

End Semester Examination, Dec. 2019
B.Sc. (Hospitality & Hotel Administration) – First Semester
FOOD AND BEVERAGE SERVICE (THEORY-I) (BHHA-2-112)

Time: 3 hrs.

Max Marks: **100**

No. of pages: *1*

Note: Attempt **FIVE** questions in all; **Q.1 is compulsory**. Attempt any **TWO** questions from **PART-A** and **TWO** questions from **PART-B**. Marks are indicated against each question.

Q.1 **Translate the following terms in French:**

- a) Apple
- b) Caption
- c) Cheese
- d) Tea
- e) Coffee
- f) Fork
- g) Dinner
- h) Spoon
- i) Knife
- j) Plate

1×10

Write short notes on:

- k) Menu
- l) Briefing
- m) Bar
- n) Beverages
- o) Coffee shop

2×5

PART-A

Q.2 Explain the various types of food and beverage service outlets and their characteristics. **20**

- Q.3 a) Draw the staff organization structure of food and beverage department of a 5 star hotel. **10**
b) List down the duties and responsibilities of a restaurant manager. **10**

Q.4 Discuss the origin and manufacturing process of tea. Write down the service procedure of tea. **20**

PART-B

Q.5 List down a 17 course French classical menu by providing two examples of classical dishes from each course. **20**

Q.6 Differentiate between:

- a) A la carte and Table d' Hote
- b) Mise-en-scence and Mise-en-place

10×2

Q.7 Differentiate between:

- a) Alcoholic and non-alcoholic beverages.
- b) Pre-plated service and platter to plate service.

10×2

End Semester Examination, Dec. 2019
B.Sc. (Hospitality & Hotel Administration) – First Semester
HOUSEKEEPING (THEORY-I) (BHHA2-114)

Time: 3 hrs.

Max Marks: **100**

No. of pages: 2

Note: Attempt **NINE** questions in all; **PART-A** and **PART-C** are compulsory. Attempt any **SIX** questions from **Part B**. Marks are indicated against each question.

PART-A

Q.1 **Define any ten of the following:**

- a) Linen chute
- b) Box sweeper
- c) Disinfectants
- d) Squeegee
- e) Murphy bed
- f) Spring cleaning
- g) Vanity unit
- h) Chamois leather
- i) Janitors trolley
- j) Vacuum cleaner
- k) Johnny mop
- l) Tarnish

2×10

PART-B

- Q.2 Outline the organization chart of housekeeping department in a five-star hotel having 400 rooms. List the duties of guest room attendant. **10**
- Q.3 Draw a neat layout of housekeeping department and explain various functions of the department. **10**
- Q.4 Discuss some design features that ease cleaning. What cleaning principles one should follow while cleaning a guest room? **10**
- Q.5 Write a note on frequency schedules for cleaning. Explain how cleaning is organised in hotels? **10**
- Q.6 What are the attributes, why are they absolutely essential in housekeeping staff? Justify your answer. **10**
- Q.7 Discuss what a guest room means to a guest? What is the role of housekeeping department in guest's satisfaction and repeat business? **10**
- Q.8 In what way can computer and information technology system be utilised in housekeeping operations in hotels? **10**

PART-C

Attempt **any two** questions:

- Q.9 Which are the departments that housekeeping has to co-ordinate in a hotel and why? **10**
- Q.10 List the duties and responsibilities of the following staff:
- a) Floor supervisor.
 - b) Desk supervisor.
 - c) Executive housekeeper.

d) House man.

2½×4

Q.11 Enlist five manual and mechanical cleaning equipments. Explain their usage, care and storage. **10**

End Semester Examination, Dec. 2019
B.Sc. (Hotel and Hospitality Administration) – First Semester
NUTRITION (BHHA-2-116)

Time: 3 hrs.

Max Marks: **50**

No. of pages: *1*

Note: Attempt **SIX** questions in all; **Part-A is compulsory**. Attempt any **FIVE** questions from **Part-B**. Marks are indicated against each question.

PART-A

Q.1 **Describe the following in brief:**

- a) Pasteurization.
- b) Pectin.
- c) Colloids.
- d) Gelatin.
- e) BMR.

2×5

Differentiate between:

- f) Macro and micro nutrients.
- g) Mono saccharine carbs and D:saccharide carbs.
- h) Saturated fats and unsaturated fats.
- i) Sucrose and pruchose.
- j) Pasteurization and Homogenization.

2×5

PART-B

- Q.2 Draw the diagram of food pyramid and explain its importance in detail. **6**
- Q.3 Explain the importance of BMR in nutrition. **6**
- Q.4 Plan a meal for the age group of teens for a hostel considering the nutritional requirements. **6**
- Q.5 What are proteins? Why proteins are important for our body? **6**
- Q.6 Why is water essential to sustain human life. Write about food borne diseases. **6**
- Q.7 What are colloids? What are emulsions? How we make emulsions? **6**
- Q.8 Discuss various types of carbohydrates, with suitable examples in detail. **6**
- Q.9 Discuss about the importance of minerals in our body. What are their food source? **6**
- Q.10 What happen with the deficiency of the following?
- a) Protein.
 - b) Vitamin A
 - c) Vitamin B
 - d) Sodium.
 - e) Calcium.
- 6**

End Semester Examination, Dec. 2019
B.Sc. (Hospitality & Hotel Administration) – First Semester
NUTRITION (BHHA2-116)

Time: 3 hrs.

Max Marks: **100**

No. of pages: *1*

Note: Attempt **EIGHT** questions in all; **PART-A** and **PART-C** are compulsory. Attempt any **SIX** questions from **Part B**. Marks are indicated against each question.

Q.1 **Give two food sources and functions of each of the following:**

- a) Vit A
- b) Vit B2
- c) Vit C
- d) Vit D
- e) Vit K

Define the following terms:

- f) BMR
- g) Obesity
- h) Food adulteration
- i) Cholesterol
- j) Malnutrition

2×10

PART-A

- Q.2 Define the term cholesterol. Give the sources and functions of cholesterol. Why they need to be maintained? **20**
- Q.3 What are fibres? Give their significance in the diet alongwith dietary sources. **20**
- Q.4 What are nutrients? Classify nutrients based on their functions in the human body. **20**

PART-C

- Q.5 Define energy and discuss the factors affecting energy requirements. **20**
- Q.6 How would you classify carbohydrates? Explain giving examples of each. What are effects of deficiency and excess of carbohydrates in diet? **20**
- Q.7 Define fats. Discuss the role of fats in food technology. **20**

End Semester Examination, Dec. 2019

B. Sc. (Hospitality and Hotel Administration) — First Semester TRAVEL AND TOURISM (BHHA-2-117)

Time: 3 hrs.

Max Marks: **100**

No. of pages: **1**

Note: Attempt **EIGHT** questions in all; **PART-A is compulsory**. Attempt any **SIX** questions from **Part-B** and **ONE** question from **PART-C**. Marks are indicated against each question.

PART-A

- Q.1 Write short notes on **(any four)** of the following:
- a) Culture as a tourism product.
 - b) Cuisines of India as an attraction.
 - c) Types of tourism.
 - d) Role of travel agencies.
 - e) Role of tourist guide. **4×4**
- Q.2 Define **(any two)** the following terms:
- a) Eco tourism.
 - b) Destination marketing.
 - c) Leisure tourism. **2×2**

PART-B

- Q.3 Assess the role of media in marketing of tourism. **10**
- Q.4 Describe the role of tourism on environment. **10**
- Q.5 What are the causes of growth in tourism in recent times? **10**
- Q.6 Explain the different components of tourism. **10**
- Q.7 Discuss the role of fairs and festivals in promoting tourism. **10**
- Q.8 Explain the different qualities that a professional of hospitality must possess. **10**
- Q.9 Explain the different tourist attractions in Delhi NCR. **10**

PART-C

- Q.10 Define the role of tourism in nation building, explain in detail with examples. **20**
- Q.11 Critically discuss the major concerns arising internationally due to growth and expansion of tourism. **20**

End Semester Examination, Dec. 2019
B.Sc. (Hospitality & Hotel Administration) – First Semester
INTRODUCTION TO GUEST PSYCHOLOGY (BHHA2-118)

Time: 3 hrs.

Max Marks: **100**

No. of pages: *1*

Note: Attempt **FIVE** questions in all; **Q.1 is compulsory**. Attempt any **TWO** questions from **PART-A** and **TWO** questions from **PART-B**. Marks are indicated against each question.

- Q.1 Define Psychology, explain with examples why is it necessary to have an understanding of psychology, illustrate how an employee who has an understanding of psychology can lead to better guest satisfaction? **20**

PART-A

- Q.2 Explain the concept of behaviour, describe how behaviour can be learnt and why is it essential in the field of hospitality? **20**

- Q.3 Define perception, explain with examples what steps can an organization take to be perceived well? **20**

- Q.4 Explain the concept of problem solving in context of guest expectation, use examples to explain the steps you would take to manage an upset customer. **20**

PART-B

- Q.5 Define personality, what are the traits that comprise an employee's personality, explain the importance of personality in the hospitality industry? **20**

- Q.6 Explain the concept of motivation, how can a motivated employee benefit the organization? **20**

- Q.7 Discuss the importance of emotional intelligence with special reference to hospitality industry, explain with examples the importance of keeping an emotional balance at work. **20**

End Semester Examination, Dec. 2019
B.Sc. (Hospitality & Hotel Administration) – Second Semester
FOOD AND BEVERAGE THEORY-II (BHHA2-211)

Time: 3 hrs.

Max Marks: **100**

No. of pages: *1*

Note: Attempt **EIGHT** questions in all; **PART-A** and **PART-C** is compulsory. Attempt any **SIX** questions from **Part B**. Marks are indicated against each question.

PART-A

Q.1 Write short notes on the following:

- a) Pasteurization
- b) Nutritive value of milk
- c) Types of cream
- d) Wash up area
- e) Offals
- f) Poultry
- g) Bacon
- h) Puff pastry
- i) Short crust pastry
- j) Butter

2×10

PART-B

- Q.2 Give classification of cheeses and explain its uses in modern cookery. **10**
- Q.3 Discuss the general outlet of kitchen in a five star hotel. **10**
- Q.4 With the help of diagram, show various cuts of port, their weight and French names. **10**
- Q.5 How you may classify the fish and how you may select the shellfish for culinary purpose? **10**
- Q.6 Write in detail about the commodity RICE. **10**
- Q.7 Give the structure of the wheat and explain the uses of flour in cookery. **10**
- Q.8 Differentiate between pasteurization and harmonization. **10**
- Q.9 What are step in bread making? Describe in detail. **10**

PART-C

- Q.10 a) Give curing of cheese in detail.
b) Write step by step procedure of making the Danish pastry. **10×2**

End Semester Examination, Dec. 2019
B.Sc. (Hospitality & Hotel Administration) – Second Semester
FRONT OFFICE (THEORY-II) (BHHA2-213)

Time: 3 hrs.

Max Marks: **100**

No. of pages: *1*

Note: Attempt **EIGHT** questions in all; **PART-A** and **PART-C** is compulsory. Attempt any **SIX** questions from **Part B**. Marks are indicated against each question.

PART-A

Q.1 Write short notes on the following:

- a) Form C
- b) Scanty baggage
- c) Form F
- d) GRC
- e) No show
- f) Upselling
- g) Non guaranteed reservation
- h) Late charge
- i) Errand card
- j) Left luggage room

2×10

PART-B

Q.2 Explain the departure procedure.

10

Q.3 Discuss the various modes of making a reservation.

10

Q.4 a) Differentiate between guaranteed and non guaranteed reservations.

5

b) What are the possible reasons for changing guest rooms?

5

Q.5 A long waiting time at the front desk for check out may spoil the overall experience of a guest. Comment.

10

Q.6 Discuss the importance of reservation and registration details for:

- a) Guest
- b) Hotels

5×2

Q.7 Explain what front desk agent should do if a guest wishes to check in early at 6:30 in the morning where as hotels' check in time is 12?

10

Q.8 What do you understand by pre-registration? Explain the importance of pre arrival activities.

10

Q.9 Explain the room change procedure.

10

PART-C

Q.10 a) How important are telephone manners in hotels? What are telephone etiquette a front office associate keep in mind?

10

b) Give the capital names for following:

- i) Bangladesh
- ii) Himachal Pradesh
- iii) Australia
- iv) Sri Lanka
- v) Haryana
- vi) USA
- vii) UK
- viii) Goa
- ix) South Africa
- x) Gujrat

1×10

End Semester Examination, Dec. 2019
B.Sc. (Hospitality & Hotel Administration) – Second Semester
HOTEL ACCOUNTING (BHHA2-215)

Time: 3 hrs.

Max Marks: **100**

No. of pages: 2

Note: Attempt **EIGHT** questions in all; **PART-A** and **PART-C** is compulsory. Attempt any **SIX** questions from **Part B**. Marks are indicated against each question.

PART-A

Q.1 Categories the following items into Assets and Liabilities

- a) Cash
- b) Vehicle
- c) Drawings
- d) Property, Plant and Equipment
- e) Building
- f) Loan
- g) Cash in hand
- h) Cash at Bank
- i) Patents and Copyrights
- j) Credit to Mr. Mohan

1×10

Explain the following terms in 2-3 lines each:

- k) Personal Account
- l) Fixed Assets
- m) Capital Budgeting
- n) Source of Working Capital
- o) Financial Management

2×5

PART-B

Q.2 Explain the important role that Accounting plays? Discuss the advantages associated with accounting. **10**

Q.4 Draw the format of Balance Sheet as per schedule III of the companies Act 2013, Ledgers and Trial Balance? **10**

Q.5 What are the different types of dividends and explain any two theories of dividend? **10**

Q.6 Elucidate the concept of working capital and the factors that determine the working capital requirement of an institution? **10**

Q.7 Financial statements are important for the decision making as it not only impacts the present but also effects the future of the organization, elucidate with the analysis and interpretation of the financial statements. **10**

Q.8 Discuss the importance of capital budgeting? Elucidate the capital budgeting appraisal methods available for the financial decision makers. **10**

Q.9 Debt is a cheaper source of fund, comment? Explain with advantages and disadvantages of debt and equity capital? **10**

PART-C

- Q.10 a) Explain the application of accounting principles in accounting area.
b) Elucidate the importance of Golden Rules of accounting and explain with entries with examples. **10×2**

OR

- a) Elucidate the objectives of financial management.
b) Functions of accounting impacts the whole business, explain with examples?
c) Maintaining of the accounting records helps in effective decision making? **20**

End Semester Examination, Dec. 2019
B.Sc. (Hospitality & Hotel Administration) – Second Semester
EVENT MANAGEMENT (BHHA-2-218)

Time: 3 hrs.

Max Marks: **100**

No. of pages: **1**

Note: Attempt **EIGHT** questions in all; **PART-A** and **PART-C** is compulsory. Attempt any **SIX** questions from **Part-B**. Marks are indicated against each question.

PART-A

- Q.1 Explain: **5**
a) Importance of event management. **5**
b) Importance of code of ethics in events. **5**
- Q.2 Write a short note on branding and process of risk management. **10**

PART-B

- Q.2 Explain liquor license in detail. **10**
- Q.4 Write a detailed note on federal trade commission act. **10**
- Q.5 Describe importance of promotion and advertising along with tools of advertising. **10**
- Q.6 Explain crowd management and evacuation in detail. **10**
- Q.7 Write a detail note on emergency planning. **10**
- Q.8 Create a promotional plan for a collage festival being organized by your university. **10**
- Q.9 Write a detail note on services and catering and its importance in success of an event. **10**

PART-C

- Q.10 Explain the concept and design of a collage fest and also do the SWOT analysis of the same. **10**
- Q.11 How will you choose an event site elaborate in detail the factors you will take into consideration? **10**

End Semester Examination, Dec. 2019
B.Sc. (Hospitality & Hotel Administration) – Second Semester
PSYCHOLOGY AND CONSUMERISM (BHHA2-219)

Time: 3 hrs.

Max Marks: **100**

No. of pages: *1*

Note: Attempt **SIX** questions in all; **PART-A** and **PART-C** is **compulsory**. Attempt any **FOUR** questions from **Part B**. Marks are indicated against each question.

PART-A

Q.1 Answer the following questions (**any five**):

- a) What is attitude?
- b) Steps to encourage the creativity in an organization.
- c) What is consumerism?
- d) Difference between need and want.
- e) Explain values and ethics.
- f) What is motivation?
- g) What is creativity?
- h) What is learning?

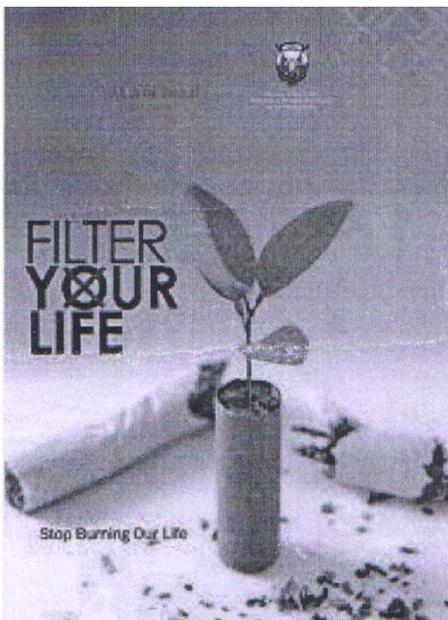
4×5

PART-B

- Q.2 What are the applications of understanding psychology in the hotel industry? **15**
- Q.3 What is learning? Explain the theory of classical conditioning of learning. **15**
- Q.4 Explain the process of decision making with the help of an example. **15**
- Q.5 Suppose, as the owner of a restaurant, you are facing a problem of deteriorating customer service. What steps would you take to motivate your employees in order to improve the customer service? **15**
- Q.6 What is perception? Explain, how perception is formed? **15**

PART-C

Q.7 Analyze the following advertisement:



End Semester Examination, Dec. 2019
B.Sc. (Hospitality and Hotel Administration) – First Semester
FOOD AND BEVERAGE PRODUCTION THEORY-I (BHHA-111)

Time: 3 hrs.

