

SUBJECT CODE: BHM202

EXAM DATE: 25.04.2023

ROLL No.....

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

COURSE : 4th 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 alcoholic beverage. Classify alcoholic beverages with suitable examples.
OR
Draw a neat labelled bar layout. List five bar equipment essential for cocktail making. (10)
- Q.2. Differentiate between **(any two)**:
a) Fermentation and Distillation process
b) Pot still and Patent still
c) Ale beer and Lager beer
d) Old world wine and new world wine (2x5=10)
- Q.3. Define Liqueurs. Write the flavor and base spirit of **any five** liqueurs:
a) Kahlúa
b) Tia Maria
c) Cointreau
d) Drambuie
e) Bailey's Irish cream
f) Bénédictine DOM
g) Malibu
h) Abricotine (5x2=10)
- Q.4. Discuss the major wine producing regions in France. Name two famous wine from each region.
OR
Illustrate the factors influencing the quality and final taste of wine. Name white and red grapes primarily used for wine making. (10)
- Q.5. Describe the production method of Tequila in details. Name two best-selling tequila brands.
OR
Explain "Methode Champenoise" in details. (10)
- Q.6. Describe the production process of Scotch whisky. Write brand name of any two scotch whisky.
OR
Explain production of beer. Name any two international beer brands with their country of origin. (10)
- Q.7. Write short notes on **(any two)**:
a) Types of bitters
b) Types of vermouth
c) Types of proof
d) Types of wine (2x5=10)

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Q.8. Give brief description of **(any four)**:

- (a) Eiswein (b) Dunder (c) Maceration
(d) Terroir (e) Corkage (f) Nobel Rot

(4x2.5=10)

Q.9. A. Expand the following abbreviation:

- a) XO
b) IMFL
c) AOC
d) VSOP
e) DOCG

B. Fill in the blanks:

- a) _____ are flowers used in brewing beer.
b) _____ is to Spain as Champagne is to France.
c) _____ is a classical fining agent.
d) _____ is obtained from fermented pear juice.
e) _____ is a vodka with a blade of grass from Poland.

(5+5=10)

Q.10. State True or False:

- a) Lees are wine sediments.
b) Cellar is an underground room for storing wines.
c) Lillet is an American aromatized wine.
d) Zinfandel is a red wine from France.
e) Canadian whiskies are made from rye.
f) Gin is a juniper-flavoured spirit.
g) Campari is a bitter.
h) Dubonnet is an aromatized wine from France.
i) Arrack is made from sap of palm tree.
j) Grappa is an Italian style brandy.

(10x1=10)

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

COURSE : 4th 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. Discuss the points to be considered while selecting equipment for bulk kitchen. List any **five commercial** equipment used in quantity cooking. (10)
- OR**
- Select any two communities and highlight their geographical location, special ingredients and signature dishes.
- (a) Parsee (b) Bohri (c) Chettinad (d) Avadhi
- Q.2. Name any ten Indian breads with brief explanation of each. (10)
- OR**
- List any ten Indian sweets with brief explanation of each. (10)
- Q.3. Plan a cyclic menu for staff canteen of 'Brainwave', a multi-national company which operates in three shifts a day. The canteen provides fresh meals from breakfast to dinner at an allowance of Rs.160/- per day to each employee (10)
- Q.4. Explain the concept and functionality of different types of mobile catering. (10)
- OR**
- Define Menu planning. Discuss the various factors affecting menu planning for hospital catering. (10)
- Q.5. Kashmir popularly known as "Paradise on Earth" is a tourist favourite for its snow-capped mountains, enthralling wildlife & local handicrafts. Suggest any five unique Kashmiri dishes with its key ingredients and methods of cooking. (10)
- Q.6. Discuss the following: (5+5=10)
- a) Problems associated with off premises catering.
 b) Practical difficulties while indenting for volume feeding.
- Q.7. Write short notes on **(any two)**: (2x5=10)
- (a) Standard Purchase Specification (b) Factors that affects the eating habits of individual
 (c) Central Production Unit (d) Theme dinners
- Q.8. Mention the state/region along with a brief description **(any ten)**: (10x1=10)
- (a) Oondhiyu (b) Potli ka masala (c) Farsan
 (d) Panch Phoron (e) Baffad (f) Shakarpara
 (g) Dhansak (h) Nihari (i) Avial
 (j) Safed Maans (k) Lukmi (l) Sorpotel
- Q.9. A. Fill in the blanks: (10x1=10)
- a) _____ is the combination of dal and rice with tempering.
 b) _____ is the term which denotes the smoking of food.

