

SUBJECT CODE: BHA301

EXAM DATE: 16.04.2025

ROLL No.

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

COURSE : 4th Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Indian Culinary Arts
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)
- Mise-en-place in bulk cooking
 - Diet menu
 - Criteria for selecting heavy-duty commercial kitchen equipment
 - Workflow of hospital catering
 - Cloud kitchen
 - Challenges of cruise line catering
 - Indenting in bulk cooking
 - Potli masala
 - Indian breads
 - Indian super foods

SECTION – B

Attempt all questions (6x5=30)

- Q.2. How does geography influences regional cuisine of India? Support your answer with suitable examples, highlighting availability of ingredients & special equipment.
OR
Describe any three special dishes prepared during Diwali. Also, explain their cultural significance.
- Q.3. Name three famous Indian sweets. Describe its ingredients & method of preparation.
OR
What are the key characteristics of tribal cuisine of Odisha? Mention some traditional ingredients & cooking methods.
- Q.4. List and explain in brief about the scope for growth in volume catering establishments.
OR
Write short notes on dishes made during Christmas with proper examples.
- Q.5. Explain the ingredients used in panch phoran and sambar masala. Also, discuss how these blends are crucial in defining distinct flavours of Bengali and South Indian cuisine.
OR
What makes chettinad cuisine unique? Discuss the use of spices & special cooking techniques.
- Q.6. Define inventory control. What are the different types of storage facilities used in volume catering of raw and cooked food?
OR
What are the key characteristics of Goan cuisine? Also mention few traditional Goan dishes.

SECTION – C

Attempt all questions (15x1=15)

- Q.7. "Eat well catering" is an established catering company that specializes in offering gourmet meals for corporate events and high-end private functions. To stay in competition the company is looking forward to

incorporate plant-based diets & farm-to-table principles to cater to environmentally aware and health conscious consumers.

Additionally the company is also planning to launch a line of proprietary foods that reflects its commitment to high quality, innovative and sustainable offerings to the working class/corporate consumers. To maintain food quality and align with the consumer expectation, the company also plans to implement cutting edge food labeling & food packaging technology.

Answer the following questions:

- Discuss the benefits of plant-based meals and the challenges the company may face in transitioning from the main stream catering to plant-based offerings.
- Define proprietary food. Suggest proprietary food which the company may plan to launch.
- Discuss the role of food packaging technology in maintaining the quality & freshness of proprietary food. What packaging innovation should the company consider to protect the quality of food while reducing environmental impact?

OR

"Yatra North India" is a renowned culinary tourism company known for offering curated travel packages to foreign clients inclines towards exploring the culinary trail of India.

As part of the tour, they have decided to showcase the cuisines from North India, focusing on their Geographical influences, staple diets, special equipment and lost recipes.

The company's R&D team has been assigned to identify any three states from North-India and design a state-wise memoir highlighting:

- Culinary history, geographical location & food habits
- Special ingredients/local produce & kitchen equipment
- A brief on famous dishes

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

COURSE : 4th Semester of 3-year B.Sc. (HHA) Program
 SUBJECT : Banquet Operations
 TIME ALLOWED : 03 Hours

MAX. MARKS: 60

(Marks allotted to each question are given in brackets)

SECTION – AQ.1. Write short notes on **(Attempt any five questions)** (3x5=15)

- a) Food aggregators
- b) Developing duty roster
- c) Fork buffet
- d) Still room
- e) Room service department
- f) Kitchen Stewarding
- g) MICE Events
- h) Home delivery
- i) Outdoor catering
- j) In-room wine service

SECTION – B**Attempt all questions** (6x5=30)

Q.2. Explain factors to be considered while purchasing equipment for F&B operations.

OR

Discuss steps in planning an F&B outlets.

Q.3. Explain the sequence of dishes which are kept on display during breakfast buffet of a five star hotel.

OR

Describe the main features of finger buffet and cold buffet with suitable examples.

Q.4. What is function prospectus/party checklist? Explain with help of format.

OR

Enlist room service order taking telephone etiquettes.

Q.5. Summarize toast procedure during a wedding function.

OR

Draw and describe in few lines the different types of banquet plans/arrangements.

Q.6. Define guéridon service. Discuss the use of various equipment which are required for guéridon service.

