

CP-9282

Sub. Code

90137

B.Sc. DEGREE EXAMINATION, NOVEMBER 2018

Third Year

Catering and Hotel Administration

MANAGEMENT INFORMATION SYSTEM

(Upto 2015 Batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. What are the applications of MIS?
2. What is internet? What are its uses in Business?
3. How will create table in MS-Access?
4. List any two DBMS packages.
5. How will you preview forms?
6. Define Interactive video.

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Briefly explain the role of computers in Marketing Management.
8. Explain in detail about electronic communication and meeting system.

9. Explain various formula operations in Excel worksheet. Give examples.
10. How will you create, modify and delete the structure of database in MS-Access. Explain.
11. Discuss in detail about various select queries with suitable examples.
12. How will you sort and group customer records in a report generation? Explain.

Part C

(1 × 10 = 10)

(Compulsory)

13. Explain in detail about steps to create a front office MIS reports for Catering and Hotel Administration college details including management, departments, courses, and admission and fees details with its features, merits and demerits.
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CP-9242

Sub. Code

90114

B.Sc. DEGREE EXAMINATION, NOVEMBER 2018

First Semester

Catering and Hotel Administration

BASIC FOOD AND BEVERAGE SERVICE

(2018 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Why a hotel need banquets?
2. Explain the job responsibility of Maitre d Hotel.
3. Write a short note on Red wind glass.
4. Explain the China bone.
5. Write a note on Table d' hote menu.
6. Poisson is a French term – Explain.
7. ABC is kept in dining table – Explain.
8. Coffee is not a alcoholic beverage – Explain.
9. Sit down buffet is one type of buffet – Explain.
10. Theatre style is a seating arrangement – Explain.

Part B**(5 × 5 = 25)**

Brief answer with either (or) choice.

11. (a) Write a note on welfare sector of catering operations.

Or

- (b) Explain the sections and types of banquet tables.

12. (a) Write a note on commercial sector on catering operations.

Or

- (b) List and explain the linen used in food and beverage service.

13. (a) Write a note on the advantages of American and English service.

Or

- (b) Explain In-room dining.

14. (a) Explain the types of cafeteria service.

Or

- (b) Explain any two cold beverages.

15. (a) Draw and explain three seating arrangements of banquets.

Or

- (b) List down the factors to be considered while compiling the banquet menu.

Part C

(3 × 10 = 30)

Essay question of either (or) choice.

16. (a) List the covers and accompaniments for any 6 dishes offered in continental menu.

Or

- (b) List the covers and accompaniments for any 6 dishes offered in Indian menu.

17. (a) Draw the organization structure of the food and beverage department.

Or

- (b) Write the Job Description of any five food and beverage staff.

18. (a) List down the food and beverage outlets available in Hotels and explain it.

Or

- (b) Write a note on buffet service and explain its types.

CP-9253

Sub. Code

90113

B.Sc. DEGREE EXAMINATION, NOVEMBER 2018

First Year

Catering and Hotel Administration

BASIC FOOD PRODUCTION AND PÂTISSERIE

(2016 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What is Sanitation?
2. Expand FSSAI.
3. Explain the sources of Fat.
4. Name any two products of Choux Pastry.
5. Name any two cuts of Lamb.
6. What are the types of oils used for cooking?
7. Define Stock.
8. Name any two salad dressings.
9. What is Kadi?
10. Write the meaning of Appetiser.

Part B

(5 × 5 = 25)

Brief answer with either or choice.

11. (a) Explain Hot and Cold Kitchen.
Or
(b) Explain HACCP.
12. (a) Write the effect of cooking in Carbohydrates.
Or
(b) Write a short note on Sugar.
13. (a) Draw and name the cuts of Lamb.
Or
(b) Draw and name the cuts of Pork.
14. (a) Write the receipt of Brown Stock.
Or
(b) Write the recipe of Brown Sauce.
15. (a) Name any ten spices used in Indian Cuisine.
Or
(b) Name any ten Rice dishes in India Cuisine.

Part C

(3 × 10 = 30)

Essay answer with either or choice.

16. (a) Explain the classical brigade of Food Production department.
Or
(b) Classify Raw Materials and explain.

17. (a) Draw and explain the cuts of Vegetables.

Or

(b) Explain the types of salad and salad dressings.

18. (a) Classify Soups and explain with examples.

Or

(b) Write recipe for any two mother sauce with atleast two derivatives of each.

CP-9254

Sub. Code

90114

B.Sc. DEGREE EXAMINATION, NOVEMBER 2018

First Year

Catering and Hotel Administration

BASIC FOOD AND BEVERAGE SERVICE

(2016 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What do you mean by sea catering?
2. Explain coffee bars.
3. Draw a diagram of cheese knife.
4. What is a chaffing dish?
5. Define Menu.
6. Explain diet lunch.
7. Write the definition of mise-en-place.
8. What is leaf service?
9. Explain finger buffet.
10. Expand R.S.O.T.

Part B

(5 × 5 = 25)

Brief answer with either or choice.

11. (a) Write the duties and responsibilities of restaurant manager.

Or

- (b) Explain the attributes of a waiter.

12. (a) Draw any five types of cutlery.

Or

- (b) Draw any five types of crockery.

13. (a) Explain the types of menu.

Or

- (b) Write a note on breakfast and its types.

14. (a) Explain French service and American service.

Or

- (b) Write the procedures followed in Room service order taking.

15. (a) Explain the different types of banquets.

Or

- (b) Write a brief note on Fast food outlets. Name few international outlets.

Part C

(3 × 10 = 30)

Essay question of either or choice.

16. (a) Draw and explain the staff hierarchy chart of F and B service department in a star hotel.

Or

- (b) Explain the Inter Departmental co-ordination of F and B service with other departments.

17. (a) Compile a 11 course French classical menu.

Or

- (b) Compile a non-veg Lunch Indian Menu for a marriage.

18. (a) Explain the different types of meals with examples.

Or

- (b) Explain the different types of services.

CP-9255

Sub. Code

90115

B.Sc. DEGREE EXAMINATION, NOVEMBER 2018

First Year

Catering and Hotel Administration

BASIC FRONT OFFICE OPERATIONS

(2016 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define tourist.
2. What is adverse effects?
3. Explain budget hotels.
4. What is boatels?
5. Explain Quad Room.
6. What is luxurious suite?
7. Who is a travel agent?
8. Explain the use of guest history record.
9. What do you mean by checkout?
10. What do you mean by shoulder period?

Part B

(5 × 5 = 25)

Brief answer with either or choice.

11. (a) Explain the social benefits of tourism.

Or

- (b) Explain the economic benefits of tourism.

12. (a) Explain the different types of rooms.

Or

- (b) What are the other types of accommodation apart from hotels? Explain.

13. (a) Draw the format of 'C' form.

Or

- (b) Explain the importance of front office department.

14. (a) Explain the sources of reservations.

Or

- (b) What are reservation records maintained in front office department? Explain.

15. (a) Explain V.V.I.P. arrival procedures.

Or

- (b) Explain marketing and sales in respective to front office. Explain its importance.

Part C

(3 × 10 = 30)

Essay question of either or choice.

16. (a) In detail explain the staff organisation of front office department in a 5 star hotel.

Or

- (b) Explain the grooming standards of a male and female F.O.A. in detail.

17. (a) Explain the different types of Hotels.

Or

- (b) Name and explain any five international group of hotels.

18. (a) Explain in detail reservation procedures.

Or

- (b) Explain in detail registration procedures.

CP-9256

Sub. Code

90116

B.Sc. DEGREE EXAMINATION, NOVEMBER 2018

First Year

Catering and Hotel Administration

BASIC ACCOMMODATION OPERATION

(2016 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Expand DL and DND.
2. Define Floor Pantry.
3. Define Par Stock.
4. Define Spring cleaning.
5. What is Crinkle sheet?
6. What is On-charge?
7. What is Grand Master Key?
8. What is evening service?
9. What do you mean by Vacant room?
10. Define Tent Card.

Part B**(5 × 5 = 25)**

Brief answer with either or choice.

11. (a) State and duties and responsibilities of Floor Supervisor.

Or

- (b) Mention the various cost control techniques followed in House keeping department.

12. (a) Write any three mechanical equipments used in House Keeping department with its uses.

Or

- (b) What are the points to be considered while selecting a cleaning equipment?

13. (a) Describe the various alkalis used in cleaning.

Or

- (b) Explain Guest Corridor Cleaning Procedure.

14. (a) Explain Weekly Cleaning Procedure.

Or

- (b) Explain Periodic Cleaning.

15. (a) What are the procedures involved in cleaning a Swimming Pool area?

Or

- (b) Write down the procedures followed in the selection of cleaning agents.

Part C

(3 × 10 = 30)

Essay question of either or choice.

16. (a) Draw the Organizational structure of House Keeping department of a Large Hotel.

Or

- (b) State the duties and responsibilities of Executive House Keeper.

17. (a) Explain in brief the Procedure involved in Cleaning a guest room.

Or

- (b) Brief about the special services provided by House Keeping department.

18. (a) Explain the different types of linen used in House Keeping department with its sizes.

Or

- (b) What is Floor Pantry and explain the duties of Floor Pantry in detail?
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CP-9257**Sub. Code****90117/91017/91426/
91526/96228/96128/
11627/91824/11825/
97218/96619/96517/
96327/96426****U.G. DEGREE EXAMINATION, NOVEMBER 2018****First Year — Second Semester****ENVIRONMENTAL STUDIES****(Common for all UG courses)****(2016/2017 onwards)**

Time : 3 Hours

Maximum : 75 Marks

Part A**(10 × 2 = 20)**Answer **all** questions.

