SUBJECT CODE: BHM201

EXAM DATE: 11.11.2024

ROLL No.........

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA

ACADEMIC YEAR 2024-2025

(Reappear-IGNOU)

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. Give the classification of welfare catering outlets and explain its salient features.

OR

Discuss in detail the purchase system and techniques followed in catering establishment. (10)

Q.2. Explain the factors to be considered while selecting equipment for volume feeding kitchen and list down any five mechanically operated equipment. (5+5=10)

OR

Classify equipment with help of examples and give the care and maintenance for any five heavy equipment. (5+5=10)

Q.3. Discuss with help of suitable examples the various factors affecting the food habits of an individual. (10)

Q.4. Explain the salient features of Goan cuisine with suitable examples.

OR

Explain the salient features of Rajasthani cuisine with suitable examples. (10)

Q.5. Discuss in detail the salient features of railway catering. How the quality control is an importance aspect of railway catering? (10)

Q.6. List the different types of indent used in kitchen and explain the practical difficulties faced while indenting for mass feeding. (5+5=10)

Q.7. Explain the following terms (any ten):

i) Gongura	ii) Gucchi	iii) Ker Sangri
iv) Dhungar	v) Khubani ka meetha	vi) Vindaloo
vii) Sheermal	viii) Ghee Durusth Karana	ix) Avial
x) Farsan	xi) Pulihora	xii) Puran Poli
xiii) Haleem	xiv) Galavat	

(10x1=10)

Q.8. Explain the concept of base kitchen help in off premise catering and list the factors to be considered while planning an off-premise catering menu.

OR

List five Indian sweets and five Indian breads from different regions of India. Give brief description of each in one or two lines. (10)

SUBJECT CODE: BHM201

EXAM DATE: 11.11.2024

Q.9. Discuss the various challenges faced by chefs while indenting for volume feeding organizations.

OR

Explain the various factors to be considered while planning menu for mass catering.

Q.10. A. Fill in the blanks: (10)

i) Semolina is made from ________.
ii) Kesari bhaat is a dish from ________ cuisine.
iii) ________ is the term which denotes the smoking of food.
iv) 'Besan' is obtained by milling ________ dal.
v) Indian culinary term for dry mango powder ________.

(5x1=5)

B. Match the following:

i) Rattanjog	a) Cooking with wine/vinegar
ii) Vindaloo	b) Gujarat
iii) Mysore Pak	c) Mutton mince
iv) Galawt	d) Punjab
v) Shrikhand	e) Karnataka
	f) Natural Colouring Agent

(5x1=5)

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SUBJECT CODE: BHM202 EXAM DATE: 12.11.2024

ROLL No..............................

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2024-2025
(Reappear-IGNOU)

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. A. Classify wine according to their taste, color and nature.
B. Name five black and five white varieties of grapes.

OR

Give the classification of the alcoholic beverages with an example for each.

(10)

Q.2. List the wine producing regions of France and discuss Bordeaux in short.

OR

How are the wines classified in Germany according to their wine producing laws?

(10)

Q.3. A. What are the various methods involved in making sparkling wine?
B. In detail, explain the Method Champanoise.

OR

A. Give the various vine diseases generally found in viticulture.
B. Differentiate between fortified wines and sparkling wines.

(5+5=10)

Q.4. Explain various methods employed for the distillation of spirits. Support your answers with the help of suitable diagram.

(10)

Q.5. Elaborate the process of beer making with the help of a flow chart. List four international brands of beer.

(8+2=10)

OR

List the important ingredients used in the making of beer. Discuss the role of any two ingredients in the beer making.

(4+6=10)

Q.6. Write short notes on **(any two):**
i) Golden rules of matching wine and food
ii) Wine storage
iii) Sulphuring as an important step in the production of table wines.

