine. **[04]**
- (B) List different types of Cookies and explain any four of them in detail. **[06]**

Q.5) (A) Discuss role of the following ingredients in preparation of Flour Pastries : **[06]**

- (a) Refined Flour
- (b) Leavening Agent
- (c) Water

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

- (a) Broadway
 - (b) Vol-au-vont
 - (c) Caesar Salad
 - (d) Aioli
-

Total No. of Questions : 6]

[Total No. of Printed Pages : 2

[3882]-52

B. Sc. (Hospitality Studies) (Semester - V) Examination - 2010

FOOD AND BEVERAGE SERVICES AND MANAGEMENT

(Old 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 Buffet. List types of Buffet and explain any one in detail. [06]
- (B) List equipments for a Buffet Setup and explain any one. [04]
- Q.2)** (A) Plan a Breakfast Hanger for Room Service. [03]
- (B) Explain Cycle of Room Service. [03]
- (C) Give any two forms used in Room Service and explain any one. [04]
- Q.3)** (A) Draw a neat labelled layout of Gueridon Trolley. [03]
- (B) Give service procedure for the following Gueridon Dishes :
(Any Two) [06]
- (a) Gêpe Suzette
- (b) Smoked Trout
- (c) Scampi Frit
- (d) Chicken Stroganoff
- (C) State importance of misè-en-place in Gueridon Service. [01]

- Q.4) Write short notes : (Any Two) [10]**
- (a) Planning Cycle
 - (b) Operational Cycle
 - (c) Post Operational Cycle
- Q.5) (A) Explain two basic Concepts of Costs with the help of graph. [04]**
- (B) Explain the following terms : (Any Three) [06]**
- (a) Margin of Safety
 - (b) P/V Ratio
 - (c) Contribution
 - (d) Break-even Point
- Q.6) Explain in brief : (Any Two) [10]**
- (a) Re-order Level
 - (b) ABC Analysis
 - (c) EOQ
-

Total No. of Questions : 3+3]

[Total No. of Printed Pages : 2

[3882]-53

B. Sc. (Hospitality Studies) (Semester - V) Examination - 2010

ACCOMMODATION OPERATIONS - II

(Old 2005 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instruction :

Attempt any two questions from each section.

SECTION - I

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

- (a) Refurbishing
- (b) Operating Budget
- (c) ROL
- (d) Snagging List
- (e) Purchase Specification

(B) Explain any five factors considered for Redecoration. [05]

Q.2) (A) What information and data are required for planning House-keeping Departmental Budget ? [05]

(B) What is House-keeping Room Cost ? What are the elements of this Cost ? [05]

Q.3) (A) Explain 'Line' and 'Texture' as elements of Interior Designing. [05]

(B) Draw and explain 'Purchase Order' with the help of a Flwochart. Explain Purchase Procedure. [05]

SECTION - II

- Q.1)** (A) Explain Night Audit Process, highlighting main functions. [05]
(B) Explain Business related Marketing Techniques. [05]
- Q.2)** (A) Explain any two methods of calculating Room Rate. [05]
(B) What are the advantages of Forecasting for Front Office Department ? [05]
- Q.3)** (A) Differentiate between : [05]
(a) Upselling and Cross Selling
(b) Refurbish and Redecoration
- (B) What is Return Reservation ? How does it help hotel ? [05]
-

Total No. of Questions : 8]

[Total No. of Printed Pages : 5

[3882]-54

B. Sc. (Hospitality Studies) (Semester - V) Examination - 2010

HOTEL ACCOUNTING

(Old 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.
- (4) Assume suitable additional data, if necessary.

Q.1) Authorised Capital of Hotel Raviraj consists of 5,00,000 shares of Rs. 10 each. Company has issued 3,00,000 shares of Rs. 10 each. The Trial Balance of the Company as on 31st March, 2005 is given below :

Trial Balance

Debit Balances	Rs.	Credit Balances	Rs.
Goodwill	1,50,000	Share Capital (1,00,000 shares of Rs. 10 each)	10,00,000
Opening Stock	1,05,000	Reserve Fund	3,00,000
Salaries	1,35,000	11% Debentures	2,00,000
Kitchen Expenses	45,000	Sales	20,00,000
Purchases	9,00,000	Creditors	1,70,000
Sales Returns	2,900	Bills Payable	30,000
Carriage Outward	13,100	Interest on Investment	55,000
Director's Fees	80,000	Commission	15,000