1. What are the components of environment?
2. Which is the root cause of environmental degradation?
3. Write any two indirect use of forest.
4. What are the sources of ground water?
5. Write any two uses of dams.
6. What is mean by hydrosere plant succession?
7. Explain micro-consumers.

8. Write the types of lakes.
9. Write any two major pollutant.
10. Explain metallic pollution.

Part B

(5 × 5 = 25)

Brief answer with either or choice.

11. (a) Define producers, consumers and decomposers.

Or

- (b) Write the importance of environmental studies.

12. (a) How ground water resources could be improved?

Or

- (b) Write an account on water resources and explain.

13. (a) Write short notes on mineral resources.

Or

- (b) Explain the components of ecosystem.

14. (a) Classify India based on its biogeography.

Or

- (b) Write briefly on Indian forests.

15. (a) Explain marine pollution.

Or

- (b) Write an account on rain water harvesting.

Part C

(3 × 10 = 30)

Essay question of either or choice.

16. (a) Explain how the environment is spoiled by mining process.

Or

- (b) Explain : food resources and energy resources.

17. (a) Write an essay on wind energy and ocean energy.

Or

- (b) Explain desert ecosystem and grassland ecosystem.

18. (a) Write an essay on disaster management.

Or

- (b) What are the sources, causes and effects of air, soil and noise pollution?

CP-9258

Sub. Code

90123

B.Sc. DEGREE EXAMINATION, NOVEMBER 2018

Second Year

Catering and Hotel Administration

ADVANCED FOOD PRODUCTION

(2016 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Write some famous dishes of Andhra Cuisine.
2. What is Wazwan?
3. What are seven-sisters states?
4. What is thali plate?
5. What is steam generator?
6. What are the uses of vegetable cutting machine?
7. Give the recipe for pongal.
8. What is portion size?
9. What is force meat?
10. List some equipment used in garde manger.

Part B**(5 × 5 = 25)**

Brief answer with either or choice.

11. (a) Which is the staple food of South India and write the recipe of any two dishes.

Or

- (b) Explain the following

- (i) Awadhi Cuisine
(ii) Rajasthani Cuisine.

12. (a) Write the recipe for following

- (i) Shrikhand
(ii) Khandvi.

Or

- (b) Write the recipe for following

- (i) Panch phoran
(ii) Sandesh.

13. (a) How to season a Tandoor pot? And how to maintain the temperature.

Or

- (b) Explain about Chettinad cuisine.

14. (a) Explain about Mughal cuisine.

Or

- (b) Write some popular foods made from small grain.

15. (a) What are the points to be followed while setting a buffet?

Or

- (b) What are the duties and responsibilities of Garde manger?

Part C (3 × 10 = 30)

Each question of either or choice.

16. (a) Explain the various cold food preparations and how to present it with examples.

Or

- (b) Briefly explain the various cold cuts with examples.

17. (a) Explain in briefly about the influence of mughal cuisine.

Or

- (b) Study on some of the various south Indian breakfast dishes with examples and recipe.

18. (a) Explain the role of Menu engineering in Kitchen.

Or

- (b) Explain about Karnataka cuisine with examples and recipes.

CP-9259

Sub. Code

90124

B.Sc. DEGREE EXAMINATION, NOVEMBER 2018

Second Year

Catering and Hotel Administration

FRONT OFFICE OPERATIONS

(2016 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** the questions.

1. What are the reasons for travelling?
2. What is caravan?
3. Define Tourism.
4. Explain about Cabana.
5. What is casino hotel?
6. Explain about Filling Station.
7. What is down town hotel?
8. What is triple room?
9. Explain about B and B hotel.
10. How hotels can be classify?

Part B

(5 × 5 = 25)

Brief answer with either or choice.

11. (a) Explain about the hotel departments.

Or

- (b) Draw a chart of organization commercial hotel.

12. (a) What is information desk give me a some explain?

Or

- (b) What is uniformed services?

13. (a) What is concierge?

Or

- (b) Explain about reservation assistant duties and responsibilities.

14. (a) Discuss the importance of communication for a hotel.

Or

- (b) Discuss the Night audit process.

15. (a) Write a departments of the hotel with which the Front Office Communicates.

Or

- (b) Explain about types of plan.

Part C

(3 × 10 = 30)

Essay question of either or choice.

16. (a) Explain about rule of thumb approach.

Or

- (b) Write about the guest cycle.

17. (a) Explain about types of reservation.

Or

- (b) What is central reservation?

18. (a) What is pre – resigtration?

Or

- (b) Draw a chart of “e” from with a explain.

CP-9260

Sub. Code

90125

B.Sc. DEGREE EXAMINATION, NOVEMBER 2018

Second Year

Catering and Hotel Administration

ACCOMMODATION OPERATION

(2016 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Write short notes on Yarns.
2. Write short notes on Spinning.
3. Write short notes on Laundry.
4. What do you mean by Industrial Laundering?
5. Write short notes on Wash Cycle.
6. Write short notes on duties of Linen Keeper.
7. Write short notes on PEST control.
8. What do you mean by Valet Runner?
9. Write short notes on Brocade and Rayon.
10. What is the size of Pillow Slips and Table Clothes?

Part B

(5 × 5 = 25)

Brief answer with either or choice.

11. (a) Explain duties and responsibilities of Linen Keeper.

Or

- (b) Explain Dry Cleaning Process.

12. (a) Explain activities of Linen Room in Hotel Industry.

Or

- (b) Explain classification of Laundry Agents.

13. (a) Explain classification of Fiber.

Or

- (b) What are the fabrics commonly used in Hotel Industry and explain its uses.

14. (a) Explain Flower Arrangement and what are the equipments and materials are used in Flower Arrangement.

Or

- (b) Explain classification of Linen with it sizes.

15. (a) Explain different types of Decoration during various occasion.

Or

- (b) What are the procedures and records are maintaining in Laundry department for dispatch and delivery function?

Part C

(3 × 10 = 30)

Essay questions of either or choice.

16. (a) Explain principles of Flower Arrangements.

Or

- (b) What are the various types of Laundry Machines are using in Hotel Industry?

17. (a) What are the duties and responsibilities of Laundry Staff?

Or

- (b) List out different kinds of PEST and explain about PEST prevention and their control.

18. (a) What are the procedures and records are maintaining in Line Room Stock taking procedures?

Or

- (b) Explain different styles of Flower Arrangement.

CP-9261

Sub. Code

90111

B.Sc. DEGREE EXAMINATION, NOVEMBER 2018

First Year

Catering and Hotel Administration

HOTEL ACCOUNTING

(Upto – 2015 batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. What is personal accounts?
2. Meaning of subsidiary book.
3. What is the format of three column cash book?
4. What is Trial Balance?
5. Did you know provision for bad debts?
6. Define cost.

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Explain the rules for journalizing.
8. ABC & Co maintains account from 1st April to 31st March of every year. The company purchased a machinery for Rs. 5,000 on 1.4.2002. Rate of depreciation is 10%. Prepare machinery account for 3 years under straight line method.

9. From the following particulars, prepare single column cash book of Mrs. Kokila.

2002

March 1	Cash in hand Rs, 2,000
4	Cash Purchased Rs. 400
7	Cash sales Rs. 800
8	Paid to Balan Rs. 500
9	Received cash from Cheran Rs. 1,000
12	Paid salary Rs. 100
13	Cash received from Siva Rs. 4,000
20	Bought furniture Rs. 300
28	Rent paid Rs. 1,000.

10. Explain the different kinds of errors.
11. What are the items appearing in the debit and credit side of trading account?
12. What is cost sheets and its format of cost sheets?

Part C

(1 × 10 = 10)

Compulsory

13. The following information was extracted from the books of Mrs. Sudha Ltd. prepare final accounts as on 31.3.02.

Particulars	Debit Rs.	Particulars	Credit Rs.
Opening stock	12,500	Sales	1,89,000
Depreciation	7,000	Commission	2,000
Carriage inwards	700	Capital	1,71,300
Furniture	8,000	Creditors	17,500
Carriage outwards	500	Bill payable	5,000
Plant and Machinery	2,00,000	Return outwards	13,800
Cash	8,900		

Particulars	Debit Rs.	Particulars	Credit Rs.
Salaries	7,500		
Debtors	19,000		
Wages	17,500		
Sales return	14,000		
Purchases	<u>1,03,000</u>		
	<u>3,98,600</u>		<u>3,98,600</u>

Closing stock on 31.3.2002 Rs. 45,000.

CP-9262

Sub. Code

90112

B.Sc. DEGREE EXAMINATION, NOVEMBER 2018

First Year

Catering and Hotel Administration

PERSONALITY DEVELOPMENT

(Upto 2015 batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. Define Personality development.
2. What are the barriers in communication?
3. What is Performance appraisal?
4. What are the components of attitude?
5. What is biographical?
6. What are the traditional styles of leadership?

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Explain the importance of personality development.
8. State the meaning and process of group discussion.
9. Explain manners and Etiquette in detail.

10. Describe the techniques of group decision making.
11. What is planning? Explain the objectives and principles of planning.
12. Explain the importance of conceptual skills for long term survival of an organization.

