

**C-0001**

**Sub. Code**

**90113**

**B.Sc. DEGREE EXAMINATION, APRIL 2019**

**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 flavourings and seasonings.
2. Explain the functions of proteins.
3. Carcass is a cut of chicken - Explain.
4. Kneading is a process in bread making - Explain.
5. Improvers are used to incorporate air in the dough-Explain.
6. What is Sirloin?
7. Mise en place is important in Kitchen-Explain.
8. Poaching is done in liquid - Explain.
9. Explain stewing method of cooking.
10. Bouquet Garni is a flavouring agent - Explain.

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain the principles of HACCP.

Or

- (b) Explain the ethics to be followed in the kitchen.

12. (a) List down the uses of kitchen equipments.

Or

- (b) Write a note on continental styles of cooking.

13. (a) Write a short description about any five vegetable cuts.

Or

- (b) Write a short note on the following :

- (i) Boiling
- (ii) Frying
- (iii) En papillote
- (iv) Roasting
- (v) Sauteing.

14. (a) Write any three derivatives for the following questions.

- (i) Béchamel sauce
- (ii) Veloute sauce
- (iii) Espagnole sauce.

Or

- (b) Explain the role of flour, egg and fat in bread making.

15. (a) Explain the methods used for preserving the food.

Or

- (b) Name and explain any five breakfast breads.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain the classification and uses of ingredients.

Or

- (b) Explain the classification of kitchen equipments.

17. (a) Explain the classification of soups.

Or

- (b) Explain the types of cheese and their uses in cookery.

18. (a) List and explain the types of stocks.

Or

- (b) List and explain some of the pre-preparation techniques.
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<b>C-0002</b>
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<b>Sub. Code</b>
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<b>90114</b>
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**B.Sc. DEGREE EXAMINATION, APRIL 2019**

**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. Write a short note on coffee shop.
2. Who is Demi chef de rang and what is his duty?
3. Describe and write the use of high ball.
4. Explain the Earthen ware.
5. Write a note on A la carte menu.
6. Buffet froid-explain.
7. Aerated drinks comes under what category and give some examples.
8. Finger buffet doesn't need cutlery-explain the statement.
9. Open end seating arrangements has another name and explain in which function this type of seating arrangement is needed.
10. ABC is kept in dining table-Explain.

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) List down the job description of busboy, Maitre d hotel, sommelier.

Or

- (b) Explain the attributes of food and beverage service personnel.

12. (a) List and explain any five glassware used in food and beverage service.

Or

- (b) List any five crockery along with their sizes and uses.

13. (a) Write a note on the advantages of French Service and Gueridon service.

Or

- (b) Write the advantages of table d hote and A la carte menu.

14. (a) Explain any two hot beverages.

Or

- (b) Explain and draw the format of breakfast Door knob card.

15. (a) List down the categories of dishes offered in Indian and continental menus during the booking of function.

Or

- (b) Explain fork and sit down buffet.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain the types of functions with one seating arrangements as per the function.

Or

- (b) List and explain B courses French classical menu.

17. (a) Write a note on food service equipment.

Or

- (b) Draw the organization structure of the food and beverage department.

18. (a) Write a note on classification of waiter service.

Or

- (b) List down the food and beverage outlets available in hotels and explain it.

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<b>C-0003</b>
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<b>Sub. Code</b>
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<b>90123</b>
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**B.Sc. DEGREE EXAMINATION, APRIL 2019**

**Second Semester**

**Catering and Hotel Administration**

**BASIC FRONT OFFICE OPERATIONS**

**(2018 onwards)**

Time : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** questions.

1. Define hotel.
2. Types of tourism.
3. Explain the classification of hotel by a flow chart.
4. Define heritage hotels.
5. List out the importance of front office.
6. Explain any two types of rooms.
7. Draw the hierarchy chart of front office department in a small hotel.
8. Explain overbooking.
9. List out the types of reservation.
10. List out the sources of reservation.

**Part B****(5 × 5 = 25)**Answer **all** questions.

11. (a) Explain the benefits and importance of tourism.

Or

- (b) Explain any tourist spot in your place and list the highlights of that spot.