- c) Ada is made from _____.
- d) 'Besan' is obtained by milling _____ dal.
- e) Indian culinary term for dry mango powder _____.

B. State True or False:

- a) Gongura are edible leaves typically used in Andhra Cuisine.
- b) Baghar is a method of tempering a dish.
- c) Dum Dena means stuffing meat with nuts and spices.
- d) Degchi is a copper pot used for cooking pulao.
- e) Boneless pieces of meat are called boti.

(5+5=10)

Q.10. Match the following:

- | | |
|-------------------|--------------------------------------|
| a) Kalpasi | (i) Shortening of dough |
| b) Vindaloo | (ii) Chillies cooked in peanut curry |
| c) Haleem | (iii) Cracker |
| d) Kakori Kebab | (iv) Awadhi cuisine |
| e) Khakhara | (v) Lamb cooked with broken wheat |
| f) Patrani Macchi | (vi) Black stone flower |
| g) Rasam | (vii) Goan curry |
| h) Mirch ka salan | (viii) South Indian Soup |
| i) Moin | (ix) Javitri |
| j) Mace | (x) Maharashtra |

(10x1=10)

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

COURSE : 4th 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. Discuss the factors affecting growth of micro-organisms in food. Name any five food items or beverages which are produced with the help of micro-organisms.
OR
Differentiate between food spoilage and food contamination. Enlist the causes and suitable ways to prevent food spoilage. (10)
- Q.2. What is food adulteration? List any five adulterants added to food products with their harmful effects.
OR
List the principles of food hygiene practiced in commercial kitchens. (10)
- Q.3. What is the role of HACCP in the kitchen of a 5-star hotel? (5)
- Q.4. Define food additives. Briefly explain the importance of any two food additives. (5)
- Q.5. Define food borne diseases. List preventive measure to limit food borne illness. (5)
- Q.6. Briefly explain the following (**any two**):
a) Consumer Protection Act 1986
b) Importance of Food Labelling
c) TQM
d) Waste Disposal (5)
- Q.7. State True or False:
a) FPO mark is mandatory on all processed and packaged fruit products in India.
b) Molasses is common adulterant found in honey.
c) Sodium benzoate is a widely used food colour.
d) ISO stands for Indian Service Organisation.
e) Fortified flour contains added nutrients to make for nutrients loss during milling. (5)
- Q.8. Fill in the blanks:
a) _____ involves the building in of safety features in the structure of establishment.
b) _____ hazard includes bacterial, fungal, viral and parasitic organisms.
c) The process of keeping place free from dirt, infection, disease by removing waste, trash and garbage is known as _____.
d) _____ bacteria is present on the shell of eggs which can cause food borne illness.
e) BSE stands for _____. (5)

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

COURSE : 4th 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 the activities of a linen room. Draw a neat labelled layout of linen room of a luxury hotel.
OR
Draw a format of uniform inventory card. Discuss the process of issuing and exchange of staff uniform. (10)
- Q.2. What are the factors to be considered while selecting linen for the uniform of:
(a) Chef of Italian Restaurant
(b) Female Guest relation associate
OR
Illustrate the importance of linen room control. List and briefly explain the points to be considered during linen control. (10)
- Q.3. Draw a labelled layout of on-site laundry. List the advantages of on-site laundry.
OR
Elaborate the stages of wash cycle. Express the significance of guest laundry services. (5+5=10)
- Q.4. Flower arrangement is an art of creatively selecting & organizing living & dried plant material for enhancing the aesthetic value of a space. Suggest five flower arrangement with the places suitable for their display. Describe these arrangements with help of diagram. (10)
- Q.5. A. Write the selection criteria for indoor plant.
B. List any five equipment essential for making flower arranged.
OR
Design a uniform for a male steward in a 5-star hotel. Mention the fabric, colour and cost of uniform. (5+5=10)
- Q.6. Illustrate the activities carried out in a sewing room. Give your view on recycling of discarded linen. (10)
- Q.7. How will you remove the following:
a) Turmeric stain on chef uniform.
b) Nail polish stain on bedsheet.
c) Grass stain from guest trouser.
d) Curry stain from table cloth. (4x2.5=10)
- Q.8. Differentiate between:
a) Terrarium and Bonsai
b) Pile weave and twill weave
c) Suzie and Roller press
d) Synthetic and Regenerated fibers
e) Linen room entry book and purchase index card (5x2=10)