Part C (1 × 10 = 10)

(Compulsory)

13. Briefly explain about personality and its types and factor influencing personality with suitable examples.
-

CP-9263

Sub. Code

90113

B.Sc. DEGREE EXAMINATION, NOVEMBER 2018

First Year

Catering and Hotel Administration

BASIC FOOD PRODUCTION AND PATISSERIE

(Upto 2015 batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. What is FIFO?
2. Name four types of Sugar.
3. Name Four leaf Vegetables.
4. What is stock?
5. What is mise-en-place?
6. Define a garnish.

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Draw the layout at a five star hotel kitchen.
8. Name and explain the different types of sauces.

9. What are the function of Salt?
10. Classification of Kitchen equipments.
11. Write a Role of ingredients in breads.
12. Explain and types of stocks.

Part C

(1 × 10 = 10)

Compulsory.

13. Explain various method of cooking food.
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CP-9264

Sub. Code

90114

B.Sc. DEGREE EXAMINATION, NOVEMBER 2018

First Year

Catering and Hotel Administration

FOOD AND BEVERAGE SERVICE

(Upto 2015 Batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. Differentiate between a night club and a discotheque.
2. Draw the staffing structure of a banquet department.
3. What are the qualities required for the service staff?
4. Write short notes on chinaware.
5. What is the difference between A la carte & Table d' hote Menu?
6. What is mis — en place?

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Explain the classification of catering industry.
8. What are the influencing factors in the selection of a Restaurant?

9. Draw the organization chart of a restaurant and explain the duties of each member.
10. Explain the factors that should be considered while selecting food service equipments.
11. Explain the 11 course French classical menu
12. (a) Explain various methods of service
(b) Write the classification of Tea.

Part C

(1 × 10 = 10)

Compulsory.

13. What action you would take to improve standard of service, If you were the manager of that restaurant?
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CP-9265

Sub. Code

90115

B.Sc. DEGREE EXAMINATION, NOVEMBER 2018

First Year

Catering and Hotel Administration

FRONT OFFICE OPERATION

(Upto 2015 batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. Define Hotel.
2. What do you mean by tourism?
3. Define Heritage hotel.
4. What do you mean by “Cabana Room”?
5. List out the import ants of Reservations any three of it?
6. Expand G.I.T and F.I.T.

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Explain the benefits of tourism.
8. List out and explain the different types of location in the hotel industry.

9. Draw the Layout of Front Office department in a large hotel and explain it.
10. Explain the modes and sources of Reservation.
11. Draw the neat Sketch of Guest Registration Card and explain it.
12. Explain the hierarchy of Front Office Staff in large hotel.

Part C

(1 × 10 = 10)

Compulsory.

13. As a Front Office manager how will you arrange the Front Office department in a newly opened hotel with layout of you department.
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CP-9266

Sub. Code

90116

B.Sc. DEGREE EXAMINATION, NOVEMBER 2018

First Year

Catering and Hotel Administration

ACCOMMODATION OPERATION

(Upto – 2015 batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. Define Briefing.
2. What do you mean by GRA and DND?
3. Define Log book.
4. What is a Single room?
5. Define baby sitting.
6. What are the VIP Supply?

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Explain the role of housekeeping in hospitality.
8. Explain : Types of Cleaning equipments.
9. Explain the bed making procedures.

10. Describe lost and found procedures.
11. Explain the types of keys.
12. What are the standard supplies provided in guest room?

Part C (1 × 10 = 10)

Compulsory

13. Draw maid's car and state its functions and uses.
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CP-9267

Sub. Code

90117

B.Sc. DEGREE EXAMINATION, NOVEMBER 2018

First Year

Catering and Hotel Administration

BASICS OF COMPUTER SCIENCE

(Upto 2015 batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. What do you mean by primary memory? Give example.
2. Explain about creating and removing folders using DOS commands.
3. What is the use of screen saver?
4. Distinguish between compiler and interpreter.
5. How will you do tab setting and table setting using ruler?
6. How will you set margins of a page in MS-Word?

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Discuss about Magnetic Disk and Magnetic Tape storage devices.
8. Explain any four external Ms-DOS commands.

9. How you perform spell check and grammar check in Ms-Word?
10. Write short note on
 - (a) Task Bar settings in MS -Windows
 - (b) Virus and Antivirus
11. Describe different type of text alignments and font settings in MS-Word. Give examples.
12. What are different types function key techniques? Explain.

Part C (1 × 10 = 10)

Compulsory

13. Discuss about classification of computer with its merits and demerits.
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CP-9268

Sub. Code

90121

B.Sc. DEGREE EXAMINATION, NOVEMBER 2018

Second Year

Catering and Hotel Administration

PRINCIPLES OF MANAGEMENT

(Upto 2015 batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. What do you mean by strategic plan?
2. What is scalar chain?
3. Who is a paternalistic leader?
4. What do you mean by informal communication?
5. Define marketing.
6. What is rational decision making?

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Explain the process of planning.
8. Discuss Henry Fayol's 14 principles.
9. Explain Maslow's need hierarchy theory.

10. Detail the need for controlling.
11. Discuss the different types of communication.
12. Detail the skills that are needed for a manager to excel.

Part C (1 × 10 = 10)

(Compulsory)

13. Discuss the different styles of leadership.
-

CP-9269

Sub. Code

90122

B.Sc. DEGREE EXAMINATION, NOVEMBER 2018

Second Year

Catering and Hotel Administration

SALES AND MARKETING PRACTICES

(Upto 2015 Batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. What do you mean by CRM?
2. What is Live-in Marketing?
3. Who is a retailer?
4. What do you mean by marketing plan?
5. Define promotion.
6. What do you mean by digital marketing?

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Explain the elements of marketing mix.
8. Discuss different bases of segmentation.

9. Explain the different methods of compensating sales people.
10. Give a detailed note on automated sales office.
11. Discuss the different methods of promoting restaurants.
12. Detail the importance of outdoor advertising.

Part C (1 × 10 = 10)

Compulsory.

13. Discuss the different ways of maintaining relationships with the customers.

CP-9270

Sub. Code

90123

B.Sc. DEGREE EXAMINATION, NOVEMBER 2018

Second Year

Catering and Hotel Administration

HOTEL AND CATERING LAWS

(Upto – 2015 batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. What is overbooking?
2. Write notes on
 - (a) Tenant
 - (b) Restaurant.
3. What do you mean by unclaimed property?
4. Write notes on
 - (a) Bailment
 - (b) Bailor
 - (c) Bailee.
5. Write a notes on
 - (a) IFML
 - (b) Forex.
6. What is adulteration?

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Explain about the duty to receive and rights to refuse quests or persons.
8. How do you handle for an assault by Third parties to your hotel guest in a Rest Room?
9. Highlight the hotels Liabilities for handling mails, automobiles and belonging of a guest.
10. Discuss about the bailment for non-guests.
11. How can use for project plan approval in hotel?
12. What are the types of catering establishment act?

Part C

(1 × 10 = 10)

Compulsory

13. Discuss the Bar License in detail.
-

CP-9271

Sub. Code

90124

B.Sc. DEGREE EXAMINATION, NOVEMBER 2018

Second Year

Catering and Hotel Administration

HOUSE KEEPING AND FACILITIES MANAGEMENT

(Upto 2015 Batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. Define fibers.
2. What is linen?
3. What is management?
4. What is laundry and guest laundry?
5. Define off premises and on premises.
6. What is pest control?

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. What are the classification of fiber.
8. What are the kinds of linen used in accommodation section?
9. Explain the role of laundry agents in detail.

10. List out the stain removal methods.
11. What are the responsibilities of housekeeping in pest control?
12. What are the principles of flower arrangements?

Part C (1 × 10 = 10)

Compulsory

13. Briefly explain the styles of flower arrangement.
-

CP-9272

Sub. Code

90125

B.Sc. DEGREE EXAMINATION, NOVEMBER 2018

Second Year

Catering and Hotel Administration

FRONT OFFICE MANAGEMENT

(Upto 2015 batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. Meaning of information directory.
2. Define wakeup calls.
3. What is Errand cards?
4. What is Internal control?
5. What is Night Auditor?
6. Define express checkout.

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Explain the guest service equipment and supplies.
8. What is handling mail and relations of guest and complaints?

9. Write short notes on
 - (a) F.I.T's
 - (b) G.I.T's
 - (c) V.I.P's
10. What are the process of night audit?
11. List out methods of settlement.
12. What are the functions of Night Auditor?

Part C

(1 × 10 = 10)

Compulsory.

13. In bell desk department. How will you handle the baggages of the guest? How can you make a good impression towards the guest satisfaction while handling baggages? Give suitable examples.
-

CP-9273

Sub. Code

90126

B.Sc. DEGREE EXAMINATION, NOVEMBER 2018

Second Year

Catering and Hotel Administration

BEVERAGE SERVICE

(Upto 2015 batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. Define Fermentation.
2. Write short note on Beer.
3. Define Liqueur and its types.
4. How to read a wine label?
5. Name some Indian Wine?
6. Write short note on Rum.

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Explain Instruments and Equipments used in Bar.
8. Explain – Sparkling wine and its storage.
9. Explain – History, preparation and process methods of brandy and list out any five international brand names of brandy.

10. Give a brief notes on :
 - (a) Tequila
 - (b) Arrack
 - (c) Aquait
 - (d) Perry.
11. Explain – History of cocktails and its preparation list out any five cocktails with its receipies.
12. Explain in detail about Beer making process.