12. (a) Explain the types of hotels depending upon ownership

Or

- (b) Explain the alternative accommodations.

13. (a) Explain types of meal plans.

Or

- (b) Explain the co-ordination of front office with other departments.

14. (a) Explain the importance of reservation.

Or

- (b) Potential problems faced while doing reservations.

15. (a) Explain VIP guest check-in procedure with the help of flow chart.

Or

- (b) Explain 'C Form' with the format.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain the classification of hotels depending upon location and star rating.

Or

- (b) Draw the organisation structure of 50 – 200 rooms medium hotels.

17. (a) Explain the duties and responsibilities of telephone operator.

Or

- (b) Explain any ten types of rooms.

18. (a) Explain amending reservation and draw reservation form.

Or

- (b) What is passport? Types of passport. Illustrate a format a passport.

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<b>C-0004</b>
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<b>Sub. Code</b>
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<b>90124</b>
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**B.Sc. DEGREE EXAMINATION, APRIL 2019**

**Second Semester**

**Catering and Hotel Administration**

**BASIC ACCOMMODATION OPERATION**

**(2018 onwards)**

Time : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** questions.

1. Carpet sweeper.
2. Squeegee.
3. Hand caddies.
4. Furniture polishes.
5. Turn down service.
6. Valet service.
7. Hard water.
8. Red slip.
9. Sauna bath.
10. Lounge.

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) Draw the layout of housekeeping department in a budget hotel.

Or

- (b) Write a note on care and maintenance of the equipments.
12. (a) Draw and explain any three types of mechanical equipment.

Or

- (b) Draw the organizational chart of the housekeeping department in a large hotel.
13. (a) Write the cleaning procedure for guest room.

Or

- (b) Write down the lost and found procedure and produce for preparing red slip.
14. (a) List down the supplies provided for VIP rooms.

Or

- (b) Write the cleaning procedure for health club and pool area.
15. (a) Explain the types of manual equipments.

Or

- (b) Write the rules to be followed while making bed.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain the job description of any six housekeeping personnel.

Or

- (b) Write a note on classification of cleaning agents.

17. (a) Write a note on special services provided by the hotels.

Or

- (b) Write a short note on :

- (i) Machine room
- (ii) Floor pantry
- (iii) Housekeeping stores.

18. (a) Explain the following terms in 3 lines

- (i) par stock
- (ii) crinkle sheet
- (iii) tent card
- (iv) chute
- (v) discrepancy report
- (vi) bath robe.

Or

- (b) Explain the inter departmentation relationships of housekeeping department in hotels.

**C-0005**

**Sub. Code**

**90113**

**B.Sc. DEGREE EXAMINATION, APRIL 2019**

**First Year**

**Catering and Hotel Administration**

**BASIC FOOD PRODUCTION AND PATISSERIE**

**(2016 onwards)**

Time : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** questions.

1. Expansion of FSSAI and FIFO.
2. What is temperature for Danger Zone? Why it is called danger zone?
3. What is raising agent? Name some raising agent.
4. Define stock.
5. Explain about Microwave Cooking.
6. Write about uses of salt.
7. Define sauteing.
8. Explain Emulsification.
9. Define Coagulation.
10. Explain :
  - (a) Dough
  - (b) Batter.

**Part B** (5 × 5 = 25)Answer **all** questions.

11. (a) Explain personal hygiene and its imparts in the Kitchen.

Or

- (b) List and explain various fuel used or cooking.

12. (a) Diagram the structure of Wheat.

Or

- (b) Different process in Bread Making. Explain.

13. (a) Draw and explain cuts of chicken.

Or

- (b) How will you select the vegetable and fruits?

14. (a) List out job responsibilities of chef-de-partie.

Or

- (b) List the attitudes and behaviour of the kitchen staff in a professional hotel.

15. (a) What is parboiled rice and how its different from other rice?

Or

- (b) Name at least five common cereals used in break fast.

**Part C** (3 × 10 = 30)Answer **all** questions.

16. (a) Draw the layout of kitchen in Five Star Hotel and explain about hot kitchen.