Q.9. State True or False:

- a) Darning is a sewing task.
- b) Moribana is a type of fabric.
- c) Succulents preserve water.
- d) Thread Count refers to the number of horizontal and vertical threads per square inch of a fabric.
- e) Sanforization is also called anti-shrinkage finishing process.
- f) Taffeta is a crisp, smooth, plain woven fabric made from silk.
- g) Hot water is used to remove blood stain.
- h) French curve is used in a laundry for measuring detergent.
- i) Rags are discarded linen.
- j) The active ingredient in household bleach is sodium hypochlorite.

(10x1=10)

Q.10. Match the following:

- | | |
|------------------|--------------------------|
| a) Laundry aid | (i) Ironing of Cloths |
| b) Damask | (ii) Inventory control |
| c) Linen chute | (iii) Apply ice |
| d) Colander | (iv) Spirit of teamwork |
| e) Chewing gum | (v) Joining two pieces |
| f) Par level | (vi) Glassy fabric |
| g) Staff uniform | (vii) Plant in a tray |
| h) Seam | (viii) Foliage |
| i) Bonsai | (ix) Soap and Detergents |
| j) Copper beech | (x) Soiled linen |

(10x1=10)

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

COURSE : 4th 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. Explain departmental accounting. Discuss its various methods.
OR
What is cost allocation? Explain the different basis for allocating the cost. (10)
- Q.2. Define internal control. What are the essential features of internal control? (10)
- Q.3. Explain in detail any two instruments with formats, which are used for F&B control in hotels. (10)
- Q.4. From the following information, prepare the restaurant's trading and P&L account for the year ending 31st December 2022:

Particulars		Amount (Rs.)
Opening stock	Food	2,000/-
	Beverage	1,500/-
	Liqueur	2,800/-
Purchases	Food	80,000/-
	Beverage	60,000/-
	Liqueur	1,00,000/-
Closing Stock	Food	500/-
	Beverage	1,000/-
	Liqueur	5,000/-
Sales	Food	3,00,000/-
	Beverage	2,00,000/-
	Liqueur	5,00,000/-
Wages & salaries		50,000/-
ESI		10,000/-
Provident Fund		5,000/-
Rent		10,000/-
Interest		40,000/-
Depreciation		30,000/-
Light & Power		9,000/-
Advertisement		10,000/-

(15)

Q.5. Define auditing. Differentiate between internal audit and statutory audit.

OR

Enlist the practical difficulties in departmental accounting. Explain its advantages and limitations.

(10)

Q.6. Prepare the F&B department income statement from the following information given below:

Particulars		Amount (Rs.)
Sales	Food	3,00,000/-
	Beverage	2,00,000/-
	Others	1,00,000/-
Cost of sales	Food	80,000/-
	Beverage	50,000/-
	Others	20,000/-
Departmental Costs		
Salaries & wages		66,000/-
Medical expenses		9,000/-
Unapportioned Expenses		
Kitchen & Fuel		5,000/-
Music & Entertainment		8,000/-
Electricity		11,000/-
Telephone		3,000/-

Note: Labour cost to be apportioned in the ratio of sale.

(10)

Q.7. Write short notes on any five:

- (i) Deferred revenue expenditure
- (ii) Debentures
- (iii) Apportionment
- (iv) General Reserve
- (v) Assets
- (vi) Cost of goods sold
- (vii) Depreciation

(5x2=10)

Q.8. From the following information, prepare a balance sheet in accordance with Uniform System of Accounts for hotels for the year ending 31st December 2022.

