

SUBJECT CODE: BHA101

EXAM DATE: 12.12.2024

ROLL No.....

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

COURSE : 1<sup>st</sup> Semester of 3-year B.Sc. (HHA) Program  
SUBJECT : Foundation Course in Food Production - I  
TIME ALLOWED : 03 Hours

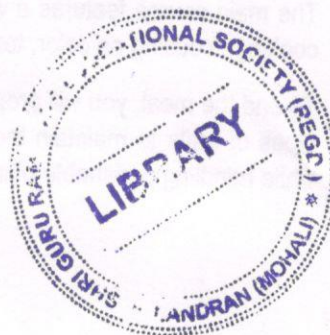
MAX. MARKS: 60

(Marks allotted to each question are given in brackets)

**SECTION – A**

Q.1. Write short notes on (Attempt any five questions) (3x5=15)

- a) Traditional cookery
- b) Haute cuisine – Origin & Popularity
- c) Chef poissonnier
- d) Role of yeast
- e) Cake faults
- f) Professional ethics and etiquettes at workplace
- g) Ayurvedic food
- h) Thickening agent
- i) Proprietary sauces
- j) Probiotics



**SECTION – B**

Attempt all questions

(6x5=30)

Q.2. Why is hygiene important for kitchen personnel? List the ways by which hygienic condition can be maintained in kitchen.

OR

Explain any two types of heat transfer methods in cookery.

Q.3. Discuss the aim of cooking. List five advantages of cooking.

OR

Draw the hierarchy of kitchen department of a five star hotel. Write any three duties performed by Sous chef in kitchen.

Q.4. Draw and explain basic fish cuts. List the selection criteria of fresh fish.

OR

List mother sauces. Also, mention the method of preparation of Hollandaise sauce.

Q.5. Draw the classification chart of soups. List any two varieties of consommé with their garnishes.

OR

Explain various points one should keep in mind while selecting quality eggs.

Q.6. Describe any three types of flour and their common uses in bakery.

OR

List bread faults, their causes and remedies.

**SECTION – C**

Attempt all questions

(15x1=15)

Q.7. You are a chef at a fine-dining restaurant, and your team is tasked with preparing a multi-course meal for an important event. The menu includes a soup, a main course with sauce, and a dessert. Based on your knowledge of basic cooking principles, stocks, and sauces, answer the following questions:

- a) You decide to prepare a classic French onion soup as a starter. Explain the type of stock you would use, its components, and the method of preparation.

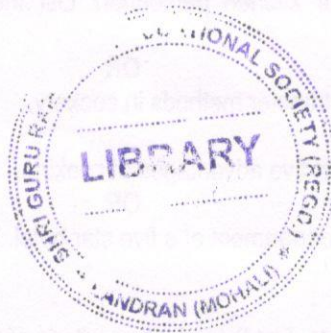
- b) For the main course, you plan to serve a grilled chicken breast with a rich sauce. Describe how you would create a thickened sauce for the dish, mentioning the thickening agent and basic sauce type you would use.
- c) The dessert requires a custard that needs gentle heat for cooking. Discuss how the principle of moist heat cooking applies here.

OR

As an in-charge of a health-focused restaurant that emphasizes plant-based cuisine, you have been given a task to create a three-course menu using a variety of vegetables and fruits, with a focus on freshness and nutrition. Answer the following questions:

- a) For the starter, you decide to serve a mixed green salad. Describe the key components of a well-balanced salad and suggest specific plant-based ingredients for each component. How would you ensure the salad remains visually appealing and nutritious?
- b) The main course features a warm vegetable medley. Discuss the impact of heat on vegetables during cooking, focusing on color, texture, and nutrient retention.
- c) To end the meal, you will prepare a fresh fruit platter. Explain how you would classify and store different types of fruits to maintain their freshness and quality. Include recommendations for minimizing waste while handling perishable plant-based ingredients.