Max Marks: **50**

No. of pages: *1*

Note: *Attempt **FIVE** questions in all; **Part-A is compulsory**. Attempt any **FOUR** questions from **Part-B**. Marks are indicated against each question.*

PART-A

Q.1 Give **two** derivatives of each:

- a) Mayonnaise
- b) Veloute.
- c) Espagnole.
- d) Hollandaise.
- e) Bechamel.

5×2

PART-B

Q.2 Classify soups with the help of a flowchart. Describe each in detail. Give two examples of each variety of soups. **10**

Q.3 With the help of figures explain the cuts of vegetables. **10**

Q.4 What are stocks? How many types of stocks are there? What precautions to be taken care while preparing stocks? **10**

Q.5 With the help of the flowchart explain methods of cooking in detail. **10**

Q.6 What is a sauce? How many types of sauces are there? Explain each in detail. **10**

End Semester Examination, Dec. 2019
B. Sc. (Hospitality and Hotel Administration) – First Semester
FOOD AND BEVERAGE SERVICE - I (BHHA-112)

Time: 3 hrs.

Max Marks: **50**

No. of pages: **1**

Note: Attempt **SIX** questions in all; **Part-A** is **compulsory**. Attempt any **FIVE** questions from **Part-B**. Marks are indicated against each question.

PART-A

- Q.1 Answer the following in brief:
- a) What is table d'hote menu?
 - b) Define is misce-en-scene.
 - c) What is bain marie?
 - d) What is side station?
 - e) Name the third and fourth course of 11 course French classical menu.
 - f) What is a stimulating beverage?
 - g) What is off premises catering?
 - h) Define KOT and BOT.
 - i) Define 'accompaniments'.
 - j) Explain brunch.
- 2x10**

PART-B

- Q.2 Define the role and functions of kitchen stewarding in brief. **6**
- Q.3 Elaborate Eleven courses French Classical Menu. **6**
- Q.4 Explain the attributes of a good F&B staff. **6**
- Q.5 Why it is important for a Food and Beverage Service personnel to come in proper grooming. Discuss? **6**
- Q.6 What are the different types of meals served in a hotel by providing suitable examples for each? **6**
- Q.7 What are the different forms of service? Explain briefly. **6**
- Q.8 Define Menu. What factors you consider while planning a Menu? **6**

End Semester Examination, Dec. 2019

B. Sc. (Hotel and Humanities Administration) – First Semester ROOMS DIVISION THEORY (BHHA-113)

Time: 3 hrs.

Max Marks: **50**

No. of pages: 1

Note: Attempt **Seven** question in all; **Section-A** is **compulsory**. Attempt any **SIX** questions from **Section-B**. Marks are indicated against each question.

SECTION-A

Q.1 Answer explain the following:

- a) List out main departments, with which, the housekeeping co-ordinates.
- b) Describe the importance of housekeeping in a hotel.
- c) What are cleaning agents? Which cleaning agent is considered to be most important cleaning agent?
- d) Name any five manual cleaning equipments.
- e) Name any five mechanical cleaning equipments.
- f) Rotels
- g) B and B hotels
- h) Ecotels
- i) Transient hotels
- j) Time share

2x10

SECTION-B

- Q.2 What are the skills and personal traits of a Housekeeping professional? **5**
- Q.3 How the house keeping does coordinate with the front office? **5**
- Q.4 How the Housekeeping does coordinate with the front office? **5**
- Q.5 What do you understand by the term-“cleaning organisation”? **5**
- Q.6 Draw the organization chart of a front office department and write the duties and responsibilities of a front desk agent. **5**
- Q.7 How are the cleaning agents classified? Explain with examples. **5**
- Q.8 Define the term ‘bell desk’ and give step by step procedure for handling luggage on guest arrival. **5**
- Q.9 Explain the various functions (**any ten**) of concierge. **5**
- Q.10 Define the term bell desk and give step-by-step procedure for handling luggage on guest arrival. **5**
- Q.11 Explain the various functions of concierge (any ten). **5**
- Q.12 Trace the history of hotel industry. Enlist the name, year of foundation, present company and product line of five Indian and five international hotel chains. **5**

End Semester Examination, Dec. 2019
B.Sc. (Hospitality and Hotel Administration) – First Semester
ENVIRONMENTAL STUDIES (BHHA-114)

Time: 3 hrs.

Max Marks: **50**

No. of pages: 1

Note: Attempt **SIX** questions in all; **Part-A is compulsory**. Attempt any **FIVE** questions from **Part-B**. Marks are indicated against each question.

PART-A

- Q.1 a) Earth day is held every year on _____.
b) Environment day is celebrated on _____.
c) Define E-Waste.
d) Define Marine Pollution.
e) What do you understand by Green building?
f) Explain the term 'smog'.
g) List two ways of saving energy in transportation.
h) List two ways to save forest.
i) List two sources of noise pollution.
j) List two examples of hazardous chemicals. **2×10**

PART-B

- Q.2 Discuss the best environmental practices followed in the hotel industry. **6**
- Q.3 What are the major components of the environment? **6**
- Q.4 Discuss key issues of garbage management in India. **6**
- Q.5 Explain how deforestation occurs and its impact, on the environment. **6**
- Q.6 Describe the likely impacts of global warming on India. **6**
- Q.7 Describe the implications of population explosion in the World and in India. **6**
- Q.8 Explain why managing nuclear waste is a problem. **6**

End Semester Examination, Dec. 2019
B.Sc. (Hotel and Hospitality Administration) – First Semester
TRAVEL AND TOURISM (BHHA-116)

Time: 3 hrs.

Max Marks: **50**

No. of pages: **1**

Note: Attempt **SIX** questions in all; **PART-A is compulsory**. Attempt any **FIVE** questions from **PART-B**. Marks are indicated against each question.

PART-A

Q.1 Write short notes on the following:

- a) Elements of tourism.
- b) Technology in tourism.
- c) Adventure tourism.
- d) Religious tourism.
- e) MICE.
- f) Travel Agencies.
- g) Define 'tourist'.
- h) Trade fair.
- i) Leisure tourism.
- j) Tourist destination.

2x10

PART-B

- Q.2 Explain Tourism. Explain the difference between domestic and international tourism. **6**
- Q.3 What are the future trends in Indian tourism? Discuss in detail. **6**
- Q.4 Critically discuss the major concerns arising globally, due to growth and expansion of tourism. **6**
- Q.5 What do you understand by itinerary? Mr Kumar wants to experience the culture and heritage of India, prepare an itinerary for 10 days. **6**
- Q.6 Explain in detail:
a) Wildlife tourism.
b) Role of fairs and festivals in tourism in India. **6**
- Q.7 Discuss the effects of tourism on the culture and society in detail. **6**

End Semester Examination, Dec. 2019

B. Sc. (Hospitality and Hotel Administration) — First Semester

NUTRITION (BHHA-117)

Time: 3 hrs.

Max Marks: **50**

No. of pages: **1**

Note: Attempt **SIX** questions in all; **PART-A is compulsory**. Attempt any **FIVE** questions from **Part-B**. Marks are indicated against each question.

PART-A

Q.1 Answer the following:

- a) Write 2 good sources of each – “Vitamin B” and “Vitamin K”.
- b) List the role of “Vitamin C” in our body and give its sources.
- c) Explain the role of “Sodium” in our body and its sources.
- d) Name 5 plant-based items which are good sources of protein.
- e) According to food pyramid, which foods are to be taken more and which ones less?
- f) Define balanced diet.
- g) What is the meaning of BMR?
- h) Describe homogenisation.
- i) What is winterization?
- j) What is Pasteurization?

2×10

PART-B

- Q.2 Describe fats with suitable examples in detail. **6**
- Q.3 What are macronutrients? Explain their role in body functioning and importance in the balanced diet. **6**
- Q.4 Differentiate between the following:
a) Homogenization and Pasteurization.
b) Saturation and Winterization. **3×2**
- Q.5 Define ‘browning’. Explain different types of browning in detail. **6**
- Q.6 What happens to proteins when cooked? Why overcooked proteins become indigestible? **6**
- Q.7 Draw food pyramid and label it. **6**

End Semester Examination, Dec. 2019
B.Sc. (Hospitality & Hotel Administration) – First Semester
HOTEL ACCOUNTING (BHHA-118)

Time: 3 hrs.

Max Marks: **50**

No. of pages: *1*

Note: Attempt **SIX** questions in all; **Part A is compulsory**. Attempt any **FIVE** questions from **Part B**. Marks are indicated against each question.

PART-A

Q.1 **Define the following terms:**

- a) Ledger
- b) Goodwill
- c) Journal
- d) Finance
- e) Liabilities

2×5

Categorize the following into assets and liabilities:

- f) Outstanding fee of a consultant
- g) Capital
- h) Computer
- i) Loan from A
- j) Account payable
- k) Account Receivable
- l) Premises
- m) Machinery
- n) Inventory
- o) Goodwill

1×10

PART-B

- Q.2 Draw the formats of journal, ledger and balance sheet. **6**
- Q.3 Describe the factors that affect the working capital. **6**
- Q.4 What do you mean by the term accounting? Enlist any five functions of accounting. **6**
- Q.5 Give the golden rules of accounting with examples. **6**
- Q.6 Explain the accounting principles with examples. **6**
- Q.7 Give any five advantages and five disadvantages of accounting. **6**
- Q.8 What are dividends? Elaborate on different types of dividends. **6**
- Q.9 Explain the capital budgeting process. **6**
- Q.10 Give any six objectives of financial management. **6**

End Semester Examination, Dec. 2019
B.Sc. (Hospitality and Hotel Administration) – Second Semester
FOOD AND BEVERAGE PRODUCTION THEORY-II (BHHA-211)

Time: 3 hrs.

Max Marks: **50**

No. of pages: *1*

Note: *Attempt **FIVE** questions in all; **Part-A is compulsory**. Attempt any **FOUR** questions from **Part-B**. Marks are indicated against each question.*

PART-A

Q.1 Define the following:

- a) A la' anglaise
- b) Barquette
- c) Navrin
- d) Napper
- e) Zest
- f) Zuppa
- g) Orly
- h) Naughat
- i) Choux
- j) Danish

1×10

PART-B

- Q.2 Draw well labelled diagram of Lamb cuts. **10**
- Q.3 Define 'cream'. Explain its types in detail. **10**
- Q.4 Differentiate between a sauce and a gravy in detail. **10**
- Q.5 Draw a well labelled diagram of Chicken cuts in detail. **10**
- Q.6 Differentiate between Puff and Danish pastry. **10**

End Semester Examination, Dec. 2019
B.Sc. (Hospitality and Hotel Administration) – Second Semester
FOOD AND BEVERAGE SERVICE (THEORY-II) (BHHA-212)

Time: 3 hrs.

Max Marks: **50**

No. of pages: *1*

Note: *Attempt **SIX** questions in all; **Part-A** is compulsory. Attempt any **FIVE** questions from **Part-B**. Marks are indicated against each question.*

PART-A

Q.1 Define the following terms:

- a) Filtration
- b) Wort
- c) Cheese
- d) Maturation
- e) Single Malt
- f) Aroma
- g) Armagnac
- h) Cognac
- i) Angel's Share
- j) Perry

2×10

PART-B

- Q.2 With the help of a diagram explain the working of pot still and continuous still. **6**
- Q.3 Elucidate the manufacturing process of Scotch whisky and name three famous distilleries in Scotland. **6**
- Q.4 Define cocktails. What are the different methods of making cocktails? **6**
- Q.5 Define 'cigars'. Classify cigars according to size, shape and structure. **6**
- Q.6 Define 'liqueurs'. List any five liqueurs with their flavorings and spirit base. **6**
- Q.7 What is bitter? Explain any three bitters which can be served as aperitifs. **6**

End Semester Examination, Dec. 2019

B. Sc. (Hospitality and Hotel Administration) — Second Semester

HOSPITALITY LAW (BHHA-215)

Time: 3 hrs.

Max Marks: **50**

No. of pages: **1**

Note: Attempt **FOUR** questions in all; **PART-A** is **compulsory**. Attempt any **THREE** questions from **Part-B**. Marks are indicated against each question.

PART-A

Q.1 Write short notes on the following:

- a) BIS and ISO comparison.
- b) Laws relating to Hygiene and Sanitation.

10×2

PART-B

Q.2 Explain different kinds of contract?

10

Q.3 What are the powers of Central Government under Environment Protection Act? Explain.

10

Q.4 What are factors leading to enactment of consumer protection Act, 1986? Also write salient features of consumer protecting act. 1986.

10

Q.5 Write a note on principle of Food Laws?

10

End Semester Examination, Dec. 2019
B. Sc. (Hospitality and Hotel Administration) - Second Semester
EVENT MANAGEMENT (BHHA-217)

Time: 3 hrs.

Max Marks: **50**

No. of pages: **1**

Note: Attempt **SIX** questions in all; **PART-A** is **compulsory**. Attempt any **FIVE** questions from **Part-B**. Marks are indicated against each question.

PART-A

Q.1 Attempt the following questions (**any ten**):

- a) Define the Trade shows.
- b) Why is event planning important?
- c) Define BTL promotion.
- d) Discuss in brief various areas of budget checklist for an Event.
- e) Enlist the qualities required in an Event Executive.
- f) Name five most commonly used equipment's in an Event.
- g) List any five event management companies with at least two events they have organized.
- h) Write a detailed note on Security Planning for an Event.
- i) How would you take care of security issues while managing an Event?
- j) Discuss the responsibility of an Event Manager.
- k) Explain briefly the M.I.C.E. segment of event business.

2×10

PART-B

- Q.2 What are the different requirements of an event client? As an event manager what would you do to understand your client's needs? **6**
- Q.3 What is the importance of venue in Event Management? **6**
- Q.4 Discuss in details the steps involved in managing a sports Event. **6**
- Q.5 Explain the organizational skills essential for conducting an event. **6**
- Q.6 Discuss in details the steps involved in managing an educational competition/event like "ANVESHAN 2018" held at Manav Rachna campus in the month of February 2018. **6**
- Q.7 Who is an event planner? Define the role of event planner from conceptualizing the event till its successful execution. **6**

End Semester Examination, Dec. 2019
B.Sc. (Hospitality and Hotel Administration) – Second Semester
OPERATIONAL SAFETY AND HACCP (BHHA-218)

Time: 3 hrs.

Max Marks: **50**

No. of pages: **1**

Note: Attempt **FOUR** questions in all; **Part-A is compulsory**. Attempt any **THREE** questions from **Part-B**. Marks are indicated against each question.

PART-A

- Q.1 a) Give full form of the following abbreviations.
i) PPE
ii) HACCP
iii) FSSAI
iv) USPH
b) What do you mean by "food standard"- as defined in FSSAI?
c) What is Critical Control Point in HACCP?
d) Define Hazard.
e) Define work place hygiene.
f) Define "Critical limits" for Critical Control point.
g) Give few examples of chemical hazards.
h) Define pathogens.
i) What is Ergonomics?
j) Define SOP. **2×10**

PART-B

- Q.2 Describe the seven principles of HACCP. **10**
- Q.3 What is an SOP? Explain its usefulness in organizing any activity. **10**
- Q.4 What are the common causes of accidents in hotel industry in order to ensure food safety? What are the precautions should we take during food storage. **10**
- Q.5 Describe the role of FSSAI in Hotel and Catering Industry. **10**

End Semester Examination, Dec. 2019
B.Sc. (Hospitality & Hotel Administration) – Second Semester
PSYCHOLOGY AND CONSUMERISM (BHHA-221)

Time: 3 hrs.

Max Marks: **50**

No. of pages: **1**

Note: Attempt **SIX** questions in all; **Part-A is compulsory**. Attempt any **FIVE** questions from **Part-B**. Marks are indicated against each question.

PART-A

Q.1 Answer the following questions (**any four**):

- a) What is perception?
- b) What is attitude?
- c) Give two examples of motivation.
- d) What is creativity?
- e) How the attitude is formed?
- f) What is decision making?

5×4

PART-B

Q.2 "Knowledge of psychology is critical to the success of any business". Discuss the statement in light of the hotel industry. **6**

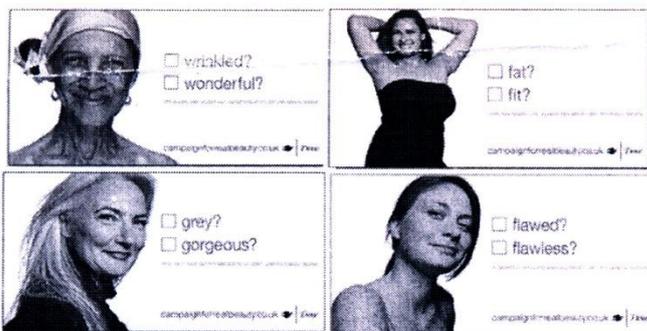
Q.3 What is the role of creativity in an organization? Explain the various steps to encourage creativity in organization. **6**

Q.4 What is learning? Explain the theory of classical conditioning of learning. **6**

Q.5 Suppose you are a restaurant owner. You are facing a problem of deteriorating customer service. What steps would you take to motivate your employees to serve the customer in the best possible way? **6**

Q.6 What is perception? Explain, how perception is formed. **6**

Q.7 Analyze the following advertisement:



6

End Semester Examination, Dec. 2019
B.Sc. (Hospitality and Hotel Administration) – Third Semester
FOOD AND BEVERAGE PRODUCTION (THEORY-III) (BHHA-311)

Time: 3 hrs.

Max Marks: **50**

No. of pages: *1*

Note: *Attempt **FIVE** questions in all; **Part-A is compulsory**. Attempt any **FOUR** questions from **Part-B**. Marks are indicated against each question.*

PART-A

Q.1 Write short notes on:

- a) Menu planning.
- b) Heavy duty equipment.
- c) Different type of knives.
- d) Volume feeding.
- e) Cruise galley.

