

NATIONAL COUNCIL FOR HOTEL MANAGEMENT  
AND CATERING TECHNOLOGY, NOIDA  
ACADEMIC YEAR 2016-2017

COURSE : 2<sup>nd</sup> Semester of 3-year B.Sc. in H&HA  
SUBJECT : Communication  
TIME ALLOWED : 02 Hours  
MAX. MARKS: 50

(Marks allotted to each question are given in brackets)

Q.1. Define communication. Discuss the communication process in detail.

OR

Elaborate on the various barriers to communication. How can the barriers be eliminated?

(10)

Q.2. What are the essential qualities of a good speaker? Suggest ways to develop these qualities.

OR

Discuss the various types of listening with examples.

(10)

Q.3. Write short notes on any two:

- (a) Note taking
- (b) Audience analysis
- (c) Grapevine

(2x2 ½ =5)

Q.4. Discuss the importance of body language for a professional giving examples.

(5)

Q.5. Make sentences to differentiate the meaning of following homophones (any five):

- (a) Pale/Pail
- (b) Fare/Fair
- (c) Dairy/Diary
- (d) Birth/Berth
- (e) Great/Grate
- (f) Accept/Except
- (g) Weather/Whether

Q.6. What do you understand by the term Kinesics? Elaborate.

(5x1=5)

Q.7. Discuss the importance of telephone etiquettes with respect to hotel industry.

(5)

Q.8. Explain "communicative use of artifacts" in detail with examples.

(5)

(5)

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ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT  
AND CATERING TECHNOLOGY, NOIDA  
**ACADEMIC YEAR 2016-2017**

COURSE : 2<sup>nd</sup> Semester of 3-year B.Sc. in H&HA  
SUBJECT : Foundation Course in Food Production - II  
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. Classify soups. Give one example of each. (10)
- Q.2. (a) Draw a neat and labeled diagram of cuts of beef **OR** Veal.  
(b) Write **three** examples of beef preparation with description of each item. (7+3=10)
- Q.3. (a) Enumerate mother sauces with examples of each.  
(b) Give **five** derivatives of Mayonnaise and Béchamel with the basic ingredients.
- OR**
- (a) Explain the Indian mother gravies.  
(b) List **five** masalas available in regional areas. (5+5=10)
- Q.4. Explain the following terms:
- |                  |               |
|------------------|---------------|
| (a) Rigor mortis | (b) Knockback |
| (c) Broth        | (d) Offals    |
| (e) Cream butter | (f) Gluten    |
| (g) Yeast breads | (h) Soubise   |
| (i) Larding      | (j) Barding   |
- (10x1=10)
- Q.5. Draw a layout of a kitchen serving three meals and explain all operational areas. (5+5=10)
- Q.6. Write short notes on **any two** of the following:
- |                                     |                                      |
|-------------------------------------|--------------------------------------|
| (a) Selection of fish and shellfish | (b) Uses of flour in food production |
| (c) Processing of butter            | (d) Processing of cream              |
- (2x5=10)

- Q.7. (a) Write the role of ingredients in bread making.  
 (b) Give examples of each:  
 (i) Faults in bread (ii) Types of rice  
 (iii) Types of cheese (iv) Types of milk  
 (v) Types of butter

OR

- (a) Write the role of spices in Indian cooking.  
 (b) Name the Indian equivalent of the following spices:  
 (i) Onion seeds (ii) Poppy seeds  
 (ii) Pumpkin seeds (iv) Nutmeg  
 (iii) Cardamom

(5+5=10)

Q.8. Differentiate between:

- (a) Sauce and gravy  
 (b) Espagnole and Demi-glace  
 (c) Pasteurization and homogenization  
 (d) Choux pastry and laminated pastry  
 (e) Tadka and makhani gravy

(5x2=10)

- Q.9. (a) Draw a labeled diagram of wheat grain.  
 (b) Explain the care to be taken while making pastry

OR

- (a) Write the recipe of 01 ltr. of consommé with **five** classical garnishes.  
 (b) Write **five** international soups with their country of origin.