\*\*\*\*\*



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

COURSE : 1<sup>st</sup> Semester of 3-year B.Sc. (HHA) Program  
SUBJECT : Foundation Course in Food & Beverage Service - 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)
- Sommelier
  - Banquets
  - Crockery
  - A` la Carte
  - American breakfast
  - Linen room
  - Russian service
  - Kitchen Order Ticket
  - Butler Service
  - Electronic Cash Register

**SECTION – B**

Attempt all questions

(6x5=30)

- Q.2. What do you mean by kitchen stewarding area? Why it is important for F&B operations?  
OR  
Describe the key features of a quick service restaurant.
- Q.3. What do you mean by welfare catering? Discuss briefly with examples.  
OR  
Differentiate between primary catering sector and secondary catering sector.
- Q.4. Differentiate between flatware and cutlery. Enlist five examples of each.  
OR  
Enlist objectives of menu planning.
- Q.5. Explain concept of room service. What do you mean by decentralized room service?  
OR  
Discuss how buffet service is beneficial for F&B operations.
- Q.6. What is the utility of control system in F&B service operation? Discuss the salient features of a good control system.  
OR  
What are the various types of billing methods used in food service operations?

**SECTION – C**

Attempt all questions

(15x1=15)

- Q.7. As an Asst. F&B Manager of a hotel prepare a training session for new staff in a fine-dining restaurant. As part of the session, you need to explain the structure and sequence of the 17 courses in a French classical menu.  
Develop a detailed guide by:  
a) Listing the 17 courses in their correct order.

- b) Providing a brief explanation of each course.
- c) Giving at least two examples of dishes for each course to enhance the staff's understanding.

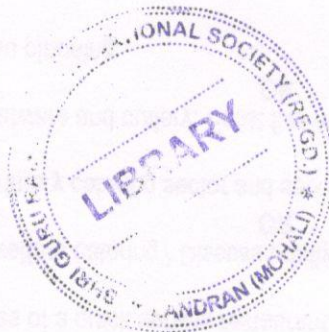
Prepare your response as if you are presenting to a team of trainees who are new to the industry.

OR

You have recently been appointed as Hotel Operation Trainee for a luxury hotel chain. As part of your training, you are required to:

- a) Outline the duties and responsibilities of key F&B staff members, focusing on their contributions to seamless operations.
- b) Highlight the attributes of a good waiter, explaining how these attributes directly impact guest satisfaction and service quality.

\*\*\*\*\*



ROLL No.....

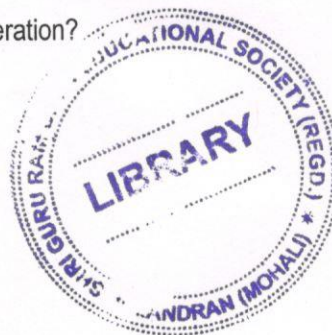
NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA  
**ACADEMIC YEAR – 2024-25**  
**(Reappear-NCHM-IGNOU)**

