

Total No. of Questions : 5]

[Total No. of Printed Pages : 2

[3982]-101

B. Sc. (Hospitality Studies) (Semester - I) Examination - 2011

BASIC FOOD PRODUCTION

(New 2008 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

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

(2) All questions carry equal marks.

Q.1) (A) List and explain any four mixing methods of Food in Kitchen. [06]

(B) Write duties and responsibilities of Sous Chef of a Five Star Organisation. [04]

Q.2) (A) Explain the following terms : (Any Five) [05]

(a) Washing

(b) Juliennes

(c) Grating

(d) Marination

(e) Stirring

(f) Sprouting

(g) Paring

(h) Rubbing In

(B) List any ten small equipments used in Catering Establishments with their uses. [05]

- Q.3)** (A) Explain importance of Hygiene in Kitchen. [04]
(B) What is Hydrogenation of Fat ? List and explain different types of Fats. [04]
(C) Differentiate between Herbs and Spices. [02]
- Q.4)** (A) Draw a neat labelled structure of Egg. [04]
(B) Explain action of heat on the following : [04]
(a) Flavone
(b) Carotenoid
(c) Chlorophyll
(d) Anthocyanin
(C) Give four functions of Sugar. [02]
- Q.5)** (A) List any four types of Accidents. [02]
(B) What are various methods of Heat Transfer ? [02]
(C) What points you will consider while storing Cereals and Pulses ? [02]
(D) Classify Vegetables with one example of each. [02]
(E) Name any four Stone Fruits. [02]
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Total No. of Questions : 6]

[Total No. of Printed Pages : 2

[3982]-102

B. Sc. (Hospitality Studies) (Semester - I) Examination - 2011

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/diagrams wherever necessary.
-

Q.1) (A) Explain F and B Service Areas of a Hotel : [06]

- (a) Banquets
- (b) Business Centre
- (c) Coffee Shop

(B) Explain Non-commercial Catering. [04]

Q.2) (A) List any four Glassware with their capacity. [04]

(B) Explain Interdepartmental Relation of F and B Service and House-keeping Department. [04]

(C) Give Job Description of Sommelice. [02]

Q.3) (A) Plan a Continental Breakfast Menu [05]

(B) Differentiate between : [05]

- (a) Mis - en Place and Mis - en Scene
- (b) A'la Carte and TDH Menu

Q.4) Explain French Classical Dish/Courses with appropriate cover and accompaniments : (**Any Four**) **[2¹/₂x4=10]**

- (a) Caviar
- (b) Smoked Salmon
- (c) Formage
- (d) Dessert
- (e) Dinde Rôte

Q.5) Write short notes : **[2¹/₂x4=10]**

- (a) English Service
- (b) Gueridon Service
- (c) Automats
- (d) Buffet Service

Q.6) Explain the terms : **[1x10=10]**

- (a) Brioche
 - (b) Supper
 - (c) Kiosks
 - (d) Classical Hors d'oeuvre
 - (e) Cafe Complete
 - (f) Petite fours
 - (g) Chef e' tage
 - (h) Scones
 - (i) Chef d' rang
 - (j) Buffet Froid
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Total No. of Questions : 6]

[Total No. of Printed Pages : 3

[3982]-103

B. Sc. (Hospitality Studies) (Semester - I) Examination - 2011

BASIC ROOMS DIVISION

(New 2008 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

- (1) Attempt **any two** questions from each section.
 - (2) Attempt **both** section in the same **answer-sheet**.
 - (3) Draw neat diagram wherever necessary.
-
-

SECTION - I

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

[10]

- (1) Sani-bin
- (2) Public Area
- (3) GRA
- (4) U.R.
- (5) Vacuum Cleaner
- (6) Job Specification
- (7) Twin Room
- (8) Dutch Wife
- (9) Lost and Found
- (10) Dust Sheet
- (11) HWC

- Q.2)** (A) Where are the following guest supplies placed in the Guest Room ? **[05]**
- (a) Laundry Bags
 - (b) Bible and Geeta
 - (c) Dutch Wife
 - (d) DND Card/Breakfast Card
 - (e) Newspapers and Magazines
- (B) List down the attributes required for House-keeping Staff. **[05]**
- Q.3)** (A) Write short notes : **(Any Two)** **[05]**
- (a) Functions of House-keeping
 - (b) Care and Storage of Cleaning Equipment
 - (c) Public Area of Hotels
- (B) Draw Organisational Chart of a Small Hotel. **[05]**

SECTION - II

- Q.4)** Explain the following terms : **(Any Ten)** **[10]**
- (1) Blacklist
 - (2) SB/SL
 - (3) Resort
 - (4) F.I.T.
 - (5) CP
 - (6) Errand Card
 - (7) Cabana
 - (8) Electronic Key Card
 - (9) PBX
 - (10) Corporate Rate
 - (11) Check-In

- Q.5) (A)** Write importance of Front Office in a Hotel and list down five International Brands of Hotels in India. **[05]**
- (B) How is mail handled at the Front Desk for Future Guest ? **[05]**
- Q.6) (A)** Write short notes : **(Any Four)** **[10]**
- (a) Attributes of Front Office Personnel
 - (b) Functions of Bell Desk
 - (c) Meal Plan
 - (d) Rules of House (Guest)
 - (e) Classification of Hotels
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Total No. of Questions : 5]

[Total No. of Printed Pages : 2

[3982]-104

B. Sc. (Hospitality Studies) (Semester - I) Examination - 2011

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) Draw a block diagram of a Computer and explain its working in brief. **[05]**

(B) Explain the following Commands in DOS : **(Any Five)** **[05]**

(a) DIR

(b) DATE

(c) FORMAT

(d) CLS

(e) TIME

(f) CD..

(g) RD

(h) VOL

Q.2) (A) Give any four features of Windows. **[02]**

(B) Give full form of D.B.M.S. Explain any two advantages of D.B.M.S. **[03]**

- (C) Give Menu Command for the following MS-Word : [05]
- (a) Copy
 - (b) Save As
 - (c) Change Case
 - (d) Find
 - (e) Replace
- Q.3)** (A) Give steps to insert a picture in MS-Powerpoint. [05]
- (B) List and explain Pre-requisites of an Internet. [05]
- Q.4)** (A) Explain different types of graphs in MS-Excel. [03]
- (B) What is meant by Data Types ? Give names of any four Data Types used in MS-Access. [02]
- (C) Explain the following functions in MS-Excel : (**Any Three**) [03]
- (a) SUM
 - (b) AVG
 - (c) MIN
 - (d) LOW
 - (e) PER
- (D) Explain Concept of E.R.P. [02]
- Q.5)** (A) Define Application Software and gives names of any three Application Softwares. [05]
- (B) What is Topology ? Explain any four Topologies in short. [05]
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Total No. of Questions : 7]

[Total No. of Printed Pages : 3

[3982]-105

B. Sc. (Hospitality Studies) (Semester - I) Examination - 2011

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.*
-

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

[5x2=10]

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

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

[5x2=10]

- (a) Give any two sanitary practices that a food handler should follow while working in the Kitchen.
- (b) What is the role of Food Standards in India ? Mention any two Food Standards.
- (c) Give any two differences between Food Poisoning and Food Infection.

- (d) Define pH. Explain its importance in Food Industry.
- (e) How do Bacteria reproduce ?
- (f) Give any four uses of Micro-organisms in Food Industry.
- (B) Explain Concept of Danger Zone in the Catering Industry. [05]

OR

- (B) Explain Morphology of Moulds. [05]
- Q.3)** (A) Explain any five Natural Toxins occurring in Food. [05]
- (B) List requirements to store food in a Refrigerated Storage Area. [05]
- (C) Discuss 'Bacillus Cereus' Food Poisoning on the basis of :
 - (a) Mode of Transmission [01]
 - (b) Any two Foods Involved [02]
 - (c) Any two Preventive Measures [02]
- Q.4)** (A) Define Cross-contamination. Give any three ways to prevent it. [05]
- (B) Mention Food Adulterants and test to detect them in the following Food Stuffs : [05]
 - (a) Milk
 - (b) Sugar
 - (c) Semolina
 - (d) Tea
 - (e) Turmeric
- (C) Explain Concept of HACCP in the Catering Industry. [05]
- Q.5)** (A) It is necessary to display food in a protective manner. Explain. [05]
- (B) What is the importance of Protective Clothing in Catering Industry ? [05]
- (C) Explain any five factors affecting Growth of Micro-organisms. [05]

- Q.6)** (A) Explain any five Non-bacterial Metal Poisoning in Food. [05]
- (B) What is the importance of Hygiene and Sanitation in Food Industry ? [05]
- (C) Explain Direct Transmission of Disease. Give names of any two Intestinal Parasites. [05]

OR

- (C) Discuss 'Salmonellosis' on the basis of :
- (a) Responsible Micro-organism [01]
- (b) Any two Foods Involved [02]
- (c) Any one symptom and one preventive measure [02]
- Q.7)** (A) List **any two** Spoilage Indicators in the following Food Stuffs : [05]
- (a) Spinach Leaves
- (b) Cereals and Pulses
- (c) Fish
- (d) Egg
- (e) Milk
- (B) Explain any five ways to control Growth of Micro-organisms in Food.
- (C) Why are additives added to the Food ? Explain any three Food Additives with one example of each. [05]
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Total No. of Questions : 8]

[Total No. of Printed Pages : 3

[3982]-106

B. Sc. (Hospitality Studies) (Semester - I) Examination - 2011

COMMUNICATION FUNDAMENTALS

(2005 and New 2008 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

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

SECTION - I

Q.1) (A) Read following passage carefully and answer questions given below : **[10]**

Supposing you have to make payment of Rs. 100. You can do so in rupee coins, but it would be cumbersome to pay in nickel or copper coins, because they are heavy to carry and also because it takes much time to count them. The Government therefore permits you to make payment in rupee notes. What are these rupee notes really ? They are a kind of money, right enough, although they are made of paper instead of metal. You can use them in just the same way that you use ordinary money. The reason why they are made of paper and used is that they save trouble of carrying metal coins about - of course paper is lighter than metal - and they also save using silver and other metals when they are scarce.

What makes these mere pieces of paper bear value of the number of rupees that is printed upon them ? Why should a piece of paper, with '100' printed on it be worth twenty times as much as a piece of paper with 'five' printed on it - and also worth a hundred times as much as a silver rupee coin ? The reason is that Government guarantees that the piece of paper is worth the amount printed on it and promises to pay that amount to anybody who wishes to exchange this paper for the rupee coins.

[3982]-106

If any Government prints too much paper money, then prices go up at once. The supply of money may increase but the value goes down.

Questions :

- (a) Why does the Government allow payment to be made in paper notes ?
- (b) What is more valuable to have, 100 rupee coins in silver or a Rs. 100 note in paper ?
- (c) If metal is so cumbersome, why should we not have only paper money ? Why should we not print as much of it as possible ?
- (d) What is the real use of money ?
- (e) Why would the prices of commodities go up when there is plenty of paper money ?

(B) As an Executive Chef draft a memo for the following situation :

Commis of the Indian restaurant does not pick up the indent in the specified timing from the stores. There are frequent complaints from the stores-in-charge, with a final warning of not issuing stock, if timings are not followed.

[05]

Q.2) Courtyard by Marriott, Pune is looking for stewards for their speciality restaurant. Apply for the post along with your resume.

[10]

Q.3) The Executive House-keeper requires bath linen for her hotel - a 100 room property. Write a letter asking for a quotation from the supplier by providing the specifications.

[10]

OR

Q.3) There was a theft in a room. As the supervisor handling that room, write a report to the Executive House-keeper.