2×5

PART-B

- Q.2 Write in detail about the principles of menu planning. **10**
- Q.3 What are the problem areas of an institutional catering? Suggest solutions also. **10**
- Q.4 Suggest various menus for different type of patients in hospital catering. **10**
- Q.5 Write an essay on Regional Indian Cuisine. **10**
- Q.6 Bring out the salient features of Kashmiri cuisine in detail. **10**
- Q.7 What are the challenges of OFF Premises Catering and how you may encounter the same? **10**

End Semester Examination, Dec. 2019
B.Sc. (Hospitality and Hotel Administration) – Third Semester
FOOD AND BEVERAGE SERVICE (BHHA-312)

Time: 3 hrs.

Max Marks: **50**

No. of pages: *1*

Note: Attempt **FIVE** questions in all; **Part-A is compulsory**. Attempt any **FOUR** questions from **Part-B**. Marks are indicated against each question.

PART-A

Q.1 **Fill in the blanks:**

- a) _____ is termed as a small amount of cane sugar and yeast in old wine.
- b) _____ is unfermented juice or the mixture of pulp, juice, skin and seeds.
- c) _____ is a metal clasp to secure the cork of champagne bottle.
- d) _____ is dense, white, frothy yeast developed on the surface of ageing sherry.
- e) _____ refers to year in which grapes were harvested and fermented to make a wine. **1×5**

Match the followings:

- | | | |
|------------------|-----------------------|------------|
| f) Barbera | Young Sherry | |
| g) Vin de goutte | New Wine | |
| h) Pupitre | Red Grapes | |
| i) Anada | White Grapes | |
| j) Chardonnay | Racks with oval holes | 1×5 |

PART-B

Q.2 Write in 2-3 lines:

- a) Still wine.
- b) Wine tasting.
- c) Wine decanting.
- d) Methode champenoise.
- e) Degorgement. **2×5**

Q.3 What are the different wine faults? Explain in detail. **10**

Q.4 Describe the solera system. **10**

Q.5 Define 'fortified wines'. What are the types of fortified wines describe in one line each? **10**

Q.6 Define wine and explain the classification of wine. **10**

Q.7 What are the steps that are involved in the production of red wine and explain each step in 1-2 lines? **10**

End Semester Examination, Dec. 2019
B.Sc. (Hospitality & Hotel Administration) – Third Semester
ROOM DIVISION (BHHA-313)

Time: 3 hrs.

Max Marks: **50**

No. of pages: *1*

Note: *Attempt **FIVE** questions in all; **Part A is compulsory**. Attempt any **FOUR** questions from **Part B**. Marks are indicated against each question.*

PART-A

Q.1 Define the following terms:

- a) RevPar
- b) Average daily rate.
- c) Market share index
- d) Occupancy percentage
- e) Average Room rate per guest
- f) HWC
- g) Faucets
- h) Dutchwife
- i) Amenities
- j) Dado

1×10

PART-B

- Q.2
- a) What do you understand by the term night audit? **2**
 - b) What are the duties and responsibilities of a night auditor? **4**
 - c) Explain the night audit process. **4**

Q.3 Write short notes on the following:

- a) Property management system.
- b) PMS application in front office.

5×2

Q.4 You are the security manager of hotel moonlight.

A fire breaks out in Hotel Sunrise, a competing hotel, and causes great damage. Due to lack of an evacuation plan and other security measures, the hotel suffers great loss. The front office manager of your hotel calls for a meeting with you to discuss the need for security measures in your hotel. Prepare a discussion based on the following factors:

- a) Requirement for installing firefighting equipment. **3**
- b) Training of employees to prevent loss. **3**
- c) Evacuation plan for occupants. **4**

Q.5 Define contract services. What are the different types of contract services? Give two advantages and two disadvantages of each service. **10**

Q.6 Describe five styles of flower arrangements arrangement. Give five examples of flowers and five examples of foliage used in flower arrangement. **10**

Q.7 Discuss the role of housekeeper in interior design. **10**

End Semester Examination, Dec. 2019
B.Sc. (Hospitality & Hotel Administration) – Third Semester
HOTEL INFORMATION SYSTEM (BHHA-314)

Time: 3 hrs.

Max Marks: **50**

No. of pages: **1**

Note: Attempt **SEVEN** questions in all; **Part-A is compulsory**. Attempt any **SIX** questions from **Part-B**. Marks are indicated against each question.

PART-A

- Q.1 Give full form of **any five** and explain them in brief:
- a) CAD
 - b) POS
 - c) RFID
 - d) OCR
 - e) GDS
 - f) HVAC 2×5
 - g) What is 'facebook'? 2
 - h) Who is the legend of computer world? 2
 - i) What is the meaning of 'BCC' in case of e-mail? 2
 - j) What is joystick? 2
 - k) What is energy management system? 2

PART-B

- Q.2 What are the most common front office components of a property management system? 5
- Q.3 How has computerization helped both revenue and non-revenue generating departments of a hotel? 5
- Q.4 What is a PMS? List some PMS's with their features? 5
- Q.5 Why is a computerized reservation system used in a hotel? How it is used to increase? 5
- Q.6 How does the operation of a central reservation system differ from a global distribution system? 5
- Q.7 How does computerization help in the night audit process? 5
- Q.8 What are the basic components of an automated beverage control system? 5
- Q.9 What is a management information system (MIS)? What are its components? Discuss its usage in a hotel. 5

End Semester Examination, Dec. 2019
B.Sc. (Hospitality & Hotel Administration) – Third Semester
HUMAN RESOURCE MANAGEMENT (BHHA-315)

Time: 3 hrs.

Max Marks: **50**

No. of pages: *1*

Note: *Attempt **SIX** questions in all; **Part A is compulsory**. Attempt any **FIVE** questions from **Part B**. Marks are indicated against each question.*

PART-A

Q.1 Write short notes on **(any five)** of the following:

- a) Group discussion.
- b) Employees testing.
- c) Performance appraisal.
- d) Internal recruitment.
- e) External recruitment.
- f) Performance management.

4×5

PART-B

- Q.2 List the major activities in human resource management. **6**
- Q.3 Enumerate the effect of globalization on human resource management. **6**
- Q.4 Distinguish between outsourcing, off sourcing and employee leasing. **6**
- Q.5 Define job specification and job description. State their objectives and importance. **6**
- Q.6 Discuss the various methods of job analysis. **6**
- Q.7 Describe the external sources of recruitment. **6**

End Semester Examination, Dec. 2019
B.Sc. (Hospitality & Hotel Administration) – Third Semester
CUSTOMER RELATIONSHIP MANAGEMENT (BHHA-316)

Time: 3 hrs.

Max Marks: **50**

No. of pages: *1*

Note: *Attempt **FIVE** questions in all; **Part A is compulsory**. Attempt any **FOUR** questions from **Part B**. Marks are indicated against each question.*

PART-A

Q.1 Define electronic CRM along with its features and benefits. Explain in detail the need of E-CRM by hotels. **10**

PART-B

Q.2 a) Explain the inter departmental relationship between CRM and marketing, CRM as a business strategy. **10**

Q.3 Write short notes on the following:
a) Strategic CRM.
b) Operational CRM. **5×2**

Q.4 Explain various methods and tools for customer retention. **10**

Q.5 What do you mean by attributes of customer relationships? Also, in detail explain types and orientation of customers. **10**

Q.6 Define customer relationship management along with its importance for success of any hotel. **10**

Q.7 Explain the features of CRM and the importance of analytics in CRM. **10**

End Semester Examination, Dec. 2019
B.Sc. (Hospitality and Hotel Administration) – Fourth Semester
FOOD AND BEVERAGE PRODUCTION THEORY IV (BHHA-411)

Time: 3 hrs.

Max Marks: **50**

No. of pages: **1**

Note: Attempt **FIVE** questions in all; **PART-A is compulsory**. Attempt any **FOUR** questions from **PART-B**. Marks are indicated against each question.

PART-A

Q.1 Define the following questions:

- a) Crepine.
- b) Choux.
- c) Casings.
- d) Forcemeat.
- e) Additives.
- f) Larder.
- g) Hors d'oeuvre.
- h) Canape.
- i) Pommes.
- j) Pommes de Terre.

1x10

PART-B

- Q.2 What are sausages? How many types of forcemeats use in sausage making? What precautions to be taken while making sausages? **10**
- Q.3 How many parts of salads are there? How many types of salads are there describe each in detail? **10**
- Q.4 Define 'pastry'. How many types of pastries are there? Describe each with its recipe. **10**
- Q.5 What is a sandwich? How many parts of sandwich are there? How many types of sandwiches are there describe each in detail? **10**
- Q.6 What is yield? Describe yield management in detail? **10**
- Q.7 Write about French Cuisine in Detail. **10**

End Semester Examination, Dec. 2019
B.Sc. (Hospitality & Hotel Administration) – Fourth Semester
FOOD AND BEVERAGE SERVICE (BHHA-412)

Time: 3 hrs.

Max Marks: **50**

No. of pages: *1*

Note: *Attempt **FIVE** questions in all; **Part-A** is compulsory. Attempt any **FOUR** questions from **Part-B**. Marks are indicated against each question.*

PART-A

Q.1 Explain the following terms in 2-3 lines each:

- a) Toast
- b) ODC
- c) Menu planning
- d) L-4 and L-5
- e) Boston shaker

2×5

PART-B

Q.2 Answer the following questions:

- a) Name five garnishes that are used in the bar.
- b) For serving alcoholic beverages in guest room. Which liquor license is issued to a Hotel?
- c) Enlist two benefits of stock control.
- d) Enlist different types of bar equipments.
- e) What is ullages and bin cards?

2×5

Q.3 Define 'bar'. What are the different types of bars that can be seen in star hotels? **10**

Q.4 What are the different types of banquets set up? Draw an organization chart of banquet. **10**

Q.5 Draw the layout of the bar. Give the use of the each section of a bar. **10**

Q.6 Define buffet. What are the different types of buffet? List the advantages of buffet service. **10**

Q.7 Enlist five opening and five closing duties of a bar. **10**

End Semester Examination, Dec. 2019
B.Sc. (Hospitality & Hotel Administration) – Fourth Semester
FOOD AND BEVERAGE SERVICE (BHHA-412)

Time: 3 hrs.

Max Marks: **50**

No. of pages: *1*

Note: Attempt **SIX** questions in all; **Part-A is compulsory**. Attempt any **FIVE** questions from **Part-B**. Marks are indicated against each question.

PART-A

Q.1 **Explain the following terms in 2-3 lines each:**

- a) Toast
- b) ODC
- c) Menu planning
- d) L-4 and L-5
- e) Boston Shaker

2×5

Answer the following questions:

- f) Name five garnishes that are used in the bar.
- g) For serving alcoholic beverages in guest room. Which liquor license is issued to a Hotel?
- h) Enlist two benefits of stock control.
- i) Enlist different types of bar equipments.
- j) What is Ullages and bin cards?

2×5

PART-B

- Q.2 Define Bar. What are the different types of bars that can be seen in star hotels? **6**
- Q.4 What are the different types of banquets set up? Draw an organization chart of banquet. **6**
- Q.5 Draw the layout of the bar. **6**
- Q.6 Define buffet. What are the different types of buffet? List the advantages of buffet service. **6**
- Q.7 Enlist five opening and five closing duties of a bar. **6**
- Q.8 What are the different parts or sections of a bar? **6**

End Semester Examination, Dec. 2019
B.Sc. (Hospitality & Hotel Administration) – Fourth Semester
ROOM DIVISION (BHHA-413)

Time: 3 hrs.

Max Marks: **50**

No. of pages: *1*

Note: *Attempt **FIVE** questions in all; **Part-A is compulsory**. Attempt any **FOUR** questions from **Part-B**. Marks are indicated against each question.*

PART-A

Q.1 **Define the following terms:**

- a) Market segmentation.
- b) Revenue management.
- c) Forecasting.
- d) Distribution channel management.
- e) Contribution margin.

Define the Following:

- f) OSHA.
- g) Preventing injuries.
- h) First aid.
- i) Refurbishment.
- j) FEE.

1×10

PART-B

- Q.2 What methods are commonly used for forecasting? Explain in detail? **10**
- Q.3 Discuss on the pricing strategies that are based in hospitality industry? **10**
- Q.4 Write short notes on the following:
- a) ADR
 - b) Net revenue.
 - c) Occupancy percentage.
 - d) GOPPAR
 - e) RevPar
- Q.5 Define ergonomics. How can ergonomic principles are applied to housekeeping? **10**
- Q.6 Discuss the job opportunities available in the field of housekeeping. How the technology is shrinking the labor market? **10**
- Q.7 What are the basic guidelines for providing first aid? What should be the first aid for cuts and abrasions? **10**

End Semester Examination, Dec. 2019
B.Sc. (Hospitality & Hotel Administration) – Fourth Semester
HOTEL FACILITY PLANNING (BHHA-414)

Time: 3 hrs.

Max Marks: **50**

No. of pages: *1*

Note: Attempt **SEVEN** questions in all; **Part-A is compulsory**. Attempt any **SIX** questions from **Part-B**. Marks are indicated against each question.

PART-A

Q.1 Expand the following abbreviations and explain them in brief:

- a) SLP
- b) HVAC
- c) HRACC
- d) FHRAI
- e) OSHA
- f) FSSAI
- g) CPM
- h) PERT
- i) CADD
- j) FIFO

2×10

PART-B

- Q.2 Define 'hotel maintenance system'. **5**
- Q.3 Describe sustainability and its role in the overall business strategy of a hospitality operation. **5**
- Q.4 State some of the principal measures facilities managers can take to minimize and manage waste. **5**
- Q.5 Describe how to reduce occupational injury rates in the hospitality industry and outline how building design and maintenance affect safety? **5**
- Q.6 What do you mean by hotel classification? Why does Government of India undertake classification of hotels? **5**
- Q.7 Write short notes on the following:
- a) Lighting of the kitchen.
 - b) Noise control in the kitchen. **2½×2**
- Q.8 Differentiate between CPM and PERT.
- Q.9 Enlist all the points you will consider while designating an energy conservation programme. **5**

End Semester Examination, Dec. 2019
B.Sc. (Hospitality & Hotel Administration) – Fourth Semester
HOSPITALITY SALES AND MARKETING (BHHA-415)

Time: 3 hrs.

Max Marks: **50**

No. of pages: *1*

Note: *Attempt **FIVE** questions in all; **Part-A is compulsory**. Attempt any **FOUR** questions from **Part-B**. Marks are indicated against each question.*

PART-A

- Q.1 Explain the concept of sales and marketing in context of hospitality, illustrate with examples why companies to have a proper understanding of this area? **10**

PART-B

- Q.2 Define 'stakeholders'. Why it important to involve the stakeholders in decision making, explain with examples? **10**
- Q.3 Explain the concept of customer retention, describe with examples the strategies that the companies use for guest retention in hotels. **10**
- Q.4 Explain the concept of relationship marketing, discuss the benefits and shortcomings of the same with regards to the new age marketing. **10**
- Q.5 Discuss the concept of SWOT analysis, why it is important for the companies to have an understanding of the same? **10**
- Q.6 Discuss the different factors affecting consumer decision making with examples in detail. **10**
- Q.7 Discuss the concept of pricing and its effect in decision making with examples in detail. **10**

End Semester Examination, Dec. 2019

B. Sc. (Hospitality and Hotel Administration) — Fourth Semester **ENTREPRENEURSHIP MANAGEMENT (BHHA-416)**

Time: 3 hrs.

Max Marks: **50**

No. of pages: **1**

Note: Attempt **FOUR** questions in all; **PART-A is compulsory**. Attempt **ANY THREE** questions from **Part-B**. Marks are indicated against each question.

PART-A

Q.1 Explain the following:

- a) Vision statement.
- b) Mission statement.
- c) Innovation versus invention.
- d) Market size versus market share.

5×4

PART-B

Q.2 What is a trade secret and how it is protected? Identify three companies that use trade secrets to prevent competitors from imitating their products. **10**

Q.3 Differentiate between sole proprietorship, partnership and corporations. **10**

Q.4 What is a marketing plan? Discuss the outline of a marketing plan. **10**

Q.5 New business owners have tremendous considerations when starting their new venture and one of the biggest is where to find the right location. Comment on it. **10**

End Semester Examination, Dec. 2019
B.Sc. (Hospitality & Hotel Administration) – Fourth Semester
ENTREPRENEURSHIP MANAGEMENT (BHHA-416)

Time: 3 hrs.

Max Marks: **50**

No. of pages: *1*

Note: *Attempt **FIVE** questions in all; **Part A is compulsory**. Attempt any **FOUR** questions from **Part B**. Marks are indicated against each question.*

PART-A

Q.1 Write short notes on the following:

- a) Creativity
- b) Innovation
- c) Intellectual property
- d) Cash Flow
- e) Corporations

2×5

PART-B

- Q.2 Describe the role of entrepreneurship of a small business in an economy. **10**
- Q.3 Explain the entrepreneurial mindset and how entrepreneurs approach business ownership? **10**
- Q.4 Design a competitive business model for running a campus kiosk for 200 students in an institute. **10**
- Q.5 Justify the sole proprietorship as a form of entrepreneurship in detail. **10**
- Q.6 Design step by step procedure for creating a successful financial plan. **10**
- Q.7 Enumerate the barriers to international trade. **10**

End Semester Examination, Dec. 2019
B.Sc. (Hospitality & Hotel Administration) – Fourth Semester
WORLD OF DIGITAL MARKETING (BHHA-417)

Time: 3 hrs.

Max Marks: **50**

No. of pages: *1*

Note: *Attempt **FIVE** questions in all; **Part A is compulsory**. Attempt any **FOUR** questions from **Part B**. Marks are indicated against each question.*

PART-A

Q.1 With a relevant example write down the seven step e-marketing plan in detail. **10**

PART-B

Q.2 Define marketing. What do you mean by e-marketing list down the advantages of the same? **10**

Q.3 Explain the relationship between e-marketing and e-business along with implications of internet on marketing? **10**

Q.4 Write short notes on the following:

a) Mobile marketing.

b) Wireless marketing.

5×2

Q.5 Explain in detail what do you mean by e-business models? **10**

Q.6 Explain the importance of value and revenue in e-business model. **10**

End Semester Examination, Dec. 2019
B.Sc. (Hospitality and Hotel Administration) – Fourth Semester
FRONT OFFICE REVENUE MANAGEMENT (BHHA-419)

Time: 3 hrs.