(5+5=10)

Q.10. Fill in the blanks:

- (a) Thickening agents, when added to over aqueous mixture, increases its \_\_\_\_\_ but does not change the \_\_\_\_\_.  
 (b) 01 Ounce (Oz.) = \_\_\_\_\_ grams (gms.) and 01 Fluid Ounce (Fl. Oz.) = \_\_\_\_\_ ml.  
 (c) Mustard based and named derivatives is common to two mother sauces \_\_\_\_\_ and \_\_\_\_\_.  
 (d) Water, stock, \_\_\_\_\_ and \_\_\_\_\_ are the most commonly used liquids in cooking.  
 (e) Types of whitefish are \_\_\_\_\_ and \_\_\_\_\_ fish.

(5x2=10)

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NATIONAL COUNCIL FOR HOTEL MANAGEMENT  
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**ACADEMIC YEAR 2016-2017**

COURSE : 2<sup>nd</sup> Semester of 3-year B.Sc. in H&HA  
SUBJECT : Foundation Course in Food & Beverage Service - II  
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. Enlist the **eleven** courses of French classical menu with their respective covers. (10)
- Q.2. Give the menu outlines for continental, American and English breakfast.  
**OR**  
Enlist and explain the various types of menus. (10)
- Q.3. Discuss the considerations and constraints of menu planning.  
**OR**  
Plan a **six** course continental dinner menu and draw the cover for the same. (10)
- Q.4. Differentiate between the following:  
(a) Silver service and pre-plated service  
(b) Mise-en-scene and mise-en place (5+5=10)
- Q.5. Write short notes on the following:  
(a) Cafeteria service (b) Buffet service (5+5=10)
- Q.6. Discuss the significance of the various copies of K.O.T.  
**OR**  
Explain the various types of bills used in catering industry. (5+5=10)
- Q.7. Write short notes on:  
(a) Gueridon service (b) Russian service  
(c) Room service (d) High tea

(4x 2 ½ 10)

Q.8. Explain the processing of tobacco for cigarettes, cigars and pipe tobacco.

(10)

OR

Write short notes on the following:

- (a) Brief history of tobacco
- (b) Popular shapes and sizes of cigar

(5+5=10)

Q.9. Give the food accompaniments for the following dishes:

- (a) Roast turkey
- (b) Cheese
- (c) Irish stew
- (d) Shell fish cocktail
- (e) Grilled fish

(5x2=10)

Q.10. Fill in the blanks:

- (a) Platter to plate service is from \_\_\_\_\_ side.
- (b) Diameter of a half plate is \_\_\_\_\_ inches.
- (c) The course relevé is also known as \_\_\_\_\_ course.
- (d) En place is a type of \_\_\_\_\_.
- (e) Savoury course is served after \_\_\_\_\_ course.

(5x2=10)

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NATIONAL COUNCIL FOR HOTEL MANAGEMENT  
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ACADEMIC YEAR 2016-2017

COURSE : 2<sup>nd</sup> Semester of 3-year B.Sc. in H&HA  
SUBJECT : Foundation Course in Front Office - II  
TIME ALLOWED : 03 Hours  
MAX. MARKS: 100

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(Marks allotted to each question are given in brackets)

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Q.1. List various sources of reservation for a hotel and explain each.

OR

Explain various stages of guest cycle.

(10)

Q.2. Explain the interdepartmental relation of front office with housekeeping and F&B Service.

(10)

Q.3. Define tariff. Explain the different types of tariffs in a hotel.

(2+8=10)

OR

List the various activities in pre-registration of guest. Draw the format of G.R.C.

(6+4=10)

Q.4. Explain different types of food plan and justify their suitability to different hotels.

(10)

Q.5. Draw the flowcharts involving various steps of registration process for F.I.Ts and groups.

(5+5=10)

Q.6. Write short notes on **any four**:

- (a) Key handling
- (b) Overbooking
- (c) Hubbart formula
- (d) Guest history
- (e) Cancellations

(4x2 ½ =10)

CODE: FO/03/APR-MAY/17/NC

Page 1 of 2

Q.7. Define upselling. Discuss the detail of room selling techniques used in front office.  
(2+8=10)

Q.8. Explain the various types of complaints in detail by giving suitable examples.  
(10)

Q.9. Draw the formats for the following (any two):

- (a) C-form
- (b) Guest history card
- (c) Density chart
- (d) Advance letting chart

(2x5=10)

Q.10. Match the following:

- |                  |                            |
|------------------|----------------------------|
| (a) Upgrading    | (i) Loose leaf             |
| (b) Amendments   | (ii) Paging                |
| (c) Guest folio  | (iii) Not checking out     |
| (d) Demi-pension | (iv) Galileo               |
| (e) Stay         | (v) Manual system          |
| (f) Whitney slip | (vi) Walk out              |
| (g) Stay over    | (vii) Better accommodation |
| (h) GDS          | (viii) Half board          |
| (i) F-form       | (ix) Changes               |
| (j) Skipper      | (x) Bill                   |

(10x1=10)

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ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT  
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ACADEMIC YEAR 2016-2017

COURSE : 2<sup>nd</sup> Semester of 3-year B.Sc. in H&HA  
SUBJECT : Principles of Food Science  
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. The hotel industry uses the principles of food science in many of its operations. Explain how?

OR

Food Science is inter-related with various other field. Explain.

(10)

Q.2. What is the effect of cooking on the following foods (**any two**):

(a) Carbohydrates (b) Protein (c) Fats

(2x5=10)

Q.3. Name **five** examples of processed foods available in stores today. What are the benefits of food processing?

OR

Highlight the types of food processing techniques using heat and cold temperature.

(10)

Q.4. (a) Classify carbohydrates.

(b) Describe **any** five functions of carbohydrates in food preparation.

OR

How are the various colloids formed? Explain each one in brief.

(10)

Q.5. How does the process of enzymatic browning occur in foods and how can it be prevented?

(10)

Q.6. Discuss the functional properties of proteins (i.e. Viscosity, Foamability, Gelatin, Emulsification)

(10)

Q.7. Differentiate between the following (any five):

- (a) Gelatinization and Gelation
- (b) Brownian Movement and Tyndall effect.
- (c) Flavour in Tea and Wine.
- (d) Caramel and Dextrin
- (e) Food Microbiology and Food Technology
- (f) Marmalade and Marshmallow

(5x2=10)

Q.8. Write short notes on:

- (a) Commercial uses of fat
- (b) Autoxidation

(5+5=10)

Q.9. What are the requirements while conducting sensory evaluation?

OR

What are the refining techniques used for oils?

(10)

Q.10. A State whether True or False:

- (i) MAP stands for Modified Atmosphere Packaging
- (ii) Sensory evaluation produces the same result every time it is conducted.
- (iii) Lard is a type of plant fat.
- (iv) Gelatin is used while making puddings.
- (v) True solutions separate on standing.

B Give one word for (any five):

- (i) Mixture of 2 immiscible liquids \_\_\_\_\_.
- (ii) An example of a synthetic emulsifier \_\_\_\_\_.
- (iii) Person who innovates or discovers new products \_\_\_\_\_.
- (iv) Proteins that react as acids or bases are given the term \_\_\_\_\_.
- (v) Class of carbohydrate that do not dissolve in water \_\_\_\_\_.
- (vi) A flavour component in fish \_\_\_\_\_.

(5+5=10)

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NATIONAL COUNCIL FOR HOTEL MANAGEMENT  
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ACADEMIC YEAR 2016-2017

COURSE : 2<sup>nd</sup> Semester of 3-year B. Sc. in H&HA  
 SUBJECT : Accountancy  
 TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. Journalise the following transaction:

2014		Rs.
March 4	Ram started business with cash	4,00,000/-
March 5	Deposited into bank	2,00,000/-
March 6	Purchased furniture	25,000/-
March 6	Purchased machinery	40,000/-
March 8	Loan given to Mahesh by cheque	50,000/-
March 10	Goods purchased from Mohan	70,000/-
March 11	Paid to Mohan in full settlement	69,500/-
March 20	Sold goods to Vinod, trade discount 15%	30,000/-
March 21	Purchased computer from Data Base	45,000/-
March 31	Received from Vinod in full settlement	25,000/-

(10)

Q.2. What is meant by accounting concepts? Briefly explain the accounting concepts which guide the accountant at the recording stage?

OR

What do you understand by Double Entry system? Discuss its objects and advantages.

(10)

Q.3. Explain the rules of journalizing various types of accounts with suitable example.

OR

Explain various types of subsidiary books with appropriate proforma of each books.

(10)

Q.4. Post the following transaction directly into Ledger and find the balances.