[10]

Q.4) Write a letter of enquiry asking for 1 double room with a lake view between 10th October, 2011 to 19th October, 2011 to the Reservations Department of Hotel Aquila.

[10]

OR

Q.4) Write a letter of apology to a regular guest who had to be shifted to another hotel because the rooms were unavailable. The guest does not have a booking with the hotel.

[10]

SECTION - II

- Q.5)** Write short notes : **[15]**
- (a) Barriers of Communication
 - (b) The Communication Process
 - (c) The Importance of Non-verbal Communication
- Q.6)** (A) Explain telephone etiquettes to be followed for Effective Communication. **[05]**
- (B) List down five standard phrases used in Telephone Conversation. **[05]**
- Q.7)** (A) Discuss advantages and limitations of Written Communication. **[05]**
- (B) What do you understand by 'Good Listening Skills' ? Enumerate. **[05]**
- Q.8)** Write a conversation in the form of a dialogue between a Captain and Guest in the Restaurant while placing an order for lunch. **[10]**
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Total No. of Questions : 5]

[Total No. of Printed Pages : 2

[3982]-11

B. Sc. (Hospitality Studies) (Semester - I) Examination - 2011

BASIC FOOD PRODUCTION

(Old 2005 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

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

(2) All questions carry equal marks.

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-
- Q.1)** (A) Write duties and responsibilities of Executive Chef of Five Star Hotel. [04]
(B) List four small and large equipments used in the Kitchen. [02]
(C) What are the aims and objectives of Cooking ? [04]
- Q.2)** (A) Classify Fruits with example. [03]
(B) What do you mean by Personal Hygiene ? [03]
(C) What is Hydrogenation of Fat ? Give four examples of Fats and Oils. [04]
- Q.3)** (A) Give two examples of the following Vegetables : [04]
(a) Flowery
(b) Fruity
(c) Root
(d) Leafy
(B) Differentiate between Herbs and Spices. [02]
(C) Write a note on Pigments in Food. [02]
(D) Write names of Cereals with examples. [02]

- Q.4)** (A) List and explain any four Preparation Methods of Food in the Kitchen. [06]
- (B) Name different types of Milks. [02]
- (C) Give functions of Sugar. [02]
- Q.5)** (A) Explain the following terms : [06]
- (a) Beating
 - (b) Cutting in
 - (c) Rolling in
 - (d) Creaming
 - (e) Stirring
 - (f) Pressing
- (B) What are the different methods of Heat Transfer ? [04]
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Total No. of Questions : 6]

[Total No. of Printed Pages : 3

[3982]-12

B. Sc. (Hospitality Studies) (Semester - I) Examination - 2011

FOOD AND BEVERAGE SERVICES

(Old 2005 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

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

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

[10]

- (a) Bistro
- (b) Supper
- (c) Chinaware
- (d) Aboyure
- (e) Auxillary Area
- (f) Welfare Catering

Q.2) (A) Define Menu. Give Principles of Menu Planning.

[06]

(B) Plan a Menu with the following courses :

[04]

- (a) Hors d'oeuvre
- (b) Potage
- (c) Entrée
- (d) Dessert

- Q.3) (A)** Give differences between : **(Any Two)** **[06]**
- (a) Speciality Restaurant and Takeaway
 - (b) A'la Carte and Table d' Hôte
 - (c) Mise-En-Place and Mise-En-Scene
- (B)** Explain the following : **[04]**
- (a) Butler Service
 - (b) Russian Service
- Q.4) (A)** Give cover and accompaniment for the following : **[05]**
- (a) Jus de tomato
 - (b) Potage St Germaine
 - (c) Ponsfret Orly
 - (d) Poulet Rôlé
 - (e) Promage
- (B)** Explain the following Silver Cleaning Methods : **[05]**
- (a) Polivit
 - (b) Plate Powder
- Q.5) (A)** Give job descriptions of : **[05]**
- (a) Maitre d' hôtel
 - (b) Sommelier
- (B)** Give suitable hierarchy for F and B Department for small hotel. **[05]**
- Q.6) (A)** Give uses of the following equipments : **[05]**
- (a) Cocktail Shaker
 - (b) Stop Basin
 - (c) Howthrm Strainer
 - (d) Muddler
 - (e) Bar Optic

(B) Give size or capacity of the following :

[05]

- (a) Demi-tassé
 - (b) Soup Plate
 - (c) Fish Plate
 - (d) A. P. Wine Glass
 - (e) Champagne Flute
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Total No. of Questions : 6]

[Total No. of Printed Pages : 3

[3982]-13

B. Sc. (Hospitality Studies) (Semester - I) Examination - 2011

BASIC ROOMS DIVISION

(Old 2005 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

- (1) Attempt *any two* questions from each section.
 - (2) Attempt *both sections* in the same *answer-sheet*.
 - (3) Draw neat diagram wherever necessary.
-
-

SECTION - I

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

[10]

- (1) Abrasives
- (2) Drugget
- (3) Cabana
- (4) O.O.O.
- (5) Vanity Kit
- (6) Vacuum Cleaner
- (7) EHK
- (8) Dutch Wife
- (9) Duplex
- (10) Maid's Trolley
- (11) Suite Room

- Q.2)** (A) State reasons why the House-keeping is termed as back-bone of the Hotel. [05]
(B) What Attributes are required in House-keeping Staff ? [05]
- Q.3)** (A) Draw Hierarchy of House-keeping Department in Medium Size Hotel. [05]
(B) Mention amenities (any five) in a Standard Room and mention amenities (any five) in a V.I.P. Room. [05]

SECTION - II

- Q.4)** Explain the following terms : (Any Ten) [10]
- (1) Walk-In
 - (2) Skipper
 - (3) Overstay
 - (4) A.P.
 - (5) Concierge
 - (6) Back to Back
 - (7) V.I.P.
 - (8) Arrival
 - (9) Crew Rate
 - (10) Pent House
 - (11) Grand Master Key
- Q.5)** Write short notes : (Any Four) [10]
- (a) Types of Meal Plans
 - (b) Equipments used at the Front Desk
 - (c) Rules for the Guest
 - (d) Bell Desk
 - (e) Message Handling

- Q.6)** (A) List and explain any five types of Rooms. **[05]**
- (B) Define Hotel and give classification of Hotels. **[05]**
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Total No. of Questions : 5]

[Total No. of Printed Pages : 2

[3982]-14

B. Sc. (Hospitality Studies) (Semester - I) Examination - 2011

COMPUTER FUNDAMENTALS

(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) Give steps to set Wall Paper and Screen Saver setting on a Desk Top. [02]
- (B) Explain step by step procedure to create Mail Merge in MS-Word. [05]
- (C) Define the following : [03]
- (a) Table
- (b) Record
- (c) Fields
- Q.2)** (A) What is Virus ? Give precautions to keep viruses away. [05]
- (B) Give difference between LAN and WAN. [05]
- Q.3)** (A) Mention steps to apply Slide Transition Effect to Selected Slide. [05]
- (B) How Internet is useful in Hotel Industry ? [05]

- Q.4)** (A) What is Software ? Explain types of Softwares. [05]
- (B) Explain the following Commands in DOS : (**Any Five**) [05]
- (a) Type
 - (b) Copy
 - (c) DIR
 - (d) CD
 - (e) VOL
 - (f) DATE
 - (g) CLS
 - (h) VER
- Q.5)** (A) Explain different types of Graphs in MS-Excel. [03]
- (B) Give importance of Primary Key in MS-Access. [02]
- (C) What are the basic rules to be followed while writing formula in Excel ? [03]
- (D) Explain Concept of E.R.P. [02]
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Total No. of Questions : 7]

[Total No. of Printed Pages : 3

[3982]-15

B. Sc. (Hospitality Studies) (Semester - I) Examination - 2011

CATERING SCIENCE

(Old 2005 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

(1) Q. No. 1 is compulsory.

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

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

[5x2=10]

- (a) Nutrition
- (b) Health
- (c) Essential Amino Acids
- (d) Dextrinisation
- (e) Malnutrition
- (f) Edible Portion of Food

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

[5x2=10]

- (a) Fruits and Vegetables should be washed before peeling and cutting.
- (b) Vitamin A rich food sources should be given to children suffering from Nightblindness.
- (c) Oil should be stored in air tight container.
- (d) Cereals and Pulges should be combined in the Diet.
- (e) An energy requirement of a Typist is low as compared to a Swimmer.
- (f) We should add extra pinch of Salt during Summer.

(B) Define Vitamins and classify them.

[05]

[3982]-15

1

P.T.O.

- Q.3)** (A) Explain basic five Food Groups with their size of serving. [05]
(B) What is Dehydration ? Explain role of ORS in treatment. [05]
(C) Define Rancidity of Oil. How will you prevent it ? [05]
- Q.4)** (A) Explain Vitamin 'C' on the basis of : [05]
(a) Four Good Food Sources
(b) One Function
(c) Name of the Deficiency Disease and its one symptom
(B) Write Food to be avoided for the following disorders : [05]
(a) Diabetes Mellitus
(b) Heart Disease
(c) Diarrhoea
(d) Fever and Infection
(e) Constipation
(C) Explain any five ways to preserve Nutrients while cooking Food. [05]
- Q.5)** (A) Define Balanced Diet and plan a Balanced Lunch Menu for 18 year old boy who is a Non-vegetarian. [05]
(B) Explain any five functions of Protein. [05]
(C) A Balanced Diet contains 60 gm of Protein, 280 gm of Carbohydrate and 25 gm of Fat. Calculate energy content of the Diet. [05]
- Q.6)** (A) Discuss Calcium on the basis of : [05]
(a) Any two Rich Food Sources
(b) One important function
(c) Name of Deficiency Disease and its one symptom
(B) Write classification of Carbohydrates, giving suitable example. [05]

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

- (a) Cholesterol
- (b) Role of Sodium Chloride in the Diet and its limitations
- (c) Hydrogenation of Fat

Q.7) (A) Discuss importance of Dietary Fibre in the Diet. [05]

(B) Match the following : [05]

Group - I

Group - II

- | | |
|----------------|-----------------------|
| (a) Riboflavin | (i) Nightblindness |
| (b) Thiamin | (ii) Osteoporosis |
| (c) Vitamin C | (iii) Ariboflavinosis |
| (d) Vitamin A | (iv) Anaemia |
| (e) Iron | (v) Beri-beri |
| | (vi) Scurvy |

(C) Explain ill effects of excess consumption of Fat. State any two differences between Fat and Oil. [05]

Total No. of Questions : 5]

[Total No. of Printed Pages : 2

[3982]-201

B. Sc. (Hospitality Studies) (Semester - II) Examination - 2011

FOOD PRODUCTION PRINCIPLES

(New 2008 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

(1) Attempt *any four* questions.

(2) All questions carry equal marks.

Q.1) (A) Write short notes : (Any Two) [04]

(a) Roasting

(b) Grilling

(c) Tandoor

(B) Differentiate between the following : [06]

(a) Deep Frying and Shallow Frying

(b) Boiling and Poaching

Q.2) (A) What are the factors affecting Microwave Cooking ? [02]

(B) What are Glazes ? Explain any two types of Glazes. [03]

(C) What do you understand by Soups ? Discuss in brief Cream Soups and Chowder. [05]

Q.3) (A) Give a recipe for 1 liter of Hollandaise Sauce. [03]

(B) Give four examples of Flavoured Butters. [02]

(C) Give five faults and remedies for the same in Bread-making. [05]

- Q.4)** (A) Write functions of the following in Bread-making : **[04]**
- (a) Shortening Agent
 - (b) Egg
 - (c) Flour
- (B) List any four large equipments used in Bakery. **[02]**
- (C) List any four frying mediums used in Cooking. **[02]**
- (D) Differentiate between Accompaniment and Garnishes. **[02]**
- Q.5)** (A) Explain the following terms : **(Any Five)** **[05]**
- (a) Au Four
 - (b) Bonquet Garni
 - (c) Darne
 - (d) Julienne
 - (e) Panada
 - (f) Whisk
- (B) Give example of foods prepared by following methods : **[05]**
- (a) Direct Steaming
 - (b) Deep Frying
 - (c) Indirect Steaming
 - (d) Poaching
 - (e) Tandoor
-

Total No. of Questions : 6]

[Total No. of Printed Pages : 2

[3982]-202

B. Sc. (Hospitality Studies) (Semester - II) Examination - 2011

FOOD AND BEVERAGE OPERATIONS

(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/diagrams wherever required.

