

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

COURSE : 4<sup>th</sup> Semester of 3-year B.Sc. in H&HA  
SUBJECT : Food Safety & Quality  
TIME ALLOWED : 02 Hours  
MAX. MARKS: 50

(Marks allotted to each question are given in brackets)

- Q.1. Explain the principles of HACCP and discuss its importance in food sector.  
OR  
Discuss Quality assurance system comprising TQM, JIT, KAIZEN & Quality Circles. (10)
- Q.2. Discuss the importance of FSSA and FSSAI in food industries.  
OR  
Discuss various methods of food preservation in detail. (10)
- Q.3. State the factors for the growth and multiplication of micro-organisms and classify them based on these factors. (5)
- Q.4. Define "Food additives". Discuss different food additives used. (5)
- Q.5. Explain the following terms:  
(a) CAC (b) CPA  
(c) ISO (d) MPO  
(e) FPO (5x1=5)
- Q.6. Chefs depend on micro-organisms. Discuss with examples. (5)
- Q.7. Food borne illness is caused due to lack of knowledge about food hygiene, kitchen hygiene and personal hygiene. Discuss in brief. (10)

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NATIONAL COUNCIL FOR HOTEL MANAGEMENT  
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ACADEMIC YEAR 2016-2017

COURSE : 4<sup>th</sup> Semester of 3-year B.Sc. in H&HA  
SUBJECT : Hotel Accountancy  
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. Prepare a Rooms Schedule from the following data according to the format given by Uniform System of Accounting:

Particulars	Rs.
<b>Sales:</b>	
Transient regular	4,00,000/-
Transient groups	2,00,000/-
Salaries and Wages	70,000/-
Commission	20,000/-
Linen expense	10,000/-
Fringe benefits	5,000/-
Contract cleaning	4,000/-
Dry cleaning	3,000/-
Allowances – rooms	6,000/-
Laundry	2,500/-
Other expenses	1,500/-
Operating supplies	6,000/-

(10)

Q.2. What is auditing? Explain **any ten** differences between internal audit and statutory audit. (10)

Q.3. What is internal control? Explain **any ten** features of internal control.

**OR**

Explain in detail Food & Beverage sales control of a restaurant. (10)

Q.4. What is uniform system of accounting? What are the pre-requisites for introducing this system? (10)

Q.5. Explain departmental accounting. What are the various methods of finding out profit?

(10)

- Q.6. From the following information, prepare a statement of Income of F&B department of ABC Restaurant:

Particulars	Rs.
<b>Sales</b>	
Food	2,50,000/-
Beverage	1,50,000/-
Cost of sales	25% of food sales 15% of beverage sales
Salaries and wages	30,000/-
Employee benefits	15,000/-
Music and entertainment	8,000/-
Marketing	5,000/-
Energy and utility	2,500/-
General expenses	8,000/-
Rent	5,000/-
Interest	2,500/-
Depreciation	6,000/-
Income tax	3,000/-

(10)

- Q.7. Prepare an Income Statement according to a suitable method of departmental accounting from the following information:

Particulars	Rs.	Particulars	Rs.
<b>Sales</b>		<b>Power and fuel</b>	
Restaurant	5,00,000/-	Restaurant	20,000/-
Banquet	3,00,000/-	Banquet	10,000/-
Bar	2,00,000/-	Bar	5,000/-
<b>Cost of sales</b>		<b>Unallocated expense</b>	
Restaurant	1,50,000/-	Advertisement	30,000/-
Banquet	90,000/-	Administrative	20,000/-
Bar	60,000/-	Repairs & maintenance	10,000/-
<b>Salaries &amp; wages</b>		Upkeep and service	20,000/-
Restaurant	25,000/-	Depreciation	30,000/-
Banquet	15,000/-	Rent	5,000/-
Bar	10,000/-		

**Note:** The unallocated expenses are to be apportioned to various departments in the ratio of sales turnover.

(10)

SUBJECT CODE: BHM206

Q.8. Explain in detail the advantages and limitations of departmental accounting.

OR

What is cost allocation? Explain the different basis with examples.