COURSE : 1<sup>st</sup> 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. Explain the functions of housekeeping department in a modern luxury hotel.  
 OR  
 Draw the layout of housekeeping department in a luxury hotel and identify the various sections of it. (10)
- Q.2. A proper hierarchical structure is important for the smooth functioning of an organization. Draw and explain briefly the organization chart of housekeeping department in a five star hotel.  
 OR  
 Discuss the duties and responsibilities of executive housekeeper in a large hotel. (10)
- Q.3. Explain the principles and methods of cleaning as applicable to guest room cleaning in a hotel.  
 OR  
 Discuss the design features that simplify cleaning. (10)
- Q.4. Classify cleaning equipment. Briefly describe at least five of them.  
 OR  
 Discuss in detail the composition and functions of detergents. (10)
- Q.5. Discuss the points to be considered while selecting cleaning equipment. (10)
- Q.6. Discuss the relationship between front office, housekeeping and engineering departments in a hotel. (10)
- Q.7. Answer (any two):  
 i) Cleaning of glass  
 ii) What is meant by 'Spring cleaning'?  
 iii) What are the roles of computer in housekeeping generation? (2x5=10)
- Q.8. Differentiate between:  
 i) Floor polish and floor seal  
 ii) Maid's trolley and Janitor's trolley (2x5=10)
- Q.9. Write short notes on (any two):  
 i) Eco-friendly products in housekeeping  
 ii) Use of technology in housekeeping department  
 iii) Wall finishes (2x5=10)
- Q.10. Fill in the blanks:  
 i) Polishing a floor with high speed floor machine to achieve an extremely high gloss is called \_\_\_\_\_.  
 ii) Split sheep skin used for polishing glass is \_\_\_\_\_.  
 iii) Metamorphosed and crystallized lime stone is \_\_\_\_\_.  
 iv) Full form of PMS in hotel is \_\_\_\_\_.  
 v) \_\_\_\_\_ are hydrated silicates of sodium & aluminium used for softening water.  
 vi) A vertical passage connecting floors for easy transfer of soiled linen to laundry is called \_\_\_\_\_.  
 vii) The part of a brush into which bristles are fixed is called \_\_\_\_\_.  
 viii) Skirting along the wall is called \_\_\_\_\_.  
 ix) A very fine, mild abrasive present in siro is \_\_\_\_\_.  
 x) \_\_\_\_\_ is a synthetic surface, which tends to simulate the look & feel of leather. (10x1=10)



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

COURSE : 1<sup>st</sup> Semester of 3-year B.Sc. (HHA) Program  
SUBJECT : Foundation Course in Rooms Division Operations – I (A)  
TIME ALLOWED : 1½ Hours

MAX. MARKS: 30

(Marks allotted to each question are given in brackets)

**SECTION – A**

- Q.1. Write short notes on **(Attempt any three questions)** (2½x3=7½)
- Revenue Producing Department
  - Intersell agencies
  - Cancellation
  - Express check-in
  - Role of concierge desk
  - Upselling

**SECTION – B**

**Attempt all questions**

(5x3=15)

- Q.2. Illustrate the key milestones in the evolution of hospitality industry.  
**OR**  
Differentiate between a full-service and a limited service hotel.
- Q.3. Explain the features of SMART rooms & their significance in modern hospitality.  
**OR**  
*"The guest cycle's significance in hotel lies in its direct impact on a hotel's reputation, revenue & overall success."*  
Keeping this in mind, describe the stages & major activities of guest cycle.
- Q.4. Explain in brief different types of meal plans.  
**OR**  
A non-residential guest would like to leave a message for a residential (in-house) guest. Illustrate stepwise procedure with relevant format/s.

**SECTION – C**

**Attempt all questions**

(7½x1=7½)

- Q.5. You are the owner of a non-rated city-centre metropolitan hotel. However, except for the season time, your occupancy rate is 20-30% throughout the year. You approach a friend who owns a four star hotel with 60% occupancy during lean and 100% as it has immense benefits. You are convinced with his advice & have made up your mind to apply for star rating which according to your friends, qualifies for a 3 star category.
- To whom will you apply for star rating?
  - What is the procedure for star-rating that you will follow to get your property standardized and achieve better occupancy throughout the year?
- OR**
- A patronizing guest of a prominent 5-star hotel in executive suite notices a leak in the bathroom ceiling, which is causing water to drip intermittently onto the floor and causing serious disturbance to the guest during afternoon sleep. The guest immediately reports the issue to the hotel's reception & demands a change of room. Unfortunately, only a penthouse suite is vacant till midnight as another patronizing VIP is scheduled to arrive by half past midnight.
- You are a front office assistant of the hotel. Answer the following:
- What problem did the guest identify in this case?
  - How will you handle the situation?