-
-
- Q.1)** (A) Explain Triplicate System of K.O.T. with the help of diagram. [07]
(B) Explain any three Modes of Payments in a Restaurant. [03]
- Q.2)** (A) List and explain main ingredients used in Beer Production. [05]
(B) List five International Beer Brands with their country of origin. [05]
- Q.3)** (A) Define Alcoholic Beverage. [02]
(B) Give four tips for Storing Coffee. [04]
(C) Give base of the following Coffees : [04]
(a) Monk's Coffee
(b) Calypso Coffee
(c) Café Royale
(d) Seville Coffee
- Q.4)** (A) Assume suitable data and draw a Room Service Breakfast Door Card. [06]
(B) Explain Fork Buffet and Display Buffet. [04]

Q.5) Explain the terms :

[10]

- (a) Tisane
- (b) Ristretto
- (c) Sake
- (d) Compound Spirits
- (e) Suivant K.O.T.
- (f) Tonic Water
- (g) Orgeat
- (h) Hops
- (i) NAB
- (j) Squashes

Q.6) (A) Briefly explain objectives of Food and Beverage Control System.

[06]

(B) Explain any four faults in Beer.

[04]

Total No. of Questions : 6]

[Total No. of Printed Pages : 2

[3982]-203

B. Sc. (Hospitality Studies) (Semester - II) Examination - 2011

ROOMS DIVISION SERVICES

(New 2008 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

- (1) Attempt *any two* questions.
 - (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) Periodic Cleaning
- (b) On Change
- (c) L
- (d) Second Service
- (e) UR
- (f) Grand Master Key
- (g) DNCO

(B) Explain Work Routine of a Chambermaid [05]

Q.2) (A) List down rules of the floor to be followed by House-keeping Staff. [05]

(B) Describe Lost and Found Procedure for a pair of shoes found in a Departure Room. [05]

Q.3) (A) Illustrate functions performed by the Control Desk. [05]

(B) Write down the step by step procedure for Cleaning a V.I.P. Room. [05]

[3982]-203

1

P.T.O.

SECTION - II

- Q.4)** (A) Explain the following terms : **(Any Five)** **[05]**
- (a) BTC
 - (b) Overbooking
 - (c) Room Orientation
 - (d) FRRO
 - (e) Late Check-out
 - (f) Registration Cards
 - (g) C.I.P.
- (B) Write short notes : **(Any Two)** **[05]**
- (a) Types of Registrations
 - (b) Express Check-in
 - (c) Sources of Reservation
- Q.5)** (A) Explain tasks performed by Bell Desk during Guest Check-in and Check-out. **[05]**
- (B) What are the various methods by which a Guest can settle his Bill. **[05]**
- Q.6)** (A) Describe step by step procedure to be followed during arrival of an F.I.T. Guest. **[05]**
- (B) Draw formats for the following : **(Any Two)** **[05]**
- (a) 'C' Form
 - (b) Guest History Card
 - (c) Notification Slip

Total No. of Questions : 10]

[Total No. of Printed Pages : 2

[3982]-204

B. Sc. (Hospitality Studies) (Semester - II) Examination - 2011

TRAVEL AND TOURISM

(New 2008 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

(1) Attempt any seven questions.

(2) All questions carry equal marks.

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

[10]

- (a) Tourism
- (b) Visitor
- (c) Excursionist
- (d) Inbound Tourism
- (e) Destination
- (f) Tourist
- (g) Tour

Q.2) What are the Career Opportunities for Tourism Professionals.

[10]

Q.3) List different Modes of Transport in Tourism. Explain any two of them.

[10]

Q.4) List types of Tourism. Explain briefly any five of them.

[10]

Q.5) Explain briefly any three Economic Impacts of Tourism and any two Environment Impacts of Tourism.

[10]

- Q.6)** Explain any five functions of Travel Agent. [10]
- Q.7)** Explain different types of Package Tours. [10]
- Q.8)** Plan an Itinerary for Group of Tourists visiting 'Pune' for two days. [10]
- Q.9)** (A) List and explain briefly types of Passports. [05]
(B) List and explain briefly types of Visas. [05]
- Q.10)** Write notes : (Any Two) [10]
- (a) WTO
 - (b) FHRAI
 - (c) ITDC
 - (d) MTDC
-

Total No. of Questions : 7]

[Total No. of Printed Pages : 3

[3982]-205

B. Sc. (Hospitality Studies) (Semester - II) Examination - 2011

CATERING SCIENCE - II

(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) Nutrition
- (b) Empty Calorie Food
- (c) Dehydration
- (d) Carbohydrates
- (e) Food
- (f) Hydrogenation of Oil

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

[10]

- (a) We should eat apple with its skin.
- (b) Water Balance is necessary in Human Body.
- (c) We should take an extra pinch of salt in summer.
- (d) Fresh Fruit Juices are preferable to aerated Soft Drinks.
- (e) Iodised Salt should be used by everyone especially those who live in Hilly Areas.
- (f) The energy requirement of an office clerk is less than that of a construction worker.

- (B) A serving of Caramel Pudding provides 12 gms of Proteins, 5 gms of Fat and 35 gms of Carbohydrates. Calculate Calories provided by one serving of Caramel Pudding. [05]
- Q.3)** (A) Explain the following : (Any Two) [05]
- (a) Classification of Vitamins
 - (b) Cholesterol
 - (c) Rancidity of Oil
- (B) State any five functions of Fat in the Diet. [05]
- (C) Give any five ways to preserve nutrients while Cooking Food. [05]
- Q.4)** (A) Define 'Amino Acids'. Mention two important Amino Acids essential for a child. Give any four good food sources of Proteins in the Diet. [05]
- (B) Why should one avoid having Junk Foods frequently ? [05]
- (C) Explain Concept of Basic Five Food Groups. Mention its importance. [05]
- Q.5)** (A) Explain 'Vitamin C' on the basis of : [05]
- (a) Its Scientific Name
 - (b) Four Good Food Sources
 - (c) One Important Function
 - (d) One Deficiency Disease
- (B) Classify Proteins with suitable examples. [05]
- (C) Explain ill-effects of excess consumption of Carbohydrates in relation to Human Health. Give any four Food Sources of Carbohydrate Rich Foods. [05]

Q.6) (A) Explain effect of Heat on Proteins, giving suitable examples. **[05]**

(B) Attempt **any two** : **[10]**

(a) Why is Glucose the most important Carbohydrate ? Explain Polysaccharides with suitable examples.

(b) Define 'Minerals'. Classify them.

(c) Define 'Balanced Diet'. Plan a Balanced Dinner Menu for an adult man aged 55 years who is a non-vegetarian.

Q.7) (A) List two foods to be recommended and two foods to be avoided for people suffering from : **[10]**

(a) Peptic Ulcer

(b) Jaundice

(c) Fever and Infection

(d) Diabetes Mellitus

(e) Heart Disease

(B) Attempt **any one** from the following : **[05]**

(a) State difference between Animal Fat and Vegetable Fat.

(b) Concept of Supplementary Value of Protein.

(c) Importance and limitations of Sodium Chloride in the Diet.

Total No. of Questions : 7]

[Total No. of Printed Pages : 5

[3982]-206

B. Sc. (Hospitality Studies) (Semester - II) Examination - 2011

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 verbs in present tense.)

- (a) _____ (excuser) - moi s'il vous plaît !
- (b) Je _____ (s'appeler) Marie.
- (c) Nous _____ (voyager) très souvent à l'étranger.
- (d) Vous _____ (aller) au marché.
- (e) Nous _____ (écrire) pour le journal.
- (f) Je _____ (recevoir) les documents par courriel.
- (g) Vous _____ (réussir) à préparer le menu tout seul.
- (h) _____ (apporter) donc vos valises.

(B) Écrivez la date : (Any Two) [02]
(Write date.)

- (a) Monday 14/4/2007
- (b) Thursday 5/1/1998
- (c) Saturday 28/3/2002

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

- (a) 7.40 a.m.
- (b) 2.10 p.m.
- (c) 12.20 p.m.
- (d) 8.45 a.m.

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

- (a) 96
- (b) 84
- (c) 32
- (d) 21st
- (e) 15th
- (f) 12
- (g) 42
- (h) 1st

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

- (a) _____ d'huile
- (b) _____ de yaourt
- (c) _____ de sucre
- (d) _____ de pain
- (e) _____ de basilic
- (f) _____ de cigarettes

(C) Liez 'A' avec 'B' :

[05]

(Match A with B and rewrite.)

'A'

'B'

- | | |
|------------------------|--------------------------|
| (a) C'est gentil | (i) See you this evening |
| (b) Bon Voyage | (ii) May I help you |
| (c) Je peux vous aider | (iii) I Thank You |
| (d) A ce soir | (iv) That's nice of you |
| (e) Je vous remercie | (v) Happy Journey |

Q.3) (A) Traduisez en anglais :

[05]

(Translate into English.)

- (a) Très heureux de vous voir.
- (b) Enchanté
- (c) Avez - vous fait bon voyage ?
- (d) Parfait. Merci beaucoup.
- (e) Comment va votre famille ?
- (f) Très bien, merci. J'espère tout va bien chez vous ?
- (g) Tour à fait. Je vous remercie.

(B) Nommez le chef : (Any Five)

[05]

(Name chef.)

- (a) Se charge des rôtis.
- (b) Prépare le repas pour le personnel du restaurant.
- (c) Apprennent le métier et suivent des cours.
- (d) Prépare les légumes.
- (e) Prépare les gelées.
- (f) Assiste le chef de cuisine dans ses fonctions.
- (g) Prépare les glaces.

- Q.4)** (A) Planifiez un menu français de 6 cours. [06]
(Plan a six course menu.)
- (B) Nommez deux fromages. [02]
(Name 2 cheeses)
- (C) Nommez deux fruits. [02]
(Name 2 fruits)
- Q.5)** (A) Nommez deux vins de corse. [02]
(Name 2 wines from Corse)
- (B) Nommez deux vins de savoie. [02]
(Name 2 wines from Savoie)
- (C) Expliquez les termes en anglais : **(Any Six)** [06]
(Explain terms in English)
- (a) mis en bouteille
 - (b) doux
 - (c) bleu
 - (d) arrêtez
 - (e) la cuillère
 - (f) le verre
 - (g) la chaise
 - (h) la tasse
- Q.6)** (A) Donnez les équivalents en anglais : **(Any Five)** [05]
(Give equivalents in English.)
- (a) le raisin
 - (b) l'ail
 - (c) le clou de girofle
 - (d) la viande
 - (e) le merlan
 - (f) l'oie
 - (g) le concombre
 - (h) l'artichaut

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

- (a) brinjal
- (b) lady's finger
- (c) butter
- (d) snail
- (e) veal
- (f) mustard
- (g) strawberry
- (h) wheat

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

- (1) au four
 - (2) bisque
 - (3) brûlé
 - (4) célestine
 - (5) dariole
 - (6) dorer
 - (7) farce
 - (8) haute cuisine
 - (9) niçoise
 - (10) roulade
 - (11) trançon
 - (12) sauter
-

Total No. of Questions : 5]

[Total No. of Printed Pages : 2

[3982]-21

B. Sc. (Hospitality Studies) (Semester - II) Examination - 2011

FOOD PRODUCTION PRINCIPLES

(Old 2005 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

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

(2) All questions carry equal marks.