Debit Balances	Rs.	Credit Balances	Rs.
Building	10,00,000	P and L Appropriation A/c.	1,30,000
Debtors	1,20,000		
Loose Tools	30,000		
Delivery Van	1,00,000		
Discount	21,350		
Wages	72,250		
Insurance	45,000		
Advertisement	37,000		
Debenture Interest	11,000		
Furniture	1,40,000		
Kitchen Equipments	2,60,000		
Glass and China	1,25,000		
General Expenses	35,000		
Bills Receivable	20,000		
Preliminary Expenses	1,00,000		
Bad Debts	12,400		
Cash in Hand	40,000		
Cash at Bank	1,00,000		
Investments	2,00,000		
Total Rs.	39,00,000	Total Rs.	39,00,000

Adjustments :

- (1) Closing Stock was valued at Rs. 1,55,000.
- (2) Depreciate Building @ 2%, Furniture @ 5% and Kitchen Equipment @ 10%.

- (3) Glass, China was revalued at Rs. 1,12,000.
- (4) Transfer Rs. 50,000 to Reserve Fund.
- (5) Write Off 1/5th of Preliminary Expenses.
- (6) Outstanding Expenses - Wages Rs. 3,250 and Salaries Rs. 15,000.
- (7) Provision for Taxation is to be made of Rs. 50,000.
- (8) Directors Declared Dividend @ 20% on Share Capital.

Prepare Trading A/c., Profit and Loss A/c., Profit and Loss Appropriation A/c. for the year ended 31st March, 2005 and a Balance Sheet as on that date. [20]

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

- (a) Advantages of V.A.T.
- (b) Importance of Working Capital
- (c) Types of Allowances

Q.3) Prepare Guest's Weekly Bill from the information given below : [10]

Name of Guest	:	Mr. and Mrs. Suresh Surve
Type of Room and Tariff	:	Double Room, Rs. 4,000
Plan	:	E.P., Check out time 12-00 noon
E.M.T./A.N.T.	:	Rs. 25 per cup
E.M.C./A.N.C.	:	Rs. 35 per cup
Breakfast	:	Rs. 120 per person
Lunch	:	Rs. 300 per person
Dinner	:	Rs. 400 per person
Checked in Time and Date	:	7th July, 8.30 A.M.
Checked out Time and Date	:	10th July, 11.00 A.M.
Service Charge @ 10% on Apartment only.		

Transactions during their stay were as follows :

July

- 7 Taxi Bill Rs. 275, Lunch, Laundry Rs. 75, Telephone Rs. 30, Magazine Rs. 100, A.N.C., Soft Drinks Rs. 50, Dinner for one only, Deposited Rs. 15,000 in cash.
- 8 E.M.T., Breakfast, Cinema Tickets Rs. 400, Lunch, Wine Rs. 500, Tobacco Rs. 75, Dinner.
- 9 E.M.T. one cup, E.M.C. one cup, Breakfast, Air Tickets Rs. 3,500, Laundry Rs. 200, Newspaper Rs. 20, Food Sundries Rs. 175, Dinner.
- 10 E.M.T., Breakfast, Newspaper Rs. 25, Taxi Bill Rs. 100.

Mr. Surve settled his bill in cash.

Q.4) Differentiate between : (Any Two) [10]

- (a) Gross Working Capital and Net Working Capital
- (b) Shares and Debentures
- (c) Allowances and Discounts

Q.5) (A) From the following find out Cost of Food Sales : [05]

	Rs.
Opening Stock of Food	35,200
Purchases of Food	3,27,900
Purchases Returns	2,900
Staff Meals	20,000
Guest Food Complimentary	5,000
Transferred from Bar to Food Department	8,200
Other Credits to Costs	1,500
Closing Stock of Food	42,500

If sales are of Rs. 5,00,000, find out Gross Profit and Percentage of Gross Profit to Sales.

(B) From the information given below, prepare Income Statement of Gift Shop : [05]

Revenue Rs. 5,85,000, Operating Supplies Rs. 15,000, Employee Benefits Rs. 12,000, Allowances Rs. 5,000, Wages and Salaries Rs. 52,000, Uniforms Rs. 18,000, Other Expenses Rs. 3,000.