(2x5=10)

Q.7. Explain the following terms **(any five):**

i) Alcoholic Wash	ii) Single Malt	iii) Grappa	iv) Coffey Still
v) Juniper Berries	vi) Fine Champagne	vii) Proof	

(5x2=10)

Q.8. Differentiate between Cognac and Armagnac. Give two brands of Cognac and Armagnac. (8+2=10)

Q.9. Define the term liqueurs. Classify the liqueurs according to their flavoring agents? Give one example of each. (2+4+4=10)

Q.10. A. Expand the following abbreviations **(any five):**

i) QMP ii) TBA iii) XO iv) DOCG v) FOV vi) VDQS

(5x1=5)

B. Match the following:

i) Anadas	a) White Grape
ii) Analyser	b) Hop Variety
iii) Sekt	c) Young Sherry
iv) Gewurztraminer	d) Patent Still
v) Saaz	e) German Sparkling Wine

(5x1=5)

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SUBJECT CODE: BHM203 EXAM DATE: 14.11.2024

ROLL No.........................

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2024-2025
(Reappear-IGNOU)

COURSE	:	3rd 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. List two common problems that are faced by the hotel and guest during check-out process and discuss the ways to minimise/eliminate such problems.

OR

Explain with the help of a flow-chart, the "Express check-out" procedure (SOP) followed at hotels.

(10)

Q.2. Give an outline of the duties and responsibilities of a night auditor in a hotel.

OR

Illustrate the night audit process with a flow chart.

(10)

Q.3. A. List any five vouchers that are used in FO accounting and describe their use/purpose in about 2-3 sentences each.

B. Draw the neat format of the following **(any two):**

i) Guest folio ii) Visitors Tabular Ledger

iii) Horizontal tabular Ledger iv) Restaurant Check

(5+5=10)

Q.4. Differentiate between the following **(any two)**:

i) Guest account and city account
ii) Credit card and charge card
iii) Accounting errors and frauds
iv) Debit entries and credit entries of a guest folio

(2x5=10)

Q.5. A. List at least five steps and precaution that must be taken for cash control in a hotel.

B. List all the modes of credit settlement and discuss the credit control mechanism for any one of these methods.

(5+5=10)

Q.6. What are some of the common causes/reasons for accidents at the work place? Describe each reason briefly.

OR

What are the various classes of fire and which type of fire extinguisher is recommended for each class?

(10)

SUBJECT CODE: BHM203

EXAM DATE: 14.11.2024

Q.7. A. Make a list of the common items that must be made available in a "First Aid" box.
B. Discuss how you would handle any one of the following emergency situations.
i) Bomb threat over telephone
ii) Armed robbery
iii) A drunken (noisy, violent) guest

Q.8. Explain in one or two lines **(any five):** (5+5=10)
i) House count ii) High balance report iii) Retention charge
iv) Charge privilege v) Reconcile transaction vi) Floor limit
vii) Stop charge posting viii) Cash Bank ix) Audit trail

Q.9. A. Explain briefly why the final settlement of a guest account is also called "zero out". (5x2=10)
B. Give a one word answer for the following descriptions related to hotel room status:
i) The room that is shown as "occupied" but is, in fact, vacant ___________.
ii) The guest registers but does not use the room, even at night___________.
iii) The guest went away but, did not clear her dues ___________.
iv) The guest is occupying the hotel room but no room tariff is being charged ___________.
v) The guest has instructed the front desk and telephone operator not to route any calls to her/his room ___________.

Q.10. A. State True or False: (5+5=10)
i) Call accounting system is a stand alone system that can interfaced with the hotel PMS.
ii) If a guest has not yet checked-in, it is not possible for front desk to accept any messages on his/her behalf.
iii) Point-of-sale system (software) can also function like a cash register.
iv) Now that the night audit/day-end process has become automatic, there is no need to physically verify room charges and P-O-S voucher postings.
v) Reporting Module in a PMS helps generate the M.I.S that helps the management in taking correct business decisions.