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

[10]

- (1) Beurre-manie
- (2) Bouillon
- (3) Casserole
- (4) Concass
- (5) Dot
- (6) Fricassée
- (7) Liaison
- (8) Meringue
- (9) Quenelles
- (10) Sear
- (11) Porboil
- (12) Au gratin

Q.2) (A) Write any two points of co-ordination between Kitchen Department and Stores.

[02]

(B) List any four Cold Food Storage Equipments.

[02]

(C) Differentiate between Conduction and Radiation.

[02]

(D) Write down the advantages of Microwave Oven.

[02]

(E) Differentiate between Accompaniment and Garnish.

[02]

- Q.3)** (A) List down different methods of Bread Making and explain any two methods in brief. [04]
- (B) Explain function of Sweetening Agent in Bakery and Confectionery. [02]
- (C) Match the following : [04]
- | | | | |
|-----|---------------|---|----------|
| (a) | Cockie Leekie | – | U.S.A. |
| (b) | Mulligatwany | – | Scotland |
| (c) | Minestrone | – | Germany |
| (d) | Clam Chowder | – | India |
| | | – | Italy |
| | | – | France |
- Q.4)** (A) Give recipe of 1 litre Hollandaise Sauce. [04]
- (B) Write short notes : [04]
- (a) Tandoor
- (b) Roasting
- (C) List any four large equipments found in a Bakery. [02]
- Q.5)** (A) What are Glazes ? Explain any two types of Glazes. [03]
- (B) What are the basic rules followed while Roasting ? [04]
- (C) Differentiate between Sautèing and Shallow Frying. [03]
-

Total No. of Questions : 6]

[Total No. of Printed Pages : 2

[3982]-22

B. Sc. (Hospitality Studies) (Semester - II) Examination - 2011

FOOD AND BEVERAGE OPERATIONS

(Old 2005 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

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

-
-
- Q.1)** (A) Classify Alcoholic Beverages with suitable examples. **[06]**
(B) Explain : **[04]**
(a) Sake
(b) Perry
(c) Mead
(d) Ristretto
- Q.2)** (A) What are Aerated Waters ? **[02]**
(B) Give four examples of Aerated Waters. **[02]**
(C) Explain any two types of Coffe Making Methods. **[06]**
- Q.3)** (A) Define Beer. **[02]**
(B) Explain Manufacturing Process for Beer. **[08]**
- Q.4)** (A) Write a short note on Cigar Storage. **[02]**
(B) Explain Triplicate Checking System of KOT. (with diagram) **[08]**

Q.5) (A) Give two objectives of F and B Controls. [02]

(B) Explain Process of Distillation. [06]

(C) Give any four Brands of Cigars. [02]

Q.6) Write short notes : [2x5=10]

(a) Nourishing Beverage

(b) Hops

(c) Ale

(d) Accident K.O.T.

(e) Pot Still

Total No. of Questions : 6]

[Total No. of Printed Pages : 2

[3982]-23

B. Sc. (Hospitality Studies) (Semester - II) Examination - 2011

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.*
-
-

SECTION - I

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

- (a) OCC
- (b) Maid's Room
- (c) Cabana
- (d) Periodic Cleaning
- (e) DND
- (f) Houseman

(B) Explain Procedure for Daily Cleaning of Restaurant and Bar. [05]

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

(B) Explain Procedure for Lost Hotel Property. [05]

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

- (a) Evening Service
- (b) Dirty Dozen
- (c) Key Control
- (d) Role of Control Desk

SECTION - II

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

- (a) FIT
- (b) Motel
- (c) Overbooking
- (d) SPATT
- (e) Cancellation

(B) Explain Procedure for Checking-in a Foreigner. **[05]**

Q.5) (A) Explain different modes and sources of Reservations. **[05]**

(B) Explain Check-out Procedure for a Group. **[05]**

Q.6) (A) Explain various Modes of Payment. **[05]**

(B) Explain Pre-arrival Procedure for Crews. **[05]**

Total No. of Questions : 7]

[Total No. of Printed Pages : 3

[3982]-25

B. Sc. (Hospitality Studies) (Semester - II) Examination - 2011

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.*

Q.1) Match the following :

[10]

‘A’

‘B’

- | | |
|------------------------------------|-----------------------------------|
| (a) Budding | (i) <i>Penicillium roqueferti</i> |
| (b) Salt | (ii) Setting of Curds |
| (c) Darkening of Apples | (iii) Argemone Oil |
| (d) Lactobacilli | (iv) Reproduction in Yeasts |
| (e) Sanguinarine | (v) Ice-creams |
| (f) Foams | (vi) Class II Preservative |
| (g) Sodium Benzoate | (vii) Food Infection |
| (h) Cheese Making | (viii) Food Poisoning |
| (i) Typhoid | (ix) Enzymatic Browning |
| (j) <i>Clostridium Perfringers</i> | (x) Class I Preservative |
| | (xi) Reproduction in Bacteria |

Q.2) (A) What are Food Additives ? Explain any four Food Additives with examples.

[10]

(B) As a Catering Manager, what precautions would you take to prevent Cross Contamination ?

[05]

Q.3) Write short notes : (Any Three) [15]

- (a) Refrigerated Storage
- (b) Sanitary Practices to be followed while cooking and holding of Food.
- (c) Compulsory Food Standards
- (d) Significance of Protective Clothing for Food Handlers.

Q.4) (A) What is HACCP ? Explain Concept of HACCP in Catering Unit. [10]

(B) Discuss desirable browning in Food with suitable examples. [05]

Q.5) (A) List any five Natural Toxins present in Foods and write their effects on the Body. [10]

(B) List any five ways of controlling Micro-organisms in Foods. [05]

Q.6) (A) Explain the following terms : (Any Five) [10]

- (a) Smoke Point
- (b) Gels
- (c) Sanitation
- (d) Danger Zone
- (e) pH
- (f) Food Adulteration

(B) Discuss Botulism Food Poisoning under the following headings : [05]

- (a) Causative Micro-organism
- (b) Foods Commonly Involved
- (c) Measures to Prevent Botulism

Q.7) (A) Discuss Common Food Adulterants and Tests to detect them in the following Food Stuffs : **[10]**

- (a) Semolina
- (b) Turmeric Powder
- (c) Tea
- (d) Milk
- (e) Ghee

(B) Discuss Salmonellosis Food Infection under the following headings : **[05]**

- (a) Causative Micro-organism
 - (b) Foods Commonly Involved
 - (c) Preventive Measures
-

Total No. of Questions : 5]

[Total No. of Printed Pages : 2

[3982]-301

B. Sc. (Hospitality Studies) (Semester - III) Examination - 2011

QUANTITY FOOD PRODUCTION

(New 2008 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

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

(2) All questions carry equal marks.

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

- (a) Gelatine
- (b) Bivalves
- (c) Force Meats
- (d) Sauce Chaud Froid
- (e) Game
- (f) Venison
- (g) Fondant

(B) What is the importance of proper purchasing and storing in Industrial Catering and Plan a day's Menu for Industrial Canteen. [05]

Q.2) (A) List three classifications of Snellfish and define each. [05]

(B) Describe different forms of Gelatin available in Market. [05]

Q.3) (A) Explain functions of Larder Chef. [05]

(B) State characteristics of Welfare Catering and explain two Quantity Kitchen Equipments. [05]

- Q.4)** (A) Explain five types of Casings that are used for covering Sausages. [05]
(B) Give selection criteria for Poultry. [05]
- Q.5)** (A) Draw a neat sketch of Cuts of Pork and give most suitable method to cook each Cut. [05]
(B) List two types of Fats, Sugars, Leavening Agents, Milk Products and Spices used in Cake-making. [05]
-

Total No. of Questions : 5]

[Total No. of Printed Pages : 2

[3982]-302

B. Sc. (Hospitality Studies) (Semester - III) Examination - 2011

BEVERAGE SERVICES

(New 2008 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instruction :

Solve any four questions.

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

[10]

- (1) Pulque
- (2) Pouriture Noble
- (3) Apple Jack
- (4) Foreshot
- (5) Midori
- (6) Grappa
- (7) Ouzo
- (8) Vermouth
- (9) Less
- (10) Bagassé
- (11) Juniper
- (12) Brandevin
- (13) eau de-vie

- Q.2)** (A) Distinguish between : [06]
(a) Red Wine and White Wine
(b) White Rum and Dark Rum
(B) List types of Liqueurs with one example of each type. [04]
- Q.3)** (A) List eight Wine Producing Regions of Italy. [04]
(B) List eight Wine Producing Regions of France. [04]
(C) Write long forms of the following terms : [02]
(a) AOC
(b) DOC
(c) 2bA
(d) LBV
- Q.4)** (A) Write short notes : [06]
(a) Estufa System
(b) New World Wines
(B) Explain types of Gins. [04]
- Q.5)** (A) Explain the following in short : [06]
(a) Cognac
(b) Vodka
(c) Aperitifs
(B) Identify strengths and sizes of the following : [04]
(a) Lansdele
(b) Corona
(c) Wifp
(d) Corona Corona
-

Total No. of Questions : 10]

[Total No. of Printed Pages : 2

[3982]-304

B. Sc. (Hospitality Studies) (Semester - III) Examination - 2011

PRINCIPLES OF MANAGEMENT

(New 2008 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instruction :

Answer any seven questions.

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

- (a) Co-ordination
- (b) Motivation
- (c) Leadership
- (d) Staffing
- (e) Communication
- (f) Delegation
- (g) Planning

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

- (a) Span of Control
- (b) Morale
- (c) Communication Barriers

Q.3) (A) What are the different Levels of Management ? [05]

(B) Explain Internal Factors that affect Management. [05]

Q.4) Explain Communication Cycle. Explain types of Communications. [10]

Q.5) Explain Henry Fayol's Principles of Management. [10]

Q.6) Explain Maslow's Theory of Need Hierarchy. [10]

- Q.7)** Explain Principle of Organisations. **[10]**
- Q.8)** Explain 'Managerial Grid' - Leadership Theory. **[10]**
- Q.9)** (A) Explain Need for Co-ordination **[05]**
(B) Explain briefly Process of Controlling. **[05]**
- Q.10)** List and explain step by step Decision-making Process. **[10]**
-

Total No. of Questions : 8]

[Total No. of Printed Pages : 5

[3982]-305

B. Sc. (Hospitality Studies) (Semester - III) Examination - 2011

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) The following is a Trial Balance of M/s. Sujata Sales as on 31st March, 2011 :

Debit Balances	Rs.	Credit Balances	Rs.
Stock	55,000	Capital	6,00,000
Building	5,50,000	Loan from Bank	3,00,000
Machinery	3,00,000	Creditors	96,000
Furniture	50,000	Returns to Suppliers	21,000
Cash Purchases	2,12,000	Sundry Income	10,000
Credit Purchases	8,48,000	Cash Sales	5,23,000
Returns to Customers	51,000	Credit Sales	15,50,000
Salaries	1,10,000		
General Expenses	25,000		
Rent	30,000		
Insurance	14,000		

[3982]-305

1

P.T.O.