OR

Describe QSR. Explain the significance of FOH, MOH and BOH in its operations.

SECTION – C**Attempt all questions** (15x1=15)

Q.7. A luxury French dining restaurant has recently decided to introduce guéridon service to enhance customer dining experience through live interaction and exquisite menu.

The management intends to invest time to streamline the pre-operational activities before launching the guéridon service in restaurant by documenting the following:

- a) Different types of trollies used in guéridon service.
- b) Developing SOP's for guéridon service procedure with emphasis on order taking, preparation of trolley, cooking, portioning & plating.

c) Shortlisting 5 dishes for guéridon service.

OR

What is menu planning? Discuss the factors that influence effective menu planning for various types of food service outlets. Also, identify the common constraints faced in menu planning and illustrate the ways to overcome them to achieve operational efficiency.

SUBJECT CODE: BHA305

EXAM DATE: 21.04.2025

ROLL No.

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

COURSE : 4th Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Rooms Division Management - I
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) Customer Defection
 - b) Market Condition Approach
 - c) Disadvantages of budget
 - d) Advantages of budgets
 - e) Daily operations report
 - f) Purpose of room revenue analysis
 - g) Room inspection checklist
 - h) Deep cleaning
 - i) Benefits of customer loyalty
 - j) Budgetary control

SECTION – B

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

- Q.2. Define management cycle. Explain various management functions.
OR
Define rule of thumb method in room pricing. How is it used to estimate room rate in hotel?
- Q.3. Explain three types of budgets prepared in rooms division.
OR
Describe various factors affecting budget planning.
- Q.4. List and explain any three occupancy ratios that are commonly calculated by front office to evaluate hotel performance.
OR
How front office manager use room division budget reports to analyse operations?
- Q.5. In short, write about VIP room inspection and public area inspection procedure.
OR
What is guest room health management? Discuss how it contributes to guest satisfaction & hygiene standards.
- Q.6. Briefly explain the wheel of loyalty.
OR
Discuss the scope of artificial intelligence in rooms division.

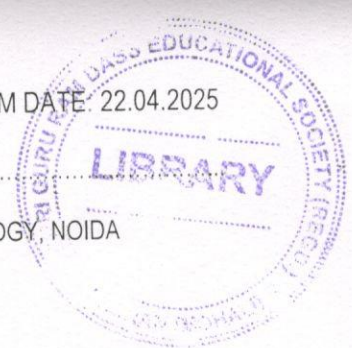
SECTION – C

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

- Q.7. Hotel XYZ is a 200 room property which costs Rs. 1,00,00,000 to construct. The hotel is financed with a loan of 75,00,000 at 12% annual interest. Rs. 25,00,000 is invested by the owner and owner desires 15% annual return on investment. 75% occupancy is estimated throughout the year and the income tax rate is 40%. Additional expenses are:-
Energy costs: Rs.3,00,000, F&B income: Rs.1,50,000, Property tax: Rs.2,50,000, Human resource: Rs.80,000, Health club loss: Rs.50,000, Depreciation: Rs.3,00,000, Transportation: Rs.40,000, Other

The estimated direct operating expenses are Rs.10 per room sold. Calculate the average room rate using Hubbart's formula.

What is forecasting? Explain the importance of forecasting in front office operations and discuss the key factors that influences forecasting. Also, describe the various formulae used for forecasting. Draw a forecast form and justify its use in daily operations.



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

COURSE : 4th Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Facility Management
TIME ALLOWED : 2 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)
- Facility management
 - Preventive Maintenance
 - Energy conservation plans in hotel kitchen
 - Safety inspection
 - Utilization of IOT
 - Building Management Software
 - Creating positive work environment
 - Brand Management

SECTION – B

Attempt all questions

(4x3=12)

- Q.2. Describe the sustainable practices used in energy management.
OR
Summarize how to increase the life span of assets through proper maintenance.
- Q.3. What are the duties and responsibilities of facility manager?
OR
Explain in detail different types of waste, its causes and the ways to manage them.
- Q.4. What is the role of green certification in facility management?
OR
What are the factors to be considered while selecting providers for facilities?