Cost of Merchandise sold is 40% of Net Revenue.

Q.6) “A company is a legal person and it has an identity separate from members comprising it.” Bring out the truth of this statement. [10]

Q.7) From the following information, prepare a Consolidated Income Statement in accordance with Uniform System of Accounting : [10]

(a) Revenue : Rooms Rs. 15,00,000, Food Rs. 6,30,000, Bar Rs. 7,20,000

(b) Payroll Expenses : Rooms Rs. 1,50,000, Food Rs. 63,000, Bar Rs. 72,000

(c) Advertisement Expenses of Rs. 95,000 are to be distributed to all operating departments in the Sales Ratio.

(d) Cost of Sales : Rooms Rs. 4,50,000, Food Rs. 1,26,000, Bar Rs. 1,80,000

(e) Undistributed Operating Expenses are as follows :

Administration and General Rs. 1,50,000

Data Processing Rs. 45,000

Repairs and Maintenance Rs. 75,000

Travelling Rs. 12,000

(f) Fixed Expenses : Depreciation Rs. 20,000, Insurance Rs. 35,000

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

(a) What are the advantages of V.T.L. ?

(b) State Importance of Budget.

(c) Explain Cumulative and Participating Preference Shares

Total No. of Questions : 10]

[Total No. of Printed Pages : 2

[3882]-55

B. Sc. (Hospitality Studies) (Semester - V) Examination - 2010

MARKETING MANAGEMENT

(Old 2005 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

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

(2) All questions carry equal marks.

Q.1) Define Marketing and explain 7 P's of Marketing Mix. **[10]**

Q.2) Explain 5 M's of Advertising in detail. **[10]**

Q.3) Explain duties and responsibilities of a Marketing Manager. **[10]**

Q.4) Explain Internal and External factors to be considered for Pricing. **[10]**

Q.5) Explain 5 GAP Models of Service Quality. **[10]**

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

(a) Levels of Product

(b) Consumer Behaviour Model

(c) Stages in New Product Development

(d) Customer Orientation

Q.7) Define any five :

[2x5=10]

- (a) Franchising
- (b) Alliances
- (c) Branding
- (d) Advertising
- (e) Relationship Marketing
- (f) Promotion
- (g) Physical Distribution

Q.8) Define Market Segmentation and state basis of Market Segmentation. [10]

Q.9) State various Sales Promotion Tools used in Hotels. [10]

Q.10) Answer any two :

[10]

- (a) Channel Levels of Distribution
 - (b) Intermediaries for Hospitality Industry
 - (c) Direct Marketing
 - (d) Benefits of Service Quality
 - (e) Principles of Personal Selling
-

Total No. of Questions : 10]

[Total No. of Printed Pages : 2

[3882]-56

B. Sc. (Hospitality Studies) (Semester - V) Examination - 2010

HOTEL RELATED LAWS

(Old 2005 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

(1) Answer any seven questions.

(2) Every question carries ten marks.

-
-
- Q.1)** Define 'Factory' and state Health and Safety provisions of the Factories Act. **[10]**
- Q.2)** Define Contract and state remedies for breach of the Contract. **[10]**
- Q.3)** List and explain Rights of an Unpaid Seller under Sale of Goods Act. **[10]**
- Q.4)** Define Wages. List and explain authorised deductions from wages under the Payment of Wages Act. **[10]**
- Q.5)** Describe right/duties and powers of the Food Inspector under Prevention of Food Adulteration Act. **[10]**
- Q.6)** Write short notes : **(Any Two)** **[2x5=10]**
- (a) Prevention and Control of Air Pollution
 - (b) Explain any 5 Licenses.
 - (c) Defect in Goods and Deficiency in Services
 - (d) Unfair Trade Practice and Restricted Trade Practice
 - (e) Discharge of Contracts

Q.7) It is Mandatory for all Establishments to be registered under the Shops and Establishment Act, 1948. Explain it in context to the Procedure of Registration. **[10]**

