

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2022-2023

COURSE : 1st Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Application of Computers
TIME ALLOWED : 02 Hours

MAX. MARKS: 50

(Marks allotted to each question are given in brackets)

Q.1. Define Computers. Discuss the different characteristics of computer.

OR

Define operating system. What are the functions of an operating system?

(10)

Q.2. Explain the different generations of computer.

OR

Discuss about the secondary storages devices of computer.

(10)

Q.3. Define computer network. Explain any three topologies with diagram.

(5)

Q.4. What are internal commands in MS-DOS.

(5)

Q.5. Describe the importance of input devices. List any five input devices.

(5)

Q.6. Fill in the blanks:

- (i) BIOS - Basic input _____ system
- (ii) HTML - _____ Text Markup Language
- (iii) MODEM - _____ Demodulator
- (iv) MICR - Magnetic Ink Character _____
- (v) LCD - Liquid _____ Display

(5x1=5)

Q.7. Attempt any two:

- | | |
|--------------------------|--------------------------|
| (i) Application Software | (ii) Fiber optic channel |
| (iii) Ethernet | (iv) Data compiler |

(2x2½ =5)

Q.8. State True or False:

- (i) The extension of excel files is .xls.
- (ii) Mail merge option is available in MS-word.
- (iii) 10010010 is an example of Binary number
- (iv) 1GB is equal to 1000 MB.
- (v) "F5" is the keyboard shortcut to run PowerPoint presentation.

(5x1=5)

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2022-2023

COURSE : 1st Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Hotel Engineering
TIME ALLOWED : 03 Hours

MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. Draw and explain vapour compression cycle of refrigeration.
OR
Design a basic water distribution model to explain any three commonly used water distribution system in hotels. (10)
- Q.2. Enlist and explain any five fire safety equipment used in hotels.
OR
Classify lighting. List the importance of good lighting in hotels. (10)
(5+5=10)
- Q.3. Draw organization chart of maintenance department. Write five duties and responsibilities of Chief engineer.
OR
Define calorific value. Write qualities of good fuel. (5+5=10)
(2+8=10)
- Q.4. What is an electric circuit? Explain the importance of fuse in electrical installations. Also illustrate the need of earthing in hotel building.
OR
Explain four commonly used waste disposal methods. (2+4+4=10)
(4x2½ = 10)
- Q.5. Define contract maintenance. Write advantages and disadvantages of contract maintenance. (2+8=10)
- Q.6. Identify factors considered for replacement of machine and equipment from various departments. Illustrate the role of maintenance for upkeep and smooth functioning of a hotel building. (5+5=10)
- Q.7. Write safety and security measures to prevent (any four):
(i) Fall due to high rise cleaning (ii) Bomb threat (iii) Burn in kitchen
(iv) Electrical fire (v) Injury caused due to slip
(4x2½ = 10)
- Q.8. Define the following (any five):
(i) Preventive maintenance (ii) Latent heat (iii) Conduction
(iv) Conductor (v) Water taps (vi) Luminous intensity
(vii) Air pollution (viii) Elevator
(5x2=10)

Q.9. State True or False:

- (i) Solar energy is called non-conventional energy.
- (ii) An ideal air conditioning temperature is 21-22°C.
- (iii) Temporary hardness of water can be removed by boiling the water.
- (iv) A refrigerant must have a boiling point above the temperature at which ice forms.
- (v) While making contract, the specification must be clearly defined and detailed.
- (vi) MCB stands for Major Circuit Breakers.
- (vii) Current flows through insulators.
- (viii) Radiation is a method of heat transfer.
- (ix) Flash point indicates fire in lobby.
- (x) Overhead projector is an input device.

(10x1=10)

Q.10. Fill in the blanks:

- (i) BTU is the amount of heat required to heat one pound of water to one degree of _____.
- (ii) Air is _____ than liquefied petroleum gas.
- (iii) One ton of refrigeration means cooling by extracting heat at the rate of _____ Kilo calories per hour.
- (iv) The ignition temperature of coal is _____ than the ignition temperature of LPG.
- (v) LPG is a mixture of Butane and _____.
- (vi) SI unit of current is _____.
- (vii) 8.5 pH is considered as _____ water.
- (viii) _____, oxygen and heat are component of fire triangle fuel.
- (ix) PCB stands for _____ Control Board.
- (x) Solid sedimentary residue obtained after sewage treatment is called _____.