Debit Balances	Rs.	Credit Balances	Rs.
Stationery	3,000		
Advertisement	10,000		
Wages	2,00,000		
Carriage Inward	28,000		
Carriage Outward	40,000		
Repairs	45,000		
Debtors	3,00,000		
Bad Debts	6,000		
Cash in Hand	25,000		
Cash at Bank	1,63,000		
Bills Receivables	35,000		
Total	31,00,000	Total	31,00,000

Adjustment :

- (1) Closing Stock was valued at Rs. 75,000.
- (2) Depreciate Building @ 2%; Furniture @ 5% and Machinery @ 10%.
- (3) Outstanding Expenses were Salaries Rs. 10,000, Rent Rs. 2,000.
- (4) Staff Meals amounted to Rs. 2,000.

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

[20]

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

[10]

- (a) Advantages of Accounting
- (b) Accrual Concept in Accounting
- (c) Sub-division of Journal

Q.3) Record the following transactions in the Personal Account of Mr. Pravin and balance account at the end of each month :

[10]

- June 1 Amount due from Pravin Rs. 17,290.
- June 4 Sold goods to Pravin of Rs. 20,000 on Credit @ 10% Trade Discount and @ 5% Cash Discount terms.
- June 5 Paid Carriage Rs. 3,000 on behalf of Pravin of the Goods sold to him in June.
- June 17 Purchased Furniture from Pravin of Rs. 35,000 on Credit of Rs. 2% Cash Discount within one month.
- June 26 Received from Pravin Rs. 25,370 and allowed him discount of Rs. 130.
- June 7 Cash Sales to Pravin of Rs. 3,000.
- July 8 Credit Sales to Pravin of Rs. 22,000 @ 10% Trade Discount.
- July 11 Issued a cheque to Pravin against Furniture purchased from him in the last month.
- July 22 Paid to Vijay Rs. 4,500 on behalf of Pravin.

Q.4) (A) State whether the following Accounts are Real, Nominal or Personal :

[05]

- (a) Rent
- (b) Capital
- (c) Machinery
- (d) Advertisement
- (e) Income Tax

(B) Explain the following terms :

[05]

- (a) Trial Balance
- (b) City Ledger
- (c) Transaction
- (d) Bank Overdraft
- (e) Assets

Q.5) Enter the following in an Analytical Petty Cash Book maintained on Imprest System :

[10]

October 1 Cash in Hand Rs. 345.
October 1 Received a cheque from Head Cashier of Rs. 1,155.
October 3 Paid for Postage Rs. 130 and for Sundry Expenses Rs. 75.
October 4 Paid Conveyance to Manager Rs. 250.
October 4 Paid for Printing Bill Rs. 320.
October 5 Purchased Stationery of Rs. 105.
October 5 Sent Telegram Rs. 35.
October 6 Paid Carriage and Cartage Rs. 200.
October 6 Received from Sale of old news papers Rs. 225.
October 7 Paid to Vivek Rs. 290.
October 7 Paid for Local Charity Rs. 150.

Q.6) Answer the following :

[10]

- (a) Give two or three examples each of Capital and Revenue Expenditure.
- (b) Distinguish between Trade Discount and Cash Discount.

Q.7) (A) From the following prepare special functions day book : **[05]**

December 1 Bill No. 117, Private Birthday Party 120 Cakes @ Rs. 150 per cake, Wine and Tobacco Rs. 2,350. Account to Mrs. Rajani Pandit.

December 7 Bill No. 121, Wedding Reception 350 covers @ Rs. 250 per cover, Wine and Tobacco Rs. 5,950, Account to Mr. Gidwani.

December 14 Lunch on Party of City Sports Club 220 covers @ Rs. 175 per cover, Wine and Tobacco Rs. 12,790, Account to Mr. Vijay Patil, Secretary Bill No. 129.

December 23 Bill No. 135, Labour Union Meeting 75 covers @ Rs. 120 per cover. Account to Mr. Preetam Bhosale, Secretary.

(B) Explain meaning and importance of Trial Balance. **[05]**

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

- (a) Explain with examples and journal entries the concept of Contra Entries.
- (b) What are the methods of preparation of Bank Reconciliation Statements ?
- (c) State Golden Rules of Journalising.

Total No. of Questions : 5]

[Total No. of Printed Pages : 2

[3982]-31

B. Sc. (Hospitality Studies) (Semester - III) Examination - 2011

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) Draw neat diagram whenever necessary.*
-

Q.1) Describe various methods of Cake Making and explain any two with recipes. **[10]**

Q.2) (A) Give suitable method of Cooking for the following Cuts of Beef : **[02]**

- (a) Fillet
- (b) Leg
- (c) Wing Rib
- (d) Skin

(B) Explain Natural and Artificial Tenderisers used in Meat Cookery. **[04]**

(C) State reasons of marinating Meat before Cooking with two examples of Marination. **[04]**

- Q.3)** (A) Classify Fish with the help of diagram. [04]
- (B) Give English Equivalents for : (**Any Two**) [02]
- (a) Bangda
 - (b) Vam
 - (c) Singada
 - (d) Bhing
- (C) Explain advantages of Convenience Food with four examples. [04]
- Q.4)** (A) Explain briefly various Institutional Catering Organisations. [04]
- (B) State principles to be followed while Storing and Thawing Poultry. [06]
- Q.5)** (A) Draw a neat diagram of Cuts of Lamb. [04]
- (B) Write short notes : (**Any Two**) [06]
- (a) Casings used for Sausages
 - (b) Chaud Froid
 - (c) Ham and Bacon
-

Total No. of Questions : 6]

[Total No. of Printed Pages : 2

[3982]-32

B. Sc. (Hospitality Studies) (Semester - III) Examination - 2011

BEVERAGE SERVICES

(Old 2005 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

(1) Question No. 1 is compulsory.

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

Q.1) Explain in brief : (Any Ten)

[10]

- (1) Liqueur
- (2) Armagnac
- (3) Syke Method
- (4) Hops
- (5) Fino
- (6) Angle's Share
- (7) V.S.O.P.
- (8) V.D.Q.S.
- (9) U. S. Proof
- (10) Zapotas de Pissar
- (11) Maceration
- (12) Fortification

Q.2) (A) Classify Wines.

[05]

(B) Write down guidelines for matching Food and Wine.

[05]

- Q.3)** (A) Differentiate between : [06]
(a) Pot Still and Patent Still
(b) Cognac and Armagnac
(c) Scotch Whisky and Irish Whiskey
(B) Explain in brief any four Bitters highlighting Base, Flavour and Origin. [04]
- Q.4)** (A) Define Liqueurs. Write down any four Liqueurs with Base, Flavour and Origin. [05]
(B) Explain in brief : (**Any Five**) [05]
(a) Grappa
(b) Feni
(c) Aquavit
(d) Arrack
(e) Cider
(f) Perry
- Q.5)** Answer **any five** : [10]
(a) Types of Rums
(b) Four International Brands of Gin
(c) Four Scotch Brands
(d) Four Black Grape varieties used in Wine-making
(e) Name Traditional Method used in making Champagne and three Grape varieties used in Champagne-making.
(f) Quality Gradation of Italian Wines
(g) Name four Sparkling Wines from India
- Q.6)** (A) Explain making of Vodka. [05]
(B) Write down service of Sparkling Wines and Temperature of Serving. [05]
-

Total No. of Questions : 6]

[Total No. of Printed Pages : 2

[3982]-34

B. Sc. (Hospitality Studies) (Semester - III) Examination - 2011

PRINCIPLES OF MANAGEMENT

(Old 2005 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

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

-
-
- Q.1)** Write short notes : **(Any Two)** **[10]**
- (a) Channels of Communication
 - (b) Management as Art or Science
 - (c) Need for Co-ordination between Departments
 - (d) Henry Fayol's Principles of Management
- Q.2)** (A) Mention different types of Plans. What are Planning Assumptions ? **[10]**
- (B) Explain various Leadership Styles. **[10]**
- Q.3)** (A) Mention F.W. Taylor's Scientific Management Theory. **[10]**
- (B) Describe step by step Decision-making Process with examples. **[10]**
- Q.4)** (A) Discuss Process of Communication with examples. **[10]**
- (B) List down Internal and External Factors that affect Management Process. **[10]**
- Q.5)** (A) Define Morale. What are the external factors determining the Employee Morale ? **[10]**
- (B) Mention various types of Motives. **[10]**

- Q.6)** (A) Discuss Centralised and Decentralised Organisation. State importance of Organising. [10]
- (B) Explain McGregor's Theory X and Theory Y. [10]
-

Total No. of Questions : 5]

[Total No. of Printed Pages : 2

[3982]-501

B. Sc. (Hospitality Studies) (Semester - V) Examination - 2011

ADVANCED FOOD PRODUCTION

(New 2008 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 history of Nouvelle Cuisine. [05]
(B) Explain Preparation Method of Mousseline in Commercial Establishment. [05]
- Q.2)** (A) Explain the following Sandwiches : [06]
(a) Pinwheel
(b) Club Sandwich
(c) Ribbon Sandwich
(B) Explain any four Processing Methods of Convenience Food. [04]
- Q.3)** (A) List any five points to be observed while storing Cold Appetizers. [05]
(B) Explain any two methods of mixing while preparing Cookies with examples. [05]
- Q.4)** (A) Give standard recipe of the following pastries using 500 gm of refined flour : [05]
(a) Puff Pastry
(b) Choux Pastry
(B) List and explain any five types of Fillings used in Confectionery. [05]

Q.5) (A) Explain the following culinary terms : (Any Five) [05]

- (a) Aröli
- (b) Bavarian Cream
- (c) Tapas
- (d) Palmier
- (e) Consistency
- (f) Weak Flour

(B) Classify Salads in detail and give one example of each. [05]

Total No. of Questions : 6]

[Total No. of Printed Pages : 2

[3982]-502

B. Sc. (Hospitality Studies) (Semester - V) Examination - 2011

FOOD AND BEVERAGE SERVICES AND MANAGEMENT

(New 2008 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

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

Q.1) (A) Assume suitable data and draw a function prospectus for a 50 Pax Cocktail Party. **[08]**

(B) Explain any two types of Banquet Seating Arrangements. **[02]**

Q.2) (A) List four Classic Cocktails for the following spirits : **[08]**

- (a) Rum
- (b) Gin
- (c) Whisky
- (d) Brandy

(B) Define : **[02]**

- (a) Cobler
- (b) Sangaree

Q.3) Explain Service (Gueridon) Procedure of the following Classical Dishes : **[5+5=10]**

- (a) Pate de' foie glas
- (b) Crepe suzette

Q.4) (A) Define Cost. [02]

(B) Explain EOQ. [04]

(C) Explain Break-even. [04]

Q.5) Write short notes : (Any Two) [2x5=10]

(a) Operational Phase of Control Cycle

(b) Management after the Event Phase in Control Cycle

(c) Margin of Safety

Q.6) (A) Describe hygiene and safety factors relating to Gueridon Service. [05]

(B) What are the administrative duties of a Banquet Co-ordinator. [05]

Total No. of Questions : 6]

[Total No. of Printed Pages : 2

[3982]-503

B. Sc. (Hospitality Studies) (Semester - V) Examination - 2011

ACCOMMODATION OPERATIONS - II

(New 2008 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

*(1) Attempt **any four** questions out of six.*

(2) All questions carry equal marks.

Q.1) Explain importance of :

- (a) Budgets
- (b) Bin Card
- (c) Night Audit
- (d) Upselling

Q.2) (A) Explain Elements of Interior Design.

(B) Explain Purchase Procedure followed in House-keeping.

Q.3) (A) What is Upselling ? Explain role of Front Office in Maximising Room Occupancy.