SECTION – C

Attempt all questions

(10x1=10)

- Q.5. Ensuring safety and security in hotels is crucial for protecting both guests and staff. Hotels implement various measures to achieve this such as using key cards and biometric systems to control access and restrict entry to authorized individuals only. Surveillance plays a significant role, with CCTV cameras installed to monitor public areas and entrances, enhancing overall security. Regular staff training is crucial, focusing on emergency procedures, fire safety, and recognizing suspicious activities to ensure everyone is prepared for potential threats. Additionally, hotels establish clear evacuation routes and conduct regular emergency drills to ensure a swift and organized response in case of emergencies.
- How do CCTV cameras contribute to hotel security?
 - What are the key elements of an effective emergency response plan in a hotel?

OR

Maintaining accurate documentation and records is essential for conducting a facility audit in a hotel and effective financial planning is crucial for the smooth operation of facility management. Discuss the importance of maintaining documentation and records for a facility audit in a hotel. Draw necessary documents/records to support your answer.

SUBJECT CODE: BHA309

EXAM DATE: 23.04.2025

ROLL No.

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

COURSE : 4th Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Food Science, Nutrition & Hygiene
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) Inter-relationship between food science & food microbiology
 - b) Effect of cooking on starch
 - c) Functional food
 - d) Genetically Modified Food
 - e) Benefits of microbes in food
 - f) Dietary Supplements
 - g) Recent concerns of nutrition
 - h) Critical Control Point
 - i) Function of water in maintaining health
 - j) FSSAI

SECTION – B

Attempt all questions (6x5=30)

- Q.2. List the steps involved in planning a balanced diet.
OR
Discuss Vitamin A & D under the following heads:
a) Functions b) Food sources c) Effects of deficiency
- Q.3. Classify proteins & explain the functions performed by proteins.
OR
Explain the four main colloidal systems prominent in food, stating the phases and giving relevant examples for each.
- Q.4. Describe the basic uses/benefits of total quality management.
OR
Explain some of the pest control measures for stored raw materials.
- Q.5. List three basic food groups giving four examples for each. State the main nutrients provided by each group.
OR
What are the various food preservation techniques? Explain with examples.
- Q.6. Explain the different ways to conserve nutrients in various stages of food preparation.
OR
Discuss the importance of maintaining hygiene in railway catering. Highlight the specific hygiene practices followed in mobile catering setups.

SECTION – C

Attempt all questions (15x1=15)

- Q.7. Mr. David is manager of the 'Citrus Hotel Café'. As part of a newly implemented self-inspection program, David performed an inspection of the walk-in refrigerator. During the inspection, he notices that the chicken for the next day's dinner buffet was not covered and was directly stored above several washed fruits &

vegetables. Other foods were stored in covered containers but without proper labelling of food description and date. David also noticed that boxes of proprietary sauces were been stacked closely together on the floor of the walk-in cooler & the thermometer was hanging from the condensing unit.

- What food safety hazards exist in the walk-in refrigeration unit at the 'Citrus hotel café'?
- Define food contamination and spoilage. Also, discuss the hazards that might result in food contamination and spoilage.
- What should be done to correct the problems that Mr. David observed during his inspection?

OR

Discuss the classification of fats & oil based on origin and saturation. Describe rancidity and reversion and explain the effect of heat on fats & oils.

Also, explain the various culinary uses of popular fats and oil.

SUBJECT CODE: BHA310

EXAM DATE: 24.04.2025

ROLL No.

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

COURSE : 4th Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Business Communication
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) Types of business message
 - b) Grapevine communication
 - c) Proofreading
 - d) Company brochure
 - e) Letter of recommendation
 - f) Reader Centric Approach
 - g) Plagiarism
 - h) Ethical Web browsing
 - i) Online product marketing
 - j) Web Conferencing

SECTION – B

Attempt all questions (6x5=30)

- Q.2. Explain the principles of effective communication.
OR
Explain different types of formal communication practiced at workplace.
- Q.3. What is expository writing? Explain its purpose & characteristics with suitable examples.
OR
What are the essential parts of an office memorandum? Explain with suitable examples.
- Q.4. Explain the steps involved in writing a business report.
OR
What are the key guidelines for writing an effective résumé?
- Q.5. What are the positive and negative impact of communication technology at the workplace?
OR
Discuss the use of technology based communication tools at workplace.
- Q.6. Draft a sample résumé for the post of Front Office Associate at a 5 star hotel.
OR
Write a letter of acceptance acknowledging the role of guest relation executive at Hotel Atlantis.