Or

- (b) What are the duties and responsibilities of Excutive Chef in Five Star Hotel?

17. (a) Explain about cleaning and cuts of fish.

Or

(b) Explain about classification of Rice.

18. (a) Explain the terms :

(i) All gratin

(ii) Concasse

(iii) Cuisine

(iv) Gluten

(v) Bacon.

Or

(b) Write the recipe and method red gravy write five dishes with red gravy as main ingredients.

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**C-0006**

**Sub. Code**

**90114**

**B.Sc. DEGREE EXAMINATION, APRIL 2019**

**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. Define Resorts.
2. What is Coffee shop?
3. Name four crockeries.
4. Name few Glasswares.
5. What is called as A-la-Carte?
6. What is called as Table d'hote?
7. What is called as Briefing?
8. Define Mis-en-scene.
9. Define K.O.T.
10. Define B.O.T.

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain in detail about commercial catering.

Or

- (b) Explain in detail :

(i) Room service

(ii) Bar-be-que

(iii) Bar.

12. (a) Explain in detail about Restaurant linen and its uses.

Or

- (b) What are the duties and responsibilities of a Restaurant Manager?

13. (a) Explain the non-alcoholic beverages in detail.

Or

- (b) Explain the term menu compiling in detail.

14. (a) Explain in detail about Room service and equipments used in room service.

Or

- (b) Explain in detail about :

(i) Indian Thali service

(ii) South Indian Leaf service.

15. (a) Explain in detail about off-premises catering.

Or

- (b) Discuss in detail about Banquets and its types.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain in detail about different F and B service outlets.

Or

- (b) Draw a flow chart for a staff hierarchy in F&B service department in a Five star hotel.

17. (a) What is called as French classical menu and explain it in detail with suitable examples?

Or

- (b) Compile a South Indian Vegetarian and Non-vegetarian Lunch menu with ten courses each for 100 pax.

18. (a) Explain about Banquet, types of banquets and how will you compile banquet menu in detail.

Or

- (b) What are the different types of service and explain in detail?

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**C-0007**

**Sub. Code**

**90115**

**B.Sc. DEGREE EXAMINATION, APRIL 2019**

**First Year**

**Catering and Hotel Administration**

**BASIC FRONT OFFICE OPERATION**

**(2016 onwards)**

Time : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** questions.

1. Define the term Domestic tourism.
2. What is Itinerary?
3. What is Floated?
4. Explain Heritage hotel.
5. What is Lobby?
6. Who will be the settling of guest bills at the front office?
7. Which plan includes room rent and all major meals in tariff?
8. Define American plan.
9. What is Reservation form?
10. Define Night audit.

**Part B****(5 × 5 = 25)**Answer **all** questions.

11. (a) How will you promote the tourism? Explain.

Or

- (b) Who are all involved in Tourism Industry?

12. (a) Describe the various types of rooms you will find in a hotel.

Or

- (b) What are convention hotels?

13. (a) List out Leading International Chain hotels.

Or

- (b) What are the duties and responsibilities of a reservation assistant?

14. (a) What role does a cashier play in the front office department?

Or

- (b) Lay out of Reservation section.

15. (a) What do you understand about meal plan? Explain different meal plans offered by hotels.

Or

- (b) Explain the departure procedure.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) What are the duties and responsibilities of Front Office Manager?

Or

- (b) What are the qualities required for Front Office Personnels?

17. (a) What are the factors affecting room tariff? How will you reach the target?

Or

- (b) Discuss about Reservation reports.

18. (a) Discuss the difference between Cash and Credit settlement.

Or

- (b) What precautions will you take while preparing the guest bills?
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<b>C-0008</b>
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<b>Sub. Code</b>
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<b>90116</b>
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**B.Sc. DEGREE EXAMINATION, APRIL 2019**

**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. What you mean by DL and GRA?
2. What is deep cleaning?
3. Define OPL and FTE.
4. What is lounge?
5. Define work order form.
6. What is spores?
7. What do you meant by spring cleaning?
8. Define Orthodox cleaning.
9. What is valet service?
10. Give name of four laundry equipments.

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) What are the duties and responsibilities of night supervisor?