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

COURSE : 1<sup>st</sup> Semester of 3-year B.Sc. (HHA) Program  
 SUBJECT : Foundation Course in Rooms Division Operations – I (B)  
 TIME ALLOWED : 1½ Hours

MAX. MARKS: 30

(Marks allotted to each question are given in brackets)

**SECTION – A**

Q.1. Write short notes on (Attempt any three questions)

(2½x3=7½)

- a) Housekeeping pantry
- b) Housekeeping caddy
- c) Housekeeping in cruise line
- d) Spring Cleaning
- e) Duvet
- f) Invisible Housekeeping

**SECTION – B**

Attempt all questions

(5x3=15)

Q.2. Explain the importance of interdepartmental coordination between the rooms division and other departments of a hotel.

OR

Describe the process of setting priority to schedule the cleaning tasks.

Q.3. Elaborate on the daily tasks performed in an afternoon shift in housekeeping department.

OR

Discuss the setup of a floor pantry. Suffice your answer with a layout.

Q.4. What are the opportunities and application of housekeeping in the hospitality sector?

OR

Describe the process of cleaning or servicing a vacant room.

**SECTION – C**

Attempt all questions

(7½x1=7½)

Q.5. Study the following scenario and answer the questions.

Mr. John Smith, a frequent guest had been staying in Room 405 for three days. On the morning of the fourth day, the housekeeping staff noticed that Mr. Smith had a "Do not Disturb" sign on his door for consecutive 24 hrs. Since he was a regular guest, hotel staff decided to respect his privacy & not disturb him. However, post 24 hrs the supervisor decided to take action and call security. Security opened the door after several knocks & found him unconscious on floor. He was rushed to hospital and luckily survived. This incident however raised several questions about the DND policy & safety procedures.

- a) Was the supervisor right in leaving the room unserviced for 24 hrs?
- b) What should the supervisor/guest room attendant should have done? Explain the process step by step.
- c) Give remedial measures at your end, so that such a situation is not repeated in future.

OR

You are working in housekeeping department at a five-star hotel. One morning, the Front Office informs you that a differently-abled guest will be checking-in later in the day. At the same time, a departure room on the same floor is scheduled for cleaning and immediate turnover due to an early check-in request.

Based on this scenario, answer the following questions:

- a) Discuss the steps you would take to ensure that the differently-abled room is fully operational and meets all safety and comfort requirements before the guest's arrival.
- b) Outline your strategy for efficiently turning over the departure room while ensuring that the quality standards of the hotel are upheld. Include how you would prioritize tasks within the housekeeping team to meet the early check-in request.

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

COURSE : 1<sup>st</sup> Semester of 3-year B.Sc. (HHA) Program  
SUBJECT : Customer Relation 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)
- a) Service Culture
  - b) Loyalty schemes
  - c) Personalized Service
  - d) Guest History
  - e) Customer value
  - f) Mystery audits
  - g) Guest history
  - h) Guest preferences

**SECTION – B**

Attempt all questions

- Q.2. Describe different types of customers.  
OR  
Illustrate philosophy of guest. Also, list the elements of service.
- Q.3. Briefly explain the role of a complaint management system in ensuring a positive guest experience.  
OR  
Briefly describe customer retention techniques.
- Q.4. What is guest segmentation and list down some approaches to guest segmentation in hotels?  
OR  
Describe any two customer metrics.

**SECTION – C**

Attempt all questions

- Q.5. Explain the importance of creating service standards and benchmarking in delivering service excellence. How do personalized services, principles of customer service, and quality feedback contribute to enhancing the customer experience?  
OR  
Discuss the key aspects of guest contact and current hospitality practices in ensuring exceptional guest relations. How do service culture, effective communication, and the management of difficult situations contribute to guest satisfaction?