SECTION – C

Attempt all questions (15x1=15)

- Q.7. Write a short story on a theme of your choice (such as hospitality, tourism, social responsibility or team work). Your story should include well-developed characters, a clear setting and a positive conclusion. The length of the story should be approximately 300 to 700 words.
OR
While on training, you assisted an elderly couple who arrived from Australia, tired and slightly disoriented after a long journey. You assisted the couple with a smooth check-in and noticed that their purpose of

booking a suite room in the palace heritage property was to celebrate their 50th Wedding Anniversary. So you informed housekeeping and arranged for a surprise room decoration and cake on the D-Day. On the day of celebration, you decided to write the whole incidence in your personal journal describing the couple's expressions, the ambiance of room, the cake décor and soft music that played as the surprise unfolded. You also submitted the complete write-up in the ongoing-staff talent hunt. To no-surprise your article won and was featured in the hotel's internal newsletter to inspire other.

Note: The length of your write-up must be within 300 to 700 words.

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

COURSE : 4th Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Hotel Accounting Skills
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)**
- Accounting
 - Money Measurement Concept
 - Journal
 - Rules of making debit and credit of personal, real and nominal accounts
 - Objectives of preparing a trial balance
 - Deferred revenue expenditure with examples
 - Direct expenses with examples
 - Current assets with examples
 - Uniform system of accounting
 - Advantages of departmental accounting

SECTION – B

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

- Q.2. Give the classification of accounts with examples.

OR

Write the advantages of double entry system of accounting.

- Q.3. What is a trial balance? List the advantages of preparing a trial balance.

OR

Prepare a trial balance from the following balances extracted from the books of Sharma & co. as on 31st March 2024:

Particulars	Amount (Rs.)	Particulars	Amount (Rs.)
Capital	2,86,000	Purchases	2,90,000
Commission received	45,000	Cash-in-hand	54,000
Sales	4,57,000	Debtors	54,000
Bills Payables	27,000	Building	3,78,000
Creditors	32,000		
Interest paid	16,000		
Drawings	28,000		
Furniture	27,000		

- Q.4. Distinguish between journal and ledger.

OR

What are the advantages of journal?

- Q.5. Distinguish between a trial balance and a balance sheet.

OR

In what ways gross profit differs from net profit?

- Q.6. List the advantages of uniform system of accounting.

OR

Prepare a Room Department Income schedule under the uniform system of accounting from the following information extracted from the books at Sophia Restaurant for the period ended 31st March, 2024:

Particulars	Amount (Rs.)	Particulars	Amount (Rs.)
Transient sales	2,75,500	Employees Benefits	35,500
Sales (Permanent)	1,67,000	Allowances (Room)	25,500
Salaries and wages	27,800	Guest transportation	6,500
Commission paid	16,700	Cleaning Charges	8,700
Uniforms	11,500		
Linen	8,800		
Insurance	2,300		

SECTION – C

Attempt all questions

(15x1=15)

Q.7. What is departmental accounting? Discuss the various methods of departmental accounting in detail.

OR

Prepare a Trading and Profit & Loss Account and a balance sheet from the following trial balance of Mr. Roy:

Trial Balance as on 31st March, 2023

Particulars	Debit (Rs.)	Credit (Rs.)
Opening Stock	80,000	
Carriage inwards	2,000	
Sales return	2,000	
Wages	12,000	
Salaries	18,000	
Power and fuel	15,000	
Land and building	2,50,000	
Furniture	75,000	
Office expenses	10,000	
Drawings	2,000	
Repairs	10,000	
Bills Receivables	5,000	
Purchases	35,000	
Cash in hand	5,000	
Cash at bank	46,000	
Debtors	20,000	
Machinery	2,00,000	
Insurance	20,000	
Sales		2,50,000
Commission received		5,000
Rent received		13,000
Purchase return		5,000
Creditors		34,000
Bills payable		20,000
Capital		2,80,000
Long-term loan		2,00,000
Total	8,07,000	8,07,000

Note: Closing stock as on 31-03-2023 was valued at Rs.30,000.