Or

- (b) Draw a layout of house keeping department in a budget hotel.

12. (a) Discuss the importance of team work and leadership in house keeping.

Or

- (b) Explain the following terms

- (i) Cross training
- (ii) Balanced score and
- (iii) Critical incidents.

13. (a) What are the cloths used in housekeeping?

Or

- (b) What are the cleaning agents used in housekeeping departments?

14. (a) Discuss the advantages and disadvantages of dry cleaning.

Or

- (b) What are the care labels? Explain the various symbols used on care labels.

15. (a) Explain different types of soil.

Or

- (b) Discuss telephone etiquette in detail.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) What are the duties and responsibilities of executive house keeper?

Or

- (b) Explain star classification of hotel.
17. (a) What is the scope of housekeeping in institutions other than hotel?

Or

- (b) Discuss the importance of planning housekeeping operations. How will you planned?
18. (a) Discuss the various types of ceramics. How are they used?

Or

- (b) What are the uses of textiles in hotels? Explain.
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**C-0009****Sub. Code****90117/96228/  
91924/96517/  
91017/11825/  
96327/91426/  
11627/97218/  
96426/91526/  
91824/96619/  
96128/90127/  
96527****U.G. DEGREE EXAMINATION, APRIL 2019****First Year/Second Semester****ENVIRONMENTAL STUDIES****(Common for all UG courses)****(2016/2017/2018 onwards)**

Time : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** questions.

1. What do you mean by Environmental Studies?
2. Difference between Renewable and Non-Renewable resources.
3. List out different types of Resources.
4. Define Ecosystem.
5. What is Food Webs?
6. List out the causes of Air pollution.

7. What are the effect measures of Marine Pollution?
8. Define Ecosystem Diversity.
9. What is Nuclear Hazards?
10. List out the value of Ecodiversity.

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) What are the scope and importance of Multidisciplinary nature of environmental studies?

Or

- (b) List out and explain the need for public awareness.

12. (a) Write short notes on Renewable Resources.

Or

- (b) Explain Non – Renewable Resources.

13. (a) What are the World Food Problems and Fertilizer – Pesticide Problems that affects the food resources? Explain.

Or

- (b) List out and explain the use and exploitation of Mineral resources.

14. (a) What is the role of individual in conservation of Natural resources?

Or

- (b) What are the Equitable use of resources for sustainable lifestyle?

15. (a) What is endangered and Endemic species of India? Explain.

Or

- (b) Explain about Marine Pollution.

**Part C** (3 × 10 = 30)

Answer **all** questions.

16. (a) Discuss in detail about Forest resources.

Or

- (b) Explain in detail about Prio – Geographical Classification of India.

17. (a) Assume any one hill station spot and discuss in detail about the field work based on Environmental studies.

Or

- (b) Explain the causes, effects and Control measures of Thermal pollution.

18. (a) Discuss about some common plants, insects and birds which affects Environmental Studies.

Or

- (b) Explain the causes, Effects and Control measures of Noise Pollution.

<b>C-0010</b>
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<b>Sub. Code</b>
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<b>90123</b>
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**B.Sc. DEGREE EXAMINATION, APRIL 2019**

**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. Give five examples for North Indian Cuisine Ingredients.
2. What are the famous North Indian Cuisine desserts?
3. Give any six examples for east Indian spices.
4. What are the state foods of West India?
5. What are the ingredients used in Chettinad Cuisine?
6. How to season the Griddle?
7. Write the recipe for Paniyaaram.
8. Name few popular foods made from small grains.
9. What is Galantine?
10. Name few salads.

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain about South Indian Cuisine and give some sweets based on South India.

Or

- (b) Explain about Andhra Cuisine and availability of ingredients.

12. (a) Explain about East Indian Cuisine and its availability of ingredients.

Or

- (b) Explain about West Indian Cuisine and its availability of ingredients.

13. (a) Explain in detail about Tandoori cuisine and write the recipe for Tandoori chicken.

Or

- (b) Discuss about the procedure to be followed in operating and cleaning the vegetable cutting machine.

14. (a) Explain in detail about Mughal Cuisine and write the recipe for Mughal biriyani.

