

**NATIONAL COUNCIL FOR HOTEL MANAGEMENT  
AND CATERING TECHNOLOGY, NOIDA  
ACADEMIC YEAR 2023-2024**

COURSE	:	3 <sup>rd</sup> 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. Define catering establishment. Differentiate between industrial and institutional catering. Also describe how they are different from commercial catering establishment. (2+6+2=10)

**OR**

How does the cook-chill process proves beneficial for large catering establishment? List five challenges faced in off-premises catering. (5+5=10)

- Q.2. List the factors that influences the staffing of a catering organization. Explain any one type of commercial kitchen set-up with a labelled layout. (5+5=10)

**OR**

List five modern equipment used in quantity kitchen. Also describe their function, care and maintenance. (10)

- Q.3. Describe the food of Andhra Pradesh. Name four ingredients that are used only in the cuisine of Andhra Pradesh. (8+2=10)

**OR**

What is the difference between jhal and jhol in Bengali cuisine? Name two varieties of fish used in preparation of macher jhol. Describe cooking styles used in Bengali cuisine. (4+2+4=10)

- Q.4. Explain the salient features of Syrian Christian cuisine with suitable examples.

**OR**

Plan a cyclic menu for an industrial canteen serving 300 PAX. Food allowance Rs.100 per day, three meals (Breakfast, Lunch & Dinner). (10)

- Q.5. Discuss any ten Indian breads with respect to cooking methods, regional variation and variety of ingredients. (10)

- Q.6. Illustrate the importance of purchase specification. Discuss various purchasing techniques used in a large hotel. (4+6=10)

- Q.7. What is volume indenting? List the factors to be considered for volume indenting. Explain the practical difficulties faced while indenting for mass feeding. (2+5+3=10)



- Q.8. Write short note on **(any four)** of the following:
- |                     |                                     |                    |
|---------------------|-------------------------------------|--------------------|
| i) Chettinad Masala | ii) Base kitchen of Indian Railways | iii) Diet menu     |
| iv) Wazwaan         | v) Indian Sweets                    | vi) Indian Gravies |
- (4x2½=10)

- Q.9. Mention the state/region & describe in one or two lines **(any ten)**:
- |                   |                     |                     |                        |
|-------------------|---------------------|---------------------|------------------------|
| i) Chitranna      | ii) Poriyal         | iii) Sorpotel       | iv) Puran Poli         |
| v) Murgh Musallam | vi) Patishapta      | vii) Zunka-bhakar   | viii) Pathar-ka-Ghosht |
| ix) Gajjar Kanji  | x) Dal Baati Churma | xi) Potli ka masala | xii) Kundan kaliyan    |
| xiii) Bebinca     | xiv) Basundi        | xv) Tabak Maaz      | xvi) Moilee            |
- (10x1=10)

- Q.10. A. Fill in the blanks:
- \_\_\_\_\_ is a smooth sweet made of generous amount of ghee, chickpea flour & sugar from Kamataka.
  - \_\_\_\_\_ is a fermented rice bread from Kerala.
  - \_\_\_\_\_ is an ancient technique of smoking or infusing the aroma of burnt charcoal smoke into a dish.
  - Clarified butter is known as \_\_\_\_\_.
  - \_\_\_\_\_ is a spice derived from the stigma of crocus sativus flowers.
- (5x1=5)

B. Match the following:

- |             |                          |
|-------------|--------------------------|
| i) Gongura  | a) Kachori               |
| ii) Kadhai  | b) Prawns                |
| iii) Moin   | c) Thick peanut curry    |
| iv) Chingri | d) Round-bottomed vessel |
| v) Salan    | e) Sorrel leaves         |

(5x1=5)

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COURSE : 3<sup>rd</sup> 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. Write the production method of Red Wine.  
**OR**  
Explain the wine laws of France. (10)
- Q.2. With the help of a diagram, explain pot still distillation. Differentiate between pot still and patent still distillation. (6+4=10)  
**OR**  
Briefly describe 4 different types of whisk(e)y. Name 2 famous brands of whisk(e)y in each type. (4x2½=10)
- Q.3. Explain any two methods used for making liqueurs. Give 2 examples of fruit flavoured & herb flavoured liqueurs. (6+4=10)  
**OR**  
With the help of a chart, classify alcoholic beverages with suitable examples. (10)
- Q.4. Draw labelled layout of a bar. Explain two types of bars in a luxury hotel. (5+5=10)  
**OR**  
List ten bar equipment along with its uses in few lines. (10)
- Q.5. Write short notes on (any four):  
i) Cuban rums                      ii) Alcohol proof                      iii) Craft Beer  
iv) Cream Sherry                      v) Plymouth gin                      vi) Vermouth (4x2½=10)
- Q.6. Explain the following (any four):  
i) Ale                      ii) Grape phylloxera                      iii) Sommelier  
iv) Biodynamic wines                      v) Lincoln county process                      vi) DOC (4x2½=10)
- Q.7. With help of a flow chart, explain the production method of beer. (10)