(10x1=10)

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2022-2023

COURSE : 1st Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Foundation Course in Food Production - I
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. Draw classical brigade of a five star hotel and explain duties & responsibilities of Sous Chef. (5+5=10)
- OR
- Classify soups with the help of a diagram. List five international soups with their region of origin. (5+5=10)
- Q.2. Draw a checklist for personal hygiene practices of all food handlers in a five star hotel. (10)
- OR
- Illustrate importance of vegetables and dressings in a salad. Name any five basic vegetable cuts. (5+5=10)
- Q.3. Describe consistency. Explain various types of consistencies of food preparations. (10)
- OR
- Define sauce. Classify five mother sauces with two derivatives under each. (2½ + 7½ =10)
- Q.4. How is sugar essential in bakery? What is caramelization of sugar? (2+8=10)
- OR
- What is role of shortening in preparation of bakery item? List five commonly used shortening agents. (5+5=10)
- Q.5. Draw a neat labelled diagram of a chicken egg. List the points to be kept in mind while selecting quality eggs for commercial bakery. (10)
- Q.6. Explain any five cooking methods. (10)
- Q.7. Attempt any two:
- (i) Importance of uniform & protective clothing
 - (ii) Role of raising agent
 - (iii) Use of stock.
- (5+5=10)

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2022-2023

COURSE : 1st Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Foundation Course in Food & Beverage Service - I
TIME ALLOWED : 03 Hours
MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1 Elaborate commercial and non-commercial catering.
OR
What do you mean by transport catering? What are the advantages and challenges faced in railway catering?
(5+5=10)
- Q.2 Explain the duties and responsibilities of Maitre d' Hotel in a fine dining restaurant.
OR
Describe the inter-departmental relationship of F&B service with other departments of the hotel.
(10)
- Q.3 Explain any five ancillary departments of an upscale dining restaurant.
OR
Explain any five food & beverage outlets in a five star hotel.
(10)
- Q.4 Explain manufacturing process of tea. Name three international brands of tea.
OR
Discuss production of coffee. Name three types of coffee.
(7+3=10)
- Q.5 What is the need of setting a hierarchy for F & B service department? Draw hierarchy chart of French cuisine fine dining restaurant.
(10)
- Q.6 Differentiate with examples:
a) Flatware and Holloware
b) Crockery and Glassware
(5x2= 10)
- Q.7 List ten equipment which are kept in sideboard for daily restaurant operations.
(10)
- Q.8 Write short note on the followings (any two):
(i) Role of catering in travel / tourism industry
(ii) Attributes of a waiter
(iii) Vending machine & its importance.
(2x5=10)
- Q.9 Explain the following terms (any four):
(i) Dummy waiter (ii) Oolong (iii) Malted beverages
(iv) Trancheur (v) Airline catering
(4x2 ½ =10)

Q.10. A. Match the following:

- | | |
|-------------------|-----------------------|
| (i) Tisane | (a) Sparkling water |
| (ii) Perrier | (b) Gambling activity |
| (iii) Casino | (c) Quinine |
| (iv) Tonic water | (d) Cocoa powder |
| (v) Hot chocolate | (e) Herbal Tea |

(5x1=5)

B. State True or False:

- (i) Welfare catering ensures providing food and beverages at minimum cost to schools, hospitals and prisons.
- (ii) A waiter should recommend daily specials to the guests while taking order.
- (iii) Discotheque is an entertainment venue and a bar that usually operates at night.
- (iv) Demitasse is a type of cutlery.
- (v) Fresh grape juice is called wine.