Max Marks: **50**

No. of pages: *1*

Note: Attempt **SIX** questions in all; **Part-A is compulsory**. Attempt any **FIVE** questions from **Part-B**. Marks are indicated against each question.

PART-A

Q.1 Define the following terms:

- a) Floor limit.
- b) Overstay.
- c) Retention charge.
- d) Package rate.
- e) Black list.

4×5

PART-B

Q.2 Discuss the term guest satisfaction and guest expectations.

6

Q.3 Give the formula of the following:

- a) No show percentage.
- b) House count.
- c) Average rate per guest.

2×3

Q.4 Discuss the advantages and disadvantage of PMS in hotel.

6

Q.5 Hotel automation leads to efficient management of resources. Elaborate the role of computer applications in hotel today.

6

Q.6 What are the main approaches to pricing rooms? Explain in brief.

6

Q.7 What are the different techniques used in forecasting?

6

End Semester Examination, Dec. 2019
B.Sc. (Hospitality and Hotel Administration) – Fourth Semester
RETAIL MANAGEMENT (BHHA-420)

Time: 3 hrs.

Max Marks: **50**

No. of pages: *1*

Note: *Attempt **FIVE** questions in all; **Part-A** is compulsory. Attempt any **FOUR** questions from **Part-B**. Marks are indicated against each question.*

PART-A

Q.1 **Give the full forms of the following:**

- a) SCM
- b) FDI
- c) CPFR
- d) VMI
- e) CRM

Define the following terms:

- f) Franchise
- g) Factory outlet
- h) Warehouse store
- i) Direct selling
- j) Customer relationship management. **1×10**

PART-B

- Q.2 Explain different types of retailing. **10**
- Q.3 Briefly explain the buying decision process. **10**
- Q.4 What do you mean by retail and enlist the services that are performed by a retailer to customers? **10**
- Q.5
- a) Draw the layout of store.
 - b) What is the importance of stores in retail industry? **5×2**
- Q.6
- a) Discuss various factors that influence retail business in India.
 - b) Describe the methods of merchandising. **5×2**
- Q.7
- a) Explain the factors affecting consumer behavior.
 - b) Give the advantages and disadvantages of independent stores. **5×2**

End Semester Examination, Dec. 2019
B.Sc. (Hospitality and Hotel Administration) – First Semester
FOOD AND BEVERAGE PRODUCTION (THEORY)-I (BHM-DS-101)

Time: 3 hrs.

Max Marks: **100**

No. of pages: *1*

Note: Attempt **FIVE** questions in all; **Q. 1** is **compulsory**. Attempt any **TWO** questions from **PART-A** and **TWO** questions from **PART-B**. Marks are indicated against each question.

Q.1 Write short notes on the following:

- a) Escoffier
- b) Cuisine
- c) Kitchen Hazard
- d) Food Safety
- e) Hollandaise
- f) Textures
- g) Shortening
- h) Salad dressing
- i) Roux
- j) A la carte

2×10

PART-A

- Q.2 Explain how the kitchen cooperates with other departments of the hotel? **20**
- Q.3 Classify the soups. Give the recipe of any one of the international soup. **20**
- Q.4 Discuss the duties and responsibilities of an executive chef of a five star hotel. **20**

PART-B

- Q.5 Explain in detail methods of cooking. **20**
- Q.6 Explain importance of egg in cookery, name 10 dishes made of eggs. **20**
- Q.7 Justify the role of thickening agents in food production. **20**

End Semester Examination, Dec. 2019
B. Sc. (Hospitality & Hotel Administration) – First Semester
FOOD AND BEVERAGE SERVICE (THEORY-I) (BHM-DS-102)

Time: 3 hrs.

Max Marks: **100**

No. of pages: 1

Note: Attempt **FIVE** questions in all; **Q.1 is compulsory**. Attempt any **TWO** questions from **PART-A** and **TWO** questions from **PART-B**. Marks are indicated against each question.

Q.1 **Translate the following terms in French:**

- a) Apple
- b) Caption
- c) Cheese
- d) Tea
- e) Coffee
- f) Fork
- g) Dinner
- h) Spoon
- i) Knife
- j) Plate

1×10

Write short notes on the following:

- k) Pantry
- l) Food pick-up area
- m) Linen Room
- n) Kitchen stewarding
- o) Store

2×5

PART-A

- Q.2 a) Describe the inter-departmental relationship between the food and beverage and other departments of the Hotel. **10**
b) How attributes of a waiter help in enhancing the sale of a restaurant? **10**
- Q.3 Discuss the origin and manufacturing process of cocoa. List five cocoa based beverages. **20**
- Q.4 a) Classify glassware used in a standard bar and their uses and size. **10**
b) Briefly explain about seven types of trolleys used in a restaurant. **10**

PART-B

- Q.5 List down 11 course French classical menu with English and French translation by providing two examples of classical dishes from each course. **20**
- Q.6 Differentiate between:
a) Commercial and non-commercial catering.
b) A la carte and Table d' Hotel. **10×2**
- Q.7 Write short note on the following:
a) History of food and beverage service industry.
b) Growth of hotel industry in India. **10×2**

End Semester Examination, Dec. 2019

B. Sc. (Hospitality & Hotel Administration) – First Semester ROOM DIVISION (THEORY) (BHM-DS-103)

Time: 3 hrs.

Max Marks: **100**

No. of pages: 2

Note: Attempt **FIVE** questions in all; **Q.1 is compulsory**. Attempt any **TWO** questions from **PART-A** and **TWO** questions from **PART-B**. Marks are indicated against each question.

Q.1 a) Expand the following abbreviations:

- i) HWC
- ii) CIP
- iii) GRA
- iv) DL
- v) DND

1×5

b) Define **any five** terms:

- i) Amenity
- ii) Hat checker
- iii) Linen
- iv) Upholstery
- v) Valet
- vi) Stayover

1×5

c) Give the full forms for the following:

- i) FHRAI
- ii) TAAI
- iii) HAI
- iv) IATO
- v) HRACC

1×5

d) Match the following:

a)	Budget Hotels	Located in the heart of the city
b)	Timeshare	Guest purchases the ownership of accommodation for a specific period
c)	Condominiums	Meets the basic need of guest
d)	Motels	Only have one owner instead of multiple owners
e)	Downtowns Hotels	Located primarily on highways

1×5

PART-A

Q.2 a) Define 'housekeeping'. How does housekeeping contribute to earning profits in a hotel?

b) What is the role of housekeeping department in guests satisfaction and repeat business?

c) What does a room mean to a guest? What are the different types of room available in a hotel?

d) Discuss the storage and issue of cleaning agents. **5×4**

Q.3 a) Which attributes are essential in housekeeping staff? Justify your answer.

b) Draw an ideal layout of the housekeeping department and briefly discuss its various sections. **10×2**

Q.4 a) What are public areas in a hotel? Why is their cleaning and maintenance important? **10**

b) List the principles of cleaning. Write a note on frequency schedule. **10**

PART-B

Q.5 a) Draw the organization chart of front office department.

b) Write the duties and responsibilities of a front desk manager.

c) Briefly explain any five personality traits of front line staff.

d) Define the term hotel and classify it on different basis with their description. **5×4**

- Q.6 a) Draw the layout of front office department and indicate the location of various sections of front office department.
b) Discuss the coordination of front office department with other departments of the hotel.
c) Explain different types of room tariffs that are charged in hotels on rooms.
d) Briefly describe on various plans used in hotels. **5×4**
- Q.7 a) Trace the history of hotel industry. Enlist the name, year of foundation, parent company and product line of five Indian and five international hotel chains. **10**
b) Differentiate between **(any five)**:
i) Adjoining and adjacent room.
ii) Skipper and sleeper.
iii) Timeshare and condominiums.
iv) FIT and GIT.
v) Cabana and lanai.
vi) Bell hop and concierge.
vii) Front office and reception. **2×5**

End Semester Examination, Dec. 2019

B. Sc. (Hospitality & Hotel Administration) – First Semester ROOM DIVISION (THEORY-I) (BHM-DS-103)

Time: 3 hrs.

Max Marks: **100**

No. of pages: 2

Note: Attempt **FIVE** questions in all; **Q. 1** is **compulsory**. Attempt any **TWO** questions from **PART A** and **TWO** questions from **PART B**. Marks are indicated against each question.

Q.1 a) Expand the following abbreviations

- i) HWC
- ii) CIP
- iii) GRA
- iv) DL
- v) DND

1×5

b) Define **any five** terms :

- i) Amenity
- ii) Hat checker
- iii) Linen
- iv) Upholstery
- v) Valet
- vi) Stayover

1×5

c) Give the full forms for the following

- i) FHRAI
- ii) TAAI
- iii) HAI
- iv) IATO
- v) HRACC

1×5

d) Match the following:

a)	Budget Hotels	Located in the heart of the city
b)	Timeshare	Guest purchases the ownership of accommodation for a specific period
c)	Condominiums	Meets the basic need of guest
d)	Motels	Only have one owner instead of multiple owners
e)	Downtowns Hotels	Located primarily on highways

1×5

PART-A

Q.2 a) Define housekeeping. How does housekeeping contribute to earning profits in a hotel?

b) What is the role of housekeeping department in guests satisfaction and repeat business?

c) What does a room mean to a guest? What are the different types of room available in a hotel?

d) Discuss the storage and issue of cleaning agents. **5×4**

Q.3 a) Which attributes are essential in housekeeping staff? Justify your answer.

b) Draw an ideal layout of the housekeeping department and briefly discuss its various sections. **10×2**

Q.4 a) What are public areas in a hotel? Why is their cleaning and maintenance important?

b) List the principles of cleaning. Write a note on frequency schedule. **10×2**

PART-B

Q.5 a) Draw the organization chart of front office department.

b) Write the duties and responsibilities of a front desk manager.

c) Briefly explain any five personality traits of front line staff.

d) Define the term hotel and classify it on different basis with their description. **5×4**

- Q.6 a) Draw the layout of front office department and indicate the location of various sections of front office department.
- b) Discuss the coordination of front office department with other departments of the hotel.
- c) Explain different types of room tariffs that are charged in hotels on rooms.
- d) Briefly describe on various plans used in hotels. **5×4**
- Q.6 a) Trace the history of hotel industry. Enlist the name, year of foundation, parent company and product line of five Indian and five international hotel chains. **10**
- b) Differentiate between **any five:**
- i) Adjoining and adjacent room.
 - ii) Skipper and sleeper.
 - iii) Timeshare and condominiums.
 - iv) FIT and GIT.
 - v) Cabana and lanai.
 - vi) Bell hop and concierge.
 - vii) Front office and reception. **2×5**

End Semester Examination, Dec. 2019

B. Sc. (Hospitality & Hotel Administration) – First Semester

NUTRITION (BHM-DS-104)

Time: 3 hrs.

Max Marks: **100**

No. of pages: 1

Note: Attempt **FIVE** questions in all; **Q. 1** is **compulsory**. Attempt any **TWO** questions from **PART-A** and **TWO** questions from **PART-B**. Marks are indicated against each question.

Q.1 Write short notes on:

- a) Health
- b) Energy
- c) Malnutrition
- d) Polysaccharides
- e) Anaemia
- f) Cholesterol
- g) Beri-Beri
- h) Fats
- i) Menu Planning
- j) Nutrition

2×10

PART-A

Q.2 Nutritive meal is important for maintaining good health. Discuss the principles of meal planning. **20**

Q.3 a) Define balance diet and list the importance of it.
b) Briefly explain the role of water in our body. **10×2**

Q.4 Differentiate between:
a) Insoluble fibre and soluble fibre
b) Unsaturated fat and saturated fat. **10×2**

PART-B

Q.5 Nutritive value of food gets reduced by certain faulty practices. Suggest procedures to improve nutritive value of foods. **20**

Q.6 Balance diet is essential for well being. Define and discuss the factors responsible for making a balanced diet. **20**

Q.7 a) Name the conditions that lead to obesity.
b) Explain factors affecting meal plan. **10×2**

End Semester Examination, Dec. 2019

B. Sc. (Hospitality and Hotel Administration) – First Semester TRAVEL AND TOURISM (BHM-DS-105)

Time: 3 hrs.

Max Marks: **100**

No. of pages: 1

Note: Attempt **FIVE** questions in all; **Q. 1** is **compulsory**. Attempt any **TWO** questions from **PART-A** and **TWO** questions from **PART-B**. Marks are indicated against each question.

Q.1 Write short notes on any **ten key** terms:

- a) Destination marketing.
- b) Special interest tourism.
- c) Responsible tourism.
- d) Aerial adventure.
- e) Special interest tourism.
- f) Countryside tourism.
- g) Dark tourism.
- h) Sustainable tourism.
- i) IRCTC.
- j) FHRAI
- k) UNWTO.

2×10

PART-A

- Q.2
- a) Explain in brief any three tourist attractions in Mumbai. **5**
 - b) Name five historical monuments of Delhi. **5**
 - c) Write a note on palace on wheels. **5**
 - d) Briefly explain the concept of Adventure Park with examples. **5**
- Q.3
- a) What are Man-Made Tourism resources and its various categories? **5**
 - b) Briefly explains aerial adventures with example. **5**
 - c) Enlist land based adventures with an example of popular tourist destination. **5**
 - d) Write a note on World tourism day. **5**
- Q.4
- a) Discuss in detail the unique characteristics of the tourism industry. Support your answer with appropriate examples. **10**
 - b) Discuss the importance of tourism resources with examples. **10**

PART-B

- Q.5
- a) Discuss in detail the important heritage sites in various parts of our country. **10**
 - b) What do you understand by adventure tourism? Describe Uttarakhand as an adventure tourism destination. **10**
- Q.6
- a) Write in detail about the cuisines of India. Give examples. Name India' popular food. **10**
 - b) How can tourism help in the promotion of handicraft and souvenir industry? **10**
- Q.7
- a) Why India is called Incredible India? What is meant by Incredible India? What things make India incredible? **10**

b) What is the purpose of world tourism day? How is world tourism day celebrated? What is the theme for world tourism day 2019? Which is the host country for this year's world tourism day? **10**

End Semester Examination, Dec. 2019
B.Sc. (Hospitality & Hotel Administration) – First Semester
INTRODUCTION TO GUEST PSYCHOLOGY (BHM-DS-106)

Time: 3 hrs.

Max Marks: **100**

No. of pages: *1*

Note: *Attempt **FIVE** questions in all; **Q.1 is compulsory**. Attempt any **TWO** questions from **PART-A** and **TWO** questions from **PART-B**. Marks are indicated against each question.*

- Q.1 Define Psychology, explain with examples why is it necessary to have an understanding of psychology? Illustrate how an employee who has an understanding of Psychology can lead to better guest satisfaction? **20**

PART-A

- Q.2 Explain the concept of behaviour. What are the traits that comprise human behaviour? And why is it essential in the field of hospitality? **20**

- Q.3 Define 'perception', explain with examples what are the factors that influence a guest's perception in a hotel and what steps can a hospitality professional take to be perceived well? **20**

- Q.4 Explain the concept of problem in context of guest expectation, use examples to explain the steps you would take to manage an upset customer. **20**

PART-B

- Q.5 Define personality, what are the traits that comprise an employees personality, explain the importance of personality in the hospitality industry? **20**

- Q.6 Explain the concept of motivation, why is it essential to have motivated employees and what steps can an organization take to keep their employees motivated? **20**

- Q.7 Discuss the importance of emotional intelligence with special reference to hospitality industry, explain with examples the importance of keeping an emotional balance at work. **20**

End Semester Examination, Dec. 2019

B. Sc. (Hospitality and Hotel Administration) – First Semester

HOTEL ACCOUNTING (BHM-DS-107)

Time: 3 hrs.

Max Marks: **100**

No. of pages: 1

Note: Attempt **FIVE** questions in all; **Q. 1** is **compulsory**. Attempt any **TWO** questions from **PART-A** and **TWO** questions from **PART-B**. Marks are indicated against each question.

Q.1 **Categories the following items into assets and liabilities:**

- a) Cash at Bank
- b) Owing to Bank
- c) Motor Vehicle
- d) Loan to A
- e) Premises
- f) Capital
- g) Patents
- h) Accounts Payable
- i) Building
- j) Goodwill

1×10

Explain the following terms in 2-3 lines each:

- k) Liabilities
- l) Financial Management
- m) Intangible assets
- n) Dividends
- o) Working capital

2×5

PART-A

- Q.2 a) What are the various sources of finances explain each and give three examples of each? **10**
b) Give any five objectives of financial management and accounting. **10**
- Q.3 a) What do you mean by working capital and what are the factors that affects the working capital of hotel? **10**
b) What are the different types of dividends and explain any two theories of dividend? **10**
- Q.4 Write short notes on the following:
a) Accounting conventions.
b) Accounting concepts. **10×2**

PART-B

- Q.5 a) What do you mean by capital budgeting? Enlist the five importance of capital budgeting and name any five methods of capital budgeting. **10**
b) What do you understand by the term financial statement and what are the different types of financial statements? **10**
- Q.6 a) Draw the format for ledger, balance sheet and journal. **10**
b) What are the different golden rules of accounting? Give two examples of each. **10**
- Q.7 Explain advantages and disadvantages of accounting in detail. **20**

End Semester Examination, Dec. 2019
B.Sc. (Hospitality & Hotel Administration) – First Semester
FOOD AND BEVERAGE SERVICE (THEORY-I) (BHHA-2-112)

Time: 3 hrs.

Max Marks: **100**

No. of pages: *1*

Note: *Attempt **FIVE** questions in all; **Q.1** is compulsory. Attempt any **TWO** questions from **PART-A** and **TWO** questions from **PART-B**. Marks are indicated against each question.*

Q.1 **Translate the following terms in French:**

- a) Apple
- b) Caption
- c) Cheese
- d) Tea
- e) Coffee
- f) Fork
- g) Dinner
- h) Spoon
- i) Knife
- j) Plate

1×10

Write short notes on:

- k) Menu
- l) Briefing
- m) Bar
- n) Beverages
- o) Coffee shop

2×5

PART-A

Q.2 Explain the various types of food and beverage service outlets and their characteristics. **20**

- Q.3 a) Draw the staff organization structure of food and beverage department of a 5 star hotel. **10**
b) List down the duties and responsibilities of a restaurant manager. **10**

Q.4 Discuss the origin and manufacturing process of tea. Write down the service procedure of tea. **20**

PART-B

Q.5 List down a 17 course French classical menu by providing two examples of classical dishes from each course. **20**

Q.6 Differentiate between:

- a) A la carte and Table d' Hote
- b) Mise-en-scence and Mise-en-place

10×2

Q.7 Differentiate between:

- a) Alcoholic and non-alcoholic beverages.
- b) Pre-plated service and platter to plate service.