Part C (1 × 10 = 10)

Compulsory

13. Being a food and beverage manager. Plan a new bar for a up coming Five Star Hotel. Your plan should satisfy the clientele needs and competition in Hotel Industry.
-

CP-9274

Sub. Code

90127

B.Sc. DEGREE EXAMINATION, NOVEMBER 2018

Second Year

Catering and Hotel Administration

CULINARY ARTS AND TECHNIQUES

(Upto 2015 Batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. Briefly explain about Kashmir Cuisine.
2. What do you know about modern menu alternatives?
3. What is Indian Cuisine?
4. Explain in few sentence DUMPUKIT Cuisine.
5. Differentiate shorba from Rasam.
6. What is Fast Food?

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Explain about South Indian Cuisine.
8. Explain detail about Moghalai Cuisine.
9. Explain about Bengali Cuisine.

10. Explain about Malabar Cuisine and Chettinadu Cuisine.
11. Explain detail about species used in Indian Cuisine.
12. Explain detail about portugese influenced in India.

Part C

(1 × 10 = 10)

(Compulsory)

13. You are the executive chef of a 5 Star Hotel at Chennai you are planning to celebrate “Kongunadu Food Festival” plan a menu and make indent for that.
-

CP-9275

Sub. Code

90128

B.Sc. DEGREE EXAMINATION, NOVEMBER 2018.

Second Year

Catering and Hotel Administration

COMPUTER APPLICATIONS

(Upto 2015 Batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. Write the options available in Page Setup.
2. What is clip art? How do you insert pictures from clip art into a Word document?
3. Write a note on spell checker.
4. How can you fill Number series in Excel?
5. Write the steps for sorting the contents of a range of cells.
6. Write steps to insert and delete a slide in power point.

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Briefly explain the table menu in MS word.
8. Explain the steps to create mail merge.

9. Discuss about the operations for editing the pages of a document.
10. Write the steps for employee payroll processing in Excel worksheet.
11. List and explain the different types of charts in Excel.
12. Explain various views and their purpose in Power Point.

Part C

(1 × 10 = 10)

Compulsory

13. Explain about Formatting and Animation in Power Point presentation.
-

CP-9276

Sub. Code

90131

B.Sc. DEGREE EXAMINATION, NOVEMBER 2018

Third Year

Catering and Hotel Administration

ADVANCED ROOMS DIVISION MANAGEMENT

(Upto 2015 batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. Define room rate achievement factor.
2. What is potential average rate?
3. Explain the equivalent occupancies.
4. What is room revenue?
5. Define daily operation report.
6. What is budgeting?

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. What is CRM? Explain the salient feature of CRM for business development.
8. What is the need of security department in hotels?

9. Explain the term P.M.S with its importance.
10. Define sales marketing. Why public relations are important for sales and marketing?
11. Write 10 fire safety guide lines.
12. Discuss the different types of marketing tools in hospitality industry.

Part C

(1 × 10 = 10)

(Compulsory)

13. You are working as a front office manager, you are having 3 VIP Arrivals, together, how will you train you staffs to deal with those VIP guests?
-

CP-9277

Sub. Code

90132

B.Sc. DEGREE EXAMINATION, NOVEMBER 2018.

Third Year

Catering and Hotel Administration

ADVANCED ACCOMMODATION MANAGEMENT

(Upto 2015 Batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. What is job description?
2. What is contract?
3. Explain the principle of accounting.
4. What do you mean by the term "Interview"?
5. What is the role of housekeeper in safety awareness?
6. What is leasing?

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. What are the role of color in interior decoration?
8. Define the role of executive housekeeper as a manager.

9. What do you mean by out sourcing?
10. What is leasing? Explain the merit and demerit of leasing.
11. Draw the layout of room and suits for physically challenged handicapped people / guest.
12. Explain the role of the housekeeper in hygenic and first aid procedure.

Part C

(1 × 10 = 10)

Compulsory.

13. Your organisation needs a housekeeping supervisor. Explain the job description and job specification of the house keeping supervisor. Explain the selecting and interview process for the supervisor.
-

CP-9278

Sub. Code

90133

B.Sc. DEGREE EXAMINATION, NOVEMBER 2018

Third Year

Catering and Hotel Administration

TRAVEL AND TOURISM MANAGEMENT

(Upto 2015 batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. List out the incentives provided by central government for tourism.
2. Mention any three non-visa countries.
3. State some tour operators.
4. Define pilgrimage tourism.
5. State kerala's folk arts.
6. Define food tourism.

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Explain the role of government in tourism industry.
8. Explain various types of visa.

9. Describe the legislative requirements of travel agencies.
10. Write a note on theme resorts in Tamil Nadu and Pondicherry.
11. Write an essay on folk arts of Tamil Nadu and its role in promotion of tourism.
12. Discuss the upcoming trends in tourism.

Part C

(1 × 10 = 10)

Compulsory.

13. Evaluate the role of tourism agencies in India.
-

CP-9279

Sub. Code

90134

B.Sc. DEGREE EXAMINATION, NOVEMBER 2018

Third Year

Catering and Hotel Administration

HUMAN RESOURCE MANAGEMENT

(Upto 2015 batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. Define the role of personnel manager.
2. Explain job evaluation.
3. Define performance appraisal.
4. Define collective bargaining.
5. Define employee productivity.
6. Define flexible manpower.

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Explain various types of organisational structure.
8. Describe the steps involved in man power planning.

9. Write short note on :
 - (a) Role
 - (b) Status
 - (c) Rewards
 - (d) Aids of training.
10. Explain various forms of employee participation in management.
11. Write a note on manpower audit.
12. Explain the importance of HR budget.

Part C (1 × 10 = 10)

Compulsory

13. Critically evaluate the prevalence of labour welfare measures in Indian companies.
-

CP-9280

Sub. Code

90135

B.Sc. DEGREE EXAMINATION, NOVEMBER 2018

Third Year

Catering and Hotel Administration

FOOD AND BEVERAGE MANAGEMENT

(Upto 2015 batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. Write the major factors to be considered while planning a menu?
2. Mention the major factors involves while planning a bar.
3. Write the difference between food cost and beverage cost.
4. Explain beverage sales control and how it is followed.
5. Name some special equipment used in Gueridon service.
6. What is ABC control?

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Write detail procedure of taking order and service procedure for Gueridon service.
8. Mention various equipments purchased and selection procedure applied while designing a bar.

9. Explain standard recipe and its advantage.
10. Compile seven course menu with accompaniments and cover required?
11. Write in detail about purchase, receiving and issuing procedure in bar.
12. Explain the factors of preparation, storage and production in fast food sector.

Part C

(1 × 10 = 10)

Compulsory.

13. Explain in detail about all the factors to be considered while planning a restaurant with bar facility.
-

CP-9281

Sub. Code

90136

B.Sc. DEGREE EXAMINATION, NOVEMBER 2018

Third Year

Catering and Hotel Administration

ADVANCED FOOD PRODUCTION AND PATISSERIE

(Upto 2015 Batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. What is standard purchase specification?
2. Name three portion control equipments?
3. What is standard recipe?
4. What are hors d'oeuvres? Name two examples.
5. What is use of cold room/Garde Manger department?
6. Define Mousse with two examples.

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Explain six mother sauces and derivative sauces with examples.
8. Explain about Kitchen safety in star hotels. What are various fire fighting extinguishers used in case of emergency in brief.

9. Explain types of icing in brief.
10. Explain different method of cake making with examples.
11. Explain differences between Galantine and Ballantine. Explain different cold cuts of meat.
12. How is pasta made? Name any five different types of pasta.

Part C

(1 × 10 = 10)

Compulsory

13. Format a three course Chinese menu for 200 pax with indent for same.
-

CP-9241

Sub. Code

90113

B.Sc. DEGREE EXAMINATION, NOVEMBER 2018

First Semester

Catering and Hotel Administration

BASIC FOOD PRODUCTION AND PATISSERIE

(2018 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Write a note on uses of fats and oils.
2. Functions of minerals – Explain.
3. Expand and explain HACCP.
4. Knock baking is a process before baking – Explain.
5. Explain why baking product needs proving.
6. Write the expansion and explain LPG.
7. Drumstick is a cut of chicken – Explain.
8. Braising is one of the cooking methods – Explain.
9. Steaming is a cooking method where we will use steam as a medium of heat – Explain.
10. Bouquet Garni is a flavoring agent – Explain.

Part B**(5 × 5 = 25)**

Brief answer with either or choice.

11. (a) Explain the procedures to be followed for personal hygiene.

Or

- (b) Explain food and its relation to health.

12. (a) Draw and label the cuts of fish.

Or

- (b) Explain the uses of cooking fuels.

13. (a) Write a note on oriental styles of cookery.

Or

- (b) Explain the combination cooking methods.

14. (a) Explain the manufacturing process of cheese.

Or

- (b) Explain white and brown stock.

15. (a) Name and explain any five international breads.

Or

- (b) Explain the types of batters.

Part C**(3 × 10 = 30)**

Essay Question of Either or choice.

16. (a) Explain the functions and deficiency of carbohydrates, minerals, vitamins, water and fibre.

Or

- (b) Write down the quality and purchasing points for poultry, beef, pork and fish.

17. (a) Write a note on history and development of modern cuisine.

Or

- (b) Explain the classification of soups.

18. (a) List down the types of bread dough and explain them.