Q.8) Define **any five** : **[2x5=10]**

- (a) Adulteration
- (b) Disablement
- (c) Occupational Disease
- (d) Lay Off
- (e) Strike
- (f) Retrenchment
- (g) Misbranding
- (h) Manufacturing Process

Q.9) “All Industrial Disputes cannot be settled internally in an Organisation.” Explain this statement. **[10]**

Q.10) Answer **any two** : **[10]**

- (a) Essentials of a Valid Sale
 - (b) Amount of Compensation in Workman’s Compensation
 - (c) Food Standards
-

Total No. of Questions : 5]

[Total No. of Printed Pages : 2

[3882]-61

B. Sc. (Hospitality Studies) (Semester - VI) Examination - 2010

ADVANCED FOOD PRODUCTION

(Old 2005 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

- (1) Attempt any four questions.*
- (2) Figures to right indicate the full marks.*
- (3) Assume suitable data.*

-
-
- Q.1)** (A) Classify Frozen Desserts and give one example of each. [06]
(B) Classify equipments used in a Five Star Hotel giving one example of each. [04]
- Q.2)** (A) Discuss the following cuisines with respect to : (i) Culture and Religious Beliefs, and (ii) Geographical Location.
Italian Cuisine [05]
(B) Discuss Process of Chocolate Manufacturing. [05]
- Q.3)** Explain principles to be followed while planning a Kitchen of a Five Star Hotel. [10]
- Q.4)** (A) List various methods of Garbage Disposal and explain any two of them in detail. [05]
(B) Discuss various Sources of Truffles and their cultivation in brief. [05]

Q.5) (A) Discuss importance of Kitchen Stewarding Department. [04]

(B) Write short notes : (Any Three) [06]

(a) Galontine

(b) Hot Puddings

(c) Importance of Receiving and Storage Area

Total No. of Questions : 6]

[Total No. of Printed Pages : 2

[3882]-62

B. Sc. (Hospitality Studies) (Semester - VI) Examination - 2010

ADVANCED FOOD SERVICES AND MANAGEMENT

(Old 2005 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

- (1) Attempt *any four* questions.
- (2) All questions carry equal marks.
- (3) Draw diagram if required.

Q.1) (A) Write short notes : (Any Two) [06]

- (a) Sources of Finance required for starting a Fast Food Outlet
- (b) Railway Catering
- (c) Outdoor Catering

(B) Explain the Catering Consideration as an important aspect for Speciality Restaurant. [04]

Q.2) (A) Explain following Yardsticks of performance measures : (Any Two) [04]

- (a) Average Spending Power
- (b) Seat Turnover Ratio
- (c) Sales Mix

(B) Describe procedure for taking booking for a Function. [04]

(C) State four records maintained for operating Bar. [02]

- Q.3)** (A) Explain with examples the importance of Lighting and Decor in Restaurant Planning. [05]
- (B) List four types of Bars and explain any one. [03]
- (C) State importance of Back Bar in Bar Operation. [02]
- Q.4)** (A) State four Duties and Responsibilities of Banquet Manager. [04]
- (B) Enumerate any four Symptoms of Customer Relation Problems. [04]
- (C) List four Licenses required for operating Food and Beverage Outlet. [02]
- Q.5)** (A) Explain the following with examples : [04]
- (a) Capital Budget
- (b) Operating Budget
- (B) Explain Food Production Style for an Industrial Catering. [04]
- (C) Define Budget. [02]
- Q.6)** (A) State four points to be considered while purchasing Equipments for Food and Beverage Outlet. [04]
- (B) Explain marketing consideration as a key to success in Fast Food and Popular Catering. [04]
- (C) State two Seating Arrangements for a Conference Setup for 100 Pax. [02]
-

Total No. of Questions : 6]

[Total No. of Printed Pages : 2

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B. Sc. (Hospitality Studies) (Semester - VI) Examination - 2010

SPECIALISED ACCOMMODATION MANAGEMENT

(Old 2005 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instruction :

Attempt any four questions.