(5x1=5)

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2022-2023

COURSE : 1st Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Foundation Course in Front Office - I
TIME ALLOWED : 03 Hours
MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. Define hotels. List guest rooms facilities as per star classification of hotels.
OR
Define Tourism. Discuss four supplementary accommodation gaining popularity with modern tourists.
(2+8=10)
- Q.2. Design front office lobby for a luxury hotel. Write in brief the importance of concierge.
(8+2=10)
OR
Plan the basic activities of any five function areas of front office department of a business hotel.
(10)
- Q.3. Explain different types of rooms in a five star hotel.
OR
List the procedure carried out by bell desk in a hotel.
(10)
- Q.4. Draw front office hierarchy of a five star hotel. Write the duties and responsibilities of a front office manager.
(5+5=10)
- Q.5. Illustrate the concept of time share. Discuss various types of timeshare.
(2+8=10)
- Q.6. Attempt any two:
(i) Automated equipment
(ii) Semi-automated equipment
(iii) Non-automated equipment
(2x5=10)
- Q.7. Differentiate between:
(i) Independent hotel and chain hotel
(ii) Referral chain hotel and condominium
(2x5=10)

Q.8. Match the followings:

- | | |
|--------------------|---------------------|
| (i) Wednesday | (a) S'il vous plaît |
| (ii) Winter | (b) Chambre |
| (iii) Afternoon | (c) Première |
| (iv) First | (d) Bonjour |
| (v) Please | (e) Après-midi |
| (vi) Room | (f) Un |
| (vii) Good morning | (g) Vendredi |
| (viii) One | (h) Merci |
| (ix) Friday | (i) L'hiver |
| (x) Thank you | (j) Mercredi |

(10x1=10)

Q.9. Find the odd one out.

- (i) Traveller/ Inn / Tourist
- (ii) Reception / Concierge / Restaurant
- (iii) Attendance Register / message Slip / Folio
- (iv) Confident / Poise / Impatience
- (v) Kitchen / Conference room / Meeting room
- (vi) Dharamshalas / Dak Bungalows / Casino
- (vii) Boatel / Rotel / Guest house
- (viii) Notice Board / Fax machine / Computers
- (ix) Incoming call / Message slip / Outgoing call
- (x) Key card / errand card / luggage slip

(10x1=10)

Q.10. State True or False:

- (i) Light shows are part of tourism industry.
- (ii) Another name of American plan is Bonjour.
- (iii) Resorts are located in the heart of the city.
- (iv) Concierge is not a part of front office.
- (v) Doorman is also called chauffeur.
- (vi) Many times guest complaints are beneficial to the hotel.
- (vii) A quad room contains double-double bed.
- (viii) Key and mail rack should be in clear view of the hotel staff.
- (ix) Bell boy welcomes the guest.
- (x) Budget holes offers comfortable yet inexpensive rooms.

(10x1=10)

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2022-2023

COURSE : 1st Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Foundation Course in Accommodation Operations - I
TIME ALLOWED : 03 Hours

MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. Draw a neat staff organisation chart of housekeeping department for a large hotel.
OR
Explain the duties and responsibilities of:
(a) Executive Housekeeper (b) Room attendant (10)
- Q.2. Discuss the role of housekeeping department in achieving guest satisfaction and repeat business. (10)
- Q.3. Draw and describe the layout of housekeeping department.
OR
What are the various personality traits of housekeeping management personnel? Briefly explain each. (10)
- Q.4. Explain briefly about the importance of interdepartmental co-ordination between housekeeping and front office.
OR
Discuss the role of co-ordination amongst housekeeping with maintenance and security department. (10)
- Q.5. Define cleaning. Design SOPs for cleaning guest rooms of a five star hotel. (10)
- Q.6. Write in brief on care & use of any five housekeeping equipment.
OR
List the general criteria for selection of cleaning agents. Also enlist ways to ensure proper storage of cleaning agents. (10)
- Q.7. As an executive housekeeper, identify the most effective cleaning method for the following surfaces (any four):
(i) Silver tea set
(ii) Glass window
(iii) Leather sofa
(iv) Ceramic tiles
(v) Melamine trays (4x2½ = 10)
- Q.8. Write short notes on (any two):
(i) Use of eco-friendly products in housekeeping
(ii) Use of computers in housekeeping
(iii) Setting frequency of cleaning by housekeeping department (2x5=10)