10×2

End Semester Examination, Dec. 2019
B.Sc. (Hospitality & Hotel Administration) – First Semester
HOUSEKEEPING (THEORY-I) (BHHA2-114)

Time: 3 hrs.

Max Marks: **100**

No. of pages: 2

Note: Attempt **NINE** questions in all; **PART-A** and **PART-C** are compulsory. Attempt any **SIX** questions from **Part B**. Marks are indicated against each question.

PART-A

Q.1 **Define any ten of the following:**

- a) Linen chute
- b) Box sweeper
- c) Disinfectants
- d) Squeegee
- e) Murphy bed
- f) Spring cleaning
- g) Vanity unit
- h) Chamois leather
- i) Janitors trolley
- j) Vacuum cleaner
- k) Johnny mop
- l) Tarnish

2×10

PART-B

- Q.2 Outline the organization chart of housekeeping department in a five-star hotel having 400 rooms. List the duties of guest room attendant. **10**
- Q.3 Draw a neat layout of housekeeping department and explain various functions of the department. **10**
- Q.4 Discuss some design features that ease cleaning. What cleaning principles one should follow while cleaning a guest room? **10**
- Q.5 Write a note on frequency schedules for cleaning. Explain how cleaning is organised in hotels? **10**
- Q.6 What are the attributes, why are they absolutely essential in housekeeping staff? Justify your answer. **10**
- Q.7 Discuss what a guest room means to a guest? What is the role of housekeeping department in guest's satisfaction and repeat business? **10**
- Q.8 In what way can computer and information technology system be utilised in housekeeping operations in hotels? **10**

PART-C

Attempt **any two** questions:

- Q.9 Which are the departments that housekeeping has to co-ordinate in a hotel and why? **10**
- Q.10 List the duties and responsibilities of the following staff:
- a) Floor supervisor.
 - b) Desk supervisor.
 - c) Executive housekeeper.

d) House man.

2½×4

Q.11 Enlist five manual and mechanical cleaning equipments. Explain their usage, care and storage. **10**

End Semester Examination, Dec. 2019
B.Sc. (Hotel and Hospitality Administration) – First Semester
NUTRITION (BHHA-2-116)

Time: 3 hrs.

Max Marks: **50**

No. of pages: *1*

Note: Attempt **SIX** questions in all; **Part-A is compulsory**. Attempt any **FIVE** questions from **Part-B**. Marks are indicated against each question.

PART-A

Q.1 **Describe the following in brief:**

- a) Pasteurization.
- b) Pectin.
- c) Colloids.
- d) Gelatin.
- e) BMR.

2×5

Differentiate between:

- f) Macro and micro nutrients.
- g) Mono saccharine carbs and D:saccharide carbs.
- h) Saturated fats and unsaturated fats.
- i) Sucrose and pruchose.
- j) Pasteurization and Homogenization.

2×5

PART-B

- Q.2 Draw the diagram of food pyramid and explain its importance in detail. **6**
- Q.3 Explain the importance of BMR in nutrition. **6**
- Q.4 Plan a meal for the age group of teens for a hostel considering the nutritional requirements. **6**
- Q.5 What are proteins? Why proteins are important for our body? **6**
- Q.6 Why is water essential to sustain human life. Write about food borne diseases. **6**
- Q.7 What are colloids? What are emulsions? How we make emulsions? **6**
- Q.8 Discuss various types of carbohydrates, with suitable examples in detail. **6**
- Q.9 Discuss about the importance of minerals in our body. What are their food source? **6**
- Q.10 What happen with the deficiency of the following?
a) Protein.
b) Vitamin A
c) Vitamin B
d) Sodium.
e) Calcium. **6**

End Semester Examination, Dec. 2019
B.Sc. (Hospitality & Hotel Administration) – First Semester
NUTRITION (BHHA2-116)

Time: 3 hrs.

Max Marks: **100**

No. of pages: *1*

Note: Attempt **EIGHT** questions in all; **PART-A** and **PART-C** are compulsory. Attempt any **SIX** questions from **Part B**. Marks are indicated against each question.

Q.1 **Give two food sources and functions of each of the following:**

- a) Vit A
- b) Vit B2
- c) Vit C
- d) Vit D
- e) Vit K

Define the following terms:

- f) BMR
- g) Obesity
- h) Food adulteration
- i) Cholesterol
- j) Malnutrition

2×10

PART-A

- Q.2 Define the term cholesterol. Give the sources and functions of cholesterol. Why they need to be maintained? **20**
- Q.3 What are fibres? Give their significance in the diet alongwith dietary sources. **20**
- Q.4 What are nutrients? Classify nutrients based on their functions in the human body. **20**

PART-C

- Q.5 Define energy and discuss the factors affecting energy requirements. **20**
- Q.6 How would you classify carbohydrates? Explain giving examples of each. What are effects of deficiency and excess of carbohydrates in diet? **20**
- Q.7 Define fats. Discuss the role of fats in food technology. **20**

End Semester Examination, Dec. 2019

B. Sc. (Hospitality and Hotel Administration) — First Semester
TRAVEL AND TOURISM (BHHA-2-117)

Time: 3 hrs.

Max Marks: **100**

No. of pages: **1**

Note: Attempt **EIGHT** questions in all; **PART-A is compulsory**. Attempt any **SIX** questions from **Part-B** and **ONE** question from **PART-C**. Marks are indicated against each question.

PART-A

- Q.1 Write short notes on **(any four)** of the following:
- a) Culture as a tourism product.
 - b) Cuisines of India as an attraction.
 - c) Types of tourism.
 - d) Role of travel agencies.
 - e) Role of tourist guide. **4×4**
- Q.2 Define **(any two)** the following terms:
- a) Eco tourism.
 - b) Destination marketing.
 - c) Leisure tourism. **2×2**

PART-B

- Q.3 Assess the role of media in marketing of tourism. **10**
- Q.4 Describe the role of tourism on environment. **10**
- Q.5 What are the causes of growth in tourism in recent times? **10**
- Q.6 Explain the different components of tourism. **10**
- Q.7 Discuss the role of fairs and festivals in promoting tourism. **10**
- Q.8 Explain the different qualities that a professional of hospitality must possess. **10**
- Q.9 Explain the different tourist attractions in Delhi NCR. **10**

PART-C

- Q.10 Define the role of tourism in nation building, explain in detail with examples. **20**
- Q.11 Critically discuss the major concerns arising internationally due to growth and expansion of tourism. **20**

End Semester Examination, Dec. 2019
B.Sc. (Hospitality & Hotel Administration) – First Semester
INTRODUCTION TO GUEST PSYCHOLOGY (BHHA2-118)

Time: 3 hrs.

Max Marks: **100**

No. of pages: *1*

Note: *Attempt **FIVE** questions in all; **Q.1 is compulsory**. Attempt any **TWO** questions from **PART-A** and **TWO** questions from **PART-B**. Marks are indicated against each question.*

- Q.1 Define Psychology, explain with examples why is it necessary to have an understanding of psychology, illustrate how an employee who has an understanding of psychology can lead to better guest satisfaction? **20**

PART-A

- Q.2 Explain the concept of behaviour, describe how behaviour can be learnt and why is it essential in the field of hospitality? **20**

- Q.3 Define perception, explain with examples what steps can an organization take to be perceived well? **20**

- Q.4 Explain the concept of problem solving in context of guest expectation, use examples to explain the steps you would take to manage an upset customer. **20**

PART-B

- Q.5 Define personality, what are the traits that comprise an employee's personality, explain the importance of personality in the hospitality industry? **20**

- Q.6 Explain the concept of motivation, how can a motivated employee benefit the organization? **20**

- Q.7 Discuss the importance of emotional intelligence with special reference to hospitality industry, explain with examples the importance of keeping an emotional balance at work. **20**

End Semester Examination, Dec. 2019
B.Sc. (Hospitality & Hotel Administration) – Second Semester
FOOD AND BEVERAGE THEORY-II (BHHA2-211)

Time: 3 hrs.

Max Marks: **100**

No. of pages: *1*

Note: Attempt **EIGHT** questions in all; **PART-A** and **PART-C** is compulsory. Attempt any **SIX** questions from **Part B**. Marks are indicated against each question.

PART-A

Q.1 Write short notes on the following:

- a) Pasteurization
- b) Nutritive value of milk
- c) Types of cream
- d) Wash up area
- e) Offals
- f) Poultry
- g) Bacon
- h) Puff pastry
- i) Short crust pastry
- j) Butter

2×10

PART-B

- Q.2 Give classification of cheeses and explain its uses in modern cookery. **10**
- Q.3 Discuss the general outlet of kitchen in a five star hotel. **10**
- Q.4 With the help of diagram, show various cuts of port, their weight and French names. **10**
- Q.5 How you may classify the fish and how you may select the shellfish for culinary purpose? **10**
- Q.6 Write in detail about the commodity RICE. **10**
- Q.7 Give the structure of the wheat and explain the uses of flour in cookery. **10**
- Q.8 Differentiate between pasteurization and harmonization. **10**
- Q.9 What are step in bread making? Describe in detail. **10**

PART-C

- Q.10 a) Give curing of cheese in detail.
b) Write step by step procedure of making the Danish pastry. **10×2**

End Semester Examination, Dec. 2019
B.Sc. (Hospitality & Hotel Administration) – Second Semester
FRONT OFFICE (THEORY-II) (BHHA2-213)

Time: 3 hrs.

Max Marks: **100**

No. of pages: *1*

Note: Attempt **EIGHT** questions in all; **PART-A** and **PART-C** is compulsory. Attempt any **SIX** questions from **Part B**. Marks are indicated against each question.

PART-A

Q.1 Write short notes on the following:

- a) Form C
- b) Scanty baggage
- c) Form F
- d) GRC
- e) No show
- f) Upselling
- g) Non guaranteed reservation
- h) Late charge
- i) Errand card
- j) Left luggage room

2×10

PART-B

Q.2 Explain the departure procedure. **10**

Q.3 Discuss the various modes of making a reservation. **10**

Q.4 a) Differentiate between guaranteed and non guaranteed reservations. **5**

b) What are the possible reasons for changing guest rooms? **5**

Q.5 A long waiting time at the front desk for check out may spoil the overall experience of a guest. Comment. **10**

Q.6 Discuss the importance of reservation and registration details for:

- a) Guest
 - b) Hotels
- 5×2**

Q.7 Explain what front desk agent should do if a guest wishes to check in early at 6:30 in the morning where as hotels' check in time is 12? **10**

Q.8 What do you understand by pre-registration? Explain the importance of pre arrival activities. **10**

Q.9 Explain the room change procedure. **10**

PART-C

Q.10 a) How important are telephone manners in hotels? What are telephone etiquette a front office associate keep in mind? **10**

b) Give the capital names for following:

- i) Bangladesh
- ii) Himachal Pradesh
- iii) Australia
- iv) Sri Lanka
- v) Haryana
- vi) USA
- vii) UK
- viii) Goa
- ix) South Africa
- x) Gujrat

1×10

End Semester Examination, Dec. 2019
B.Sc. (Hospitality & Hotel Administration) – Second Semester
HOTEL ACCOUNTING (BHHA2-215)

Time: 3 hrs.

Max Marks: **100**

No. of pages: 2

Note: Attempt **EIGHT** questions in all; **PART-A** and **PART-C** is compulsory. Attempt any **SIX** questions from **Part B**. Marks are indicated against each question.

PART-A

Q.1 Categories the following items into Assets and Liabilities

- a) Cash
- b) Vehicle
- c) Drawings
- d) Property, Plant and Equipment
- e) Building
- f) Loan
- g) Cash in hand
- h) Cash at Bank
- i) Patents and Copyrights
- j) Credit to Mr. Mohan

1×10

Explain the following terms in 2-3 lines each:

- k) Personal Account
- l) Fixed Assets
- m) Capital Budgeting
- n) Source of Working Capital
- o) Financial Management

2×5

PART-B

Q.2 Explain the important role that Accounting plays? Discuss the advantages associated with accounting. **10**

Q.4 Draw the format of Balance Sheet as per schedule III of the companies Act 2013, Ledgers and Trial Balance? **10**

Q.5 What are the different types of dividends and explain any two theories of dividend? **10**

Q.6 Elucidate the concept of working capital and the factors that determine the working capital requirement of an institution? **10**

Q.7 Financial statements are important for the decision making as it not only impacts the present but also effects the future of the organization, elucidate with the analysis and interpretation of the financial statements. **10**

Q.8 Discuss the importance of capital budgeting? Elucidate the capital budgeting appraisal methods available for the financial decision makers. **10**

Q.9 Debt is a cheaper source of fund, comment? Explain with advantages and disadvantages of debt and equity capital? **10**

PART-C

- Q.10 a) Explain the application of accounting principles in accounting area.
b) Elucidate the importance of Golden Rules of accounting and explain with entries with examples. **10×2**

OR

- a) Elucidate the objectives of financial management.
b) Functions of accounting impacts the whole business, explain with examples?
c) Maintaining of the accounting records helps in effective decision making? **20**

End Semester Examination, Dec. 2019
B.Sc. (Hospitality & Hotel Administration) – Second Semester
EVENT MANAGEMENT (BHHA-2-218)

Time: 3 hrs.

Max Marks: **100**

No. of pages: **1**

Note: Attempt **EIGHT** questions in all; **PART-A** and **PART-C** is compulsory. Attempt any **SIX** questions from **Part-B**. Marks are indicated against each question.

PART-A

- Q.1 Explain:
- a) Importance of event management. **5**
 - b) Importance of code of ethics in events. **5**
- Q.2 Write a short note on branding and process of risk management. **10**

PART-B

- Q.2 Explain liquor license in detail. **10**
- Q.4 Write a detailed note on federal trade commission act. **10**
- Q.5 Describe importance of promotion and advertising along with tools of advertising. **10**
- Q.6 Explain crowd management and evacuation in detail. **10**
- Q.7 Write a detail note on emergency planning. **10**
- Q.8 Create a promotional plan for a collage festival being organized by your university. **10**
- Q.9 Write a detail note on services and catering and its importance in success of an event. **10**

PART-C

- Q.10 Explain the concept and design of a collage fest and also do the SWOT analysis of the same. **10**
- Q.11 How will you choose an event site elaborate in detail the factors you will take into consideration? **10**

End Semester Examination, Dec. 2019
B.Sc. (Hospitality & Hotel Administration) – Second Semester
PSYCHOLOGY AND CONSUMERISM (BHHA2-219)

Time: 3 hrs.

Max Marks: **100**

No. of pages: *1*

Note: Attempt **SIX** questions in all; **PART-A** and **PART-C** is compulsory. Attempt any **FOUR** questions from **Part B**. Marks are indicated against each question.

PART-A

Q.1 Answer the following questions (*any five*):

- a) What is attitude?
- b) Steps to encourage the creativity in an organization.
- c) What is consumerism?
- d) Difference between need and want.
- e) Explain values and ethics.
- f) What is motivation?
- g) What is creativity?
- h) What is learning?

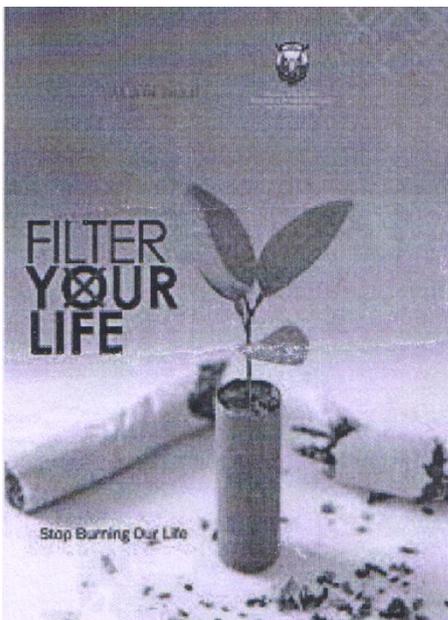
4×5

PART-B

- Q.2 What are the applications of understanding psychology in the hotel industry? **15**
- Q.3 What is learning? Explain the theory of classical conditioning of learning. **15**
- Q.4 Explain the process of decision making with the help of an example. **15**
- Q.5 Suppose, as the owner of a restaurant, you are facing a problem of deteriorating customer service. What steps would you take to motivate your employees in order to improve the customer service? **15**
- Q.6 What is perception? Explain, how perception is formed? **15**

PART-C

Q.7 Analyze the following advertisement:



End Semester Examination, Dec. 2019
B.Sc. (Hospitality and Hotel Administration) – First Semester
FOOD AND BEVERAGE PRODUCTION THEORY-I (BHHA-111)

Time: 3 hrs.

Max Marks: **50**

No. of pages: *1*

Note: *Attempt **FIVE** questions in all; **Part-A is compulsory**. Attempt any **FOUR** questions from **Part-B**. Marks are indicated against each question.*

PART-A

Q.1 Give **two** derivatives of each:

- a) Mayonnaise
- b) Veloute.
- c) Espagnole.
- d) Hollandaise.
- e) Bechamel.

5×2

PART-B

Q.2 Classify soups with the help of a flowchart. Describe each in detail. Give two examples of each variety of soups. **10**

Q.3 With the help of figures explain the cuts of vegetables. **10**

Q.4 What are stocks? How many types of stocks are there? What precautions to be taken care while preparing stocks? **10**

Q.5 With the help of the flowchart explain methods of cooking in detail. **10**

Q.6 What is a sauce? How many types of sauces are there? Explain each in detail. **10**

End Semester Examination, Dec. 2019
B. Sc. (Hospitality and Hotel Administration) – First Semester
FOOD AND BEVERAGE SERVICE - I (BHHA-112)

Time: 3 hrs.

