

ROLL No.....

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

COURSE : 3rd Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Food Safety & Quality
TIME ALLOWED : 02 Hours MAX. MARKS: 50

(Marks allotted to each question are given in brackets)

- Q.1. Explain the role of FSSAI in food industry in details. (10)
- Q.2. What are various food preservation techniques? Explain with examples. (10)
- Q.3. Write down the principles of HACCP?
OR
Explain various benefits of HACCP? (5)
- Q.4. Discuss Food Adulteration. Give two methods of detecting adulteration? (5)
- Q.5. Enlist various factors responsible for growth of micro-organisms?
OR
List down benefits of micro-organisms? (5)
- Q.6. Justify in short the role of food safety in food industry (5)
- Q.7. Write short notes on **any two** of the following:
(i) Food Contaminants
(ii) Food additives
(iii) Food borne diseases
(iv) Food shelf life (2x2 ½ =5)
- Q.8. Give the full forms of following abbreviations (**any five**):
(i) GMF (ii) GHP (iii) GMP
(iv) BIS (v) PFA (vi) BSE
(vii) FPO (5x1=5)

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COURSE : 3rd Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Food Production Operations
TIME ALLOWED : 03 Hours
MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. Explain the use of any five cooking equipment required for Indian bulk cooking. Also, write in brief the care and maintenance of these equipment.

(5+5=10)

OR

Discuss the factors to be considered while selecting equipment for banquet kitchen serving Indian menu.

(10)

- Q.2. Explain the importance of indenting in bulk food production. Prepare an indent for Paneer Pasanda for 100 pax.

OR

Draw layout of commercial Indian kitchen. Explain space allocation for each section.

(10)

- Q.3. Explain hospital catering. List the factors to be considered for designing hospital food menu.

OR

Explain Railway catering. List challenges of preparation & service of food in trains.

(10)

- Q.4. Discuss any ten Indian comfort foods with respect to region and variety of ingredients.

OR

Discuss any ten Indian breads with respect to region of origin, cooking methods and variety of ingredients.

(10)

- Q.5. Explain the salient features of Bengali Cuisine or Punjabi Cuisine considering food habits and major ingredients used. List five specialty dishes of this region.

(7+3=10)

- Q.6. Discuss the important features of Chettinad Cuisine. List and describes three signature dish of it.

(5+5=10)

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ACADEMIC YEAR 2022-2023

COURSE	:	3 rd Semester of 3-year B.Sc. (HHA) Program	
SUBJECT	:	Front Office Operations	
TIME ALLOWED	:	03 Hours	MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. Write an essay on PMS interfaces.
OR
Explain Reservation Module and Night Audit Module. (10)
- Q.2. Explain in detail different types of vouchers prepared by the front office department.
OR
Draw the format of Currency exchange certificate and guest ledger. (10)
- Q.3. What is Self-Check Out? Explain the benefits of Self Check Out. (10)
- Q.4. Define folio. Explain different types of folios. (10)
- Q.5. What are the duties and responsibilities of a Night Auditor? (10)
- Q.6. What is First Aid? List the articles that a First Aid Box should have.
OR
Explain the function of different types of keys used in hotel. (10)
- Q.7. Differentiate between **(Any two)**:
(i) Cash and Credit Settlement
(ii) Guest Ledger and City Ledger
(iii) Guest Allowance and Cash Receipt (5x2=10)
- Q.8. Explain the following terms briefly:
(i) POS
(ii) CRS

- (iii) Safe deposit
- (iv) Floor Limit
- (v) Smoke detector
- (vi) Automated accounting
- (vii) Bed Occupancy percentage
- (viii) Foreigner's Occupancy percentage
- (ix) End of the day
- (x) Change of room

(10x1=10)

Q.9. Match the following:

- | | |
|----------------------------|--------------------------------------|
| (i) Good morning, sir | (a) Quel est votre nom |
| (ii) What is your name? | (b) Je veux une chambre |
| (iii) I want a room | (c) Puis-je vous aider madame |
| (iv) May I help you madam? | (d) Bonjour Monsieur |
| (v) Call for you | (e) Offrir de l'eau aux invités |
| (vi) Offer water to guests | (f) Passez une bonne journée |
| (vii) Today is Tuesday | (g) Merci beaucoup |
| (viii) Book a cab please | (h) Aujourd'hui, c'est mardi |
| (ix) Thank you so much | (i) Appeler pour vous |
| (x) Have a nice day | (j) Réservez un taxi s'il vous plaît |

(10x1=10)

Q.10. Fill in the blanks:

- (i) A _____ audits the hotel accounts daily at a time when the business is relatively slow.
- (ii) The _____ is the total number of resident guests present in the hotel.
- (iii) Cash paid to the guest by the hotel is called _____.
- (iv) The collection of same type of account is called _____.
- (v) _____ check out may not require queuing at the front desk.
- (vi) Travel agent issues _____ to their clients for the settlement of hotel bills.
- (vii) _____ is a card filled by the bellboy who brings the luggage of the departing guest from the room.
- (viii) _____ is an example of Master Card/ Visa Card.
- (ix) Settlement of account means zeroing the credit and debit balances in the _____.
- (x) Amount of money given to cashier at the start of each shift _____.

(10x1=10)

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ACADEMIC YEAR 2022-2023

COURSE : 3rd Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Accommodation Operations
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. Explain planning of on premises laundry in a five-star hotel and enlist the uses of any five laundry equipment or machines.

OR

Explain stages of wash cycle in a commercial laundry.

(10)

Q.2. Explain the principles of Flower arrangement.

OR

What is the role of flower arrangement in decoration of any area? List down any ten equipment used for flower arrangement.

(10)

Q.3. Define linen room. Explain the activities carried out in a linen room.

OR

Draw layout of linen room and explain its importance.

(10)

Q.4. What is the use of sewing room in five star hotels? List any 5 equipment used in the sewing room.

OR

Explain the role of uniform in any establishment. Enlist any five criteria to select uniform for kitchen staff.

(10)

Q.5. Explain various types of flower arrangements with diagram respectively.

(10)

Q.6. How to remove following stain from fabric:

(i) Grass

(ii) Oil paint

(iii) Blood

(iv) Chewing gum

(v) Ink (Ball pen)

(5x2=10)

Q.7. Draw the laundry signs:

- | | | |
|---------------|-------------------|--------------|
| (i) Bleaching | (ii) Dry cleaning | (iii) Drying |
| (iv) Ironing | (v) Do not bleach | |

(5x2=10)

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

- (i) Storage of Linen
- (ii) Selection of indoor plant
- (iii) Recycling of discarded linen

(2x5=10)

Q.9. Explain in short **any two**:

- (i) Handling Guest Laundry
- (ii) Role of Linen hire
- (iii) Advantages of dry cleaning

(2x5=10)

Q.10. Fill in the blank:

- (i) _____ used to remove Mildew.
- (ii) Linen declared unfit for used is called _____.
- (iii) _____ is used to brighten the fabric.
- (iv) _____ is used for ironing big bed sheets.
- (v) The minimum stock of linen required in housekeeping for one-time operation is called _____.
- (vi) Sloping channel connecting floor to laundry for soiled linen is called _____.
- (vii) OPL stand for _____.
- (viii) _____ is a method of joining two or more pieces of material.
- (ix) Floating oriental flower arrangement is called _____.
- (x) Floral Foam is also known as _____.

(10x1=10)

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ACADEMIC YEAR 2022-2023

COURSE : 3rd Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Food & Beverage Service Operations
TIME ALLOWED : 03 Hours
MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. Define Bar. Draw and explain the use of any ten bar equipment.

OR

Draw labelled diagram of dispense bar and explain its parts in details.

(10)

Q.2. What are different types of distillation methods. Draw and explain any one.

OR

Differentiate Between:

- (i) Cognac and Armagnac
- (ii) Old world wines and new world wines.