Or

- (b) Explain the thickening agents used in sauces. List down the garnishes and accompaniments of soups.
-

CP-9242

Sub. Code

90114

B.Sc. DEGREE EXAMINATION, NOVEMBER 2018

First Semester

Catering and Hotel Administration

BASIC FOOD AND BEVERAGE SERVICE

(2018 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Why a hotel need banquets?
2. Explain the job responsibility of Maitre d Hotel.
3. Write a short note on Red wind glass.
4. Explain the China bone.
5. Write a note on Table d' hote menu.
6. Poisson is a French term – Explain.
7. ABC is kept in dining table – Explain.
8. Coffee is not a alcoholic beverage – Explain.
9. Sit down buffet is one type of buffet – Explain.
10. Theatre style is a seating arrangement – Explain.

Part B**(5 × 5 = 25)**

Brief answer with either (or) choice.

11. (a) Write a note on welfare sector of catering operations.

Or

- (b) Explain the sections and types of banquet tables.

12. (a) Write a note on commercial sector on catering operations.

Or

- (b) List and explain the linen used in food and beverage service.

13. (a) Write a note on the advantages of American and English service.

Or

- (b) Explain In-room dining.

14. (a) Explain the types of cafeteria service.

Or

- (b) Explain any two cold beverages.

15. (a) Draw and explain three seating arrangements of banquets.

Or

- (b) List down the factors to be considered while compiling the banquet menu.

Part C

(3 × 10 = 30)

Essay question of either (or) choice.

16. (a) List the covers and accompaniments for any 6 dishes offered in continental menu.

Or

- (b) List the covers and accompaniments for any 6 dishes offered in Indian menu.

17. (a) Draw the organization structure of the food and beverage department.

Or

- (b) Write the Job Description of any five food and beverage staff.

18. (a) List down the food and beverage outlets available in Hotels and explain it.

Or

- (b) Write a note on buffet service and explain its types.

CP-9253

Sub. Code

90113

B.Sc. DEGREE EXAMINATION, NOVEMBER 2018

First Year

Catering and Hotel Administration

BASIC FOOD PRODUCTION AND PÂTISSERIE

(2016 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What is Sanitation?
2. Expand FSSAI.
3. Explain the sources of Fat.
4. Name any two products of Choux Pastry.
5. Name any two cuts of Lamb.
6. What are the types of oils used for cooking?
7. Define Stock.
8. Name any two salad dressings.
9. What is Kadi?
10. Write the meaning of Appetiser.

Part B

(5 × 5 = 25)

Brief answer with either or choice.

11. (a) Explain Hot and Cold Kitchen.
Or
(b) Explain HACCP.
12. (a) Write the effect of cooking in Carbohydrates.
Or
(b) Write a short note on Sugar.
13. (a) Draw and name the cuts of Lamb.
Or
(b) Draw and name the cuts of Pork.
14. (a) Write the receipt of Brown Stock.
Or
(b) Write the recipe of Brown Sauce.
15. (a) Name any ten spices used in Indian Cuisine.
Or
(b) Name any ten Rice dishes in India Cuisine.

Part C

(3 × 10 = 30)

Essay answer with either or choice.

16. (a) Explain the classical brigade of Food Production department.
Or
(b) Classify Raw Materials and explain.

17. (a) Draw and explain the cuts of Vegetables.

Or

(b) Explain the types of salad and salad dressings.

18. (a) Classify Soups and explain with examples.

Or

(b) Write recipe for any two mother sauce with atleast two derivatives of each.

CP-9254

Sub. Code

90114

B.Sc. DEGREE EXAMINATION, NOVEMBER 2018

First Year

Catering and Hotel Administration

BASIC FOOD AND BEVERAGE SERVICE

(2016 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What do you mean by sea catering?
2. Explain coffee bars.
3. Draw a diagram of cheese knife.
4. What is a chaffing dish?
5. Define Menu.
6. Explain diet lunch.
7. Write the definition of mise-en-place.
8. What is leaf service?
9. Explain finger buffet.
10. Expand R.S.O.T.

Part B

(5 × 5 = 25)

Brief answer with either or choice.

11. (a) Write the duties and responsibilities of restaurant manager.

Or

- (b) Explain the attributes of a waiter.

12. (a) Draw any five types of cutlery.

Or

- (b) Draw any five types of crockery.

13. (a) Explain the types of menu.

Or

- (b) Write a note on breakfast and its types.

14. (a) Explain French service and American service.

Or

- (b) Write the procedures followed in Room service order taking.

15. (a) Explain the different types of banquets.

Or

- (b) Write a brief note on Fast food outlets. Name few international outlets.

Part C

(3 × 10 = 30)

Essay question of either or choice.

16. (a) Draw and explain the staff hierarchy chart of F and B service department in a star hotel.

Or

- (b) Explain the Inter Departmental co-ordination of F and B service with other departments.

17. (a) Compile a 11 course French classical menu.

Or

- (b) Compile a non-veg Lunch Indian Menu for a marriage.

18. (a) Explain the different types of meals with examples.

Or

- (b) Explain the different types of services.

CP-9255

Sub. Code

90115

B.Sc. DEGREE EXAMINATION, NOVEMBER 2018

First Year

Catering and Hotel Administration

BASIC FRONT OFFICE OPERATIONS

(2016 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define tourist.
2. What is adverse effects?
3. Explain budget hotels.
4. What is boatels?
5. Explain Quad Room.
6. What is luxurious suite?
7. Who is a travel agent?
8. Explain the use of guest history record.
9. What do you mean by checkout?
10. What do you mean by shoulder period?

Part B

(5 × 5 = 25)

Brief answer with either or choice.

11. (a) Explain the social benefits of tourism.

Or

- (b) Explain the economic benefits of tourism.

12. (a) Explain the different types of rooms.

Or

- (b) What are the other types of accommodation apart from hotels? Explain.

13. (a) Draw the format of 'C' form.

Or

- (b) Explain the importance of front office department.

14. (a) Explain the sources of reservations.

Or

- (b) What are reservation records maintained in front office department? Explain.

15. (a) Explain V.V.I.P. arrival procedures.

Or

- (b) Explain marketing and sales in respective to front office. Explain its importance.

Part C

(3 × 10 = 30)

Essay question of either or choice.

16. (a) In detail explain the staff organisation of front office department in a 5 star hotel.

Or

- (b) Explain the grooming standards of a male and female F.O.A. in detail.

17. (a) Explain the different types of Hotels.

Or

- (b) Name and explain any five international group of hotels.

18. (a) Explain in detail reservation procedures.

Or

- (b) Explain in detail registration procedures.

CP-9256

Sub. Code

90116

B.Sc. DEGREE EXAMINATION, NOVEMBER 2018

First Year

Catering and Hotel Administration

BASIC ACCOMMODATION OPERATION

(2016 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Expand DL and DND.
2. Define Floor Pantry.
3. Define Par Stock.
4. Define Spring cleaning.
5. What is Crinkle sheet?
6. What is On-charge?
7. What is Grand Master Key?
8. What is evening service?
9. What do you mean by Vacant room?
10. Define Tent Card.

Part B**(5 × 5 = 25)**

Brief answer with either or choice.

11. (a) State and duties and responsibilities of Floor Supervisor.

Or

- (b) Mention the various cost control techniques followed in House keeping department.

12. (a) Write any three mechanical equipments used in House Keeping department with its uses.

Or

- (b) What are the points to be considered while selecting a cleaning equipment?

13. (a) Describe the various alkalis used in cleaning.

Or

- (b) Explain Guest Corridor Cleaning Procedure.

14. (a) Explain Weekly Cleaning Procedure.

Or

- (b) Explain Periodic Cleaning.

15. (a) What are the procedures involved in cleaning a Swimming Pool area?

Or

- (b) Write down the procedures followed in the selection of cleaning agents.

Part C

(3 × 10 = 30)

Essay question of either or choice.

16. (a) Draw the Organizational structure of House Keeping department of a Large Hotel.

Or

- (b) State the duties and responsibilities of Executive House Keeper.

17. (a) Explain in brief the Procedure involved in Cleaning a guest room.

Or

- (b) Brief about the special services provided by House Keeping department.

18. (a) Explain the different types of linen used in House Keeping department with its sizes.

Or

- (b) What is Floor Pantry and explain the duties of Floor Pantry in detail?
-

CP-9257**Sub. Code****90117/91017/91426/
91526/96228/96128/
11627/91824/11825/
97218/96619/96517/
96327/96426****U.G. DEGREE EXAMINATION, NOVEMBER 2018****First Year — Second Semester****ENVIRONMENTAL STUDIES****(Common for all UG courses)****(2016/2017 onwards)**

Time : 3 Hours

Maximum : 75 Marks

Part A**(10 × 2 = 20)**Answer **all** questions.

1. What are the components of environment?
2. Which is the root cause of environmental degradation?
3. Write any two indirect use of forest.
4. What are the sources of ground water?
5. Write any two uses of dams.
6. What is mean by hydrosere plant succession?
7. Explain micro-consumers.

8. Write the types of lakes.
9. Write any two major pollutant.
10. Explain metallic pollution.

Part B

(5 × 5 = 25)

Brief answer with either or choice.

11. (a) Define producers, consumers and decomposers.

Or

- (b) Write the importance of environmental studies.

12. (a) How ground water resources could be improved?

Or

- (b) Write an account on water resources and explain.

13. (a) Write short notes on mineral resources.

Or

- (b) Explain the components of ecosystem.

14. (a) Classify India based on its biogeography.

Or

- (b) Write briefly on Indian forests.

15. (a) Explain marine pollution.