Max Marks: **50**

No. of pages: **1**

Note: Attempt **SIX** questions in all; **Part-A** is **compulsory**. Attempt any **FIVE** questions from **Part-B**. Marks are indicated against each question.

PART-A

- Q.1 Answer the following in brief:
- a) What is table d'hote menu?
 - b) Define is misce-en-scene.
 - c) What is bain marie?
 - d) What is side station?
 - e) Name the third and fourth course of 11 course French classical menu.
 - f) What is a stimulating beverage?
 - g) What is off premises catering?
 - h) Define KOT and BOT.
 - i) Define 'accompaniments'.
 - j) Explain brunch.
- 2x10**

PART-B

- Q.2 Define the role and functions of kitchen stewarding in brief. **6**
- Q.3 Elaborate Eleven courses French Classical Menu. **6**
- Q.4 Explain the attributes of a good F&B staff. **6**
- Q.5 Why it is important for a Food and Beverage Service personnel to come in proper grooming. Discuss? **6**
- Q.6 What are the different types of meals served in a hotel by providing suitable examples for each? **6**
- Q.7 What are the different forms of service? Explain briefly. **6**
- Q.8 Define Menu. What factors you consider while planning a Menu? **6**

End Semester Examination, Dec. 2019

B. Sc. (Hotel and Humanities Administration) – First Semester ROOMS DIVISION THEORY (BHHA-113)

Time: 3 hrs.

Max Marks: **50**

No. of pages: 1

Note: Attempt **Seven** question in all; **Section-A** is **compulsory**. Attempt any **SIX** questions from **Section-B**. Marks are indicated against each question.

SECTION-A

Q.1 Answer explain the following:

- a) List out main departments, with which, the housekeeping co-ordinates.
- b) Describe the importance of housekeeping in a hotel.
- c) What are cleaning agents? Which cleaning agent is considered to be most important cleaning agent?
- d) Name any five manual cleaning equipments.
- e) Name any five mechanical cleaning equipments.
- f) Rotels
- g) B and B hotels
- h) Ecotels
- i) Transient hotels
- j) Time share

2x10

SECTION-B

- Q.2 What are the skills and personal traits of a Housekeeping professional? **5**
- Q.3 How the house keeping does coordinate with the front office? **5**
- Q.4 How the Housekeeping does coordinate with the front office? **5**
- Q.5 What do you understand by the term-“cleaning organisation”? **5**
- Q.6 Draw the organization chart of a front office department and write the duties and responsibilities of a front desk agent. **5**
- Q.7 How are the cleaning agents classified? Explain with examples. **5**
- Q.8 Define the term ‘bell desk’ and give step by step procedure for handling luggage on guest arrival. **5**
- Q.9 Explain the various functions (**any ten**) of concierge. **5**
- Q.10 Define the term bell desk and give step-by-step procedure for handling luggage on guest arrival. **5**
- Q.11 Explain the various functions of concierge (any ten). **5**
- Q.12 Trace the history of hotel industry. Enlist the name, year of foundation, present company and product line of five Indian and five international hotel chains. **5**

End Semester Examination, Dec. 2019
B.Sc. (Hospitality and Hotel Administration) – First Semester
ENVIRONMENTAL STUDIES (BHHA-114)

Time: 3 hrs.

Max Marks: **50**

No. of pages: 1

Note: Attempt **SIX** questions in all; **Part-A is compulsory**. Attempt any **FIVE** questions from **Part-B**. Marks are indicated against each question.

PART-A

- Q.1 a) Earth day is held every year on _____.
b) Environment day is celebrated on _____.
c) Define E-Waste.
d) Define Marine Pollution.
e) What do you understand by Green building?
f) Explain the term 'smog'.
g) List two ways of saving energy in transportation.
h) List two ways to save forest.
i) List two sources of noise pollution.
j) List two examples of hazardous chemicals. **2×10**

PART-B

- Q.2 Discuss the best environmental practices followed in the hotel industry. **6**
- Q.3 What are the major components of the environment? **6**
- Q.4 Discuss key issues of garbage management in India. **6**
- Q.5 Explain how deforestation occurs and its impact, on the environment. **6**
- Q.6 Describe the likely impacts of global warming on India. **6**
- Q.7 Describe the implications of population explosion in the World and in India. **6**
- Q.8 Explain why managing nuclear waste is a problem. **6**

End Semester Examination, Dec. 2019
B.Sc. (Hotel and Hospitality Administration) – First Semester
TRAVEL AND TOURISM (BHHA-116)

Time: 3 hrs.

Max Marks: **50**

No. of pages: **1**

Note: Attempt **SIX** questions in all; **PART-A is compulsory**. Attempt any **FIVE** questions from **PART-B**. Marks are indicated against each question.

PART-A

Q.1 Write short notes on the following:

- a) Elements of tourism.
- b) Technology in tourism.
- c) Adventure tourism.
- d) Religious tourism.
- e) MICE.
- f) Travel Agencies.
- g) Define 'tourist'.
- h) Trade fair.
- i) Leisure tourism.
- j) Tourist destination.

2x10

PART-B

- Q.2 Explain Tourism. Explain the difference between domestic and international tourism. **6**
- Q.3 What are the future trends in Indian tourism? Discuss in detail. **6**
- Q.4 Critically discuss the major concerns arising globally, due to growth and expansion of tourism. **6**
- Q.5 What do you understand by itinerary? Mr Kumar wants to experience the culture and heritage of India, prepare an itinerary for 10 days. **6**
- Q.6 Explain in detail:
a) Wildlife tourism.
b) Role of fairs and festivals in tourism in India. **6**
- Q.7 Discuss the effects of tourism on the culture and society in detail. **6**

End Semester Examination, Dec. 2019

B. Sc. (Hospitality and Hotel Administration) — First Semester

NUTRITION (BHHA-117)

Time: 3 hrs.

Max Marks: **50**

No. of pages: **1**

Note: Attempt **SIX** questions in all; **PART-A is compulsory**. Attempt any **FIVE** questions from **Part-B**. Marks are indicated against each question.

PART-A

Q.1 Answer the following:

- a) Write 2 good sources of each – “Vitamin B” and “Vitamin K”.
- b) List the role of “Vitamin C” in our body and give its sources.
- c) Explain the role of “Sodium” in our body and its sources.
- d) Name 5 plant-based items which are good sources of protein.
- e) According to food pyramid, which foods are to be taken more and which ones less?
- f) Define balanced diet.
- g) What is the meaning of BMR?
- h) Describe homogenisation.
- i) What is winterization?
- j) What is Pasteurization? **2×10**

PART-B

- Q.2 Describe fats with suitable examples in detail. **6**
- Q.3 What are macronutrients? Explain their role in body functioning and importance in the balanced diet. **6**
- Q.4 Differentiate between the following:
a) Homogenization and Pasteurization.
b) Saturation and Winterization. **3×2**
- Q.5 Define ‘browning’. Explain different types of browning in detail. **6**
- Q.6 What happens to proteins when cooked? Why overcooked proteins become indigestible? **6**
- Q.7 Draw food pyramid and label it. **6**

End Semester Examination, Dec. 2019
B.Sc. (Hospitality & Hotel Administration) – First Semester
HOTEL ACCOUNTING (BHHA-118)

Time: 3 hrs.

Max Marks: **50**

No. of pages: *1*

Note: Attempt **SIX** questions in all; **Part A is compulsory**. Attempt any **FIVE** questions from **Part B**. Marks are indicated against each question.

PART-A

Q.1 **Define the following terms:**

- a) Ledger
- b) Goodwill
- c) Journal
- d) Finance
- e) Liabilities

2×5

Categorize the following into assets and liabilities:

- f) Outstanding fee of a consultant
- g) Capital
- h) Computer
- i) Loan from A
- j) Account payable
- k) Account Receivable
- l) Premises
- m) Machinery
- n) Inventory
- o) Goodwill

1×10

PART-B

- Q.2 Draw the formats of journal, ledger and balance sheet. **6**
- Q.3 Describe the factors that affect the working capital. **6**
- Q.4 What do you mean by the term accounting? Enlist any five functions of accounting. **6**
- Q.5 Give the golden rules of accounting with examples. **6**
- Q.6 Explain the accounting principles with examples. **6**
- Q.7 Give any five advantages and five disadvantages of accounting. **6**
- Q.8 What are dividends? Elaborate on different types of dividends. **6**
- Q.9 Explain the capital budgeting process. **6**
- Q.10 Give any six objectives of financial management. **6**

End Semester Examination, Dec. 2019
B.Sc. (Hospitality and Hotel Administration) – Second Semester
FOOD AND BEVERAGE PRODUCTION THEORY-II (BHHA-211)

Time: 3 hrs.

Max Marks: **50**

No. of pages: *1*

Note: Attempt **FIVE** questions in all; **Part-A is compulsory**. Attempt any **FOUR** questions from **Part-B**. Marks are indicated against each question.

PART-A

Q.1 Define the following:

- a) A la' anglaise
- b) Barquette
- c) Navrin
- d) Napper
- e) Zest
- f) Zuppa
- g) Orly
- h) Naughat
- i) Choux
- j) Danish

1×10

PART-B

- Q.2 Draw well labelled diagram of Lamb cuts. **10**
- Q.3 Define 'cream'. Explain its types in detail. **10**
- Q.4 Differentiate between a sauce and a gravy in detail. **10**
- Q.5 Draw a well labelled diagram of Chicken cuts in detail. **10**
- Q.6 Differentiate between Puff and Danish pastry. **10**

End Semester Examination, Dec. 2019
B.Sc. (Hospitality and Hotel Administration) – Second Semester
FOOD AND BEVERAGE SERVICE (THEORY-II) (BHHA-212)

Time: 3 hrs.

Max Marks: **50**

No. of pages: *1*

Note: *Attempt **SIX** questions in all; **Part-A is compulsory**. Attempt any **FIVE** questions from **Part-B**. Marks are indicated against each question.*

PART-A

Q.1 Define the following terms:

- a) Filtration
- b) Wort
- c) Cheese
- d) Maturation
- e) Single Malt
- f) Aroma
- g) Armagnac
- h) Cognac
- i) Angel's Share
- j) Perry

2×10

PART-B

- Q.2 With the help of a diagram explain the working of pot still and continuous still. **6**
- Q.3 Elucidate the manufacturing process of Scotch whisky and name three famous distilleries in Scotland. **6**
- Q.4 Define cocktails. What are the different methods of making cocktails? **6**
- Q.5 Define 'cigars'. Classify cigars according to size, shape and structure. **6**
- Q.6 Define 'liqueurs'. List any five liqueurs with their flavorings and spirit base. **6**
- Q.7 What is bitter? Explain any three bitters which can be served as aperitifs. **6**

End Semester Examination, Dec. 2019

B. Sc. (Hospitality and Hotel Administration) — Second Semester

HOSPITALITY LAW (BHHA-215)

Time: 3 hrs.

Max Marks: **50**

No. of pages: **1**

Note: Attempt **FOUR** questions in all; **PART-A** is **compulsory**. Attempt any **THREE** questions from **Part-B**. Marks are indicated against each question.

PART-A

Q.1 Write short notes on the following:

- a) BIS and ISO comparison.
- b) Laws relating to Hygiene and Sanitation.

10×2

PART-B

Q.2 Explain different kinds of contract?

10

Q.3 What are the powers of Central Government under Environment Protection Act? Explain.

10

Q.4 What are factors leading to enactment of consumer protection Act, 1986? Also write salient features of consumer protecting act. 1986.

10

Q.5 Write a note on principle of Food Laws?

10

End Semester Examination, Dec. 2019
B. Sc. (Hospitality and Hotel Administration) - Second Semester
EVENT MANAGEMENT (BHHA-217)

Time: 3 hrs.

Max Marks: **50**

No. of pages: **1**

Note: Attempt **SIX** questions in all; **PART-A** is **compulsory**. Attempt any **FIVE** questions from **Part-B**. Marks are indicated against each question.

PART-A

Q.1 Attempt the following questions (**any ten**):

- a) Define time Trade shows.
- b) Why is event planning important?
- c) Define BTL promotion.
- d) Discuss in brief various areas of budget checklist for an Event.
- e) Enlist the qualities required in an Event Executive.
- f) Name five most commonly used equipment's in an Event.
- g) List any five event management companies with at least two events they have organized.
- h) Write a detailed note on Security Planning for an Event.
- i) How would you take care of security issues while managing an Event?
- j) Discuss the responsibility of an Event Manager.
- k) Explain briefly the M.I.C.E. segment of event business.

2×10

PART-B

- Q.2 What are the different requirements of an event client? As an event manager what would you do to understand your client's needs? **6**
- Q.3 What is the importance of venue in Event Management? **6**
- Q.4 Discuss in details the steps involved in managing a sports Event. **6**
- Q.5 Explain the organizational skills essential for conducting an event. **6**
- Q.6 Discuss in details the steps involved in managing an educational competition/event like "ANVESHAN 2018" held at Manav Rachna campus in the month of February 2018. **6**
- Q.7 Who is an event planner? Define the role of event planner from conceptualizing the event till its successful execution. **6**

End Semester Examination, Dec. 2019
B.Sc. (Hospitality and Hotel Administration) – Second Semester
OPERATIONAL SAFETY AND HACCP (BHHA-218)

Time: 3 hrs.

Max Marks: **50**

No. of pages: **1**

Note: Attempt **FOUR** questions in all; **Part-A is compulsory**. Attempt any **THREE** questions from **Part-B**. Marks are indicated against each question.

PART-A

- Q.1 a) Give full form of the following abbreviations.
- i) PPE
 - ii) HACCP
 - iii) FSSAI
 - iv) USPH
- b) What do you mean by "food standard"- as defined in FSSAI?
- c) What is Critical Control Point in HACCP?
- d) Define Hazard.
- e) Define work place hygiene.
- f) Define "Critical limits" for Critical Control point.
- g) Give few examples of chemical hazards.
- h) Define pathogens.
- i) What is Ergonomics?
- j) Define SOP. **2×10**

PART-B

- Q.2 Describe the seven principles of HACCP. **10**
- Q.3 What is an SOP? Explain its usefulness in organizing any activity. **10**
- Q.4 What are the common causes of accidents in hotel industry in order to ensure food safety? What are the precautions should we take during food storage. **10**
- Q.5 Describe the role of FSSAI in Hotel and Catering Industry. **10**

End Semester Examination, Dec. 2019
B.Sc. (Hospitality & Hotel Administration) – Second Semester
PSYCHOLOGY AND CONSUMERISM (BHHA-221)

Time: 3 hrs.

Max Marks: **50**

No. of pages: **1**

Note: Attempt **SIX** questions in all; **Part-A is compulsory**. Attempt any **FIVE** questions from **Part-B**. Marks are indicated against each question.

PART-A

Q.1 Answer the following questions (**any four**):

- a) What is perception?
- b) What is attitude?
- c) Give two examples of motivation.
- d) What is creativity?
- e) How the attitude is formed?
- f) What is decision making?

5×4

PART-B

Q.2 "Knowledge of psychology is critical to the success of any business". Discuss the statement in light of the hotel industry. **6**

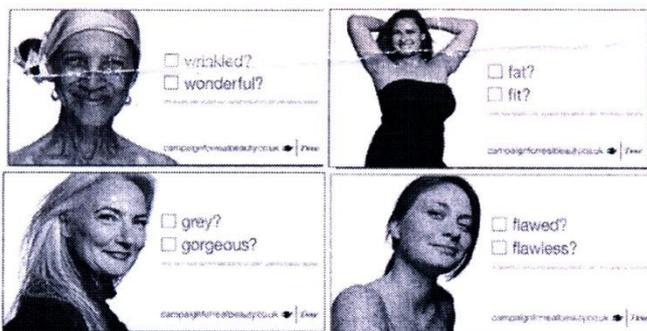
Q.3 What is the role of creativity in an organization? Explain the various steps to encourage creativity in organization. **6**

Q.4 What is learning? Explain the theory of classical conditioning of learning. **6**

Q.5 Suppose you are a restaurant owner. You are facing a problem of deteriorating customer service. What steps would you take to motivate your employees to serve the customer in the best possible way? **6**

Q.6 What is perception? Explain, how perception is formed. **6**

Q.7 Analyze the following advertisement:



6

End Semester Examination, Dec. 2019
B.Sc. (Hospitality and Hotel Administration) – Third Semester
FOOD AND BEVERAGE PRODUCTION (THEORY-III) (BHHA-311)

Time: 3 hrs.

Max Marks: **50**

No. of pages: *1*

Note: Attempt **FIVE** questions in all; **Part-A is compulsory**. Attempt any **FOUR** questions from **Part-B**. Marks are indicated against each question.

PART-A

Q.1 Write short notes on:

- a) Menu planning.
- b) Heavy duty equipment.
- c) Different type of knives.
- d) Volume feeding.
- e) Cruise galley.

2×5

PART-B

- Q.2 Write in detail about the principles of menu planning. **10**
- Q.3 What are the problem areas of an institutional catering? Suggest solutions also. **10**
- Q.4 Suggest various menus for different type of patients in hospital catering. **10**
- Q.5 Write an essay on Regional Indian Cuisine. **10**
- Q.6 Bring out the salient features of Kashmiri cuisine in detail. **10**
- Q.7 What are the challenges of OFF Premises Catering and how you may encounter the same? **10**

End Semester Examination, Dec. 2019
B.Sc. (Hospitality and Hotel Administration) – Third Semester
FOOD AND BEVERAGE SERVICE (BHHA-312)

Time: 3 hrs.

Max Marks: **50**

No. of pages: *1*

Note: Attempt **FIVE** questions in all; **Part-A is compulsory**. Attempt any **FOUR** questions from **Part-B**. Marks are indicated against each question.