\*\*\*\*\*

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

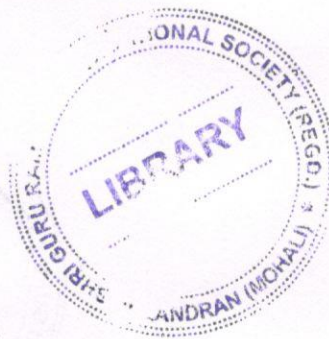
COURSE : 1<sup>st</sup> Semester of 3-year B.Sc. (HHA) Program  
SUBJECT : Communication Skills - I  
TIME ALLOWED : 03 Hours

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) Purpose of Communication
  - b) Listening
  - c) Facial expressions
  - d) Accent
  - e) Importance of eye contact in oral communication
  - f) Posture
  - g) Gestures
  - h) Audience analysis
  - i) Grapevine
  - j) Pronunciation

**SECTION – B**

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

- Q.2. With the help of a neat diagram, explain the levels of communication in an organization.  
**OR**  
Draw and explain the model of communication.
- Q.3. Discuss the importance of polite and effective enquiries and responses in the context of restaurant guests, providing relevant examples.  
**OR**  
Discuss common phonetic difficulties with ways to overcome them.
- Q.4. Distinguish between marginal listening and fake/pretended listening.  
**OR**  
List the steps in effective telephone handling.
- Q.5. Explain the concept of proxemics with suitable examples.  
**OR**  
Define paralanguage. In short, explain the elements of paralanguage.
- Q.6. List the qualities of a good speaker.  
**OR**  
Explain how artifacts such as furniture, plants and colours contribute to effective communication in a given environment.

**SECTION – C**

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

- Q.7. You are team leader in a hospitality organization, and your team is facing communication challenges that are affecting overall efficiency. Some team members complain about unclear instructions, while others struggle to provide effective feedback. Additionally, during team meetings, important details are often missed, leading to errors in task execution.

- a) Identify the key barriers to communication present in this scenario and explain their impact on the team's performance.
- b) Discuss how models of communication can help address these issues and improve clarity and understanding among team members.
- c) Propose strategies to enhance listening skills within the team, including note-taking practices, to ensure effective communication and better task management.

OR

You are selected to give a formal speech on the 26<sup>th</sup> January.

Write a speech and explain each step in detail from beginning to end in organizing a speech. Assume required necessary details.

\*\*\*\*\*



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

COURSE : 1<sup>st</sup> Semester of 3-year B.Sc. (HHA) Program  
SUBJECT : Environmental Studies  
TIME ALLOWED : 03 Hours

MAX. MARKS: 60

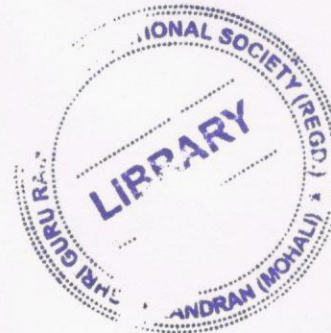
(Marks allotted to each question are given in brackets)

**SECTION – A**

Q.1. Write short notes on **(Attempt any five questions)**

(3x5=15)

- a) Food Chain
- b) Soil Erosion
- c) Biodiversity
- d) Land degradation
- e) Global Warming
- f) Wildlife Protection Act
- g) Ozone depletion
- h) Vermicomposting
- i) Disaster Management
- j) Grassland Ecosystem



**SECTION – B**

**Attempt all questions**

(6x5=30)

Q.2. Discuss the role of individual in conservation of natural resources.

**OR**

Explain the structure and function of ecosystem, highlighting the role of producers, consumers and decomposers.

Q.3. Explain the environmental and societal impacts of deforestation caused by human activities such as timber extraction, mining & dam construction.

**OR**

Difference between renewable & non-renewable energy resources.

Q.4. Define water pollution. State causes & control measures for it.

**OR**

Define Air pollution. State causes and control measures for Air pollution.

Q.5. Discuss waste land reclamation.

**OR**

Evaluate the role of Information Technology in addressing environment and human health issues.

Q.6. Discuss India as Mega diverse nation.

**OR**

Discuss threats to bio-diversity.

**SECTION – C**

**Attempt all questions**

(15x1=15)

Q.7. Discuss the causes & effects of solid waste generation in urban and industrial areas. Discuss the control measures.

**OR**

Analyze the impact of population growth and its effect on environment. Discuss the role of family welfare & value education in addressing these challenges.