

SUBJECT CODE: BHA201

EXAM DATE: 13.05.2025

ROLL No.

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2024-2025

COURSE : 2nd Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Foundation Course in Food Production - II
TIME ALLOWED : 03 Hours

MAX. MARKS: 60

(Marks allotted to each question are given in brackets)

SECTION – A

- Q.1. Write short notes on **(Attempt any five questions)** **(3x5=15)**
- a) Food costing
 - b) Offals
 - c) Chateaubriand
 - d) Recipe writing
 - e) Components of cheese
 - f) Spoilage of dairy products
 - g) FIFO
 - h) Choux pastry
 - i) Pasteurization of milk
 - j) Staple diet of Southern India

SECTION – B

Attempt all questions **(6x5=30)**

- Q.2. What factors should be taken into consideration when selecting poultry?
OR
Discuss the significance and essential components of standard recipe.
- Q.3. Describe the principles of quality control in food production.
OR
Explain the key factors to be considered while building a new menu.
- Q.4. Write a short note on pastry cream used in confectionery.
OR
Define pulses & list down any four varieties of pulses with examples of dishes in which they are used.
- Q.5. Discuss the storage of perishable & non-perishable food items.
OR
List the benefits and drawback of non-dairy alternatives with suitable examples.
- Q.6. Discuss the preparation & significance of ghee and cottage cheese in cooking.
OR
Draw cuts of meat and write their culinary application.

SECTION – C

Attempt all questions **(15x1=15)**

- Q.7. The use of spices/masalas is integral to Indian cooking. The Indian spices offers a sensory experience that combines taste, aroma and visual appeal.
Their regional variations and health benefits captures global attention making Indian food most preferred across various continents. To test your understanding of Indian spices and cuisine attempt the following questions.
- i) Discuss the role of spices in Indian cuisine.
 - ii) Compare and contrast dry and wet masalas and their culinary application.

- iii) Analyze how regional variation in masala blends reflects the diversity of Indian culinary traditions. Cite suitable examples.

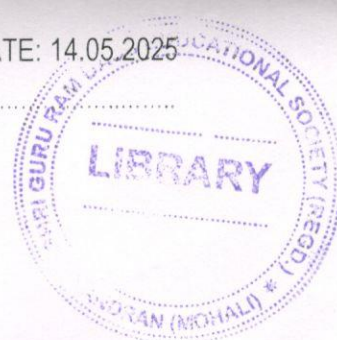
OR

Confectionery encompasses a large range of sweet preparations, such as cakes, pastries, chocolates, candies, etc.

Understanding the art and science behind these confections is essential for aspiring pastry chef. To test your understanding answer the following:

- Define flour-based and sugar based confectionery. Provide two examples each and their primary ingredients and preparation methods.
- Compare and contrast between short crust and laminated pastries in terms of preparation technique, texture and application.
- Describe two types of meringue highlighting their method of preparation, stability and uses in confectionery.