		Rs.
2011		
April 1	Gautam started business with cash	2,00,000/-
April 2	Good purchased from Mahendra	12,000/-
April 12	Goods sold to Narendra	15,000/-
April 16	Wages paid	26,000/-
April 27	Received from Narendra	12,000/-
April 28	Paid to Mahendra	10,000/-
April 30	Purchased postal stamps	2,000/-

(10)

Q.5. What is a Trial Balance? What are its objectives? Discuss various method of preparation of Trial Balance.

OR

Prepare a Trial Balance from the following:

Sl. No.	Particulars	Amount in Rs.
1.	Capital	2,70,000/-
2.	Interest Allowed	11,880/-
3.	Drawing	27,000/-
4.	Octroi duty	21,600/-
5.	Sale return	16,200/-
6.	Purchase return	5,400/-
7.	Commission received	2,700/-
8.	Discount allowed	1,620/-
9.	Loan	43,200/-
10.	Repair & maintenance	59,400/-
11.	Sales	7,02,000/-
12.	Purchase	4,32,000/-
13.	Cash	54,000/-
14.	Bank overdraft	27,000/-
	Creditors	32,400/-
	Debtors	54,000/-
	Furniture	27,000/-
	Building	2,16,000/-
	Machinery	1,62,000/-

(10)

- Q.6. (a) Differentiate between Capital Expenditure and Revenue Expenditure  
 (b) State whether the following items are capital or revenue:  
 (i) Received premium of Rs.15,000/- on issue of shares.  
 (ii) Rs.30,000/- spent on the construction of student common room.  
 (iii) Rs.1,000/- incurred on repairs of the student common room table and chair.  
 (iv) Expenses incurred on reconstruction of building Rs.10,200/-.  
 (v) Legal expenses of Rs 2,00,000/- incurred at the time of purchase of an asset.

(5+5=10)

Q.7. Enter the following transactions in the three column cash book of Ram & Sons:  
 2016

		Rs.
March 1	Cash in hand	900/-
March 1	Cash at bank	4,500/-
March 7	Cash sales	4,000/-
March 8	Purchased goods and issued cheque	3,500/-
March 10	Cash deposited into bank	2,000/-
March 12	Received from Gupta	1,680/-
	Discount allowed	20/-
March 14	Cash withdrawn for office purpose	2,000/-
March 15	Paid to Ramesh Kumar in cash	3,000/-
	Discount allowed by him	20/-
March 31	Deposited cash into bank	2,000/-

(10)

OR

Explain in one or two lines:

- (a) Business (b) Capital (c) Intangible asset (d) Debtor  
 (e) Liability (f) Wasting asset (g) Goodwill (h) Credit note  
 (i) Debit note (j) Bad debt

(10x1=10)

Q.8. Define Bank Reconciliation statement and list down the causes of difference in the cash book and pass book balances.

(10)

Q.9. On 31<sup>st</sup> March 2015, the following trial balance was extracted from the books of Rahim:

	Debit Balance	Rs.		Credit Balance	Rs.
01	Drawing	5,000/-	01	Capital	30,000/-
02	Debtors	20,000/-	02	Creditors	10,000/-
03	Interest on loan	300/-	03	Loan	9,500/-
04	Cash	2,000/-	04	Provision for bad debt	700/-
05	Opening stock	6,800/-	05	Sales	1,10,000/-
06	Motor vehicles	10,000/-	06	Return outward	1,500/-
07	Bank	3,500/-	07	Bills payable	2,000/-
08	Land & Building	12,000/-	08	Rent received	300/-
09	Bad debt	500/-	09	Discount	500/-
10	Purchases	66,000/-			
11	Return inward	8,000/-			
12	Carnage outwards	2,500/-			
13	Carnage inward	3,000/-			
14	Salaries	9,000/-			
15	Rent & insurance	3,000/-			
16	Advertisement	3,500/-			
17	General expenses	3,400/-			
18	Bills receivable	6,000/-			
	TOTAL:	1,64,500/-		TOTAL	1,64,500/-

Prepare Trading account and Profit & Loss account for the year ended 31<sup>st</sup> March 2015 and Balance Sheet as on that date after taking into account the following:

1. Salaries outstanding Rs.200/-
2. Pre-paid Insurance Rs.200/-
3. Stock on 31<sup>st</sup> March 2015 was valued at Rs.7,000/-

(5+5+10=20)

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NATIONAL COUNCIL FOR HOTEL MANAGEMENT  
AND CATERING TECHNOLOGY, NOIDA  
ACADEMIC YEAR 2016-2017

COURSE : 2<sup>nd</sup> Semester of 3-year B.Sc. in H&HA  
SUBJECT : Foundation Course in Accommodation Operations - II  
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. Draw a labeled layout of a standard double room listing the supplies kept in wardrobe and in writing table.