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COURSE : 3<sup>rd</sup> 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. Explain the emerging new trends of information technology related to rooms division of a luxury hotel. Also write the impact of high end technology to expand room sales. (10)
- OR**
- Define PMS. List the functions of any two modules of a PMS. (2+4+4=10)
- Q.2. Explain different types of recordkeeping systems used in hotel. (10)
- OR**
- Explain departure procedure for the guest checking out by direct billing. (10)
- Q.3. Write down the credit control measures for city ledger accounts. (10)
- OR**
- Describe foreign exchange. What precaution should the front desk cashier take while exchanging foreign currency? (2+8=10)
- Q.4. As a front office executive, how will you handle the following situations (**any two**): (2x5=10)
- i) Fire in the guest room
  - ii) Guest who has fainted in the lobby
  - iii) Bomb threat
  - iv) A drunken guest at the reception
- Q.5. Explain the different methods of guest account settlement used in hotels. (10)
- Q.6. With the help of a flow diagram, explain the Night Audit Process. (10)
- Q.7. Differentiate between (**any two**): (2x5=10)
- i) Allowance & Discount
  - ii) Traveller's Cheque & Bank Cheque
  - iii) City Ledger & Transient Ledger
  - iv) Folio & Voucher



Q.8. Draw formats for **(any two)**:

- i) Visitor Tabular Ledger
- ii) Cash Sheet
- iii) Paid Out Voucher

(2x5=10)

Q.9. Define the following in 1-2 lines **(any ten)**:

- |                  |                     |                     |                       |
|------------------|---------------------|---------------------|-----------------------|
| i) Skipper       | ii) House limit     | iii) No-Post Status | iv) Right of Lien     |
| v) GDS           | vi) Late Charge     | vii) Account Ageing | viii) POS             |
| ix) High Balance | x) Charge Privilege | xi) Safe Deposit    | xii) Grand Master Key |

(10x1=10)

Q.10. A. Fill in the blanks:

- i) CAS stands for \_\_\_\_\_.
- ii) Skippers are also known as \_\_\_\_\_ outs.
- iii) \_\_\_\_\_ transcript is used to record the day's transactional activity for non-guest accounts.
- iv) \_\_\_\_\_ error is one when numbers are reversed.
- v) ECO stands for \_\_\_\_\_.

(5x1=5)

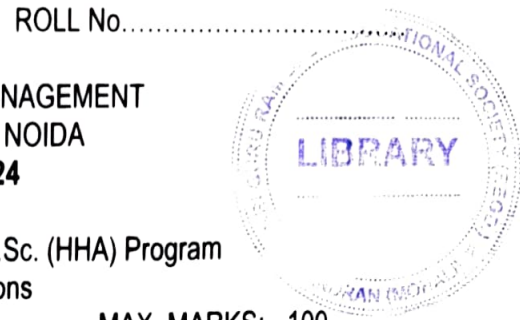
B. Translate the following sentences in English:

- i) Puis-je savoir votre nom s'il vous plaît?
- ii) As-tu mes clés?
- iii) Votre numéro de chambre est 101.
- iv) Merci beaucoup Mademoiselle
- v) Je vais bien merci.

(5x1=5)

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ACADEMIC YEAR 2023-2024**

COURSE : 3<sup>rd</sup> 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. Discuss the General selection criteria for fabrics in Hotels.  
**OR**  
 Draw a detailed labelled layout of an OPL of a 400 room, five star hotel. (10)
- Q.2. List any ten Laundry equipment. Describe the functioning of any two of these.  
**OR**  
 In short explain ten sewing room equipment. (10)
- Q.3. Enlist the activities of the Linen room of a five star hotel.  
**OR**  
 Briefly describe the following:  
 i) Ikebana                      ii) Thread count                      iii) Commercial laundry                      iv) FBAs  
 v) Hogarth                      vi) Bonsai                      vii) Fabric softeners                      viii) Cut down  
 ix) Sanforizing                      x) Stocktaking (10)
- Q.4. How can Indoor plants be maintained so that they are healthy & long lasting? Name six indoor plants suitable for improving air quality. (7+3=10)  
**OR**  
 Draw and explain various types of flower arrangements commonly used in Hotels. (10)
- Q.5. Design a uniform for a Hostess of a French Specialty Restaurant. Mention the colours and recommend the fabric. (5+5=10)
- Q.6. Write detailed note on **(any one)**:  
 i) Dry cleaning process                      iii) Issuing & exchange of uniform  
 ii) Wash Cycle                      iv) Laundry process (10)
- Q.7. With help of a flow chart explain the process of handling Guest laundry in a Hotel. (10)
- Q.8. A. Draw the Laundry Care Symbol for:  
 i) Do not iron                      ii) Hand wash only                      iii) Bleach as needed  
 iv) Dry in shade                      v) Dry clean (with any solvent) (5x1=5)

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COURSE : 3<sup>rd</sup> 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. Prepare a balance sheet of Ceibo Hotel Ltd., according to the uniform system of accounting:

Debit	Amount (Rs.)	Credit	Amount (Rs.)
Cash at bank	2,20,000	Sundry creditors	50,000
Advance Salary	30,000	General reserve	2,00,000
Kitchen equipments	1,50,000	P/L account	70,000
Land & Building	3,00,000	Bills payable	1,00,000
Stock-in-trade	1,00,000	6% Debentures	2,50,000
Furniture	1,50,000	Bank Loan (short-term)	80,000
Motor Car	1,00,000	Accrued rent	50,000
Sundry debtors	1,50,000	Dividend payable	1,00,000
Goodwill	1,00,000	Equity capital	4,00,000

(10)

Q.2. From the information furnished below, prepare an Income Statement of Food & Beverage department of Atlas Hotel according to uniform system of accounting for hotels for the year ended 31<sup>st</sup> March, 2023:

Particulars	Amount (Rs.)	Particulars	Amount (Rs.)
Sales:		Allowances:	
Food	8,50,000	Food (on food sales)	30%
Beverage	5,50,000	Beverage (on beverage sales)	10%
Cost of Sales:		Salaries & wages	85,000
Food	3,20,000	Other employees benefits	35,000
Beverage	1,90,000	Licenses	34,500
China, glassware & linen	48,250	Band & music	20,400
Kitchen fuel	55,000	Insurance	25,600
Cleaning	35,500	Operating supplies	17,000
Laundry	24,950		

OR

What do you mean by uniform system of accounting? What are the advantages of implementing this system in hotels?

(10)





- Q.3. From the following accounts balances, prepare a departmental profit and loss account of Omega hotel for the year ended 31<sup>st</sup> March, 2023:

Opening Stock:		Purchases:	
Food	Rs. 45,500	Food	Rs. 2,80,000
Beverage	Rs. 37,500	Beverage	Rs. 3,25,000
Liqueur	Rs. 19,500	Liqueur	Rs. 4,95,000
Closing Stock:		Sales:	
Food	Rs. 28,000	Food	Rs. 9,80,000
Beverage	Rs. 24,000	Beverage	Rs. 6,50,000
Liqueur	Rs. 15,000	Liqueur	Rs. 5,90,000
Departmental Expenses:		Other Expenses:	
Salaries & Wages	Rs. 1,80,000	Depreciation	Rs. 30,000
E.S.I	Rs. 1,20,000	Advertisement	Rs. 90,000
E.P.F.	Rs. 90,000	Rent & Taxes	Rs. 60,000
L.T.C	Rs. 60,000	Electricity	Rs. 25,000
Medical Benefits	Rs. 54,000	Insurance	Rs. 18,000
		Telephone	Rs. 15,000
		Commission	Rs. 20,000
		Interest	Rs. 40,000
		Fuel	Rs. 10,000

Note: Departmental expenses are to be apportioned in the ratio of 3:2:1, whereas all other expenses are to be apportioned in the ratio of 50%, 30% and 20% among food, beverage and liqueur departments respectively.

(15)

- Q.4. Distinguish between (any two) of the following:

- Current assets and Current liabilities
- Equity shares and Preference shares
- Gross profit and Net profit
- Cost allocation and Cost apportionment
- Reserves & Surplus

(2x5=10)

- Q.5. What is internal control? Explain the advantages and limitations of internal control.

OR

What are the requisites of a good internal control system?

(10)

- Q.6. What do you mean by Internal audit? State the objectives and advantages of internal audit.

OR

What is audit? Differentiate between internal audit & statutory audit?

(10)

- Q.7. What is departmental accounting? What are its objectives? Discuss the various methods of departmental accounting.

(10)



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COURSE : 3<sup>rd</sup> 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. What is the role of Micro-organisms in relation to food and health? Give examples. (10)  
 Explain the principles of TQP that are crucial to food industry. (10)  
 OR  
 Explain food adulteration. Suggest some rapid tests to detect adulterants in various food types. (2+8=10)
- Q.2. Illustrate the sources of food contamination and suggest ways to prevent them. (10)  
 OR  
 Explain genetically modified foods and its concern in India. (5)
- Q.3. Prepare a list of good hygienic practices that one needs to follow while working in a Hotel Kitchen. (5)  
 OR  
 Write short note on (any one): (5)  
 i) WTO  
 ii) HACCP  
 iii) Food additives
- Q.4. Discuss the ways to dispose food based waste. (5)
- Q.5. Elaborate on the common preservation methods applied to food. (5)
- Q.6. Differentiate between (any one): (5)  
 i) Mycotoxins and seafood toxins  
 ii) BSE and BIS  
 iii) Anti-Oxidants and Antibiotics
- Q.7. Match the following: (5)  
 i) Pathogen a) Washing hands  
 ii) Boiling b) Responsible for food poisoning  
 iii) Disinfectant c) Disease causing micro-organisms  
 iv) Salmonella d) Portable water treatment  
 v) Personal hygiene e) Chlorine
- (5x1=5)

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