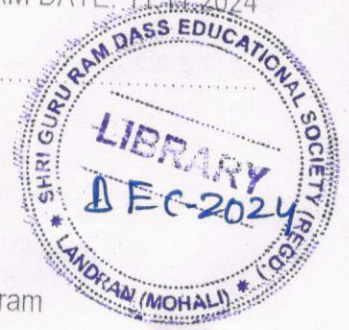


SUBJECT CODE: BHM311

EXAM DATE: 11.11.2024

ROLL No.

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



COURSE : 5th Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Advance Food Production Operations-I
TIME ALLOWED : 03 Hours

MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. Define larder department. List down duties & responsibilities of larder chef. Also, in brief describe the significance of larder control.

(2+4+4=10)

OR

Draw a labelled diagram of larder kitchen. Describe any four dishes which are typically prepared in larder kitchen.

- Q.2. Discuss the importance of non-edible displays in a food service setting. List and explain any four non-edible displays.

(2+8=10)

OR

Highlight the current trends of appetizers and garnishes in contemporary cuisine. In short, explain different types of garnishes with suitable examples.

(4+8=10)

- Q.3. Attempt (any one):

(5+5=10)

- i) Explain different types of sausages
- ii) Explain different types of marinades

- Q.4. What is forcemeat and how it is prepared? Differentiate between Galantine & ballotine.

(10x1=10)

OR

Illustrate the difference between Aspic and gelée with reference to key ingredients, techniques of preparation.

- Q.5. Write short notes on (any two):

(5+5=10)

- i) Processing of ham & bacon
- ii) Commercial Pâté & Pâté Maison
- iii) Cultivation & uses of truffles

- Q.6. Discuss the role of different components of a sandwich. Suggest ways of making and storing club sandwiches.

(2x5=10)

- Q.7. Illustrate the following:

(6+4=10)

- i) Uses of wine in cooking
- ii) Five classic herbs and their uses in continental cuisine

(5+5=10)

Q.8. Write in few lines (any five):

i) Roulade

ii) Parfait

iii) Vol-au-vent

iv) Baguette

v) Falafel

vi) Brine

vii) Yield

viii) Panda

(5x2=10)

Q.9. Match the following:

i) Lard

a) Assessing quality of meat

ii) Green Bacon

b) Type of mushroom

iii) Tartine

c) Unsmoked bacon

iv) Grading

d) Animal fat

v) Truffle

e) Open-faced sandwich

(5x2=10)

Q.10. State True or False:

i) Chaud Froid refers to a sauce or a dish that is prepared hot but served cold.

ii) Natural and synthetic casing can be used for making sausages.

iii) Yield testing is necessary in larder work.

iv) Quenelles and parfaits are served as main courses in French Cuisine.

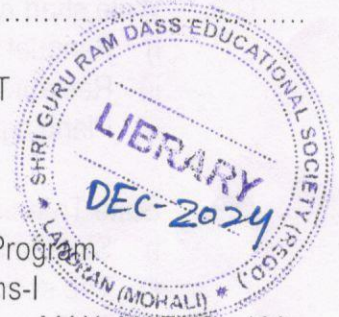
v) Garnishes are used to provide flavor and texture to a dish.

(5x2=10)



ROLL No.....

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



COURSE : 5th Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Advance Food & Beverage Operations-I
TIME ALLOWED : 03 Hours

MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. Discuss the suitability of various seating arrangements for different formal and informal banquet events with help of diagrams.

OR

Analyze the space requirement for hosting a state banquet. Assume a specific number of dignitaries attending, and based on assumption, design and draw a labelled arrangement diagram. Also, list the key service protocol followed in a state banquet.

(10)

- Q.2. Describe different types of buffets, highlighting how each type caters to varying guest requirement and/or the nature of events being hosted. Additionally, explain the key consideration while setting up a lunch buffet.

OR

Illustrate the concept of gueridon service. Examine the advantages and challenges faced by service personnel while offering gueridon service. Also, give any three examples of dishes typically served using gueridon service.