Trial Balance

Particulars	Amount (in Rs.)	Particulars	Amount (in Rs.)
Cash in Hand	20,000/-	Bills payable	20,000/-
Cash at Bank	80,000/-	Sundry creditors	80,000/-
Closing Stock	35,000/-	Accrued Expenses	15,000/-
Prepaid Rent	5,000/-	Debentures	70,000/-
Sundry debtors	10,000/-	General Reserve	80,000/-
Short term investments	2,00,000/-	Capital Reserve	70,000/-
Deferred Revenue Expenditure	40,000/-	Profit & Loss Account	1,40,000/-
Cutlery & Crockery	35,000/-	Equity Shares	9,00,000/-
Land & Building	5,00,000/-	Preference Shares	1,50,000/-
Furniture & Fixture	2,00,000/-		
Kitchen equipment	80,000/-		
Machinery	1,00,000/-		
Fixed Deposit	2,20,000/-		
Total	15,25,000/-	Total	15,25,000/-

(15)

Q.9. A. State True or False:

- (i) Statutory audit is optional for a hotel.
- (ii) Liabilities = Assets minus Owner's equity.
- (iii) Restaurant sales summary sheet is also called a day Book.
- (iv) Closing stock is a part of current liability.
- (v) Prepaid expenses is an income.

(5x1=5)

B. Fill in the blanks:

- (i) Return outwards is also called as _____.
- (ii) Segregation of duties is a method of _____ control.
- (iii) Gross Profit = _____ minus cost of goods sold.
- (iv) _____ shows the financial position of a business.
- (v) Prepaid salary is a part of _____ assets.

(5x1=5)

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

COURSE : 4th 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. Explain departmental accounting. Discuss its various methods.
OR
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Advertisement		10,000/-

(15)

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(10)

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Telephone		3,000/-

Note: Labour cost to be apportioned in the ratio of sale.

(10)

Q.7. Write short notes on any five:

- (i) Deferred revenue expenditure
- (ii) Debentures
- (iii) Apportionment
- (iv) General Reserve
- (v) Assets
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- (vii) Depreciation

(5x2=10)

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Land & Building	5,00,000/-	Preference Shares	1,50,000/-
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Kitchen equipment	80,000/-		
Machinery	1,00,000/-		
Fixed Deposit	2,20,000/-		
Total	15,25,000/-	Total	15,25,000/-

(15)

Q.9. A. State True or False:

- (i) Statutory audit is optional for a hotel.
- (ii) Liabilities = Assets minus Owner's equity.
- (iii) Restaurant sales summary sheet is also called a day Book.
- (iv) Closing stock is a part of current liability.
- (v) Prepaid expenses is an income.

(5x1=5)

B. Fill in the blanks:

- (i) Return outwards is also called as _____.
- (ii) Segregation of duties is a method of _____ control.
- (iii) Gross Profit = _____ minus cost of goods sold.
- (iv) _____ shows the financial position of a business.
- (v) Prepaid salary is a part of _____ assets.

(5x1=5)

ROLL No.....

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

COURSE : 4th 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. What is cost control? List advantages of cost control in restaurant business with suitable examples. (2+8=10)
- OR**
- Explain various methods of receiving of perishable and non-perishable food items in the main stores. (10)
- Q.2. Purchase control facilitates smooth procurement of raw material in hotels. Discuss any five methods of purchase commonly practiced in hotels.
- OR**
- Discuss the duties and responsibilities of **any one**:
- (a) Purchase Manager (b) Food store room clerk (10)
- Q.3. Draw and explain the importance of **(any two)** formats:
- (a) Purchase Order Form
 (b) Sales Summary Sheet
 (c) Invoice
 (d) Meat tag (2x5=10)
- Q.4. Define forecasting. List the objectives of forecasting. Differentiate between initial and final forecasting. (2+2+6=10)
- OR**
- Describe various ways of expressing sales in restaurant business. (10)
- Q.5. In short explain the following:
- a) Standard Recipe
 b) Stock Control
 c) Economic Order Quantity
 d) Standard Yield (4x2.5=10)
- Q.6. Explain any five methods of pricing of commodities issued to user department. (10)
- Q.7. What is the importance of store control? Suggest ways of arranging general stores. List facilities and equipment essential for stores. (5+5=10)
- Q.8. Express your views on **(any two)**:
- a) Practical challenges involved in purchasing
 b) Common receiving faults
 c) Perpetual stock taking
 d) Billing procedure-cash & credit sale (2x5=10)