Or

- (b) Write an account on rain water harvesting.

Part C

(3 × 10 = 30)

Essay question of either or choice.

16. (a) Explain how the environment is spoiled by mining process.

Or

- (b) Explain : food resources and energy resources.

17. (a) Write an essay on wind energy and ocean energy.

Or

- (b) Explain desert ecosystem and grassland ecosystem.

18. (a) Write an essay on disaster management.

Or

- (b) What are the sources, causes and effects of air, soil and noise pollution?

CP-9258

Sub. Code

90123

B.Sc. DEGREE EXAMINATION, NOVEMBER 2018**Second Year****Catering and Hotel Administration****ADVANCED FOOD PRODUCTION****(2016 onwards)**

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Write some famous dishes of Andhra Cuisine.
2. What is Wazwan?
3. What are seven-sisters states?
4. What is thali plate?
5. What is steam generator?
6. What are the uses of vegetable cutting machine?
7. Give the recipe for pongal.
8. What is portion size?
9. What is force meat?
10. List some equipment used in garde manger.

Part B**(5 × 5 = 25)**

Brief answer with either or choice.

11. (a) Which is the staple food of South India and write the recipe of any two dishes.

Or

- (b) Explain the following

- (i) Awadhi Cuisine
(ii) Rajasthani Cuisine.

12. (a) Write the recipe for following

- (i) Shrikhand
(ii) Khandvi.

Or

- (b) Write the recipe for following

- (i) Panch phoran
(ii) Sandesh.

13. (a) How to season a Tandoor pot? And how to maintain the temperature.

Or

- (b) Explain about Chettinad cuisine.

14. (a) Explain about Mughal cuisine.

Or

- (b) Write some popular foods made from small grain.

15. (a) What are the points to be followed while setting a buffet?

Or

- (b) What are the duties and responsibilities of Garde manger?

Part C (3 × 10 = 30)

Each question of either or choice.

16. (a) Explain the various cold food preparations and how to present it with examples.

Or

- (b) Briefly explain the various cold cuts with examples.

17. (a) Explain in briefly about the influence of mughal cuisine.

Or

- (b) Study on some of the various south Indian breakfast dishes with examples and recipe.

18. (a) Explain the role of Menu engineering in Kitchen.

Or

- (b) Explain about Karnataka cuisine with examples and recipes.

CP-9259

Sub. Code

90124

B.Sc. DEGREE EXAMINATION, NOVEMBER 2018

Second Year

Catering and Hotel Administration

FRONT OFFICE OPERATIONS

(2016 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** the questions.

1. What are the reasons for travelling?
2. What is caravan?
3. Define Tourism.
4. Explain about Cabana.
5. What is casino hotel?
6. Explain about Filling Station.
7. What is down town hotel?
8. What is triple room?
9. Explain about B and B hotel.
10. How hotels can be classify?

Part B**(5 × 5 = 25)**

Brief answer with either or choice.

11. (a) Explain about the hotel departments.

Or

- (b) Draw a chart of organization commercial hotel.

12. (a) What is information desk give me a some explain?

Or

- (b) What is uniformed services?

13. (a) What is concierge?

Or

- (b) Explain about reservation assistant duties and responsibilities.

14. (a) Discuss the importance of communication for a hotel.

Or

- (b) Discuss the Night audit process.

15. (a) Write a departments of the hotel with which the Front Office Communicates.

Or

- (b) Explain about types of plan.

Part C

(3 × 10 = 30)

Essay question of either or choice.

16. (a) Explain about rule of thumb approach.

Or

- (b) Write about the guest cycle.

17. (a) Explain about types of reservation.

Or

- (b) What is central reservation?

18. (a) What is pre – resigtration?

Or

- (b) Draw a chart of “e” from with a explain.

CP-9260

Sub. Code

90125

B.Sc. DEGREE EXAMINATION, NOVEMBER 2018

Second Year

Catering and Hotel Administration

ACCOMMODATION OPERATION

(2016 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Write short notes on Yarns.
2. Write short notes on Spinning.
3. Write short notes on Laundry.
4. What do you mean by Industrial Laundering?
5. Write short notes on Wash Cycle.
6. Write short notes on duties of Linen Keeper.
7. Write short notes on PEST control.
8. What do you mean by Valet Runner?
9. Write short notes on Brocade and Rayon.
10. What is the size of Pillow Slips and Table Clothes?

Part B

(5 × 5 = 25)

Brief answer with either or choice.

11. (a) Explain duties and responsibilities of Linen Keeper.

Or

- (b) Explain Dry Cleaning Process.

12. (a) Explain activities of Linen Room in Hotel Industry.

Or

- (b) Explain classification of Laundry Agents.

13. (a) Explain classification of Fiber.

Or

- (b) What are the fabrics commonly used in Hotel Industry and explain its uses.

14. (a) Explain Flower Arrangement and what are the equipments and materials are used in Flower Arrangement.

Or

- (b) Explain classification of Linen with it sizes.

15. (a) Explain different types of Decoration during various occasion.

Or

- (b) What are the procedures and records are maintaining in Laundry department for dispatch and delivery function?

Part C

(3 × 10 = 30)

Essay questions of either or choice.

16. (a) Explain principles of Flower Arrangements.

Or

- (b) What are the various types of Laundry Machines are using in Hotel Industry?

17. (a) What are the duties and responsibilities of Laundry Staff?

Or

- (b) List out different kinds of PEST and explain about PEST prevention and their control.

18. (a) What are the procedures and records are maintaining in Line Room Stock taking procedures?

Or

- (b) Explain different styles of Flower Arrangement.

CP-9261

Sub. Code

90111

B.Sc. DEGREE EXAMINATION, NOVEMBER 2018

First Year

Catering and Hotel Administration

HOTEL ACCOUNTING

(Upto – 2015 batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. What is personal accounts?
2. Meaning of subsidiary book.
3. What is the format of three column cash book?
4. What is Trial Balance?
5. Did you know provision for bad debts?
6. Define cost.

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Explain the rules for journalizing.
8. ABC & Co maintains account from 1st April to 31st March of every year. The company purchased a machinery for Rs. 5,000 on 1.4.2002. Rate of depreciation is 10%. Prepare machinery account for 3 years under straight line method.

9. From the following particulars, prepare single column cash book of Mrs. Kokila.

2002

March 1	Cash in hand Rs, 2,000
4	Cash Purchased Rs. 400
7	Cash sales Rs. 800
8	Paid to Balan Rs. 500
9	Received cash from Cheran Rs. 1,000
12	Paid salary Rs. 100
13	Cash received from Siva Rs. 4,000
20	Bought furniture Rs. 300
28	Rent paid Rs. 1,000.

10. Explain the different kinds of errors.
11. What are the items appearing in the debit and credit side of trading account?
12. What is cost sheets and its format of cost sheets?

Part C

(1 × 10 = 10)

Compulsory

13. The following information was extracted from the books of Mrs. Sudha Ltd. prepare final accounts as on 31.3.02.

Particulars	Debit Rs.	Particulars	Credit Rs.
Opening stock	12,500	Sales	1,89,000
Depreciation	7,000	Commission	2,000
Carriage inwards	700	Capital	1,71,300
Furniture	8,000	Creditors	17,500
Carriage outwards	500	Bill payable	5,000
Plant and Machinery	2,00,000	Return outwards	13,800
Cash	8,900		

Particulars	Debit Rs.	Particulars	Credit Rs.
Salaries	7,500		
Debtors	19,000		
Wages	17,500		
Sales return	14,000		
Purchases	<u>1,03,000</u>		
	<u>3,98,600</u>		<u>3,98,600</u>

Closing stock on 31.3.2002 Rs. 45,000.

CP-9262

Sub. Code

90112

B.Sc. DEGREE EXAMINATION, NOVEMBER 2018

First Year

Catering and Hotel Administration

PERSONALITY DEVELOPMENT

(Upto 2015 batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. Define Personality development.
2. What are the barriers in communication?
3. What is Performance appraisal?
4. What are the components of attitude?
5. What is biographical?
6. What are the traditional styles of leadership?

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Explain the importance of personality development.
8. State the meaning and process of group discussion.
9. Explain manners and Etiquette in detail.

10. Describe the techniques of group decision making.
11. What is planning? Explain the objectives and principles of planning.
12. Explain the importance of conceptual skills for long term survival of an organization.

Part C (1 × 10 = 10)

(Compulsory)

13. Briefly explain about personality and its types and factor influencing personality with suitable examples.
-

CP-9263

Sub. Code

90113

B.Sc. DEGREE EXAMINATION, NOVEMBER 2018

First Year

Catering and Hotel Administration

BASIC FOOD PRODUCTION AND PATISSERIE

(Upto 2015 batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. What is FIFO?
2. Name four types of Sugar.
3. Name Four leaf Vegetables.
4. What is stock?
5. What is mise-en-place?
6. Define a garnish.

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Draw the layout at a five star hotel kitchen.
8. Name and explain the different types of sauces.

9. What are the function of Salt?
10. Classification of Kitchen equipments.
11. Write a Role of ingredients in breads.
12. Explain and types of stocks.

Part C

(1 × 10 = 10)

Compulsory.

13. Explain various method of cooking food.
-

CP-9264

Sub. Code

90114

B.Sc. DEGREE EXAMINATION, NOVEMBER 2018

First Year

Catering and Hotel Administration

FOOD AND BEVERAGE SERVICE

(Upto 2015 Batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. Differentiate between a night club and a discotheque.
2. Draw the staffing structure of a banquet department.
3. What are the qualities required for the service staff?
4. Write short notes on chinaware.
5. What is the difference between A la carte & Table d' hote Menu?
6. What is mis — en place?