(10)

Q.9. Write short notes on **any five**:

- |                  |                   |
|------------------|-------------------|
| (a) Amortization | (b) Apportionment |
| (c) Capital      | (d) Creditor      |
| (e) Asset        | (f) Bad debts     |
| (g) Depreciation |                   |

(5x2=10)

Q.10. Prepare a Balance Sheet according to the Uniform System of Accounting:

Debit	Rs.	Credit	Rs.
Cash in hand	10,000/-	Capital stock	5,25,000/-
Cash at bank	40,000/-	Accrued expenses	7,500/-
Closing stock	17,500/-	Debentures	35,000/-
Pre-paid expenses	2,500/-	General reserve	40,000/-
Crockery and cutlery	17,500/-	Capital reserve	35,000/-
Land and building	2,50,000/-	Profit and loss a/c	70,000/-
Marketable security	1,00,000/-	Sundry creditors	40,000/-
Sundry debtors	5,000/-	Bills payable	10,000/-
Kitchen equipment	1,00,000/-		
Music and sound system	40,000/-		
Deferred revenue expenditure	20,000/-		
Furniture and fixture	50,000/-		
Investments	1,10,000/-		
<b>Total</b>	<b>7,62,500/-</b>		<b>7,62,500/-</b>

(10)

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SUBJECT CODE: BHM205

EXAM DATE: 12.04.2017

ROLL No.....

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

COURSE : 4<sup>th</sup> Semester of 3-year B.Sc. in H&HA  
SUBJECT : Food & Beverage Controls  
TIME ALLOWED : 03 Hours  
MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. (a) Define and explain the objectives of F&B Control.  
(b) Explain blind receiving in detail.  
(5+5=10)
- Q.2. What are the different methods of purchasing? Draw the format of a purchase order.  
(10)
- Q.3. Explain in detail the job description of Food & Beverage controller in hotels.  
(10)
- Q.4. (a) Explain Standard Purchase Specification and its objectives.  
(b) List various equipment required for efficient receiving of goods.  
(5+5=10)
- Q.5. List the objectives of stock taking and explain the different methods of stock taking.  
**OR**  
Explain various methods used for fixing selling price.  
(10)
- Q.6. Draw the format of **any two**:  
(a) Meat Tag (b) Transfer note  
(c) Bin Card (d) Cashier sales summary sheet  
(2x5=10)
- Q.7. What are the objectives and methods of volume forecasting?  
**OR**  
Explain various production control stages/methods.  
(10)

Q.8. What short notes on **any two**:

- (a) Ordering and carrying cost
- (b) Supplier rating system
- (c) Standard yield
- (d) Pest control

(2x5=10)

Q.9. "Standard recipe plays an important role in maintaining standard portion size and thus controls cost". Justify the statement.

(10)

Q.10. Define the following terms in one or two lines:

- (a) Seat turn over
- (b) Credit memorandum
- (c) Ullage book
- (d) Lead time
- (e) Invoice
- (f) Perpetual inventory
- (g) Par stock
- (h) APC
- (i) HACCP
- (j) EOQ

(10x1=10)

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NATIONAL COUNCIL FOR HOTEL MANAGEMENT  
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ACADEMIC YEAR 2016-2017

COURSE : 4<sup>th</sup> Semester of 3-year B.Sc. in H&HA  
SUBJECT : Accommodation Operations  
TIME ALLOWED : 03 Hours  
MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. (a) What are the activities carried out in a linen room?  
(b) Draw the layout of a linen room of a large hotel.  
**OR**  
(a) What are the factors to be considered for purchase of linen in a hotel?  
(b) Using a format explain the procedure that is carried out for linen stock taking.  
(5+5=10)
- Q.2. (a) Draw the layout of an on-premise laundry of a 400 room 5-star hotel.  
(b) Explain in brief atleast **five** laundry equipment used in a commercial laundry.  
**OR**  
(a) With the help of a flowchart, explain each stage of an industrial laundry process.  
(b) Compare between an OPL and contract laundry.  
(5+5=10)
- Q.3. What are the various types of flower arrangements? Name **any ten** flowers used in flower arrangements.  
**OR**  
Explain in detail the various equipment used in flower arrangement.  
(10)
- Q.4. What are the various types of indoor plant problems? Explain.  
**OR**  
List various steps involved in maintaining indoor plants.  
(10)
- Q.5. Draw the sketch of the uniform of a lobby manager (female) in a deluxe hotel in India. Mention the fabric used, colour, accessories and cost.  
(10)

Q.6. What are the various laundry agents used in a commercial laundry? Explain **any ten** laundry agents.