(10)

Q.3. Explain the steps of Wine tasting. List four grape varieties from Bordeaux.

OR

Explain the steps involved in wine making process.

(5+5=10)

Q.4. Explain the production method of cognac.

OR

Explain production process of beer.

(10)

Q.5. Explain Scotch whisky with its Brand Names (any five).

(10)

Q.6. Define the term "Proof". Explain different scales of measuring alcoholic strength.

(10)

Q.7. What is Rum? Explain any three types of rum with two brand names of each.

(10)

(10)

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COURSE : 3rd Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Food & Beverage Controls
TIME ALLOWED : 03 Hours
MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. Define Cost Control. List and explain objectives of Cost Control.
OR
Explain phases of Food & Beverage control. (10)
- Q.2. List and explain different types of purchasing methods used in five star hotels.
OR
List and explain the selection criteria of suppliers. (10)
- Q.3. Enlist the receiving procedure. Draw the format of credit note. (10)
- Q.4. What all points you should keep in mind while storing perishable and non-perishable items?
OR
List and explain common methods used for pricing of commodities. (10)
- Q.5. Explain the duties & responsibilities of F&B controller in a large hotel.
OR
Define and explain standard purchase specification. (10)
- Q.6. (a) Explain briefly the two methods of volume forecasting.
(b) List the advantages of standard recipe. (5+5=10)
- Q.7. Write a short note **(Any two)**:
- (i) Economic Order Quantity
 - (ii) Meat Tag
 - (iii) Standard Yield
 - (iv) Standard Portion Size

(2x5=10)

- Q.8. (a) Explain the stock taking methods.
(b) Explain blind receiving.

(5+5=10)

- Q.9. Draw the standard format of the following documents **(any two)**:

- (i) Bin Card
(ii) Purchase order
(iii) Transfer note

(2x5=10)

- Q.10. (a) Fill in the blanks:

- (i) Purchase of fruits & vegetable will be categorized under _____ cost.
(ii) _____ is the usable food part after trimming & preparation.
(iii) _____ is an inventory that is maintained on a regular basis.
(iv) Division of duties is part of _____ control system.
(v) Consumption of electricity is a _____ cost to an organization.

- (b) Match the following:

- | | |
|----------------------------|---------------------------|
| (a) Staff meal | (i) Monthly basis |
| (b) Physical inventory | (ii) Expensive food items |
| (c) Centralized purchasing | (iii) Peg measure |
| (d) Meat tag | (iv) Labour cost |
| (e) Standard portion size | (v) Chain operations |

(5+5=10)

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ACADEMIC YEAR 2022-2023

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

MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. What do you understand from "Uniform System of Accounts"? List in detail its advantages. What are the difficulties in implementing this system?

OR

What do you mean by Income Statement? Explain in detail.

(10)

- Q.2. Prepare a Room Schedule from the following data according to the format given by Uniform System of Accounting:

Particulars	Rs.
Sales:	
Transient Regular	6,00,000/-
Transient Groups	4,00,000/-
Salary and wages	1,00,000/-
Uniform	50,000/-
Commission	30,000/-
Linen Expenses	20,000/-
Operating Supplies	6,000/-
Other expenses	2,500/-
Laundry	60,500/-
Allowances – Room	6,000/-
Fringe Benefit	10,000/-
Staff Meal	12,000/-
Contract cleaning	5,000/-
Bonus to the staff	10,000/-

(10)

- Q.3. What do you mean by Financial Reporting Centres? Explain the difference between Revenue Center and Support Center.

(10)

- Q.4. Enlist & explain the practical problems involved in departmental accounting.

(10)

- Q.5. What do you mean by Audit? Differentiate between Internal Audit and External Audit.

OR

Explain in details Food & Beverage sales control in a five star hotel.

(10)

- Q.6. ABC Group of Hotels operates 300 room hotel. You are required to prepare the income Statement of the hotel under Uniforms Systems of Hotel Accounts.