(B) Draw and explain any two records used for Purchase.

Q.4) (A) Explain role of Night Auditor.

(B) Explain Rule of Thumb and Hubbart's Formula for computing Room Rates.

Q.5) (A) What is Forecasting ? How does it help in planning activities in Front Office ?

(B) What are the factors considered for Refurbishing ?

Q.6) Explain the following terms :

- (a) Suggestive Selling
 - (b) Return Reservation
 - (c) Purchase Order
 - (d) Refurbishing
-

Total No. of Questions : 8]

[Total No. of Printed Pages : 6

[3982]-504

B. Sc. (Hospitality Studies) (Semester - V) Examination - 2011

HOTEL ACCOUNTING

(New 2008 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

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

Q.1) Vikas Chemicals Ltd., was registered with an Authorised Capital of Rs. 40,00,000 in Equity Shares of Rs. 10 each. The following is a Trial Balance of the Company as on 31st March, 2011 :

Trial Balance

Debit Balances	Rs.	Credit Balances	Rs.
Wages	3,21,325	Sales	15,00,000
Plant and Machinery	7,00,000	Bills Payable	49,000
Salaries	1,15,000	General Reserve	2,00,000
Preliminary Expenses	45,000	6% Debentures	5,00,000
Calls in Arrears	40,000	Creditors	2,27,000
Building	15,00,000	P and L Appropriation A/c.	75,000
Purchases	5,25,000	Subscribed Capital	20,00,000
Manufacturing Expenses	66,555		
Bad Debts	9,515		
Interim Dividend	70,000		
Opening Stock	2,21,000		

Debit Balances	Rs.	Credit Balances	Rs.
Advertisement	45,000		
Goodwill	3,00,000		
Furniture	50,000		
General Expenses	70,000		
Debtors	2,20,000		
Cash in hand	30,605		
Director's Fees	95,000		
Cash at Bank	1,27,000		
Total Rs.	45,51,000	Total Rs.	45,51,000

Adjustments :

- (1) Closing Stock was valued at Rs. 3,10,000.
- (2) Depreciate Building @ 5%, Machinery @ 7.5% and Furniture @ 10%.
- (3) Write off 1/3rd of the Preliminary Expenses.
- (4) Transfer Rs. 22,000 to General Reserve.
- (5) Directors proposed 8% Dividend to Equity Shareholders.

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

[20]

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

[10]

- (a) Importance of Uniform System of Accounting
- (b) Types of Working Capitals
- (c) Advantages of a Company

Q.3) Mr. Arihant arrived and occupied Room No. 305 in Hotel Samadhan on 17th Oct., 2010 @ 4.15 p.m. on E.P. at Rs. 3,750. He desired to check out on 20th Oct., 2010 at 11.15 p.m. His charges and credit items are given below. Prepare Guest's Weekly Bill.

Oct. 17 Charge Items :

ANC, Snacks Rs. 90, Telephone Rs. 45, Dinner

Oct. 18 Charge Items :

EMT, Breakfast, Laundry Rs. 215, Newspapers Rs. 25, Cigarettes Rs. 55, Cinema Tickets Rs. 100, Lunch, Wine Bottle Rs. 1,100, Dinner with one guest, damaged Chair and was charged Rs. 350 in his bill.

Oct. 19 Charge Items :

EMT, Breakfast, Rail Booking Rs. 1,200, Lunch, Deposited Rs. 15,000 in cash, Soft Drinks Rs. 65, Telephone Rs. 40, Food Sundries Rs. 105, Dinner.

Oct. 20 Charge Items :

EMC, Breakfast, Cigarettes Rs. 75, Magazine Rs. 90, Lunch with one guest, ANT, Telephone Rs. 25, Taxi Charge Rs. 250, Dinner.

Tariff : Tea – Rs. 35 per cup

Coffee – Rs. 45 per cup

Breakfast – Rs. 145 per person

Lunch – Rs. 210 per person

Dinner – Rs. 240 per person

Calculate Service Charge @ 12% on Apartment and Food.

Check out time : 12.00 Noon.

Mr. Arihant made a complaint about wrong debit of Telephone Charges on Oct. 20. Front Office Manager has sanctioned an allowance of Rs. 25. He settled his bill in cash.

[10]

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

- (a) Dividend
- (b) Company
- (c) Share
- (d) Chance Sale
- (e) Concessionaires

(B) Draw specimen of : **[05]**

- (a) Profit and Loss Appropriation A/c.
- (b) Visitors Paid out Voucher

Q.5) (A) From the information given below find out Cost of Food Sales : **[05]**

Opening Stock	Rs. 50,000
Purchases of Food	Rs. 2,10,000
Purchases Returns	Rs. 12,500
Closing Stock	Rs. 52,000
Staff Meals	Rs. 5,500
Guest Food Complimentary	Rs. 2,900
Transfer to other Departments	Rs. 3,800
Transfer from Bar Department to Food Dept.	Rs. 8,800
Other Credits to Cost	Rs. 1,850

(B) Prepare an Income Statement of Food and Beverage Department of a hotel as on 31st March, 2007 according to Uniform System of Accounting from the information given below : **[05]**

Particulars	Rs.	Particulars	Rs.
Food Sales	8,45,500	Beverage Sales	3,23,550
Allowances Beverage	14,250	Licenses	5,775
Kitchen Fuel	75,000	Cost of Sales-Food	3,07,500

Particulars	Rs.	Particulars	Rs.
Cost of Sales-Beverage	1,59,000	Allowances-Food	24,375
China, Glassware	12,375	Salaries and Wages	2,10,000
Employee Benefits	41,250	Cleaning Supplies	8,250
Operating Supplies	21,450	Linen	2,625

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

- (a) Discount and Allowances
- (b) Operating and Non-operating Expenses
- (c) Equity Shares and Preference Shares

Q.7) From the following information prepare a consolidated Income Statement of a Hotel under Uniform System of Accounting : [10]

Particulars	Rs.	Particulars	Rs.
Food Purchases	2,20,000	Rent and Insurance	45,000
Closing Stock :		Beverages Purchases	1,50,000
Food	45,000	Opening Stock :	
Beverages	40,000	Food	30,000
Salaries	2,90,000	Beverages	22,000
Depreciation	50,000	Other Sales	1,20,000
Food Sales	8,50,000	Beverage Sales	9,00,000
Payroll Expenses	25,000	Heat, Light and Power	27,000
Departmental Expenses :		Marketing	70,000
Food	17,500	Administration	60,000
Beverages	11,200	Staff Meals	9,000

Income Tax is Rs. 18,500

Q.8) Answer the following : (Any Two)

[10]

- (a) How is a Tabular Ledger maintained and what purpose does it serve ?
 - (b) Explain limitations of Budgetary Control.
 - (c) “Working Capital is not necessary for Hotel Business.” Comment.
 - (d) Explain how VAT has replaced Sales Tax ?
-

Total No. of Questions : 9]

[Total No. of Printed Pages : 2

[3982]-505

B. Sc. (Hospitality Studies) (Semester - V) Examination - 2011

MARKETING MANAGEMENT

(Old 2005 and 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) Relationship Marketing
- (b) 5 M's of Advertising
- (c) Franchising
- (d) Behavioural Market Segmentation
- (e) Social Consumer Behaviour
- (f) Product Differentiation

Q.2) Define Marketing Management. Explain 7 P's of Marketing Mix. [10]

Q.3) Explain Economic and Political Business Environment. [10]

Q.4) Define Product. Explain New Product Development Process. [10]

Q.5) Explain any four General Pricing Methods. [10]

Q.6) Define Distribution. Explain any four Intermediaries for Hospitality Industry. [10]

Q.7) Discuss various Sales Promotion Tools used in Hotels. **[10]**

Q.8) What is meant by Retaining Customers ? How does handling customer complaints help in satisfaction of the Customer ? **[10]**

Q.9) (A) Explain Consumer Behaviour Model. **[05]**

(B) Explain Duties of a Marketing Manager. **[05]**

Total No. of Questions : 9]

[Total No. of Printed Pages : 2

[3982]-506

B. Sc. (Hospitality Studies) (Semester - V) Examination - 2011

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 any five :

[2x5=10]

- (a) Licenses and Permits
- (b) Occupational Disease
- (c) Industrial Dispute
- (d) Factory
- (e) Misbranding
- (f) Consumer
- (g) Void Contract

Q.2) In the Sale of Goods Act, explain Rights of an Unpaid Seller with the help of a diagram.

[10]

Q.3) Answer any two :

[5x2=10]

- (a) Remedies for Breach of Contract
- (b) Food Inspector, his rights and duties/powers
- (c) Defect in Goods and Deficiency in Service in Consumer Protection Act

Q.4) Explain Health and Safety provisions of the Factories Act. [10]

Q.5) Explain provisions/rules for Residential Hotels, Restaurants and Eating Houses. [10]

Q.6) Write short notes : (**Any Two**) [2x5=10]

- (a) Important Provisions of Water Act
- (b) Authorities for Settlement of Industrial Dispute
- (c) Essentials of a Valid Sale

Q.7) (A) Explain any five Licenses. [05]

(B) How is a Contract discharged ? [05]

Q.8) Define 'Wages' and list down the Authorised Deductions from Wages. [10]

Q.9) State the following in the Workmen's Compensation Act : [2x5=10]

- (a) Liability of the Employer to Pay Compensation
- (b) Amount of Compensation

Total No. of Questions : 5]

[Total No. of Printed Pages : 2

[3982]-51

B. Sc. (Hospitality Studies) (Semester - V) Examination - 2011

ADVANCED FOOD PRODUCTION

(Old 2005 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

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

-
-
- Q.1)** (A) Discuss any six important points to be considered while preparing Plated Service of Nouvelle Cuisine. [06]
(B) Explain any two types of Savoury Mousse with examples. [04]
- Q.2)** (A) Explain any six types of Sandwiches. [06]
(B) Discuss four advantages and four disadvantages of use of Convenience Food. [04]
- Q.3)** (A) Explain any five Classical Appetizers. [05]
(B) Give Standard Recipe of Flaky Pastry using 1 kg of Flour. [05]
- Q.4)** (A) List any eight precautions to be taken while preparing a Quality Sandwich. [04]
(B) Discuss role of following ingredients in Flour Pastries : [06]
(a) Refined Flour
(b) Sugar
(c) Fat

Q.5) (A) Discuss any five types of Cookies. **[05]**

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

- (a) Bard
 - (b) Ganache
 - (c) Guacamole
 - (d) Haggis
 - (e) Tamale
 - (f) Rémoulade
-

Total No. of Questions : 6]

[Total No. of Printed Pages : 2

[3982]-52

B. Sc. (Hospitality Studies) (Semester - V) Examination - 2011

FOOD AND BEVERAGE SERVICES AND MANAGEMENT

(Old 2005 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

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

-
-
- Q.1)** (A) Explain Cycle of Service of IRD. [06]
(B) Draw any two formats used in IRD. [04]
- Q.2)** (A) Define Buffet. [02]
(B) Explain : [08]
(a) Full Buffet
(b) Fork Buffet
(c) Smorgasbord
(d) Display Buffet
- Q.3)** (A) Give Service Procedure for the following Classical Dishes :
(Gueridon Service) [3x2=06]
(a) Cocktail de crevettes
(b) Porter house steak
(B) Write a note on hygiene and safety factors relating to Gueridon Service. [04]

Q.4) (A) Explain Elements of Cost. [06]

(B) Explain EOQ. [04]

Q.5) Explain the terms : [2¹/₂ x 4 = 10]