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Explain the classification of catering industry.
8. What are the influencing factors in the selection of a Restaurant?

9. Draw the organization chart of a restaurant and explain the duties of each member.
10. Explain the factors that should be considered while selecting food service equipments.
11. Explain the 11 course French classical menu
12. (a) Explain various methods of service
(b) Write the classification of Tea.

Part C (1 × 10 = 10)

Compulsory.

13. What action you would take to improve standard of service, If you were the manager of that restaurant?
-

CP-9265

Sub. Code

90115

B.Sc. DEGREE EXAMINATION, NOVEMBER 2018

First Year

Catering and Hotel Administration

FRONT OFFICE OPERATION

(Upto 2015 batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. Define Hotel.
2. What do you mean by tourism?
3. Define Heritage hotel.
4. What do you mean by “Cabana Room”?
5. List out the import ants of Reservations any three of it?
6. Expand G.I.T and F.I.T.

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Explain the benefits of tourism.
8. List out and explain the different types of location in the hotel industry.

9. Draw the Layout of Front Office department in a large hotel and explain it.
10. Explain the modes and sources of Reservation.
11. Draw the neat Sketch of Guest Registration Card and explain it.
12. Explain the hierarchy of Front Office Staff in large hotel.

Part C

(1 × 10 = 10)

Compulsory.

13. As a Front Office manager how will you arrange the Front Office department in a newly opened hotel with layout of you department.
-

CP-9266

Sub. Code

90116

B.Sc. DEGREE EXAMINATION, NOVEMBER 2018

First Year

Catering and Hotel Administration

ACCOMMODATION OPERATION

(Upto – 2015 batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. Define Briefing.
2. What do you mean by GRA and DND?
3. Define Log book.
4. What is a Single room?
5. Define baby sitting.
6. What are the VIP Supply?

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Explain the role of housekeeping in hospitality.
8. Explain : Types of Cleaning equipments.
9. Explain the bed making procedures.

10. Describe lost and found procedures.
11. Explain the types of keys.
12. What are the standard supplies provided in guest room?

Part C (1 × 10 = 10)

Compulsory

13. Draw maid's car and state its functions and uses.
-

CP-9267

Sub. Code

90117

B.Sc. DEGREE EXAMINATION, NOVEMBER 2018

First Year

Catering and Hotel Administration

BASICS OF COMPUTER SCIENCE

(Upto 2015 batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. What do you mean by primary memory? Give example.
2. Explain about creating and removing folders using DOS commands.
3. What is the use of screen saver?
4. Distinguish between compiler and interpreter.
5. How will you do tab setting and table setting using ruler?
6. How will you set margins of a page in MS-Word?

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Discuss about Magnetic Disk and Magnetic Tape storage devices.
8. Explain any four external Ms-DOS commands.

9. How you perform spell check and grammar check in Ms-Word?
10. Write short note on
 - (a) Task Bar settings in MS -Windows
 - (b) Virus and Antivirus
11. Describe different type of text alignments and font settings in MS-Word. Give examples.
12. What are different types function key techniques? Explain.

Part C (1 × 10 = 10)

Compulsory

13. Discuss about classification of computer with its merits and demerits.
-

CP-9268

Sub. Code

90121

B.Sc. DEGREE EXAMINATION, NOVEMBER 2018

Second Year

Catering and Hotel Administration

PRINCIPLES OF MANAGEMENT

(Upto 2015 batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. What do you mean by strategic plan?
2. What is scalar chain?
3. Who is a paternalistic leader?
4. What do you mean by informal communication?
5. Define marketing.
6. What is rational decision making?

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Explain the process of planning.
8. Discuss Henry Fayol's 14 principles.
9. Explain Maslow's need hierarchy theory.

10. Detail the need for controlling.
11. Discuss the different types of communication.
12. Detail the skills that are needed for a manager to excel.

Part C (1 × 10 = 10)

(Compulsory)

13. Discuss the different styles of leadership.
-

CP-9269

Sub. Code

90122

B.Sc. DEGREE EXAMINATION, NOVEMBER 2018

Second Year

Catering and Hotel Administration

SALES AND MARKETING PRACTICES

(Upto 2015 Batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. What do you mean by CRM?
2. What is Live-in Marketing?
3. Who is a retailer?
4. What do you mean by marketing plan?
5. Define promotion.
6. What do you mean by digital marketing?

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Explain the elements of marketing mix.
8. Discuss different bases of segmentation.

9. Explain the different methods of compensating sales people.
10. Give a detailed note on automated sales office.
11. Discuss the different methods of promoting restaurants.
12. Detail the importance of outdoor advertising.

Part C

(1 × 10 = 10)

Compulsory.

13. Discuss the different ways of maintaining relationships with the customers.
-

CP-9270

Sub. Code

90123

B.Sc. DEGREE EXAMINATION, NOVEMBER 2018

Second Year

Catering and Hotel Administration

HOTEL AND CATERING LAWS

(Upto – 2015 batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. What is overbooking?
2. Write notes on
 - (a) Tenant
 - (b) Restaurant.
3. What do you mean by unclaimed property?
4. Write notes on
 - (a) Bailment
 - (b) Bailor
 - (c) Bailee.
5. Write a notes on
 - (a) IFML
 - (b) Forex.
6. What is adulteration?

Part B (4 × 8 = 32)

Answer any **four** questions.

7. Explain about the duty to receive and rights to refuse quests or persons.
8. How do you handle for an assault by Third parties to your hotel guest in a Rest Room?
9. Highlight the hotels Liabilities for handling mails, automobiles and belonging of a guest.
10. Discuss about the bailment for non-guests.
11. How can use for project plan approval in hotel?
12. What are the types of catering establishment act?

Part C (1 × 10 = 10)

Compulsory

13. Discuss the Bar License in detail.
-

CP-9271

Sub. Code

90124

B.Sc. DEGREE EXAMINATION, NOVEMBER 2018

Second Year

Catering and Hotel Administration

HOUSE KEEPING AND FACILITIES MANAGEMENT

(Upto 2015 Batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. Define fibers.
2. What is linen?
3. What is management?
4. What is laundry and guest laundry?
5. Define off premises and on premises.
6. What is pest control?

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. What are the classification of fiber.
8. What are the kinds of linen used in accommodation section?
9. Explain the role of laundry agents in detail.

10. List out the stain removal methods.
11. What are the responsibilities of housekeeping in pest control?
12. What are the principles of flower arrangements?

Part C (1 × 10 = 10)

Compulsory

13. Briefly explain the styles of flower arrangement.
-

CP-9272

Sub. Code

90125

B.Sc. DEGREE EXAMINATION, NOVEMBER 2018

Second Year

Catering and Hotel Administration

FRONT OFFICE MANAGEMENT

(Upto 2015 batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. Meaning of information directory.
2. Define wakeup calls.
3. What is Errand cards?
4. What is Internal control?
5. What is Night Auditor?
6. Define express checkout.

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Explain the guest service equipment and supplies.
8. What is handling mail and relations of guest and complaints?

9. Write short notes on
 - (a) F.I.T's
 - (b) G.I.T's
 - (c) V.I.P's
10. What are the process of night audit?
11. List out methods of settlement.
12. What are the functions of Night Auditor?

Part C (1 × 10 = 10)

Compulsory.

13. In bell desk department. How will you handle the baggages of the guest? How can you make a good impression towards the guest satisfaction while handling baggages? Give suitable examples.
-

CP-9273

Sub. Code

90126

B.Sc. DEGREE EXAMINATION, NOVEMBER 2018

Second Year

Catering and Hotel Administration

BEVERAGE SERVICE

(Upto 2015 batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. Define Fermentation.
2. Write short note on Beer.
3. Define Liquer and its types.
4. How to read a wine label?
5. Name some Indian Wine?
6. Write short note on Rum.

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Explain Instruments and Equipments used in Bar.
8. Explain – Sparkling wine and its storage.
9. Explain – History, preparation and process methods of brandy and list out any five international brand names of brandy.

10. Give a brief notes on :
 - (a) Tequila
 - (b) Arrack
 - (c) Aquait
 - (d) Perry.
11. Explain – History of cocktails and its preparation list out any five cocktails with its receipies.
12. Explain in detail about Beer making process.

Part C (1 × 10 = 10)

Compulsory

13. Being a food and beverage manager. Plan a new bar for a up coming Five Star Hotel. Your plan should satisfy the clientele needs and competition in Hotel Industry.
-

CP-9274

Sub. Code

90127

B.Sc. DEGREE EXAMINATION, NOVEMBER 2018

Second Year

Catering and Hotel Administration

CULINARY ARTS AND TECHNIQUES

(Upto 2015 Batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. Briefly explain about Kashmir Cuisine.
2. What do you know about modern menu alternatives?
3. What is Indian Cuisine?
4. Explain in few sentence DUMPUKIT Cuisine.
5. Differentiate shorba from Rasam.
6. What is Fast Food?

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Explain about South Indian Cuisine.
8. Explain detail about Moghalai Cuisine.
9. Explain about Bengali Cuisine.

10. Explain about Malabar Cuisine and Chettinadu Cuisine.
11. Explain detail about species used in Indian Cuisine.
12. Explain detail about portugese influenced in India.