Q.1) (A) Justify impact of colours on the psychology of the Guest. [05]

(B) Explain Functional Classification of Lights. [05]

Q.2) What are the advantages of : [2.5x4=10]

(a) Accesseries

(b) Soft Flooring

(c) Advertising Plan

(d) Revenue Report

Q.3) (A) Explain Selection Criteria for Carpets. [05]

(B) What are the factors considered while planning furniture placement of any room ? [05]

Q.4) Differentiate between : [2x5=10]

(a) Valiant and Swag

(b) Wilton and Oriental Carpet

(c) Sales and Marketing

(d) Sales Mix Report and Revenue Report

(e) Curtains and Drapes

Total No. of Questions : 2]

[Total No. of Printed Pages : 2

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B. Sc. (Hospitality Studies) (Semester - VI) Examination - 2010

TOTAL QUALITY MANAGEMENT

(Old 2005 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

(1) *All questions are compulsory.*

(2) *Assume suitable data and draw diagrams wherever necessary.*

Q.1) Write notes : (Any Three)

[30]

- (a) Thoughts of Quality Guru – ‘Crosby’
- (b) QMS - ISO 9001 : 2000
- (c) Brainstorming - a Problem Solving Tool and Technique
- (d) Organisational Culture and Leadership for TQM - ‘Vision’ and ‘Mission’
- (e) Core Values of Japanese Management

Q.2) Attempt any four :

[40]

- (a) Explain Kaizen and continuous improvement :
 - (i) ‘5S’
 - (ii) Process Mapping and Improvement (5W and 1H)
- (b) Explain briefly Concept and Methodology of Business Process Re-engineering (BPR).
- (c) Explain briefly how to measure and manage Customer Satisfaction ?
- (d) Explain investors in people :
 - (i) Competence Gap
 - (ii) Training
- (e) Explain Language Concept and effective ways of Role of Communication in TQM.

- (f) Explain the following Costs of Quality :
 - (i) Failure Costs
 - (ii) Preventive Costs
 - (g) Explain Green Service Quality :
 - (i) Water Management
 - (ii) Waste Management
-

Total No. of Questions : 6]

[Total No. of Printed Pages : 2

[3882]-65

B. Sc. (Hospitality Studies) (Semester - VI) Examination - 2010

HUMAN RESOURCE DEVELOPMENT

(Old 2005 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

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

(2) *Solve **any three** from the remaining.*

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

- (a) Importance of Performance Appraisal
- (b) Fringe Benefits
- (c) Collective Bargaining
- (d) Labour Turnover
- (e) Reasons for Transfer

Q.2) (A) Define HRM. Mention role of Human Resource Manager. [10]

(B) Differentiate between Job Description and Job Specification. Give Job Description for Food and Beverage Manager. [10]

Q.3) (A) Explain various types of tests conducted during Selection Procedure. [10]

(B) What is Training ? Differentiate between Training and Development. [10]

Q.4) (A) Explain various steps in Performance Appraisal Process. [10]

(B) What are various Regulatory Provisions governing Compensation Structure ? [10]

- Q.5)** (A) Explain the term Grievance Handling. What are the causes for Arousal of a Grievance ? [10]
- (B) Define Discipline. Enumerate Causes of Indiscipline. [10]
- Q.6)** (A) What are the objectives and functions of Trade Unions ? [10]
- (B) Give various sources and modes of Recruitment. [10]
-

Total No. of Questions : 2]

[Total No. of Printed Pages : 1

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B. Sc. (Hospitality Studies) (Semester - VI) Examination - 2010

ENTREPRENEURSHIP DEVELOPMENT

(Old 2005 Pattern)

Time : 3 Hours]

[Max. Marks : 70

SECTION - I

Q.1) Attempt any four :

[10x4=40]

- (a) Who is an Entrepreneur ? What are his inherent qualities ? Explain in brief.
- (b) Explain SWOT Analysis with suitable examples.
- (c) What do you understand by Resource Mobilization ? Explain your theory with two Financial Institution examples.
- (d) List procedure of Fund Raising for a Large Scale Industry.
- (e) What are the 4 'Cs' for Marketing ? Give a comparative study between 4 'Cs' and 4 'Ps' of Marketing.

SECTION - II

Q.2) Attempt any two :

[15x2=30]

- (a) What is Capitalization ? Differentiate between Over Capitalization and Under Capitalization.
- (b) What is a Project Report ? Explain Contents of a Project Report.
- (c) How does Budgetary Control help in development of an organisation ?
- (d) What is a Market ? What are various techniques to assess Market ? Explain with suitable diagram.

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