Room	Rs. in thousand	Food & Beverage	Rs. in thousand
Room Sale	4,50,000/-	Food & Bar Sale	2,50,000/-
Salaries	65,000/-	Cost of Sales	80,000/-
Employees meal	7,000/-	Salaries	10,000/-
Allowances	500/-	Staff meal	1,000/-
Uniform	2,500/-	Uniform	1,500/-
Laundry	30,000/-	Power & Fuel	3,000/-
Linen	10,000/-		
Glassware	1,000/-		
News Stand	Rs. in thousand	Telephone	Rs. in thousand
Net Sale	45,000/-	Net Sale	15,000/-
Cost of Sales	22,000/-	Payroll & related exp.	3,500/-
Payroll & related exp.	3,000/-	Other expenses	2,500/-
Marketing	Rs. in thousand	Property Maintenance	Rs. in thousand
Payroll & related exp.	35,000/-	Payroll & related exp.	15,000/-
Other expenses	5,000/-	Other expenses	5,000/-
Cost of Power & Fuel	Rs. in thousand	Other Expenses	Rs. in thousand
Fuel (LPG, Diesel etc.)	1,500/-	Ground Rent & Property Tax	4,000/-
Electricity	2,400/-	Interest	12,000/-
		Depreciation	20,000/-
Other item	Rs. in thousand		
Profit on sale of Assets	7,000/-		
Income Tax	40,000/-		

(10)

- Q.7. What is internal control? Explain any ten features of internal control.

OR

Write short notes on:

- Deferred Revenue Expenditure
- Indirect expenses
- Depreciation
- Contingent Liability
- Intangible Assets

(10)

- Q.8. Differentiate between the following (any two):

- Revenue & Reserve
- "Receipt & Payment" Statement and "Income & Expenditure" Statement
- Amortization and Depreciation

(2x5=10)

Q.9. Prepare a Balance Sheet according to the Uniform System of Accounting.

DEBIT	Rs.	CREDIT	Rs.
Cash in hand	15,000/-	Capital Stock	5,25,000/-
Cash at bank	35,000/-	Accrued expenses	10,000/-
Closing Stock	20,000/-	Debentures	35,000/-
Pre-paid expenses	2,500/-	General Reserve	40,000/-
Crockery and cutlery	15,000/-	Capital Reserve	35,000/-
Land & Building	2,50,000/-	Profit & Loss A/c	70,000/-
Marketable security	1,00,000/-	Sundry Creditors	40,000/-
Sundry Debtor	7,500/-	Bills Payable	10,000/-
Kitchen equipment	1,00,000/-	Equity Share Capital	2,50,000/-
Music & Sound System	40,000/-		-
Deferred revenue expenditure	20,000/-		-
Furniture & fixture	3,00,000/-		-
Investments	1,10,000/-		-
TOTAL	10,15,000/-	TOTAL	10,15,000/-

OR

What is the role of Cost Allocation in the departmental accounting? What are the basis of Cost Allocation?

Q.10. Prepare Income Statement according to a suitable method of departmental accounting from the following information: (10)

Particulars	Rs.	Particulars	Rs.
Sales		Unallocated Expenses	
Restaurant	25,00,000/-	Advertisement	1,20,000/-
Banquet	20,00,000/-	Administrative	80,000/-
Bar	10,00,000/-	Repair & Maintenance	40,000/-
Room	45,00,000/-	Depreciation	1,00,000/-
Cost of Sales		Rent, Taxes & Insurance	1,40,000/-
Restaurant	7,50,000/-		-
Banquet	4,00,000/-		-
Bar	5,00,000/-		-
Salary & Wages			-
Restaurant	50,000/-		-
Banquet	40,000/-		-
Bar	20,000/-		-
Room	45,000/-		-
Power & Fuel			-
Restaurant	50,000/-		-
Banquet	30,000/-		-
Bar	20,000/-		-
Room	60,000/-		-

Unallocated expenses are to be apportioned to various departments in the ratio of sales.

(10)