(3+4+3=10)

- Q.3. Discuss how kitchen stewarding contributes to the overall efficiency and hygiene standards in food & beverage service department. Also, in short describe the equipment and tools used in kitchen stewarding operations.

OR

Discuss the staffing structure required for a restaurant catering 120 guests per day. Justify the requirement based on service style, type of cuisine, service hours and guest expectations.

(10)

- Q.4. Describe the step-by-step process of a banquet booking procedure in a five-star hotel.

(10)

- Q.5. What is toasting? Illustrate how a well-structured toast may enhance the overall guest experience with suitable examples for an informal banquet event.

(2+8=10)

- Q.6. In few lines, explain the following (any four):

i) Lectern

ii) Crepe Suzette

iii) Gangway

iv) Convention

v) Silver Service

vi) Teppanyaki

(4x2½=10)

- Q.7. Enlist the duties and responsibilities of a banquet manger.

(10)

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

- i) Banquet function prospectus
- ii) Restaurant menu planning
- iii) Planning restaurant décor, furnishing & fixtures

(2x5=10)

Q.9. State True or False:

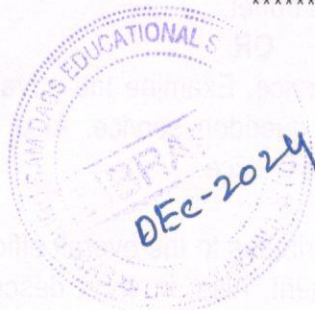
- i) State banquet and formal banquet are the two main types of banquets.
- ii) The sequence of food in a buffet generally follows from appetizers to desserts.
- iii) Buffet is a type of assisted service where food is displayed at counters.
- iv) Polivit is the fastest method of cleaning silver flatwares and cutleries.
- v) KST staff is responsible ensuring that the correct food order makes it way from kitchen to guest table.

(5x2=10)

Q.10. Match the following:

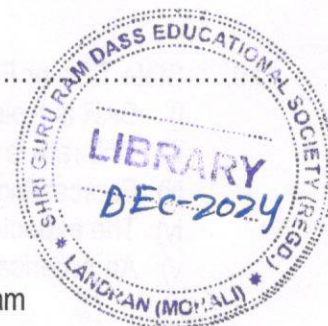
- | | |
|-------------------------|--|
| i) Chafing dish | a) Maintaining cleanliness & hygiene in kitchen & restaurant |
| ii) Gueridon Service | b) Controlling lighting |
| iii) Kitchen Stewarding | c) Buffet presentation |
| iv) Dimmer | d) Table side service |
| v) Inventory tracking | e) Stock of crockery, glassware & utensils |

(5x2=10)



ROLL No.

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2024-25



COURSE : 5th Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Front Office Management-I
TIME ALLOWED : 03 Hours

MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. What is Property Management Software? Discuss the type of data which may be collected with help of PMS. Also, illustrate how this data can benefit the hotel front office department.

(10)

OR

Discuss the key features of IDS. Also, highlight the challenges in implementing PMS software in hotels.

(6+4=10)

Q.2. Draw and explain the significance of three days forecast form in the front office department of a hotel.

OR

Explain the importance of forecasting in front office operations. Write the formula for occupancy percentage. Also, discuss the strengths and limitations of occupancy forecasting.

(10)

Q.3. Define budget. Explain the phases of budget cycle in details.

OR

Discuss the role of historic data in budgeting. Additionally, differentiate between capital budget and operational budget with help of suitable examples.

(10)

Q.4. Discuss the factors influencing room rate setting in a hotel.

OR

Explain the Hubbarts formula and its application in room rate setting. Also, write few advantages & disadvantages of hubbarts formula.

(10)

Q.5. Illustrate the relationship between budgeting and room revenue forecasting. List advantages and disadvantages of front office budgeting.

(10)

Q.6. Explain the factors for evaluating front office operations. Also, discuss how customer feedback contributes in department evaluation process.

(10)

Q.7. Explain different types of room rates available in a luxury hotel.