OR

Draw a labeled layout of a duplex room.

(10)

Q.2. List the steps of occupied room cleaning and show how is it different from that of a check-out room.

(10)

OR

Give the steps for:

- (a) Turndown service
- (b) Vacant room cleaning

(5+5=10)

Q.3. The façade of a hotel contributes towards creating the first impression about the hotel. Keeping this in mind, explain how the various types of facades can be kept clean and presentable.

OR

Why should inspection of guest room cleaning be carried out? Which is the format used during the inspection? Draw the format.

(10)

Q.4. How does key control ensure the safety of guests? Support your answer with the format.

OR

Why do hotels adopt integrated pest management system? What are the preventive measures hotels take to stop pest infestations?

(10)

- Q.5. Justify **(any five)**:
- (a) Lobby is cleaned between 1.00 AM – 5.00 AM
  - (b) Expected arrival rooms are given second preference in sequence of cleaning.
  - (c) Mattresses pads are put on mattresses.
  - (d) Preventive pest control measures are implemented before eradication methods.
  - (e) Fire exit map is placed behind the main door.
  - (f) Staff placement register is maintained in spite of having attendance chart at entrance and duty schedules.

(5x2=10)

- Q.6. Draw the format for **(any two)**:

- (a) Maintenance job order
- (b) Housekeepers report
- (c) L&F slip

(2x5=10)

- Q.7. (a) Give full form **(any five)**:

- |          |         |
|----------|---------|
| (i) LS   | (ii) SR |
| (iii) NB | (iv) VD |
| (v) GRA  | (vi) DL |
| (vii) UR |         |

(5x1=5)

- (b) Define in one sentence **(any five)**:

- |               |                         |
|---------------|-------------------------|
| (i) Vestibule | (ii) Section master key |
| (iii) Loofa   | (iv) Coverlet           |
| (v) Jacuzzi   |                         |

(5x1=5)

- Q.8. Differentiate **(any five)**:

- (a) Open spring mattresses and continuous spring mattress.
- (b) Sauna and Turkish bath.
- (c) Bed board and Head board
- (d) Grand master key and Emergency master key
- (e) Continuous pest and Potential pest.
- (f) Duvet and Eiderdown.
- (g) Crib and Roll away bed

(5x2=10)

Q.9. Fill in the blanks:

- (a) Publicity cards placed in guestrooms are called \_\_\_\_\_.
- (b) \_\_\_\_\_ is used for keeping luggage in guestroom.
- (c) \_\_\_\_\_ is the control measure used for birds.
- (d) \_\_\_\_\_ is the register used to pass messages from one shift to another.
- (e) Passage in the form of a tunnel for sending soiled linen to laundry is called \_\_\_\_\_.
- (f) Other name of top sheet during bed making is \_\_\_\_\_.
- (g) \_\_\_\_\_ key is used to open all guest rooms in a floor.
- (h) \_\_\_\_\_ is a unit surrounding a wash basin and mirror where guest supplies are placed.
- (i) \_\_\_\_\_ is a thin strip encircling a toilet seat in sanitised room.
- (j) Another term for taps is \_\_\_\_\_.

(10x1=10)

Q.10. Match the following:

(a) Mitring	(i) Area provided near reception as common meeting point for guests.
(b) Dust ruffle	(ii) Amenities placed in guest room which they can carry with them.
(c) Lobby	(iii) Pocket like fold to allow foot movement.
(d) Upholstery	(iv) Booklet placed in guest room where services offered are listed.
(e) Guest expendable	(v) Envelope fold made on covers of bed.
(f) Credenza	(vi) Jobs handed over from one shift to another are listed.
(g) Services directory	(vii) Decorative floor length fabric fixed on sides of cot.
(h) Log book	(viii) Suite room bathroom.
(i) Foot fold	(ix) Side board.
(j) Bidet	(x) Textile used for furniture décor.

(10x1=10)

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