(a) Re-order Level

(b) Break Even

(c) ABC Analysis

(d) Planning Cycle of F and B Cost Control

Q.6) (A) List any six Buffet Equipments. [03]

(B) What is Suzette Pan ? [02]

(C) Give importance of Time Management in Room Service. [05]

Total No. of Questions : 3+3]

[Total No. of Printed Pages : 2

[3982]-53

B. Sc. (Hospitality Studies) (Semester - V) Examination - 2011

ACCOMMODATION OPERATIONS - II

(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) (A) Explain in 2-3 sentences : (Any Five) [05]

- (a) ROL
- (b) Mercerisation
- (c) Refurbishing
- (d) Analogous Colour Scheme
- (e) Slub Yarn
- (f) Snagging List

(B) Explain step by step process of Yarn Manufacturing. [05]

Q.2) (A) Explain how 'Scale and Proportion' as a principle of Interior Design be used in designing a Guest Room ? [05]

(B) List and explain 'heads' involved in calculating House-keeping Room Cost. [05]

- Q.3)** (A) What are the factors to be considered while refurbishing or redecorating of a given area ? [05]
- (B) Draw and write briefly : (**Any Two Formats**) [05]
- (a) Bin Card
 - (b) Purchase Order
 - (c) Purchase Specification

SECTION - II

- Q.1)** (A) Explain **any five** terms : [05]
- (a) Brochure
 - (b) Suggestive Selling
 - (c) Transcript
 - (d) High Balance Report
 - (e) Minus Position
 - (f) Flat Rate
- (B) Explain any five tasks performed by the Night Auditor while Auditing. [05]
- Q.2)** (A) Suggest Promotional Strategies adopted by the Hotel to boost Sales. [05]
- (B) Explain Hubbart's Formula for calculating Room Rates. [05]
- Q.3)** (A) Explain data required for Forecasting Room Availability. [05]
- (B) A hotel has 75 double and remaining single rooms out of 150 rooms. On 7th July, 08 following is the status : [05]
- Room Sales : Rs. 10,00,00
- Occupied Rooms : Double - 60, Single - 40
- Calculate :**
- (a) ARR
 - (b) Rev PAR
 - (c) Occupancy Percentage
 - (d) Bed Occupancy %
 - (e) Double Occupancy %

Total No. of Questions : 8]

[Total No. of Printed Pages : 6

[3982]-54

B. Sc. (Hospitality Studies) (Semester - V) Examination - 2011

HOTEL ACCOUNTING

(Old 2005 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

- (1) *Q. No. 1 is compulsory.*
- (2) *Solve **any five** out of the remaining.*
- (3) *Figures to the right indicate full marks.*
- (4) *Use of pocket calculator is allowed.*

Q.1) Hotel Pradhanji Ltd., Pune was incorporated with an authorised share capital of Rs. 50,00,000 divided into equity shares of Rs. 100 each :

Trial Balance as on 31st March, 2011

Debit Balances	Amt. (Rs.)	Credit Balances	Amt. (Rs.)
Purchases	4,49,000	Sales	10,20,000
Cash in Hand	50,000	7% Debentures	5,00,000
Land and Building	6,20,000	General Reserve	60,000
Stock	2,65,000	Share Premium	10,000
Debtors	65,000	Bills Payable	15,000
Goodwill	1,40,000	Profit and Loss Appropriation A/c.	50,000
Wages	31,000	Creditors	40,000
Calls in Arrears	10,000	Rent	5,000
Vehicle	2,75,000	Share Capital	15,00,000
Glass, China, Cutlery	1,90,000		
Debenture Interest	35,000		

[3982]-54

1

P.T.O.

Debit Balances	Amt. (Rs.)	Credit Balances	Amt. (Rs.)
Discount	7,000		
Insurance	13,000		
Investment	50,000		
Bad Debts	2,000		
Preliminary Exp.	22,000		
Salaries	15,000		
Kitchen Equipments	2,88,000		
Water Charges	9,000		
Printing and Stationery	5,500		
Bills Receivable	40,500		
Cash at Bank	60,000		
Director's Fees	18,000		
Leasehold Premises	5,40,000		
	32,00,000		32,00,000

Adjustments :

- (1) Closing Stock as on 31st March, 2011 was valued at Rs. 1,25,000.
- (2) Write off 50% of the Preliminary Expenses.
- (3) Depreciate Land and Building by 10%, Vehicle by 15% and Glass, China, Cutlery was valued at Rs. 1,75,000.
- (4) Provide Rs. 7,000 for provision for Taxation.
- (5) Directors declared 10% Dividend on Equity Share Capital.
- (6) Transfer Rs. 10,000 to General Reserve.

Prepare Trading A/c., Profit and Loss A/c. and Profit and Loss Appropriation A/c. for the year ended on 31st March, 2011 and Balance Sheet as on that date as per the Companies Act, 1956 after considering above adjustments.

[20]

Q.2) Write short notes :

[10]

- (a) Guest Weekly Bill
- (b) Types of Discounts
- (c) Budgetary Control

Q.3) From the transactions of Hotel Shipra, prepare Visitor's Tabular Ledger for 9th March, 2011. Balances brought forward from previous day are as follows :

[10]

Room No.	Name of Guest	Time of Arrival	Plan	Rate (Rs.)	Balance b/f
204	Mr. Anand	8.30 am	EP	2,500	1,500 Dr.
209	Miss Rajshri	4.30 pm	EP	2,500	1,800 Cr.
305	Mr. and Mrs. Jadhav	1.00 pm	EP	4,000	3,000 Dr.

Following are the transactions during the day :

6.00 am : Tea was served to all rooms except Room No. 209.

6.30 am : Newspaper Costing Rs 5.00 was supplied to all rooms.

7.45 am : Mr. Sandesh arrived and occupied Room No. 206 @ Rs. 2,500 on EP. He deposited Rs. 5,000.

9.00 am : B/F was served to all rooms. Room No. 204 had two guests for breakfast and also had tea (two cups).

10.00 am : All guests were charged for laundry.

11.30 am : Mr. Anand checked out after settling his bill in cash.

1.00 pm : All guests had lunch except Room No. 206.

3.00 pm : Snacks was served in Room No. 206 costing Rs. 115.

4.30 pm : Tea was served to all rooms.

5.30 pm : Guests were charged for the following :

Room No.	Particulars	Amt. (Rs.)
209	Railway Tickets	1,600
305	Cinema Tickets	750
206	Flowers	300
209	Trunk Call	150

7.45 pm : Miss Rajshri checked out without settling bill with the understanding that the payment will be sent by the Co. within a week.

8.00 pm : Mr. and Mrs. Patil arrived and occupied Room No. 203 on EP @ Rs. 4,500 and deposited Rs. 10,000 into their account.

8.30 pm : Dinner was served in all rooms.

Tariff :

EMT	– Rs. 35 per cup
ANT	– Rs. 50 per cup
Breakfast	– Rs. 140 per person
Lunch	– Rs. 230 per person
Dinner	– Rs. 280 per person
Laundry	– Rs. 100 per person

Charge Service Tax on apartment @ 10%, Check-out time : 12 noon.

Q.4) (A) Draw specimen format : (Any Two) [05]

- (a) Cost of Sales
- (b) Profit and Loss Appropriation A/c.
- (c) Schedule of Room

(B) State meaning and history of VAT. [05]

[10]

- | | | | | |
|-----|---|-------------------------------------|---|----------|
| (1) | Revenue : | Room | – | 7,20,500 |
| | | F and B | – | 4,95,500 |
| | | Other Dept. | – | 86,000 |
| (2) | Payroll and related Expenses : | | | |
| | | Room | – | 42,000 |
| | | F and B | – | 31,500 |
| | | Other Dept. | – | 4,350 |
| (3) | Cost of Sales : | | | |
| | | Room | – | 1,39,000 |
| | | F and B | – | 1,11,000 |
| | | Other Dept. | – | 13,500 |
| (4) | Undistributed Operating Expenses : | | | |
| | | Administrative and General Expenses | – | 29,400 |
| | | Data Processing | – | 16,100 |
| | | Gas, Coal and Electricity | – | 34,200 |
| | | Advertising and Marketing | – | 40,900 |
| | | Conveyance | – | 17,500 |
| (5) | Fixed Expenses : | | | |
| | | Rent, Rates and Insurance | – | 28,250 |
| | | Depreciation | – | 34,000 |
| | | Maint. Fees | – | 20,000 |
| (6) | Other Expenses : | | | |
| | | Room | – | 69,000 |
| | | F and B | – | 19,000 |
| | | Other Dept. | – | 3,100 |
| (7) | Income Tax : | Rs. 42,000 | | |

Q.6) Define Joint Stock Company. State characteristics and advantages of Joint Stock Company. [10]

Q.7) (A) From the information given below, prepare Departmental Income Statement of Garage and Parking, Schedule No. 5 : [05]

Particulars	Amount Rs.
Salaries and Wages	7,200
Operating Supplies	3,600
Uniforms	4,150
Revenue	1,05,000
Employee Benefit	3,950
Licences	5,000
Cost of Sales	12,600
Other Revenue	15,000

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

Q.8) Distinguish between : (Any Two) [10]

- (a) Equity Share and Preference Share
- (b) Allowances and VPO
- (c) Operating and Non-operating Expenses

Total No. of Questions : 8]

[Total No. of Printed Pages : 2

[3982]-56

B. Sc. (Hospitality Studies) (Semester - V) Examination - 2011

HOTEL RELATED LAWS

(Old 2005 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) Explain Authorised Deductions from Wages under the Payment of Wages Act. **[10]**

Q.3) In the Sale of Goods Act, explain Rights of an Unpaid Seller with the help of diagram. **[10]**

Q.4) State provisions/rules for Residential Hotels, Restaurants and Eating Houses under Bombay Shops and Establishment Act. **[10]**

Q.5) Explain Health and Safety provisions in the Factories Act. **[10]**

Q.6) In the Workmen's Compensation Act, state : **[2x5=10]**

(a) Liability of the Employer to Pay Compensation

(b) Amount of Compensation

Q.7) Write short notes : **(Any Two)** **[2x5=10]**

(a) Authorities for Settlement of Industrial Dispute

(b) Important Provisions of the Water Act

(c) Explain any five Licenses.

(d) Essentials of a Valid Sale

[3982]-56

1

P.T.O.

Q.8) Answer in brief : (Any Two)

[2x5=10]

- (a) Food Inspector – his powers/rights and duties
 - (b) Procedure for Redressal of Grievances before District Forum
 - (c) Discharge of Contract
-

Total No. of Questions : 5]

[Total No. of Printed Pages : 2

[3982]-601

B. Sc. (Hospitality Studies) (Semester - VI) Examination - 2011

ADVANCED FOOD PRODUCTION

(New 2008 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

(1) Attempt *any four* questions.

(2) Figures to the right indicate full marks.

-
-
- Q.1)** (A) Explain types of Hot Puddings prepared in a Commercial Establishment. [06]
- (B) List and briefly discuss two Fillings and two Toppings with their uses. [04]
- Q.2)** (A) Explain the following methods of Garbage Disposal : [04]
- (a) Incineration
- (b) Burial
- (c) Compost
- (d) Mechanical Disposers
- (B) Explain the following terms : **(Any Six)** [06]
- (a) Beurre Blanc
- (b) Bavarian Cream
- (c) Arugnla
- (d) Haggis
- (e) Sauerkraut
- (f) Ratatouille
- (g) Cats Tongues
- (h) Blood Puddings

- Q.3)** (A) Explain any five types of Chocolates available in the Market for Commercial Use. [05]
(B) Discuss principles of Kitchen Layout and Design. [05]
- Q.4)** (A) Discuss importance of Kitchen Stewarding Department. [04]
(B) Explain cultural and regional influence observed on South-East Asian Cuisine. [06]
- Q.5)** (A) List a Four Course English Menu and justify the same. [05]
(B) Explain various sources of Truffles. List any four varieties of Truffles used in culinary preparations. [05]
-

Total No. of Questions : 6]

[Total No. of Printed Pages : 2

[3982]-602

B. Sc. (Hospitality Studies) (Semester - VI) Examination - 2011
ADVANCED FOOD AND BEVERAGE SERVICES AND MANAGEMENT
(New 2008 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instruction :

Answer any four questions.