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2024-2025
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COURSE : 2nd 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. List the various factor to be considered while planning a good menu. Explain each factor in brief.
OR
List out the different meals of the day in the sequence. Explain each in brief. (10)
- Q.2. Enumerate on any five styles of food service followed in catering industry with their merits and demerits.
OR
What are different types of menu used in catering establishments? Explain each in brief. (10)
- Q.3. Explain the different parts of cigar. Explain the care, storage and service procedure of cigars.
OR
Discuss continental breakfast & English breakfast in detail along with a specific menu for each. (10)
- Q.4. Write the accompaniments of the following (any five):
i) Caviar ii) Smoked salmon iii) Asparagus iv) Roast beef v) Minestrone soup
vi) Melon vii) Cheese viii) Oyster ix) Roast turkey x) Roast leg of lamb
(5x2=10)
- Q.5. Draw format of KOT. Describe the triplicate checking system. Also, write how it varies from the duplicate checking system. (10)
- Q.6. Choose the odd man out, give reason:
i) Stilton, Mozzarella, Ravioli, Parmesan
ii) Caviar, Beetroot salad, Asparagus, Oyster
iii) Haddock, Lobster, Salmon, Trout
iv) Spaghetti, Fettuccini, Cannelloni, Quiche Lorraine
v) Peach Melba, Moussaka, Baked Alaska, Gateaux
(5x2=10)
- Q.7. Write short notes on the following (any five):
i) Releve ii) Deferred payment iii) Legume iv) Sorbet v) Hi tea
vi) Door knob card vii) Humidor viii) Fromage ix) Smorgasbord
(5x2=10)
- Q.8. Differentiate between the following (any two):
i) Café complet and café simple
ii) Mise-en-scene and mise-in place
iii) Centralized and decentralized room service. (2x5=10)
- Q.9. Write the French equivalent of (any five):
i) Grapefruit ii) Snail iii) Lobster iv) Oyster v) Goose liver paste vi) Egg
vii) Spinach viii) Fish ix) Mushroom x) Butter xi) Chicken xii) Soup
(5x2=10)
- Q.10. Match the following:
i) Cyclic menu a) Marlboro & camel
ii) POS machine b) Corona & Robusta
iii) Cigarettes c) Sales handling
iv) Single order sheet d) Repeat over a set period
v) Cigar e) Quick service outlets
(5x2=10)

SUBJECT CODE: BHA205

EXAM DATE: 15.05.2025

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2024-2025

COURSE : 2nd Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Foundation Course in Rooms Division Operations – II (A)
TIME ALLOWED : 1½ Hours

MAX. MARKS: 30

(Marks allotted to each question are given in brackets)

SECTION – A

- Q.1. Write short notes on (Attempt any three questions) (2½x3=7½)
- a) Voucher
 - b) Point of sale
 - c) Charge Purchase
 - d) Account aging
 - e) Express check-out
 - f) Bill to company

SECTION – B

Attempt all questions (5x3=15)

- Q.2. Discuss the various methods of settlement in front office.
OR
Elaborate on the departure procedure in front office.
- Q.3. Describe the process to deal with robbery at a hotel.
OR
Describe the process of dealing with a bomb threat.
- Q.4. Discuss the importance of night audit.
OR
Elaborate on the night audit process.

SECTION – C

Attempt all questions (7½x1=7½)

- Q.5. You notice smoke coming out of the window of a guest room. You alert security personnel and rush to the room. On reaching, the room you knock and find no response. You use the emergency key to enter the room, to find the heater on fire and the source of the smoke.
- a) Explain the steps for handling a fire emergency.
 - b) What are the categories of fire?
- OR
- The Seaside Inn is a boutique hotel with 80 rooms. The management uses a Management Information System (MIS) to monitor performance metrics regularly. For the first week of May, the MIS generated the following data:
- Total available room nights for the week: 560
 - Rooms sold: 448
 - Total guests: 672
 - Total revenue from rooms: Rs.13,44,000
 - House count: 448
 - Rooms with more than one occupant: 224
 - Rack rate per room: Rs.3,500

The hotel manager has requested a quick analysis to understand key performance indicators.

A. State two ways in which MIS supports decision-making in hotel operations.

B. Calculate the following ratios:

- i) Occupancy %
- ii) Multiple occupancy %
- iii) Occupancy multiplier
- iv) ARR (Average Room Rate)
- v) RevPAR (Revenue per Available Room)

SECTION - A

SECTION - B

SECTION - C

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2024-2025

COURSE : 2nd Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Foundation Course in Rooms Division Operations – II (B)
TIME ALLOWED : 1½ Hours

MAX. MARKS: 30

(Marks allotted to each question are given in brackets)

SECTION – A

- Q.1. Write short notes on **(Attempt any three questions)** (2½x3=7½)
- a) Activities conducted by a linen room in a five star hotel
 - b) Laundry
 - c) How to remove stain of mango pulp/lipstick
 - d) Forms maintained at housekeeping control desk
 - e) Organic solvents
 - f) Back of the house areas