Q.9. State True or False:

- a) Non-compliance with standard recipe leads to high cost.
- b) SPS stands for Standard Procurement Steps
- c) Highly perishable food items are ordered in limited quantities as per requirement.
- d) Yield is the actual usable part of a food item.
- e) Supplier can compromise on quality due to urgent demand.
- f) Bin card is also called stock card.
- g) LIFO is a method of inventory control.
- h) Goods unloading deck is situated near the main store.
- i) Collecting invoice from the deliveryman is essential while receiving ordered goods.
- j) Tender is raised for shortlisting suppliers in Government run hotels.

(10x1=10)

Q.10. Match the following:

- | | |
|-----------------------|--|
| a) Food Cost | (i) Maximum Stock |
| b) Purchase Procedure | (ii) Usable Meat |
| c) Carrying Cost | (iii) Shrinkage |
| d) Butchery Test | (iv) Time between ordering & receiving |
| e) Cooking Test | (v) Stored by user department |
| f) Buffer Stock | (vi) Quality, Quantity and Delivery |
| g) Lead Time | (vii) Cost of inventory in store |
| h) Perishable Items | (viii) Identifying supplier |
| i) K.O.T | (ix) Purchase of spices |
| j) Supplier Rating | (x) Billing procedure |

(10x1=10)

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

COURSE	:	4 th 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. Information technology plays a major role in the modern day hotel Front Office operations. Validate the statement.
- OR**
- Mention the modules of a PMS required to be installed for better functioning of the operational areas of a large 5-star deluxe hotel. (10)
- Q.2. Discuss the objectives of front office accounting. Differentiate between guest account and non-guest account. (5+5=10)
- OR**
- Define Folio. Briefly explain different types of folios. Differentiate between paid out and check out. (2+4+4=10)
- Q.3. Write down various methods of guest account settlements.
- OR**
- Illustrate the operational significance of non-automated and fully automated accounting systems with suitable examples. (10)
- Q.4. Describe posting. Give description of basic type postings with examples. Draw a sample format of front office cash sheet. (2+4+4=10)
- Q.5. Control of credit is an important aspect of Front Office accounting. List few such credit controlling measures to be followed during check-in, stay, departure and after departure phases of Guest cycle. (10)
- Q.6. Elaborate the ten steps that are common to the sequence of night auditing.
- OR**
- Explain the accounting reports that are typically generated during the night audit process. (10)
- Q.7. Better security creates better guest experience. Validate the statement by listing the importance of any five hotel safety & security equipment. (10)
- Q.8. Explain the following terms (**any five**):
- a) Floor Limit
 - b) Cash Bank
 - c) House Limit
 - d) Express check out
 - e) Account allowance
 - f) Retention charges
 - g) Transpositional error
 - h) Petty cash voucher
- (5x2=10)

Q.9. State True or False:

- a) PMS helps to track guest preference during their stay.
- b) Web-booking engine are essential for revenue generation.
- c) Fidelio is a DOS based system.
- d) Voucher refers to the statement of all transaction.
- e) Due back is when a cashier pay out less than what he receives.
- f) Upgradation lead to no revenue generation.
- g) Checking of safe deposit is a departure activity.
- h) Cash drawers should be accessible to all front desk employees.
- i) Grandmaster key can open all hotel guestrooms in case of emergency.
- j) Centralized reservation system is used standalone hotels.

(10x1=10)

Q.10. A. Match the following:

- | | |
|-----------------------|------------------------|
| a) City Ledger | (i) Software |
| b) Charge Slip | (ii) Non-guest account |
| c) Delinquent Account | (iii) Credit Card |
| d) POS | (iv) Pastry shop |
| e) IDS | (v) 90 days old |

B. Translate into French:

- a) What is my room number?
- b) The swimming pool is on the topmost floor Sir.
- c) Can you book a table for us?
- d) Is there any flight to Port Blair this evening?
- e) Your registration is complete Madam.

(5+5=10)