PART-A

Q.1 **Fill in the blanks:**

- a) _____ is termed as a small amount of cane sugar and yeast in old wine.
- b) _____ is unfermented juice or the mixture of pulp, juice, skin and seeds.
- c) _____ is a metal clasp to secure the cork of champagne bottle.
- d) _____ is dense, white, frothy yeast developed on the surface of ageing sherry.
- e) _____ refers to year in which grapes were harvested and fermented to make a wine. **1×5**

Match the followings:

- f) Barbera Young Sherry
- g) Vin de goutte New Wine
- h) Pupitre Red Grapes
- i) Anada White Grapes
- j) Chardonnay Racks with oval holes **1×5**

PART-B

Q.2 Write in 2-3 lines:

- a) Still wine.
- b) Wine tasting.
- c) Wine decanting.
- d) Methode champenoise.
- e) Degorgement. **2×5**

Q.3 What are the different wine faults? Explain in detail. **10**

Q.4 Describe the solera system. **10**

Q.5 Define 'fortified wines'. What are the types of fortified wines describe in one line each? **10**

Q.6 Define wine and explain the classification of wine. **10**

Q.7 What are the steps that are involved in the production of red wine and explain each step in 1-2 lines? **10**

End Semester Examination, Dec. 2019
B.Sc. (Hospitality & Hotel Administration) – Third Semester
ROOM DIVISION (BHHA-313)

Time: 3 hrs.

Max Marks: **50**

No. of pages: *1*

Note: *Attempt **FIVE** questions in all; **Part A is compulsory**. Attempt any **FOUR** questions from **Part B**. Marks are indicated against each question.*

PART-A

Q.1 Define the following terms:

- a) RevPar
- b) Average daily rate.
- c) Market share index
- d) Occupancy percentage
- e) Average Room rate per guest
- f) HWC
- g) Faucets
- h) Dutchwife
- i) Amenities
- j) Dado

1×10

PART-B

- Q.2
- a) What do you understand by the term night audit? **2**
 - b) What are the duties and responsibilities of a night auditor? **4**
 - c) Explain the night audit process. **4**

Q.3 Write short notes on the following:

- a) Property management system.
- b) PMS application in front office.

5×2

Q.4 You are the security manager of hotel moonlight.

A fire breaks out in Hotel Sunrise, a competing hotel, and causes great damage. Due to lack of an evacuation plan and other security measures, the hotel suffers great loss. The front office manager of your hotel calls for a meeting with you to discuss the need for security measures in your hotel. Prepare a discussion based on the following factors:

- a) Requirement for installing firefighting equipment. **3**
- b) Training of employees to prevent loss. **3**
- c) Evacuation plan for occupants. **4**

Q.5 Define contract services. What are the different types of contract services? Give two advantages and two disadvantages of each service. **10**

Q.6 Describe five styles of flower arrangements arrangement. Give five examples of flowers and five examples of foliage used in flower arrangement. **10**

Q.7 Discuss the role of housekeeper in interior design. **10**

End Semester Examination, Dec. 2019
B.Sc. (Hospitality & Hotel Administration) – Third Semester
HOTEL INFORMATION SYSTEM (BHHA-314)

Time: 3 hrs.

Max Marks: **50**

No. of pages: *1*

Note: Attempt **SEVEN** questions in all; **Part-A is compulsory**. Attempt any **SIX** questions from **Part-B**. Marks are indicated against each question.

PART-A

- Q.1 Give full form of **any five** and explain them in brief:
- a) CAD
 - b) POS
 - c) RFID
 - d) OCR
 - e) GDS
 - f) HVAC 2×5
 - g) What is 'facebook'? 2
 - h) Who is the legend of computer world? 2
 - i) What is the meaning of 'BCC' in case of e-mail? 2
 - j) What is joystick? 2
 - k) What is energy management system? 2

PART-B

- Q.2 What are the most common front office components of a property management system? 5
- Q.3 How has computerization helped both revenue and non-revenue generating departments of a hotel? 5
- Q.4 What is a PMS? List some PMS's with their features? 5
- Q.5 Why is a computerized reservation system used in a hotel? How it is used to increase? 5
- Q.6 How does the operation of a central reservation system differ from a global distribution system? 5
- Q.7 How does computerization help in the night audit process? 5
- Q.8 What are the basic components of an automated beverage control system? 5
- Q.9 What is a management information system (MIS)? What are its components? Discuss its usage in a hotel. 5

End Semester Examination, Dec. 2019
B.Sc. (Hospitality & Hotel Administration) – Third Semester
HUMAN RESOURCE MANAGEMENT (BHHA-315)

Time: 3 hrs.

Max Marks: **50**

No. of pages: *1*

Note: *Attempt **SIX** questions in all; **Part A is compulsory**. Attempt any **FIVE** questions from **Part B**. Marks are indicated against each question.*

PART-A

Q.1 Write short notes on **(any five)** of the following:

- a) Group discussion.
- b) Employees testing.
- c) Performance appraisal.
- d) Internal recruitment.
- e) External recruitment.
- f) Performance management.

4×5

PART-B

- Q.2 List the major activities in human resource management. **6**
- Q.3 Enumerate the effect of globalization on human resource management. **6**
- Q.4 Distinguish between outsourcing, off sourcing and employee leasing. **6**
- Q.5 Define job specification and job description. State their objectives and importance. **6**
- Q.6 Discuss the various methods of job analysis. **6**
- Q.7 Describe the external sources of recruitment. **6**

End Semester Examination, Dec. 2019
B.Sc. (Hospitality & Hotel Administration) – Third Semester
CUSTOMER RELATIONSHIP MANAGEMENT (BHHA-316)

Time: 3 hrs.

Max Marks: **50**

No. of pages: *1*

Note: *Attempt **FIVE** questions in all; **Part A is compulsory**. Attempt any **FOUR** questions from **Part B**. Marks are indicated against each question.*

PART-A

Q.1 Define electronic CRM along with its features and benefits. Explain in detail the need of E-CRM by hotels. **10**

PART-B

Q.2 a) Explain the inter departmental relationship between CRM and marketing, CRM as a business strategy. **10**

Q.3 Write short notes on the following:
a) Strategic CRM.
b) Operational CRM. **5×2**

Q.4 Explain various methods and tools for customer retention. **10**

Q.5 What do you mean by attributes of customer relationships? Also, in detail explain types and orientation of customers. **10**

Q.6 Define customer relationship management along with its importance for success of any hotel. **10**

Q.7 Explain the features of CRM and the importance of analytics in CRM. **10**

End Semester Examination, Dec. 2019
B.Sc. (Hospitality and Hotel Administration) – Fourth Semester
FOOD AND BEVERAGE PRODUCTION THEORY IV (BHHA-411)

Time: 3 hrs.

Max Marks: **50**

No. of pages: **1**

Note: Attempt **FIVE** questions in all; **PART-A is compulsory**. Attempt any **FOUR** questions from **PART-B**. Marks are indicated against each question.

PART-A

Q.1 Define the following questions:

- a) Crepine.
- b) Choux.
- c) Casings.
- d) Forcemeat.
- e) Additives.
- f) Larder.
- g) Hors d'oeuvre.
- h) Canape.
- i) Pommes.
- j) Pommes de Terre.

1x10

PART-B

- Q.2 What are sausages? How many types of forcemeats use in sausage making? What precautions to be taken while making sausages? **10**
- Q.3 How many parts of salads are there? How many types of salads are there describe each in detail? **10**
- Q.4 Define 'pastry'. How many types of pastries are there? Describe each with its recipe. **10**
- Q.5 What is a sandwich? How many parts of sandwich are there? How many types of sandwiches are there describe each in detail? **10**
- Q.6 What is yield? Describe yield management in detail? **10**
- Q.7 Write about French Cuisine in Detail. **10**

End Semester Examination, Dec. 2019
B.Sc. (Hospitality & Hotel Administration) – Fourth Semester
FOOD AND BEVERAGE SERVICE (BHHA-412)

Time: 3 hrs.

Max Marks: **50**

No. of pages: *1*

Note: *Attempt **FIVE** questions in all; **Part-A** is compulsory. Attempt any **FOUR** questions from **Part-B**. Marks are indicated against each question.*

PART-A

Q.1 Explain the following terms in 2-3 lines each:

- a) Toast
- b) ODC
- c) Menu planning
- d) L-4 and L-5
- e) Boston shaker

2×5

PART-B

Q.2 Answer the following questions:

- a) Name five garnishes that are used in the bar.
- b) For serving alcoholic beverages in guest room. Which liquor license is issued to a Hotel?
- c) Enlist two benefits of stock control.
- d) Enlist different types of bar equipments.
- e) What is ullages and bin cards?

2×5

Q.3 Define 'bar'. What are the different types of bars that can be seen in star hotels? **10**

Q.4 What are the different types of banquets set up? Draw an organization chart of banquet. **10**

Q.5 Draw the layout of the bar. Give the use of the each section of a bar. **10**

Q.6 Define buffet. What are the different types of buffet? List the advantages of buffet service. **10**

Q.7 Enlist five opening and five closing duties of a bar. **10**

End Semester Examination, Dec. 2019
B.Sc. (Hospitality & Hotel Administration) – Fourth Semester
FOOD AND BEVERAGE SERVICE (BHHA-412)

Time: 3 hrs.

Max Marks: **50**

No. of pages: *1*

Note: Attempt **SIX** questions in all; **Part-A is compulsory**. Attempt any **FIVE** questions from **Part-B**. Marks are indicated against each question.

PART-A

Q.1 **Explain the following terms in 2-3 lines each:**

- a) Toast
- b) ODC
- c) Menu planning
- d) L-4 and L-5
- e) Boston Shaker

2×5

Answer the following questions:

- f) Name five garnishes that are used in the bar.
- g) For serving alcoholic beverages in guest room. Which liquor license is issued to a Hotel?
- h) Enlist two benefits of stock control.
- i) Enlist different types of bar equipments.
- j) What is Ullages and bin cards?

2×5

PART-B

- Q.2 Define Bar. What are the different types of bars that can be seen in star hotels? **6**
- Q.4 What are the different types of banquets set up? Draw an organization chart of banquet. **6**
- Q.5 Draw the layout of the bar. **6**
- Q.6 Define buffet. What are the different types of buffet? List the advantages of buffet service. **6**
- Q.7 Enlist five opening and five closing duties of a bar. **6**
- Q.8 What are the different parts or sections of a bar? **6**

End Semester Examination, Dec. 2019
B.Sc. (Hospitality & Hotel Administration) – Fourth Semester
ROOM DIVISION (BHHA-413)

Time: 3 hrs.

Max Marks: **50**

No. of pages: *1*

Note: *Attempt **FIVE** questions in all; **Part-A is compulsory**. Attempt any **FOUR** questions from **Part-B**. Marks are indicated against each question.*

PART-A

Q.1 **Define the following terms:**

- a) Market segmentation.
- b) Revenue management.
- c) Forecasting.
- d) Distribution channel management.
- e) Contribution margin.

Define the Following:

- f) OSHA.
- g) Preventing injuries.
- h) First aid.
- i) Refurbishment.
- j) FEE.

1×10

PART-B

- Q.2 What methods are commonly used for forecasting? Explain in detail? **10**
- Q.3 Discuss on the pricing strategies that are based in hospitality industry? **10**
- Q.4 Write short notes on the following:
- a) ADR
 - b) Net revenue.
 - c) Occupancy percentage.
 - d) GOPPAR
 - e) RevPar
- Q.5 Define ergonomics. How can ergonomic principles are applied to housekeeping? **10**
- Q.6 Discuss the job opportunities available in the field of housekeeping. How the technology is shrinking the labor market? **10**
- Q.7 What are the basic guidelines for providing first aid? What should be the first aid for cuts and abrasions? **10**

End Semester Examination, Dec. 2019
B.Sc. (Hospitality & Hotel Administration) – Fourth Semester
HOTEL FACILITY PLANNING (BHHA-414)

Time: 3 hrs.

Max Marks: **50**

No. of pages: *1*

Note: Attempt **SEVEN** questions in all; **Part-A is compulsory**. Attempt any **SIX** questions from **Part-B**. Marks are indicated against each question.

PART-A

Q.1 Expand the following abbreviations and explain them in brief:

- a) SLP
- b) HVAC
- c) HRACC
- d) FHRAI
- e) OSHA
- f) FSSAI
- g) CPM
- h) PERT
- i) CADD
- j) FIFO

2×10

PART-B

- Q.2 Define 'hotel maintenance system'. **5**
- Q.3 Describe sustainability and its role in the overall business strategy of a hospitality operation. **5**
- Q.4 State some of the principal measures facilities managers can take to minimize and manage waste. **5**
- Q.5 Describe how to reduce occupational injury rates in the hospitality industry and outline how building design and maintenance affect safety? **5**
- Q.6 What do you mean by hotel classification? Why does Government of India undertake classification of hotels? **5**
- Q.7 Write short notes on the following:
a) Lighting of the kitchen.
b) Noise control in the kitchen. **2½×2**
- Q.8 Differentiate between CPM and PERT.
- Q.9 Enlist all the points you will consider while designating an energy conservation programme. **5**

End Semester Examination, Dec. 2019
B.Sc. (Hospitality & Hotel Administration) – Fourth Semester
HOSPITALITY SALES AND MARKETING (BHHA-415)

Time: 3 hrs.

Max Marks: **50**

No. of pages: *1*

Note: *Attempt **FIVE** questions in all; **Part-A is compulsory**. Attempt any **FOUR** questions from **Part-B**. Marks are indicated against each question.*

PART-A

- Q.1 Explain the concept of sales and marketing in context of hospitality, illustrate with examples why companies to have a proper understanding of this area? **10**

PART-B

- Q.2 Define 'stakeholders'. Why it important to involve the stakeholders in decision making, explain with examples? **10**
- Q.3 Explain the concept of customer retention, describe with examples the strategies that the companies use for guest retention in hotels. **10**
- Q.4 Explain the concept of relationship marketing, discuss the benefits and shortcomings of the same with regards to the new age marketing. **10**
- Q.5 Discuss the concept of SWOT analysis, why it is important for the companies to have an understanding of the same? **10**
- Q.6 Discuss the different factors affecting consumer decision making with examples in detail. **10**
- Q.7 Discuss the concept of pricing and its effect in decision making with examples in detail. **10**

End Semester Examination, Dec. 2019

B. Sc. (Hospitality and Hotel Administration) — Fourth Semester ENTREPRENEURSHIP MANAGEMENT (BHHA-416)

Time: 3 hrs.

Max Marks: **50**

No. of pages: **1**

Note: Attempt **FOUR** questions in all; **PART-A is compulsory**. Attempt **ANY THREE** questions from **Part-B**. Marks are indicated against each question.

PART-A

Q.1 Explain the following:

- a) Vision statement.
- b) Mission statement.
- c) Innovation versus invention.
- d) Market size versus market share.

5×4

PART-B

Q.2 What is a trade secret and how it is protected? Identify three companies that use trade secrets to prevent competitors from imitating their products. **10**

Q.3 Differentiate between sole proprietorship, partnership and corporations. **10**

Q.4 What is a marketing plan? Discuss the outline of a marketing plan. **10**

Q.5 New business owners have tremendous considerations when starting their new venture and one of the biggest is where to find the right location. Comment on it. **10**

End Semester Examination, Dec. 2019
B.Sc. (Hospitality & Hotel Administration) – Fourth Semester
ENTREPRENEURSHIP MANAGEMENT (BHHA-416)

Time: 3 hrs.

Max Marks: **50**

No. of pages: *1*

Note: *Attempt **FIVE** questions in all; **Part A is compulsory**. Attempt any **FOUR** questions from **Part B**. Marks are indicated against each question.*

PART-A

Q.1 Write short notes on the following:

- a) Creativity
- b) Innovation
- c) Intellectual property
- d) Cash Flow
- e) Corporations

2×5

PART-B

- Q.2 Describe the role of entrepreneurship of a small business in an economy. **10**
- Q.3 Explain the entrepreneurial mindset and how entrepreneurs approach business ownership? **10**
- Q.4 Design a competitive business model for running a campus kiosk for 200 students in an institute. **10**
- Q.5 Justify the sole proprietorship as a form of entrepreneurship in detail. **10**
- Q.6 Design step by step procedure for creating a successful financial plan. **10**
- Q.7 Enumerate the barriers to international trade. **10**

End Semester Examination, Dec. 2019
B.Sc. (Hospitality & Hotel Administration) – Fourth Semester
WORLD OF DIGITAL MARKETING (BHHA-417)

Time: 3 hrs.

Max Marks: **50**

No. of pages: *1*

Note: *Attempt **FIVE** questions in all; **Part A is compulsory**. Attempt any **FOUR** questions from **Part B**. Marks are indicated against each question.*

PART-A

Q.1 With a relevant example write down the seven step e-marketing plan in detail. **10**

PART-B

Q.2 Define marketing. What do you mean by e-marketing list down the advantages of the same? **10**

Q.3 Explain the relationship between e-marketing and e-business along with implications of internet on marketing? **10**

Q.4 Write short notes on the following:

a) Mobile marketing.

b) Wireless marketing.

5×2

Q.5 Explain in detail what do you mean by e-business models? **10**

Q.6 Explain the importance of value and revenue in e-business model. **10**

End Semester Examination, Dec. 2019
B.Sc. (Hospitality and Hotel Administration) – Fourth Semester
FRONT OFFICE REVENUE MANAGEMENT (BHHA-419)

Time: 3 hrs.

Max Marks: **50**

No. of pages: *1*

Note: *Attempt **SIX** questions in all; **Part-A is compulsory**. Attempt any **FIVE** questions from **Part-B**. Marks are indicated against each question.*

PART-A

Q.1 Define the following terms:

- a) Floor limit.
- b) Overstay.
- c) Rention charge.
- d) Package rate.
- e) Black list.

4×5

PART-B

Q.2 Discuss the term guest satisfaction and guest expectations.

6

Q.3 Give the formula of the following:

- a) No show percentage.
- b) House count.
- c) Average rate per guest.

2×3

Q.4 Discuss the advantages and disadvantage of PMS in hotel.

6

Q.5 Hotel automation leads to efficient management of resources. Elaborate the role of computer applications in hotel today.

6

Q.6 What are the main approaches to pricing rooms? Explain in brief.

6

Q.7 What are the different techniques used in forecasting?

6

End Semester Examination, Dec. 2019
B.Sc. (Hospitality and Hotel Administration) – Fourth Semester
RETAIL MANAGEMENT (BHHA-420)

Time: 3 hrs.