SECTION – B**Attempt all questions**

(5x3=15)

- Q.2. Describe the frequency of cleaning required for various front of the house areas. Why it is important to maintain a specific cleaning schedule for these areas?
- OR**
- Draw the format of a key control register and explain its importance.
- Q.3. Explain the coordination between housekeeping control desk and front office.
- OR**
- What are the key activities carried out in a hotel sewing room? List the common tools & equipment need.
- Q.4. Explain par. What are the factors to be considered in determination of the par level of uniform?
- OR**
- Describe the uniform exchange procedure followed in the uniform room. List the advantages of providing uniforms to staff in hotels.

SECTION – C**Attempt all questions**

(7½x1=7½)

- Q.5. List and explain five commonly used laundry agents as per industry standards. What are their functions in hotel laundry process?
- OR**
- As the organizer responsible for welcoming a Japanese delegation to your hotel, you are tasked with ensuring that the floral arrangements align with oriental floral designs. In this context, provide a detailed explanation of the oriental floral arrangement concept/theme, including considerations for ratios and styles. How would you incorporate elements such as harmony, simplicity, and balance into the floral arrangements to create a culturally immersive atmosphere for the visiting delegation?

SUBJECT CODE: BHA207

EXAM DATE: 16.05.2025

ROLL No.

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2024-2025

COURSE : 2nd Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Hotel Security
TIME ALLOWED : 02 Hours

MAX. MARKS: 30

(Marks allotted to each question are given in brackets)

SECTION – A

- Q.1. Write short notes on (Attempt any four questions) (2x4=8)
- a) Primary security concern for a hotel
 - b) Hotel parking security protocol
 - c) Mock fire drills
 - d) Key control
 - e) Natural disaster
 - f) Cyber crime
 - g) Safety
 - h) Guest theft

SECTION – B

Attempt all questions (4x3=12)

- Q.2. What are the security procedures and protocols for a VIP guest?
OR
List and explain any two types of keys used in hotel for guest security.
- Q.3. Name two fire fighting equipment. Also, mention its usage, care & maintenance.
OR
What are the comprehensive emergency plans when dealing with terrorism?
- Q.4. Write the standard procedure for managing lost and found items in a hotel.
OR
Illustrate the advantages of employees security training & review.

SECTION – C

Attempt all questions (10x1=10)

- Q.5. Draw the hierarchy flow chart of a security department of a large hotel. Explain the duties and responsibilities of the different positions of the security department.
OR
What do you understand by the term security communication in a hotel? List and explain the different components & features commonly found in security communications systems.

SUBJECT CODE: BHA209

EXAM DATE: 19.05.2025

ROLL No.

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2024-2025

COURSE : 2nd Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Communication Skills - II
TIME ALLOWED : 03 Hours

MAX. MARKS: 60

(Marks allotted to each question are given in brackets)

SECTION – A

- Q.1. Write short notes on (Attempt any five questions) (3x5=15)
- a) Listening
 - b) Syntax
 - c) Comprehension
 - d) Paraphrasing
 - e) Vocabulary
 - f) Intonation
 - g) Descriptive approach on Grammar
 - h) Dialogues
 - i) Skimming
 - j) Central idea

SECTION – B

Attempt all questions

(6x5=30)

- Q.2. Describe different types of listening.
OR
List the advantages of listening audio recordings? Also, enlist the common barriers to effect listening.
- Q.3. Define phonetics. List down some common phonetic symbols for consonants and vowels.
OR
Identify and explain the key elements that should be incorporated by a front office executive in his dialogue to communicate with a walk-in guest.
- Q.4. Effective reading is an essential component of communication skills. List down & explain some techniques and strategies to enhance your reading skills.
OR
How does the process of word foundation using the same set of letters contribute to the creation of new words in language? Give examples.
- Q.5. Describe the process of summarizing a text. List the key steps involved with their importance.
OR
Write a persuasive newspaper article on your favourite tourist destination within 150 words.
- Q.6. List and explain the words & phrases to use in a telephonic conversations with a guest in a hotel.
OR
List the traits of a good listener.