(10)

Q.7. Write short notes on the following:

- (a) Importance of par stock.
- (b) Conditioning of flowers and plant material

(5+5=10)

Q.8. Explain the stain removal procedure for the following stains:

- (a) Chewing gum on carpet
- (b) Butter/oil on a tablecloth
- (c) Lipstick on a napkin
- (d) Rust mark from uniform
- (e) Coffee on a shirt

(5x2=10)

Q.9. Define the following:

- (a) Thread count
- (b) Laundromats
- (c) Moribana
- (d) Thimble
- (e) Bonsai

(5x2=10)

Q.10. Fill in the blanks:

- (a) Opening in a washing machine through which detergent can be poured is \_\_\_\_\_.
- (b) \_\_\_\_\_ is another name for floral foams.
- (c) Hotel linen that is officially declared unfit for use is called \_\_\_\_\_.
- (d) \_\_\_\_\_ is added to the wash cycle to prevent the growth of bacteria and fungus in linen.
- (e) The Japanese term for pin holder is \_\_\_\_\_.
- (f) Leafy plant material is called \_\_\_\_\_.
- (g) \_\_\_\_\_ are responsible for collection of guest laundry.
- (h) Suzie is a type of \_\_\_\_\_.
- (i) The finished edge running along the length of the fabric on both sides is called \_\_\_\_\_.
- (j) Adaptation to new climate by the plant is referred as \_\_\_\_\_.

(10x1=10)

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ROLL No.....

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

COURSE : 4<sup>th</sup> Semester of 3-year B.Sc. in H&HA  
SUBJECT : Front Office Operations  
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. What is PMS? How PMS helps in co-ordination and accuracy in maintaining smooth functioning of a hotel? (10)
- Q.2. Differentiate between (**any two**):  
(a) PSO and POS  
(b) Guest ledger and city ledger  
(c) Debit card and credit card (2x5=10)
- Q.3. Define the following terms in one or two sentences:  
(a) Amadeus (b) Folio  
(c) Travel agent voucher (d) VPO  
(e) Age analysis (f) Cash float  
(g) Self check-in (h) Date roll process  
(i) D-card (j) System update (10x1=10)
- Q.4. What are the objectives of cash and credit control? Discuss. (10)
- Q.5. Account settlement is important. Which are the various modes of settling the guest account?
- OR**
- What do you understand by late checkouts? How do you reduce late charges? (10)
- Q.6. Auditing day to day transactions gives a clear picture of accounting. How hotel audit is done? Explain the night audit process. (5+5=10)

Q.7. How would you handle the following situations? (**any two**):

- (a) Bomb threat
- (b) Fire in a room
- (c) Security measures for female travelers

(2x5=10)

Q.8. Draw a format of cash sheet and explain it in brief.

**OR**

Discuss guest accounting system problem.

(10)

Q.9. What is procedure for 'Express Check-out'? List its advantages.

(5+5=10)

Q.10. Give appropriate term for:

- (a) Account opens in the name of organisation.
- (b) Accounts approaching their credit limit.
- (c) Guest on 'No Post Status'.
- (d) Evidence of transaction.
- (e) Place from where goods are sold or services are rendered in a hotel.
- (f) Folio depicting common charges for the group.
- (g) Internal restrictions put by the hotel/house on the credit.
- (h) Group of similar accounts.
- (i) Non-resident guest using services of the hotel are.
- (j) A charge imposed by the hotels on guest who do not check-out is.

(10x1=10)

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ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT  
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ACADEMIC YEAR 2016-2017

COURSE : 4<sup>th</sup> Semester of 3-year B.Sc. in H&HA  
 SUBJECT : Food & Beverage Service Operations  
 TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1 With the help of a neat chart, classify alcoholic beverages and give examples.

**OR**

With the help of a diagram, explain the working of pot still and patent still.

(10)

Q.2. Explain "méthode champenoise. What are fortified wines?

(5+5=10)

Q.3. Answer the following (**any two**):

- (a) List **any five** brands of vermouth
- (b) List **any five** brands of bitters
- (c) List **any five** bar equipment and their uses.

(2x5=10)

Q.4. Explain "Beer Making Process" through a flowchart. Give **any four** international brands of beer.

(8+2=10)

Q.5. Describe the production process of liqueurs. Name **any four** herbs flavour liqueurs, their base spirit, colour and the country of origin.