B. Give the French equivalent words of the following English words **(any five):** (5x1=5)
i) Please ii) Thank you iii) Yes iv) Room
v) Floor vi) Good vii) Friday viii) Airport

(5x1=5)

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SUBJECT CODE: BHM205

EXAM DATE: 19.11.2024

ROLL No.

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2024-2025
(Reappear-IGNOU)

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. A. Explain the objectives of food & beverage control.
B. Explain standard purchase specification & its objectives.

(5+5=10)

OR

Describe purchasing control. List the duties & responsibilities of purchase manager of a chain hotel.

(10)

Q.2. Draw and explain the importance of meat tag.

OR

Draw a requisition form and explain its significance.

(10)

Q.3. Discuss different methods of purchasing followed in a five-star hotel.

OR

Explain blind receiving in detail. Also, list few receiving frauds and the ways to control them.

(10)

Q.4. Discuss the role of portion control in checking costs. List four equipment used for portion control with their uses.

OR

With the help of a flow diagram, describe the various stages of food & beverage control cycle.

(10)

Q.5. List the objectives of stock taking. Explain the different methods of stock taking.

(10)

Q.6. Write short note on **(any two):**
i) EOQ
ii) Standard Recipe
iii) Supplier rating system

(2x5=10)

Q.7. Suggest ways for determining the selling price of food items in a menu. Also, discuss the significance of cashier sales summary sheet.

(10)

Q.8. Draw the format of bin card and write its importance. Also, suggest ways to arrange non-perishable items in the general store of a large hotel.

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

i) Markup pricing ii) Lead time iii) Stock level iv) Yield
v) Carrying cost vi) Transfer note vii) Par stock viii) Credit note

(5x2=10)

Q.10. Match the following:

i) Direct material cost	a) Rent, repair and maintenance
ii) FIFO	b) No profit no loss
iii) Break-even point	c) Beans, lentils, nuts & seeds
iv) Non-perishable food items	d) Pricing of commodities
v) Indirect expenses	e) Purchase of fruits & vegetables

(5x2=10)

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SUBJECT CODE: BHM206 EXAM DATE: 21.11.20

ROLL No..............

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2024-2025
(Reappear-IGNOU)

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 mean by internal control? What are its objectives?

OR

Discuss the various advantages and limitations of internal control.

(10)

Q.2. What is internal audit? What are the duties of an internal auditor?

(10)

Q.3. Prepare a rooms department income schedule under the uniform system of accounting for hotels from the information given below:

Room Sales:	
Transient	5,75,000
Permanent	3,55,000
Salaries and wages	67,500
Commission	25,000
Uniforms	30,500
Linen	38,000
Cleaning Charges	15,500
Insurance	42,000
Employees benefits	45,500
Allowances (Rooms)	75,000
Other revenues	64,500
Payroll taxes	15,500
Guest transportation	26,000
Other operating expenses	23,000

(10)

Q.4. Prepare a Departmental Profit & Loss account of XYZ Hotel for the year ended 31st March, 2024 from the following information:

<u>Net Sales:</u>

Rooms	Rs. 5,00,000
F&B	Rs. 3,00,000
Telephone	Rs. 2,00,000

<u>Cost of Sales:</u>

F&B	Rs. 1,00,000
Telephone	Rs. 75,000

<u>Departmental Expenses:</u>

Salaries & wages	Rs. 60,000
Employees benefits	Rs. 40,000

Other Expenses:

Kitchen fuel & power	Rs. 6,000
Electricity	Rs. 15,000
Band & Music	Rs. 8,000
Telephone	Rs. 10,000
Office Expenses	Rs. 9,000
Cleaning Materials	Rs. 20,000
Depreciation	Rs. 25,000
Advertisement	Rs. 30,000
Repairs & Maintenance	Rs. 5,000
Commission	Rs. 12,000

Note: The departmental expenses are to be apportioned in the ratio of sales, whereas all other expenses are to be apportioned in the ratio of 3:1:1.