(10)

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

- i) Market Condition Approach
- ii) Rule of thumb Approach
- iii) Budgetary Control

(2x5=10)

Q.9. State True or False:

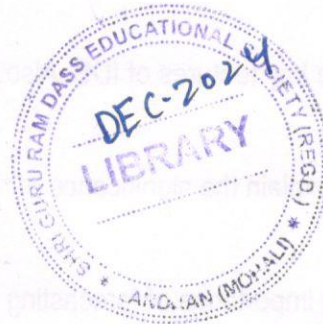
- i) BAR is typically the final rate beyond which no discount may be offered to a guest.
- ii) Crib rate is charged for a cradle provided in guest room for infants.
- iii) Forecasting is predicting hotel business trends based on historic data.
- iv) The expected guest arrivals is called house count.
- v) An American room plan does not include meals along with the room rate.

(5x2=10)

Q.10. Match the following:

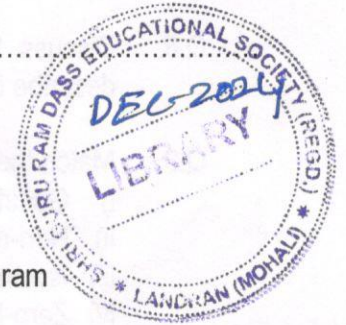
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| i) Travel agent rate | a) Front office & F&B outlets |
| ii) Walk-in | b) Non residential guest |
| iii) Revenue Centre | c) Guest stays beyond expected data of departure |
| iv) Non-guest account | d) Guest without price reservation |
| v) Overstay | e) Negotiated rate for volume business |

(5x2=10)



ROLL No.

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



COURSE : 5th Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Accommodation Management-I
TIME ALLOWED : 03 Hours

MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. Illustrate the concept of time and motion study in hotel housekeeping. Provide suitable examples to highlight the potential benefits of such studies.

(10)

OR

Differentiate between capital budget and operational budget for the housekeeping department of a luxury hotel. Also, discuss the impact of budgeting on overall efficiency & profitability.

(6+4=10)

- Q.2. Illustrate the importance of energy conservation in daily housekeeping operation. Suggest few concrete ways to promote water conservation in hotels.

OR

How do the principles of purchasing influences the types of purchasing decisions made in the housekeeping department of a large hotel?

(10)

- Q.3. Discuss the advantages and disadvantages of hiring contract housekeeping services.

OR

Design guidelines for hiring contract housekeeping services for a new four star property.

(10)

- Q.4. Discuss the housekeeping services provided in hospitals as compared with those provided in hotels.

OR

Discuss the significance of structured induction program for employees and employers of the hotel.

(10)

- Q.5. Calculate the total number of housekeeping supervisors required for Hotel XYZ located in Mumbai. The hotel has 400 rooms on eight floors. It also has two specialty restaurants, a 24-hour coffee shop and three banquet halls. Assume and state any other necessary data.

(10)

- Q.6. Describe (any four):

i) Team work

ii) Par levels

iii) Leadership

iv) Job allocation

v) First aid

vi) Budgetary control

(4x2½=10)

- Q.7. Explain the concept of productivity standards in hotel housekeeping. List and explain in few lines the factors that influences productivity standards.

(10)

Q.8. Discuss the challenges faced in controlling housekeeping stock levels. Also, in short, describe the procedure of issuing guest room supplies.

(10)

Q.9. Match the following:

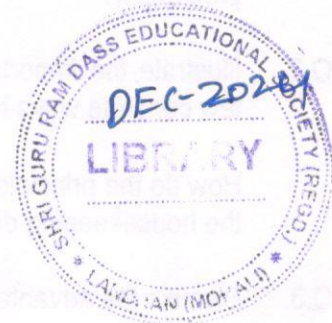
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|----------------------------|--|
| i) Guest loan items | a) Cleaning agents |
| ii) Non-recycled inventory | b) Process of distributing inventory items |
| iii) Issuing | c) Stock in hand for emergencies |
| iv) Zero-base scheduling | d) Hiring of employees |
| v) Safety stock levels | e) Hair dryer and ironing board |

(5x2=10)

Q.10. State True or False:

- Expenditure for advertisements, PR exercises and generating initial goodwill is covered in pre-opening budget.
- The physical verification of inventory items in hand is called stock-taking.
- Log book documents items which are kept in guestroom.
- Briefing of staff is done at the end of the shift.
- Contract is a legal agreement between two parties negotiating a business deal.