SECTION – C

Attempt all questions

(15x1=15)

- Q.7. From the given comprehension answer the questions:
The global hospitality industry, particularly the hotel sector, has witnessed a paradigm shift in recent years, driven by rapid technological advancements, shifting consumer preferences, and heightened awareness of

CODE: JN/23-24/126-II/127-I

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environmental and ethical practices. Traditional models of hotel management—relying heavily on in-person services, physical marketing, and legacy booking systems—are rapidly evolving. Smart room technologies, contactless check-ins, AI-powered customer service bots, and sustainability-driven initiatives are becoming central to the guest experience.

However, this transition is not without challenges. The high cost of tech integration, cybersecurity concerns, and resistance to change among traditional staff remain considerable barriers. Moreover, with increasing reliance on digital interfaces, the personal touch that once defined hospitality is at risk of being diminished.

From a strategic point of view, many hotel chains are now focusing on developing dynamic pricing models and hyper-personalized marketing strategies based on big data analytics. Hotels are increasingly adopting green certifications, reducing water and energy usage, and training staff in ethical customer engagement practices. Also post pandemic the robust hotels are quickly shifting to new operating models such as providing remote workspaces, enhanced hygiene protocols etc.

In such a volatile yet opportunity-rich environment, hospitality leaders are challenged to uphold the core values of the industry—warmth, service, and experience—while simultaneously embracing transformation.

- How can hotels maintain the essence of personal hospitality while adopting smart technologies? Provide examples and suggest a balanced approach.
- Discuss the strategic significance of Environmental, Social, and Governance (ESG) principles in modern hotel operations.
- Reflecting on the challenges posed by the pandemic, evaluate how adaptability and innovation have become critical success factors in hotel management. Propose three innovative strategies a hotel can implement to future-proof its operations against such crises.

OR

Read the following newspaper article and identify at least five different grammatical constructions. Discuss how these constructions contribute to the overall tone and style of the article. Also, how do the grammatical constructions in the newspaper article contribute to conveying information and maintaining a formal tone?

"Local economy sees growth despite challenges".

In the face of economic challenges, the local economy has exhibited remarkable resilience. Job creation efforts, coupled with strategic investments, have played a pivotal role in fostering growth. Despite a global downturn, this region has managed to not only weather the storm but also chart a part towards sustainable development.

SUBJECT CODE: BHA210

EXAM DATE: 20.05.2025

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2024-2025

COURSE : 2nd Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Basics of Tourism
TIME ALLOWED : 02 Hours

MAX. MARKS: 30

(Marks allotted to each question are given in brackets)

SECTION – A

- Q.1. Write short notes on **(Attempt any four questions)** **(2x4=8)**
- a) Space tourism
 - b) Guide
 - c) Ethnic tourism
 - d) Travel agent
 - e) Pilgrimage tourism
 - f) Rural tourism
 - g) Online travel portals
 - h) VFR

SECTION – B

Attempt all questions **(4x3=12)**

- Q.2. What is the difference between a visitor, tourist and excursionist?
OR
Explain the two basic forms of tourism with suitable examples.
- Q.3. List and explain in brief any four social impact of tourism.
OR
Development of tourism infrastructure has direct correlation with environment. Discuss.
- Q.4. Discuss the emerging trends influencing the future of hospitality industry.
OR
Explain how international tourism supports Indian tourism sector.

SECTION – C

Attempt all questions **(10x1=10)**

- Q.5. Elaborate the primary and secondary constituents of tourism. Provide examples for each.
OR
Select a specific tourism destination of your choice and analyze how various tools & innovation can improve its accessibility, visitors experience & effective management of tourism destination.