Part C

(1 × 10 = 10)

(Compulsory)

13. You are the executive chef of a 5 Star Hotel at Chennai you are planning to celebrate “Kongunadu Food Festival” plan a menu and make indent for that.
-

CP-9275

Sub. Code

90128

B.Sc. DEGREE EXAMINATION, NOVEMBER 2018.

Second Year

Catering and Hotel Administration

COMPUTER APPLICATIONS

(Upto 2015 Batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. Write the options available in Page Setup.
2. What is clip art? How do you insert pictures from clip art into a Word document?
3. Write a note on spell checker.
4. How can you fill Number series in Excel?
5. Write the steps for sorting the contents of a range of cells.
6. Write steps to insert and delete a slide in power point.

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Briefly explain the table menu in MS word.
8. Explain the steps to create mail merge.

9. Discuss about the operations for editing the pages of a document.
10. Write the steps for employee payroll processing in Excel worksheet.
11. List and explain the different types of charts in Excel.
12. Explain various views and their purpose in Power Point.

Part C

(1 × 10 = 10)

Compulsory

13. Explain about Formatting and Animation in Power Point presentation.
-

CP-9276

Sub. Code

90131

B.Sc. DEGREE EXAMINATION, NOVEMBER 2018

Third Year

Catering and Hotel Administration

ADVANCED ROOMS DIVISION MANAGEMENT

(Upto 2015 batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. Define room rate achievement factor.
2. What is potential average rate?
3. Explain the equivalent occupancies.
4. What is room revenue?
5. Define daily operation report.
6. What is budgeting?

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. What is CRM? Explain the salient feature of CRM for business development.
8. What is the need of security department in hotels?

9. Explain the term P.M.S with its importance.
10. Define sales marketing. Why public relations are important for sales and marketing?
11. Write 10 fire safety guide lines.
12. Discuss the different types of marketing tools in hospitality industry.

Part C

(1 × 10 = 10)

(Compulsory)

13. You are working as a front office manager, you are having 3 VIP Arrivals, together, how will you train you staffs to deal with those VIP guests?
-

CP-9277

Sub. Code

90132

B.Sc. DEGREE EXAMINATION, NOVEMBER 2018.

Third Year

Catering and Hotel Administration

ADVANCED ACCOMMODATION MANAGEMENT

(Upto 2015 Batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. What is job description?
2. What is contract?
3. Explain the principle of accounting.
4. What do you mean by the term "Interview"?
5. What is the role of housekeeper in safety awareness?
6. What is leasing?

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. What are the role of color in interior decoration?
8. Define the role of executive housekeeper as a manager.

9. What do you mean by out sourcing?
10. What is leasing? Explain the merit and demerit of leasing.
11. Draw the layout of room and suits for physically challenged handicapped people / guest.
12. Explain the role of the housekeeper in hygenic and first aid procedure.

Part C

(1 × 10 = 10)

Compulsory.

13. Your organisation needs a housekeeping supervisor. Explain the job description and job specification of the house keeping supervisor. Explain the selecting and interview process for the supervisor.
-

CP-9278

Sub. Code

90133

B.Sc. DEGREE EXAMINATION, NOVEMBER 2018

Third Year

Catering and Hotel Administration

TRAVEL AND TOURISM MANAGEMENT

(Upto 2015 batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. List out the incentives provided by central government for tourism.
2. Mention any three non-visa countries.
3. State some tour operators.
4. Define pilgrimage tourism.
5. State kerala's folk arts.
6. Define food tourism.

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Explain the role of government in tourism industry.
8. Explain various types of visa.

9. Describe the legislative requirements of travel agencies.
10. Write a note on theme resorts in Tamil Nadu and Pondicherry.
11. Write an essay on folk arts of Tamil Nadu and its role in promotion of tourism.
12. Discuss the upcoming trends in tourism.

Part C

(1 × 10 = 10)

Compulsory.

13. Evaluate the role of tourism agencies in India.
-

CP-9279

Sub. Code

90134

B.Sc. DEGREE EXAMINATION, NOVEMBER 2018

Third Year

Catering and Hotel Administration

HUMAN RESOURCE MANAGEMENT

(Upto 2015 batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. Define the role of personnel manager.
2. Explain job evaluation.
3. Define performance appraisal.
4. Define collective bargaining.
5. Define employee productivity.
6. Define flexible manpower.

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Explain various types of organisational structure.
8. Describe the steps involved in man power planning.

9. Write short note on :
 - (a) Role
 - (b) Status
 - (c) Rewards
 - (d) Aids of training.
10. Explain various forms of employee participation in management.
11. Write a note on manpower audit.
12. Explain the importance of HR budget.

Part C (1 × 10 = 10)

Compulsory

13. Critically evaluate the prevalence of labour welfare measures in Indian companies.
-

CP-9280

Sub. Code

90135

B.Sc. DEGREE EXAMINATION, NOVEMBER 2018

Third Year

Catering and Hotel Administration

FOOD AND BEVERAGE MANAGEMENT

(Upto 2015 batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. Write the major factors to be considered while planning a menu?
2. Mention the major factors involves while planning a bar.
3. Write the difference between food cost and beverage cost.
4. Explain beverage sales control and how it is followed.
5. Name some special equipment used in Gueridon service.
6. What is ABC control?

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Write detail procedure of taking order and service procedure for Gueridon service.
8. Mention various equipments purchased and selection procedure applied while designing a bar.

9. Explain standard recipe and its advantage.
10. Compile seven course menu with accompaniments and cover required?
11. Write in detail about purchase, receiving and issuing procedure in bar.
12. Explain the factors of preparation, storage and production in fast food sector.

Part C

(1 × 10 = 10)

Compulsory.

13. Explain in detail about all the factors to be considered while planning a restaurant with bar facility.
-

CP-9281

Sub. Code

90136

B.Sc. DEGREE EXAMINATION, NOVEMBER 2018

Third Year

Catering and Hotel Administration

ADVANCED FOOD PRODUCTION AND PATISSERIE

(Upto 2015 Batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. What is standard purchase specification?
2. Name three portion control equipments?
3. What is standard recipe?
4. What are hors d'oeuvres? Name two examples.
5. What is use of cold room/Garde Manger department?
6. Define Mousse with two examples.

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Explain six mother sauces and derivative sauces with examples.
8. Explain about Kitchen safety in star hotels. What are various fire fighting extinguishers used in case of emergency in brief.

9. Explain types of icing in brief.
10. Explain different method of cake making with examples.
11. Explain differences between Galantine and Ballantine. Explain different cold cuts of meat.
12. How is pasta made? Name any five different types of pasta.

Part C

(1 × 10 = 10)

Compulsory

13. Format a three course Chinese menu for 200 pax with indent for same.
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CP-9241

Sub. Code

90113

B.Sc. DEGREE EXAMINATION, NOVEMBER 2018

First Semester

Catering and Hotel Administration

BASIC FOOD PRODUCTION AND PATISSERIE

(2018 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Write a note on uses of fats and oils.
2. Functions of minerals – Explain.
3. Expand and explain HACCP.
4. Knock baking is a process before baking – Explain.
5. Explain why baking product needs proving.
6. Write the expansion and explain LPG.
7. Drumstick is a cut of chicken – Explain.
8. Braising is one of the cooking methods – Explain.
9. Steaming is a cooking method where we will use steam as a medium of heat – Explain.
10. Bouquet Garni is a flavoring agent – Explain.

Part B**(5 × 5 = 25)**

Brief answer with either or choice.

11. (a) Explain the procedures to be followed for personal hygiene.

Or

- (b) Explain food and its relation to health.

12. (a) Draw and label the cuts of fish.

Or

- (b) Explain the uses of cooking fuels.

13. (a) Write a note on oriental styles of cookery.

Or

- (b) Explain the combination cooking methods.

14. (a) Explain the manufacturing process of cheese.

Or

- (b) Explain white and brown stock.

15. (a) Name and explain any five international breads.

Or

- (b) Explain the types of batters.

Part C**(3 × 10 = 30)**

Essay Question of Either or choice.

16. (a) Explain the functions and deficiency of carbohydrates, minerals, vitamins, water and fibre.

Or

- (b) Write down the quality and purchasing points for poultry, beef, pork and fish.

17. (a) Write a note on history and development of modern cuisine.

Or

- (b) Explain the classification of soups.

18. (a) List down the types of bread dough and explain them.

Or

- (b) Explain the thickening agents used in sauces. List down the garnishes and accompaniments of soups.
-

CP-9282

Sub. Code

90137

B.Sc. DEGREE EXAMINATION, NOVEMBER 2018

Third Year

Catering and Hotel Administration

MANAGEMENT INFORMATION SYSTEM

(Upto 2015 Batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. What are the applications of MIS?
2. What is internet? What are its uses in Business?
3. How will create table in MS-Access?
4. List any two DBMS packages.
5. How will you preview forms?
6. Define Interactive video.

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Briefly explain the role of computers in Marketing Management.
8. Explain in detail about electronic communication and meeting system.

9. Explain various formula operations in Excel worksheet. Give examples.
10. How will you create, modify and delete the structure of database in MS-Access. Explain.
11. Discuss in detail about various select queries with suitable examples.
12. How will you sort and group customer records in a report generation? Explain.

Part C

(1 × 10 = 10)

(Compulsory)

13. Explain in detail about steps to create a front office MIS reports for Catering and Hotel Administration college details including management, departments, courses, and admission and fees details with its features, merits and demerits.
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