(5x2=10)

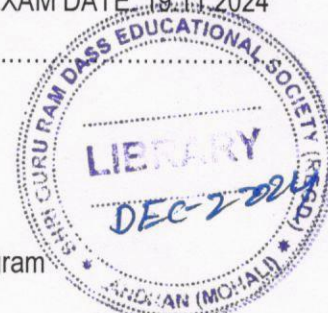


SUBJECT CODE: BHM308

EXAM DATE: 19.11.2024

ROLL No.....

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



COURSE : 5th Semester of 3-year B.Sc. in H&HA Program
SUBJECT : Strategic Management
TIME ALLOWED : 02 Hours

MAX. MARKS: 50

(Marks allotted to each question are given in brackets)

Q.1. Explain McKinsey 7s framework using diagrams and appropriate examples.

OR

What do you understand by Michael Porter's five forces of competition? Apply them on a new venture trying to enter "food delivery" sector.

(10)

Q.2. Why is Environmental Threat & Opportunity Profile an important tool in environment analysis? Draw comparisons and contrast differences between SWOT and ETOP.

OR

What are the uses of BCG Matrix in the hotel industry? Explain the matrix with examples.

(10)

Q.3. Differentiate between **(any one)**:

- i) Mission & Vision
- ii) Goals & Objectives

(5x1=5)

Q.4. Highlight the salient features of the following mission:

"To excel and enhance our leadership in airline catering, and expand into airport related services in India and select regions by delivering exceptional value to our customers through world class quality, innovative products and services and motivated employees."

(5)

Q.5. Write a short note on **(any one)**:

- i) Public Relation Policies
- ii) Quantitative Strategic Planning Matrix
- iii) Entrepreneurial Approach

(5)

Q.6. Describe any two leadership styles.

(5)

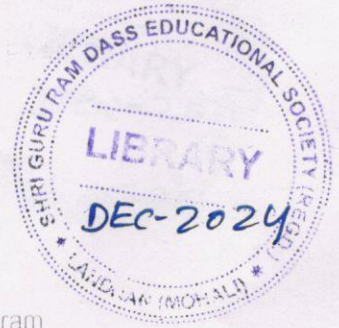
Q.7. Discuss common digital marketing strategies used by hotels to promote its brand and connect with potential clients.

(5)

Q.8. Match the following:

- | | |
|-------------------------|---|
| i) Liquidation | a) Growing market presence & profitability |
| ii) Stability Strategy | b) Business arrangement where two or more parties work together |
| iii) Expansion Strategy | c) Maintaining the current position & market share |
| iv) Joint Venture | d) Promoting & selling products & services |
| v) Marketing | e) The process of closing a business & distribution of its assets |

(5x1=5)



NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2024-25

COURSE : 5th Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Financial Management
TIME ALLOWED : 03 Hours

MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. What do you understand by Financial Management? What are the objectives of financial management?
- Q.2. Explain the different techniques of financial analysis. Also, discuss the advantages and limitations of each technique.

OR

From the following information, prepare a Comparative Balance Sheet.

Balance Sheet of XYZ Ltd.

Liabilities	2023 Amount (Rs.)	2024 Amount (Rs.)	Assets	2023 Amount (Rs.)	2024 Amount (Rs.)
Equity share capital	6,50,000	7,80,000	Plant & Machinery	4,30,000	4,60,000
Debentures	3,00,000	2,50,000	Motor Vehicle	4,00,000	4,00,000
General Reserves	40,000	65,000	Stock	2,90,000	3,70,000
Creditors	1,70,000	1,60,000	Cash in hand	80,000	90,000
Bills Payable	40,000	50,000	Bills Receivables	10,000	15,000
Outstanding Expenses	20,000	30,000	Preliminary Expenses	10,000	
	12,20,000	13,35,000		12,20,000	13,35,000

- Q.3. From the summarized Balance sheet given below, prepare a Cash Flow Statement for the year 2024.