(10)

**OR**

Write about **any five** wines and their principal grape varieties coming from the following districts:

- (a) Piedmont
- (b) Rhone valley

(5+5=10)

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

- (a) Proof of spirits
- (b) Styles of beer
- (c) Storage of wines

(2x5=10)

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Q.7. How is cognac produced? Differentiate between Armagnac and Cognac.

OR

How is rum produced? Differentiate between Light bodied rum and heavy bodied rum.

(7+3=10)

Q.8. What is Solera system? Explain the various styles of sherry.

(5+5=10)

Q.9. Fill in the blanks:

- (a) \_\_\_\_\_ is adding sugar to the must.
- (b) \_\_\_\_\_ is pigment present in red grapes.
- (c) \_\_\_\_\_ is unfermented grape juice.
- (d) \_\_\_\_\_ is fermented and brewed drink made from rice in Japan.
- (e) \_\_\_\_\_ is a beer originated from Pilsen Czech republic.
- (f) \_\_\_\_\_ is an alcoholic drink obtained from fermented pear juice.
- (g) \_\_\_\_\_ is gin flavoured from sloe berries.
- (h) \_\_\_\_\_ is fermented sap of palm tree in Kerala.
- (i) \_\_\_\_\_ is mainly distilled from cashew fruit in Goa.
- (j) \_\_\_\_\_ is Metal clasp to secure champagne bottle.

(10x=10)

Q.10. Match the following:

- |                          |                  |
|--------------------------|------------------|
| (a) Aurum                | (i) Cider apples |
| (b) Bailey's Irish Cream | (ii) Pears       |
| (c) Chambord             | (iii) Worm wood  |
| (d) Drambuie             | (iv) Orange      |
| (e) Kahlúa               | (v) Chocolate    |
| (f) Midori               | (vi) Raspberry   |
| (g) Sambuca              | (vii) Honey      |
| (h) Calvados             | (viii) Coffee    |
| (i) Poire Williams       | (ix) Melon       |
| (j) Absinthe             | (x) Licorice     |

(10x1=10)

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ACADEMIC YEAR 2016-2017

COURSE : 4<sup>th</sup> Semester of 3-year B.Sc. in H&HA  
SUBJECT : Food Production Operations  
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. Explain the salient features of Maharashtrian cuisine alongwith **five** regional signature dishes.

**OR**

Briefly explain the concept of off-premises catering in India.

(10)

Q.2. What factors would one consider for planning menu for hospital catering? Explain different types of diets.

(10)

**OR**

List atleast **ten** large essential equipment used in Quantity Food Kitchen. Describe **four** equipment and their uses.

(2+8=10)

Q.3. "Menu Planning plays a major role in the food industry". Discuss with reference to Airline and Railway catering.

**OR**

Discuss the role of indent and standard recipe in maintaining the kitchen food cost.

(10)

Q.4. "Snacks are popular in our country". Give **two** examples each from North, East, West and South region. Describe each item.

(10)

**OR**

Describe different methods of cooking Indian breads. Give one recipe for three different methods.

(10)

Q.5. What factors affect the eating habits of people in our country?

(10)

Q.6. Compare and contrast between Lucknowi and Chettinad cuisine.

(10)

Q.7. Write short notes on the following (**any two**):

- (a) Mobile catering
- (b) Standard purchase specification
- (c) Problems associated with institutional and industrial catering
- (d) Parsi cuisine

(2x5=10)

Q.8. (a) What is cyclic menu?  
(b) Describe the importance of cyclic menu in institutional catering.  
(c) List factors that affect cyclic menu.

(2+4+4=10)

Q.9. Describe the following terms in one or two lines:

- |                  |                      |
|------------------|----------------------|
| (a) Gushtaba     | (b) Double ka meetha |
| (c) Alle Belle   | (d) Dhansak          |
| (e) Zauq-E-Shahi | (f) Tamatar kut      |
| (g) Khajja       | (h) Srikhand         |
| (i) Dal Bafra    | (j) Jalebi           |

(10x1=10)

Q.10. Write short notes on **any five**:

- (a) Staffing for volume cooking.
- (b) Principles of intending for volume production.
- (c) Garam masala.
- (d) List **ten** desserts from different States.
- (e) Indian gravies.
- (f) Characteristics of sea catering.
- (g) Staple diet.

(5x2=10)

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