(15)

OR

Distinguish between the following **(any three):**

i) Current assets and Current liabilities
ii) Equity shares and Preference shares
iii) Gross profit and Net profit
iv) Cost allocation and Cost apportionment
v) Reserves & Surplus

(3x5=15)

Q.5. Why departmental accounting is necessary for smooth functioning of a business? Explain. By what different methods, profit can be estimated?

(10)

Q.6. State one basis for allocation of the following expenses:

i) Depreciation of machinery ii) Rent iii) Electricity
iv) Salaries & wages v) Advertisement

(5x2=10)

Q.7. From the information furnished below, prepare an Income statement of Food & Beverage department of ABC hotel according to uniform system of accounting for hotels for the year ended 31st March 2024:

Particulars	Amount (Rs.)	Particulars	Amount (Rs.)
Sales:		Allowances:	
Food	8,40,000	Food (on food sales)	10%
Beverage	5,11,000	Beverage (on beverage sales)	5%
Cost of Sales:		Salaries & wages	85,000
Food	3,20,000	Other employees benefits	35,000
Beverage	1,90,000		
China, glassware & linen	48,250	Licenses	34,500
Kitchen fuel	55,000	Band & music	20,400
Cleaning	35,500	Insurance	25,600
Laundry	24,950	Operating supplies	17,000

OR

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

(10)

Q.8. From the following balances, prepare a balance sheet of ABC hotel as on 31st March, 2024 according to the uniform system of accounting for hotels:

Debit Balances	Amount (Rs.)	Credit Balances	Amount (Rs.)
Cash in hand	10,000	General reserve	50,000
Land & building	2,40,000	Debentures	50,000
Accounts receivables	20,000	P/L account	30,500
Furniture & fixtures	70,000	Bank overdraft	20,000
Closing stock	7,500	Accounts payables	27,500
Prepaid insurance	2,500	Outstanding expenses	12,500
Investments (long term)	20,000	Loans from ICICI	48,500
Goodwill	9,000	Equity share capital	1,50,000
Miscellaneous expenditure	10,000		
Total	3,89,000	Total	3,89,000

OR

What is meant by audit? Distinguish between internal audit and statutory audit. What are the advantages of audit?

(15)

Q.9. State True or False:

i) Net sales – Cost of sales = Gross profit.
ii) Uniform system of accounting facilitates intra-firm comparison.
iii) An example of deferred revenue expenditure is major renovation.
iv) In departmental accounting, a department means either a revenue or non-revenue producing department.
v) Pre-paid expenses are current assets.
vi) Goodwill is a fictitious asset.
vii) An instrument used for the food & beverage service control is KOT.
viii) Statutory audit is not at all a compulsory audit for hotels.
ix) A statutory auditor is required to submit his audit report to the shareholders.
x) Capital reserve can be used for paying divided to shareholders.

(10x1=10)

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SUBJECT CODE: BHM207 EXAM DATE: 22.11.2024

ROLL No.....................

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2024-2025
(Reappear-IGNOU)

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 growth curve of bacteria. Discuss the factors affecting the growth of bacteria in food.

OR

Briefly explain the beneficial role of micro-organisms in the food service industry with suitable examples.

(10)

Q.2. Define food preservation. Explain the different methods of food preservation.

(3+7=10)

OR

Enumerate the basic principles of HACCP.

(10)

Q.3. Expand the following **(any five):**

i) WTO	ii) ISO	iii) FPO	iv) MMPO
v) CAC	vi) CPA	vii) BSE	

(5x1=5)

Q.4. Differentiate between food infection and food intoxication.

(5)

Q.5. Enumerate the different types of food additives used in the food industry.

(5)

Q.6. What hygienic steps to be used while food preparation & service?

(5)

Q.7. Mention different types of food adulteration with examples.

(5)

Q.8. Explain the risk analysis with its components.

(5)

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