Balance Sheet

Liabilities	2023 Amount (Rs.)	2024 Amount (Rs.)	Assets	2023 Amount (Rs.)	2024 Amount (Rs.)
Share Capital	1,00,000	1,50,000	Cash	50,000	80,000
P&L Account	50,000	80,000	Debtors	1,00,000	1,50,000
General Reserves	40,000	60,000	Stock	1,00,000	1,20,000
Creditors	80,000	1,20,000	Machinery	30,000	50,000
Bills Payable	50,000	30,000	Building	40,000	40,000
	3,20,000	4,40,000		3,20,000	4,40,000

Note: Depreciation is to be provided @10% on machinery and @20% on building.

SUBJECT CODE: BHM307

- Q.4. From the following Balance Sheet of a company, prepare a schedule of funds flow statement as on 31st March 2024.

Liabilities	31.03.23 Amount (Rs.)	31.03.24 Amount (Rs.)	Assets	31.03.23 Amount (Rs.)	31.03.24 Amount (Rs.)
Share capital	7,00,000	9,00,000	Machinery	5,00,000	3,00,000
Reserves & surplus	1,00,000	6,00,000	Furniture	1,00,000	4,00,000
Debentures	7,00,000	6,00,000	Cash	14,00,000	11,00,000
Bills payable	4,00,000	3,00,000	Inventory	6,00,000	7,00,000
Bank overdraft	4,00,000	3,00,000	Sundry debtors		
Outstanding expenses	3,00,000	3,00,000			
	26,00,000	30,00,000		26,00,000	30,00,000

OR

Distinguish between fund flow and cash flow statement.

(10)

- Q.5. Following is the Income Statement of XYZ Ltd. for the year 2024:

Particulars	Amount - Rs.
Sales	
Less: Cost of Sales	2,00,000
Gross Profit	1,00,000
Less: Operating Expenses	1,00,000
Operating Profit	30,000
Add: Non-Operating Income	70,000
Net Profit	

Assuming Total liabilities to be Rs.15,00,000, you are required to calculate:

- Gross Profit Ratio
- Return on Total Resources Ratio
- Operating Cost Ratio
- Operating Expenses Ratio
- Total Assets Turnover Ratio

OR

Discuss the importance of ratio analysis in hotel business. Also, explain different types of financial ratios.

(15)

- Q.6. Define Capitalization. Distinguish between over capitalization and under capitalization.

(10)

- Q.7. What do you understand by working capital? Explain the factors that determine the working capital needs.

(10)

- Q.8. Write short notes on (any two):

- Trading on Equity
- Financial Plan
- DuPont Control Chart

(2x5=10)

- Q.9. A firm has two investment opportunities, each costing Rs.1,00,000/- and each having expected profits as under:

Year	Project A	Project B
1	50,000	20,000
2	40,000	40,000
3	30,000	50,000
4	10,000	60,000

Evaluate the two alternatives according to

- Payback Period Method
- Net Present Value Method (apply discount rate @10%)

Year	1	2	3	4
PV of Rs.1/- at 10% discount rate	0.909	0.826	0.751	0.683

(5+10=15)

OR

A. State True or False:

- Current assets can be converted to cash within a year.
- Ratio analysis helps in decision making process.
- Stock represent a form of borrowing typically from the Government or corporation.
- Mutual fund is an institution investor that manages the investment of thousands of individuals.
- Depreciation represents the rise in an assets value.

(5x2=10)

B. Match the following:

- Income statement
- Long term liabilities
- Valuation
- Company
- Intangible assets

- Current worth of an asset, company or liability
- Sell stocks & bond
- Profit & loss statement
- Trademarks, patent, copyright
- Financial obligations that can be paid off over a long period of time

(5x1=5)