Max Marks: **50**

No. of pages: *1*

Note: Attempt **FIVE** questions in all; **Part-A is compulsory**. Attempt any **FOUR** questions from **Part-B**. Marks are indicated against each question.

PART-A

Q.1 **Give the full forms of the following:**

- a) SCM
- b) FDI
- c) CPFR
- d) VMI
- e) CRM

Define the following terms:

- f) Franchise
- g) Factory outlet
- h) Warehouse store
- i) Direct selling
- j) Customer relationship management.

1×10

PART-B

- Q.2 Explain different types of retailing. **10**
- Q.3 Briefly explain the buying decision process. **10**
- Q.4 What do you mean by retail and enlist the services that are performed by a retailer to customers? **10**
- Q.5 a) Draw the layout of store.
b) What is the importance of stores in retail industry? **5×2**
- Q.6 a) Discuss various factors that influence retail business in India.
b) Describe the methods of merchandising. **5×2**
- Q.7 a) Explain the factors affecting consumer behavior.
b) Give the advantages and disadvantages of independent stores. **5×2**

End Semester Examination, Dec. 2019
B.Sc. (Hospitality and Hotel Administration) – First Semester
FOOD AND BEVERAGE PRODUCTION (THEORY)-I (BHM-DS-101)

Time: 3 hrs.

Max Marks: **100**

No. of pages: *1*

Note: Attempt **FIVE** questions in all; **Q. 1** is **compulsory**. Attempt any **TWO** questions from **PART-A** and **TWO** questions from **PART-B**. Marks are indicated against each question.

Q.1 Write short notes on the following:

- a) Escoffier
- b) Cuisine
- c) Kitchen Hazard
- d) Food Safety
- e) Hollandaise
- f) Textures
- g) Shortening
- h) Salad dressing
- i) Roux
- j) A la carte

2×10

PART-A

- Q.2 Explain how the kitchen cooperates with other departments of the hotel? **20**
- Q.3 Classify the soups. Give the recipe of any one of the international soup. **20**
- Q.4 Discuss the duties and responsibilities of an executive chef of a five star hotel. **20**

PART-B

- Q.5 Explain in detail methods of cooking. **20**
- Q.6 Explain importance of egg in cookery, name 10 dishes made of eggs. **20**
- Q.7 Justify the role of thickening agents in food production. **20**

End Semester Examination, Dec. 2019
B. Sc. (Hospitality & Hotel Administration) – First Semester
FOOD AND BEVERAGE SERVICE (THEORY-I) (BHM-DS-102)

Time: 3 hrs.

Max Marks: **100**

No. of pages: 1

Note: Attempt **FIVE** questions in all; **Q.1 is compulsory**. Attempt any **TWO** questions from **PART-A** and **TWO** questions from **PART-B**. Marks are indicated against each question.

Q.1 **Translate the following terms in French:**

- a) Apple
- b) Caption
- c) Cheese
- d) Tea
- e) Coffee
- f) Fork
- g) Dinner
- h) Spoon
- i) Knife
- j) Plate

1×10

Write short notes on the following:

- k) Pantry
- l) Food pick-up area
- m) Linen Room
- n) Kitchen stewarding
- o) Store

2×5

PART-A

- Q.2 a) Describe the inter-departmental relationship between the food and beverage and other departments of the Hotel. **10**
b) How attributes of a waiter help in enhancing the sale of a restaurant? **10**
- Q.3 Discuss the origin and manufacturing process of cocoa. List five cocoa based beverages. **20**
- Q.4 a) Classify glassware used in a standard bar and their uses and size. **10**
b) Briefly explain about seven types of trolleys used in a restaurant. **10**

PART-B

- Q.5 List down 11 course French classical menu with English and French translation by providing two examples of classical dishes from each course. **20**
- Q.6 Differentiate between:
a) Commercial and non-commercial catering.
b) A la carte and Table d' Hotel. **10×2**
- Q.7 Write short note on the following:
a) History of food and beverage service industry.
b) Growth of hotel industry in India. **10×2**

End Semester Examination, Dec. 2019

B. Sc. (Hospitality & Hotel Administration) – First Semester ROOM DIVISION (THEORY) (BHM-DS-103)

Time: 3 hrs.

Max Marks: **100**

No. of pages: 2

Note: Attempt **FIVE** questions in all; **Q.1 is compulsory**. Attempt any **TWO** questions from **PART-A** and **TWO** questions from **PART-B**. Marks are indicated against each question.

Q.1 a) Expand the following abbreviations:

- i) HWC
- ii) CIP
- iii) GRA
- iv) DL
- v) DND

1×5

b) Define **any five** terms:

- i) Amenity
- ii) Hat checker
- iii) Linen
- iv) Upholstery
- v) Valet
- vi) Stayover

1×5

c) Give the full forms for the following:

- i) FHRAI
- ii) TAAI
- iii) HAI
- iv) IATO
- v) HRACC

1×5

d) Match the following:

a)	Budget Hotels	Located in the heart of the city
b)	Timeshare	Guest purchases the ownership of accommodation for a specific period
c)	Condominiums	Meets the basic need of guest
d)	Motels	Only have one owner instead of multiple owners
e)	Downtowns Hotels	Located primarily on highways

1×5

PART-A

Q.2 a) Define 'housekeeping'. How does housekeeping contribute to earning profits in a hotel?

b) What is the role of housekeeping department in guests satisfaction and repeat business?

c) What does a room mean to a guest? What are the different types of room available in a hotel?

d) Discuss the storage and issue of cleaning agents.

5×4

Q.3 a) Which attributes are essential in housekeeping staff? Justify your answer.

b) Draw an ideal layout of the housekeeping department and briefly discuss its various sections.

10×2

Q.4 a) What are public areas in a hotel? Why is their cleaning and maintenance important? **10**

b) List the principles of cleaning. Write a note on frequency schedule. **10**

PART-B

Q.5 a) Draw the organization chart of front office department.

b) Write the duties and responsibilities of a front desk manager.

c) Briefly explain any five personality traits of front line staff.

d) Define the term hotel and classify it on different basis with their description.

5×4

- Q.6 a) Draw the layout of front office department and indicate the location of various sections of front office department.
b) Discuss the coordination of front office department with other departments of the hotel.
c) Explain different types of room tariffs that are charged in hotels on rooms.
d) Briefly describe on various plans used in hotels. **5×4**
- Q.7 a) Trace the history of hotel industry. Enlist the name, year of foundation, parent company and product line of five Indian and five international hotel chains. **10**
b) Differentiate between **(any five)**:
i) Adjoining and adjacent room.
ii) Skipper and sleeper.
iii) Timeshare and condominiums.
iv) FIT and GIT.
v) Cabana and lanai.
vi) Bell hop and concierge.
vii) Front office and reception. **2×5**

End Semester Examination, Dec. 2019

B. Sc. (Hospitality & Hotel Administration) – First Semester ROOM DIVISION (THEORY-I) (BHM-DS-103)

Time: 3 hrs.

Max Marks: **100**

No. of pages: 2

Note: Attempt **FIVE** questions in all; **Q. 1** is **compulsory**. Attempt any **TWO** questions from **PART A** and **TWO** questions from **PART B**. Marks are indicated against each question.

Q.1 a) Expand the following abbreviations

- i) HWC
- ii) CIP
- iii) GRA
- iv) DL
- v) DND

1×5

b) Define **any five** terms :

- i) Amenity
- ii) Hat checker
- iii) Linen
- iv) Upholstery
- v) Valet
- vi) Stayover

1×5

c) Give the full forms for the following

- i) FHRAI
- ii) TAAI
- iii) HAI
- iv) IATO
- v) HRACC

1×5

d) Match the following:

a)	Budget Hotels	Located in the heart of the city
b)	Timeshare	Guest purchases the ownership of accommodation for a specific period
c)	Condominiums	Meets the basic need of guest
d)	Motels	Only have one owner instead of multiple owners
e)	Downtowns Hotels	Located primarily on highways

1×5

PART-A

Q.2 a) Define housekeeping. How does housekeeping contribute to earning profits in a hotel?

b) What is the role of housekeeping department in guests satisfaction and repeat business?

c) What does a room mean to a guest? What are the different types of room available in a hotel?

d) Discuss the storage and issue of cleaning agents. **5×4**

Q.3 a) Which attributes are essential in housekeeping staff? Justify your answer.

b) Draw an ideal layout of the housekeeping department and briefly discuss its various sections. **10×2**

Q.4 a) What are public areas in a hotel? Why is their cleaning and maintenance important?

b) List the principles of cleaning. Write a note on frequency schedule. **10×2**

PART-B

Q.5 a) Draw the organization chart of front office department.

b) Write the duties and responsibilities of a front desk manager.

c) Briefly explain any five personality traits of front line staff.

d) Define the term hotel and classify it on different basis with their description. **5×4**

- Q.6 a) Draw the layout of front office department and indicate the location of various sections of front office department.
- b) Discuss the coordination of front office department with other departments of the hotel.
- c) Explain different types of room tariffs that are charged in hotels on rooms.
- d) Briefly describe on various plans used in hotels. **5×4**
- Q.6 a) Trace the history of hotel industry. Enlist the name, year of foundation, parent company and product line of five Indian and five international hotel chains. **10**
- b) Differentiate between **any five:**
- i) Adjoining and adjacent room.
 - ii) Skipper and sleeper.
 - iii) Timeshare and condominiums.
 - iv) FIT and GIT.
 - v) Cabana and lanai.
 - vi) Bell hop and concierge.
 - vii) Front office and reception. **2×5**

End Semester Examination, Dec. 2019

B. Sc. (Hospitality & Hotel Administration) – First Semester

NUTRITION (BHM-DS-104)

Time: 3 hrs.

Max Marks: **100**

No. of pages: 1

Note: Attempt **FIVE** questions in all; **Q. 1** is **compulsory**. Attempt any **TWO** questions from **PART-A** and **TWO** questions from **PART-B**. Marks are indicated against each question.

Q.1 Write short notes on:

- a) Health
- b) Energy
- c) Malnutrition
- d) Polysaccharides
- e) Anaemia
- f) Cholesterol
- g) Beri-Beri
- h) Fats
- i) Menu Planning
- j) Nutrition

2×10

PART-A

Q.2 Nutritive meal is important for maintaining good health. Discuss the principles of meal planning. **20**

Q.3 a) Define balance diet and list the importance of it.
b) Briefly explain the role of water in our body. **10×2**

Q.4 Differentiate between:
a) Insoluble fibre and soluble fibre
b) Unsaturated fat and saturated fat. **10×2**

PART-B

Q.5 Nutritive value of food gets reduced by certain faulty practices. Suggest procedures to improve nutritive value of foods. **20**

Q.6 Balance diet is essential for well being. Define and discuss the factors responsible for making a balanced diet. **20**

Q.7 a) Name the conditions that lead to obesity.
b) Explain factors affecting meal plan. **10×2**

End Semester Examination, Dec. 2019

B. Sc. (Hospitality and Hotel Administration) – First Semester TRAVEL AND TOURISM (BHM-DS-105)

Time: 3 hrs.

Max Marks: **100**

No. of pages: 1

Note: Attempt **FIVE** questions in all; **Q. 1** is **compulsory**. Attempt any **TWO** questions from **PART-A** and **TWO** questions from **PART-B**. Marks are indicated against each question.

Q.1 Write short notes on any **ten key** terms:

- a) Destination marketing.
- b) Special interest tourism.
- c) Responsible tourism.
- d) Aerial adventure.
- e) Special interest tourism.
- f) Countryside tourism.
- g) Dark tourism.
- h) Sustainable tourism.
- i) IRCTC.
- j) FHRAI
- k) UNWTO.

2×10

PART-A

- Q.2
- a) Explain in brief any three tourist attractions in Mumbai. **5**
 - b) Name five historical monuments of Delhi. **5**
 - c) Write a note on palace on wheels. **5**
 - d) Briefly explain the concept of Adventure Park with examples. **5**
- Q.3
- a) What are Man-Made Tourism resources and its various categories? **5**
 - b) Briefly explains aerial adventures with example. **5**
 - c) Enlist land based adventures with an example of popular tourist destination. **5**
 - d) Write a note on World tourism day. **5**
- Q.4
- a) Discuss in detail the unique characteristics of the tourism industry. Support your answer with appropriate examples. **10**
 - b) Discuss the importance of tourism resources with examples. **10**

PART-B

- Q.5
- a) Discuss in detail the important heritage sites in various parts of our country. **10**
 - b) What do you understand by adventure tourism? Describe Uttarakhand as an adventure tourism destination. **10**
- Q.6
- a) Write in detail about the cuisines of India. Give examples. Name India's popular food. **10**
 - b) How can tourism help in the promotion of handicraft and souvenir industry? **10**
- Q.7
- a) Why India is called Incredible India? What is meant by Incredible India? What things make India incredible? **10**
 - b) What is the purpose of world tourism day? How is world tourism day celebrated? What is the theme for world tourism day 2019? Which is the host country for this year's world tourism day? **10**

End Semester Examination, Dec. 2019
B.Sc. (Hospitality & Hotel Administration) – First Semester
INTRODUCTION TO GUEST PSYCHOLOGY (BHM-DS-106)

Time: 3 hrs.

Max Marks: **100**

No. of pages: 1

Note: Attempt **FIVE** questions in all; **Q.1 is compulsory**. Attempt any **TWO** questions from **PART-A** and **TWO** questions from **PART-B**. Marks are indicated against each question.

- Q.1 Define Psychology, explain with examples why is it necessary to have an understanding of psychology? Illustrate how an employee who has an understanding of Psychology can lead to better guest satisfaction? **20**

PART-A

- Q.2 Explain the concept of behaviour. What are the traits that comprise human behaviour? And why is it essential in the field of hospitality? **20**

- Q.3 Define 'perception', explain with examples what are the factors that influence a guest's perception in a hotel and what steps can a hospitality professional take to be perceived well? **20**

- Q.4 Explain the concept of problem in context of guest expectation, use examples to explain the steps you would take to manage an upset customer. **20**

PART-B

- Q.5 Define personality, what are the traits that comprise an employees personality, explain the importance of personality in the hospitality industry? **20**

- Q.6 Explain the concept of motivation, why is it essential to have motivated employees and what steps can an organization take to keep their employees motivated? **20**

- Q.7 Discuss the importance of emotional intelligence with special reference to hospitality industry, explain with examples the importance of keeping an emotional balance at work. **20**

End Semester Examination, Dec. 2019

B. Sc. (Hospitality and Hotel Administration) – First Semester

HOTEL ACCOUNTING (BHM-DS-107)

Time: 3 hrs.

Max Marks: **100**

No. of pages: 1

Note: Attempt **FIVE** questions in all; **Q. 1** is **compulsory**. Attempt any **TWO** questions from **PART-A** and **TWO** questions from **PART-B**. Marks are indicated against each question.

Q.1 **Categories the following items into assets and liabilities:**

- a) Cash at Bank
- b) Owing to Bank
- c) Motor Vehicle
- d) Loan to A
- e) Premises
- f) Capital
- g) Patents
- h) Accounts Payable
- i) Building
- j) Goodwill

1×10

Explain the following terms in 2-3 lines each:

- k) Liabilities
- l) Financial Management
- m) Intangible assets
- n) Dividends
- o) Working capital

2×5

PART-A

- Q.2 a) What are the various sources of finances explain each and give three examples of each? **10**
b) Give any five objectives of financial management and accounting. **10**
- Q.3 a) What do you mean by working capital and what are the factors that affects the working capital of hotel? **10**
b) What are the different types of dividends and explain any two theories of dividend? **10**
- Q.4 Write short notes on the following:
a) Accounting conventions.
b) Accounting concepts. **10×2**

PART-B

- Q.5 a) What do you mean by capital budgeting? Enlist the five importance of capital budgeting and name any five methods of capital budgeting. **10**
b) What do you understand by the term financial statement and what are the different types of financial statements? **10**
- Q.6 a) Draw the format for ledger, balance sheet and journal. **10**
b) What are the different golden rules of accounting? Give two examples of each. **10**
- Q.7 Explain advantages and disadvantages of accounting in detail. **20**

End Semester Examination, Dec. 2019

B. Sc. (Hospitality & Hotel Administration) – First Semester
ENVIRONMENT STUDIES (CH-202B)

Time: 3 hrs.

Max Marks: **100**

No. of pages: 1

Note: Attempt **FIVE** questions in all; **Q. 1 is compulsory**. Attempt any **TWO** questions from **PART-A** and **TWO** questions from **PART-B**. Marks are indicated against each question.

Q.1 Answer the following:

- a) Name the three R'S of recycling.
- b) Define 'environment studies'.
- c) What are the main components of an eco-system?
- d) Define 'ecotel'.
- e) Discuss the importance of forest resources in maintaining our environment.
- f) What is the role of an individual in maintaining in conservation of natural resources?
- g) Explain rain water harvesting.
- h) Discuss the consequences of climate change.
- i) Give three reasons for water scarcity.
- j) What you can do to conserve energy? **2×10**

PART-A

- Q.2 a) Discuss the importance of forest resources in maintaining our environment. **10**
b) Discuss role of an individual in maintaining in conservation of natural resources. **10**
- Q.3 a) What are the various environmental issues in India? **10**
b) Trace the sources of the pollutants and describe their effects. **10**
- Q.4 a) Describe the implications of population explosion in the world and in India. **10**
b) Describe some of the efforts of individuals and groups in conserving trees and forests. **10**

PART-B

- Q.5 a) Discuss key issues of garbage management in India. **10**
b) Explain why managing nuclear waste is a problem? **10**
- Q.6 a) Give two examples of green livelihoods that would generate employment and income and at the same time conserve the environment in India. **10**
b) Discuss the best environmental practices followed in the hotel industry. **10**
- Q.7 a) Describe the likely impact of global warming on India. **10**
b) Explain why managing nuclear waste is a problem. **10**

End Semester Examination, Dec. 2019
B. Sc. (Hospitality & Hotel Administration) – First Semester
ENVIRONMENT STUDIES (CH-202B)

Time: 3 hrs.

Max Marks: **100**

No. of pages: *1*

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