Q.9. State True or False:

- (i) Room attendant reports to floor supervisor
- (ii) Regular bathroom cleaning is required in guest room.
- (iii) "Do Not Disturb" card is hanged outside vacant room.
- (iv) Rexine is faux leather.
- (v) Clean guest room linen are stocked in uniform room.
- (vi) Maintenance department is responsible for providing daily guestroom supplies.
- (vii) Caddy is used to carry cleaning agents & equipment.
- (viii) Cleaning of carpets & window blinds falls under special cleaning.
- (ix) Paint is applied on walls to make it grease or dust free.
- (x) Executive Chef heads the housekeeping department.

(10x1=10)

Q.10. Match the followings:

- | | |
|-----------------------------|--|
| (i) Veneer | (a) Semi hard flooring |
| (ii) Job descriptions | (b) Water softener |
| (iii) Faucet | (c) A thin outer coating often given on wood surface |
| (iv) Marble | (d) Another term for taps |
| (v) Chandeliers | (e) Hard flooring |
| (vi) Cork | (f) Expensive & decorative lightening |
| (vii) Washing soda | (g) Vacuum cleaner |
| (viii) Mechanical equipment | (h) Selection tools |
| (ix) Spring cleaning | (i) Annual cleaning |
| (x) Hearth cloth | (j) Thick fabrics used to protect carpet or flooring from fire marks |

(10x1=10)

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR - 2022-2023

COURSE : 1st Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Nutrition
TIME ALLOWED : 03 Hours

MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. Define Nutrition. Illustrate the function of food in maintaining good health. (2+8=10)

Q.2. Classify carbohydrates. Write five major functions of carbohydrates. (5+5=10)

OR

Define energy. Explain the concept of BMR. Enlist the factors affecting BMR. (2+2+6=10)

Q.3. Classify proteins under structure and quality. Write five major dietary source of protein. (10)

Q.4. Define lipids. Differentiate between saturated and unsaturated fatty acid with clear structure. (4+6=10)

Q.5. Explain the role of water in maintaining the water balance of the body. (10)

OR

Explain in detail the various factors affecting palnning a balanced diet.

Q.6. Classify vitamins and write functions of vitamin E & C. (10)

OR

Write short notes on calcium and phosphorus.

Q.7. Define **any five** from the following:

- | | | |
|--------------------|---------------------|-------------------------------|
| (i) Diet | (ii) Hollow calorie | (iii) Available carbohydrates |
| (iv) Cholesterol | (v) Deamination | (vi) Obesity |
| (vii) Malnutrition | (viii) Anemia | (ix) Beri-beri |

(5x2=10)

Q.8. Expand **any five** from the following:

- | | | |
|-----------|------------|------------|
| (i) ORS | (ii) RDA | (iii) PUFA |
| (iv) MUFA | (v) SDA | (vi) BV |
| (vii) HDL | (viii) EFA | |

(5x2=10)

Q.9. Match the following:

- | | |
|-------------------|--------------------------|
| (i) Carbohydrates | (a) Artificial sweetener |
| (ii) Protein | (b) Saccharide |
| (iii) Lipids | (c) Amino acid |
| (iv) BMI | (d) Fatty acid |
| (v) Lysine | (e) Hormone |
| (vi) Methionine | (f) Body fitness |
| (vii) Histidine | (g) Cereal |
| (viii) Thyroxine | (h) Pulses |
| (ix) Hemoglobin | (i) Children |
| (x) Aspartame | (j) Iron |

(10x1=10)

Q.10. State True or False:

- (i) Night blindness is caused by deficiency of vitamin A.
- (ii) Moonlight is the main source of vitamin D.
- (iii) Vitamin E is fat soluble vitamin.
- (iv) Vitamin B1 is called riboflavin.
- (v) Folic acid helps in formation of RBC.
- (vi) Calcium deficiency leads to rickets.
- (vii) Anemia is the symptom of iron deficiency.
- (viii) Goitre is resulted by sodium deficiency.
- (ix) Copper deficiency leads to loss of appetite.
- (x) Oxalic acid is present in green leafy vegetables.

(10x1=10)