-
-
- Q.1)** (A) Enumerate with examples the record-keeping in Quality Service Restaurants. [05]
- (B) Licence and Control of Bar is important in our State. Explain various Licences available to Bar Operators. [05]
- Q.2)** (A) Discuss Process of Delegation. Explain how empowerment training helps good customer relations ? [05]
- (B) Differentiate Sales Budget from Cost Budget. [05]
- Q.3)** (A) Give a detailed account on the use of POS, VDU and RAIS in Fast Food Chain Operations. [05]
- (B) Compare Conventional v/s. Contemporary Food Services and Production Styles in Large Hotels. [05]
- Q.4)** (A) Comment on the Financial Considerations of a First Class Down Town Restaurant. [05]
- (B) Develop Guidelines to Overcome Fuel Price Fluctuations for Industrial Contract Caterer. [05]
- Q.5)** (A) Determine 7 P's of popular catering establishments and advice about success strategies in marketing them. [05]
- (B) Write in detail the role of Furniture Designer in themed restaurants. [05]

Q.6) (A) Explain : **[05]**

(a) Licence under PFA

(b) Storage of LPG

(c) Cold Storage

(d) PCB

(B) Classify Bar Types and mention their features. **[05]**

Total No. of Questions : 6]

[Total No. of Printed Pages : 2

[3982]-603

B. Sc. (Hospitality Studies) (Semester - VI) Examination - 2011

SPECIALISED ACCOMMODATION MANAGEMENT

(New 2008 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

(1) *Q. No. 1 is compulsory. Attempt **any three** out of the remaining.*

(2) *All questions carry equal marks.*

Q.1) Differentiate between the following : (Any Five)

[2x5=10]

- (a) Floor Seal and Floor Polish
- (b) Ambient Lighting and Decorative Lighting
- (c) Triad and Complimentary Colour Scheme
- (d) Oriental and Wilton Carpets
- (e) Revenue Report and Sales Mix Report
- (f) ARR and Rev PAR

Q.2) (A) Explain characteristics and functions of :

[05]

- (a) Hard Flooring
- (b) Accessories

(B) Explain Selection Criteria of Carpets. List Layers of Carpets.

[03+02]

- Q.3)** (A) Explain any five types of Hard Window Treatments. [05]
(B) Explain furniture used in the Standard Guest Room in terms of Dimensions and Material used. [05]
- Q.4)** (A) Explain Waste Reduction Measures undertaken in a House-keeping Department. [05]
(B) Explain Components of MICE. [05]
- Q.5)** (A) What are the functions of Sales and Marketing Department of Hotel ? [05]
(B) Define Forecasting. How is Yield Management important for Front Office Planning ? [05]
- Q.6)** (A) Explain any two Softwares used in Hotels, specifying merits and demerits of the same. [05]
(B) Explain with formats any two reports maintained in Front Office. [05]
-

Total No. of Questions : 3]

[Total No. of Printed Pages : 2

[3982]-604

B. Sc. (Hospitality Studies) (Semester - VI) Examination - 2011

TOTAL QUALITY MANAGEMENT

(New 2008 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

*(1) Attempt **all three** questions.*

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

Q.1) Explain thoughts from Quality Gurus : (Any One) [10]

(a) Deming

(b) Crosby

Q.2) Write notes : (Any Six) [30]

(a) Green Service Quality

(b) Cost of Quality

(c) Role of Communication in TQM

(d) Investors in People

(e) Business Process Re-engineering

(f) Measuring and Managing Customer Satisfaction

(g) HACCP

(h) Quality Circle - Team Work for Quality

(i) Quality Plans in Service Industry

(j) QMS - ISO 9001 : 2000

Q.3) Attempt any three :

[30]

- (a) List and explain Core Concepts of TQM.
 - (b) Explain perfectionism and innovation as Core Values of Japanese Management.
 - (c) Explain Vision and Mission Statements in Organisational Culture and Leadership in TQM.
 - (d) Illustrate Brainstorming as a problem solving tool and technique in Hospitality Industry.
 - (e) List and explain 5W and 1H Theory of Kaizen.
 - (f) Explain Pareto Analysis in TQM.
-

Total No. of Questions : 9]

[Total No. of Printed Pages : 1

[3982]-605

B. Sc. (Hospitality Studies) (Semester - VI) Examination - 2011

HUMAN RESOURCE DEVELOPMENT

(Old 2005 and New 2008 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

(1) Q. No. 1 is compulsory.

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

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

- (a) Reasons for Promotions
- (b) Functions of Trade Unions
- (c) Causes of Labour Turnover
- (d) Role of a Human Resource Manager

Q.2) Explain various functions of Human Resource Department. [10]

Q.3) State various steps in the Job Analysis Process. [10]

Q.4) “Human Resource Planning is a precondition for Efficient Management of Human Resources.” Explain in brief. [10]

Q.5) State various Methods of Training used in Hotels for the Freshers. [10]

Q.6) Discuss various steps in the Selection Process of a Candidate. [10]

Q.7) Define Grievance. State various causes for Grievances in an Organisation. [10]

Q.8) State factors influencing Wages and Salary Administration in Hotels. [10]

Q.9) Explain Job Specification for a Guest Relations Executive. [10]

[3582]-605/1

Total No. of Questions : 9]

[Total No. of Printed Pages : 2

[3982]-606

B. Sc. (Hospitality Studies) (Semester - VI) Examination - 2011

ENTREPRENEURSHIP DEVELOPMENT

(New 2008 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

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

*(2) All questions carry **10 marks** each.*

Q.1) Define Entrepreneur and explain Concept of Entrepreneur. **[10]**

Q.2) To succeed as an Entrepreneur, one requires certain qualities. Explain. **[10]**

Q.3) Explain **any two** out of the following in the Resource Mobilisation : **[5x2=10]**

(a) Finance

(b) Inventory Control

(c) Human Resource Planning

Q.4) State important elements to be considered while preparing a Project Report. **[10]**

Q.5) What are the 4 C's of the Entrepreneurial Process ? **[10]**

Q.6) Write short notes : **(Any Two)** **[5x2=10]**

(a) SWOT Analysis

(b) Quality Control

(c) Budgeting

(d) Information Gathering Techniques in assessing the Market

- Q.7)** Explain various ways of collecting Long Term and Short Term Funds. **[10]**
- Q.8)** Explain principles of Market Survey. **[10]**
- Q.9)** What are the problems faced by Women Entrepreneurs ? **[10]**
-

Total No. of Questions : 5]

[Total No. of Printed Pages : 2

[3982]-61

B. Sc. (Hospitality Studies) (Semester - VI) Examination - 2011

ADVANCED FOOD PRODUCTION

(Old 2005 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

(1) Attempt *any four* questions.

(2) Figures to the right indicate full marks.

Q.1) (A) Explain any five types of Chocolates. **[05]**

(B) Discuss any five points to be considered while planning a Bakery Layout of a Five Star Hotel. **[05]**

Q.2) (A) Plan a Thai Menu comprising of Soup, Meat, Rice/Noodles, Salad and Dessert. Explain each preparation in brief. **[05]**

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

(a) Cacciatore

(b) Rösti

(c) Kibbeh

(d) Zabaglione

(e) Guacamole

(f) Tapas

Q.3) (A) Discuss any five points which are to be considered while selecting Kitchen Equipment for commercial purpose. **[05]**

(B) Explain the following desserts : **[05]**

(a) Sorbet

(b) Spoom

(c) Bombe

(d) Baked Alaska

(e) Par Fait

- Q.4)** (A) Write a short note on Any Six Garbage Disposal Methods. [06]
(B) Discuss Composition of Commercial Pate. [04]
- Q.5)** (A) Discuss importance of Kitchen Stewarding Department in a Five Star Hotel. [05]
(B) Explain Nouvelle Style of Presentation of Food practised in Continental Cuisine. [05]
-

Total No. of Questions : 6]

[Total No. of Printed Pages : 2

[3982]-62

B. Sc. (Hospitality Studies) (Semester - VI) Examination - 2011
ADVANCED FOOD AND BEVERAGE SERVICES AND MANAGEMENT
(Old 2005 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

- (1) Attempt *any four* questions.
- (2) Draw sketch wherever applicable.

-
-
- Q.1)** (A) Describe Service Procedures in Organising Wedding Buffet during Reception Ceremony in India. [06]
- (B) Brief about Licensing under PFA. How does it support operations of a QSR (Quality Service Restaurant) ? [04]
- Q.2)** (A) Observe and note procedural controls exercised in Bar Operations. [06]
- (B) Understanding by reading Trading A/c. and Profit and Loss A/c. is required for Decision-making for a F and B Manager than preparation of Accounts. Justify this statement. [04]
- Q.3)** (A) How can performance measurements improve Job Prospects of F and B Team Members of Hospitality Sector ? [05]
- (B) Write a brief on Staffing in an Industrial Catering Environment. [05]
- Q.4)** (A) Enumerate threats that hotel owners initially face while they set-up International Fast Food Joints in a Hypothetical Rural Indian Context. [06]
- (B) Develop features for types of Product and Food Service Styles in Quick Service Restaurant. [04]
- Q.5)** (A) Industrial Catering has a more stable financial policy than that of a down-town star hotel. Enlighten through a promoter's approach. [07]
- (B) Brief about Non-investment Management Contract. [03]

- Q.6)** (A) With reference to any type of Hospitality Establishment, assume that Catering Policy is based on other policies i.e. Marketing Policies and Financial Policies. Illustrate with examples. [06]
- (B) How the Catering Operations in the Indian Corporate has been simplified with Flexible Policies in Sub-urban Locales ? [04]
-

Total No. of Questions : 3]

[Total No. of Printed Pages : 2

[3982]-64

B. Sc. (Hospitality Studies) (Semester - VI) Examination - 2011

TOTAL QUALITY MANAGEMENT

(Old 2005 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

*(1) Attempt all the **three** questions.*

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

Q.1) Write notes : (Any Two)

[10]

- (a) Quality Plans
- (b) Business Process Re-engineering
- (c) Investors in People
- (d) Role of Communication in TQM

Q.2) Attempt any three :

[30]

- (a) List and explain Core Concepts of TQM.
- (b) Explain briefly Thoughts of Quality Gurus : **(Any One)**
 - (i) Deming
 - (ii) Crosby
- (c) Explain briefly Core Values of Japanese Management.
- (d) List down various International Quality Standards of EMS -ISO 14001 : 1996.
- (e) Explain briefly Vision, Mission and Commitment Statements under Organisation Culture and Leadership for Total Quality Management.

Q.3) Attempt any three :

[30]

- (a) What is '5s' Philosophy ? Explain Process of Mapping and Improvement (5W and 1H).
 - (b) Explain Quality Circle and Flow Group Concept of Team Work for Quality in TQM.
 - (c) Explain Brain Storming Concept of Problem Solving as a tool and technique.
 - (d) Explain Energy Management and Waste Management with reference to 'Green Service Quality' Concept.
 - (e) List and explain steps to success in measuring and managing Customer Satisfaction.
 - (f) Write brief note on Cost of Quality.
-