Or

- (b) Explain about

(i) Portion size

(ii) Portion control

15. (a) Explain about
- (i) Gallantines
  - (ii) Ballantines
  - (iii) Tersines
- Or
- (b) Draw a layout for Gardemanger kitchen and explain in detail.

**Part C** (3 × 10 = 30)

Answer **all** questions.

16. (a) Explain about North Indian Cuisine and write the recipe for each cuisine.
- Or
- (b) Explain in detail about Kerala Cuisine and discuss about some famous foods with its recipe.
17. (a) Explain in detail about
- (i) Chettinad Cuisine
  - (ii) Tandoori Cuisine
- Or
- (b) Explain in detail about
- (i) Standard purchase specification
  - (ii) Standard recipe
18. (a) Explain in detail about maintaining a recipe file and how to maintain the food cost percentage in the kitchen.
- Or
- (b) Explain in details about the functions of Gardmanger and equipments, tools used in Gardmanger section.

<b>C-0011</b>
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<b>Sub. Code</b>
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<b>90124</b>
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**B.Sc. DEGREE EXAMINATION, APRIL 2019**

**Second Year**

**Catering and Hotel Administration**

**FRONT OFFICE OPERATIONS**

**(2016 onwards)**

Time : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** questions.

1. Define lost and found.
2. What is business centre?
3. Who is concierge?
4. Expand FIT and GIT.
5. Define folio.
6. Define voucher.
7. Define No-Show.
8. What are the different reports in front office departments?
9. What are the functions of check out settlements?
10. What are the various check-out options?

**Part B****(5 × 5 = 25)**Answer **all** questions.

11. (a) Explain the front office services such as
- (i) Handling mail.
  - (ii) Handling complaints.
  - (iii) Follow-up procedures.

Or

- (b) Explain briefly about emergency procedures.
12. (a) Define the job description of bell caption and bell boy.

Or

- (b) Explain in detail about Escorting guest to their rooms.
13. (a) Define the job description of a front office cashier in detail.

Or

- (b) Define briefly about credit monitoring.
14. (a) What are the functions of the night auditor and explain in detail?

Or

- (b) Explain in detail about preparing reports in the front office department.
15. (a) Explain in detail about functions of check out settlement.

Or

- (b) Explain in detail about collections of accounts.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain
- (i) Log book
  - (ii) Ledger
  - (iii) Telephone services
  - (iv) Guest relations.
  - (v) Wake up calls.

Or

- (b) Explain in detail about of miscellaneous services.

17. (a) Explain in detail about front office accounts.

Or

- (b) Explain in detail about the functions of the night auditor and night audit process.

18. (a) Explain briefly about check out and settlements.

Or

- (b) Explain in detail about collections of accounts in front office department.

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<b>C-0012</b>
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<b>Sub. Code</b>
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<b>90125</b>
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**B.Sc. DEGREE EXAMINATION, APRIL 2019**

**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. What is Fabrics?
2. What is yarn?
3. What are the sizes of bed linens?
4. What are the table linens?
5. What is a Linen room?
6. What is Sewing room?
7. What is Laundry?
8. Name few machines used in Laundry?
9. What is the purpose of flower arrangements?
10. What are the equipments and materials used for flower arrangements?

**Part B****(5 × 5 = 25)**

Answer all questions

11. (a) Explain in detail about
- (i) Fabrics
  - (ii) Fibers

Or

- (b) Explain in detail about
- (i) Spinning
  - (ii) Yarns

12. (a) Explain in detail about bed linens and hath linens?

Or

- (b) What are the purchase specification for linens in detail?

13. (a) Explain in detail about the activities of linen room?

Or

- (b) Explain in detail about step taking procedures?

14. (a) Explain in detail about Laundry and its process?

Or

- (b) Explain the procedures of collections and delivery of laundry in detail?

15. (a) Explain in detail about flower arrangement and its purpose?

Or

- (b) Explain in detail of the area of infection?

**Part C****(3 × 10 = 30)**

Answer all questions.

16. (a) Write briefly about hotel linens and its classification?

Or

- (b) Write briefly about its origin and characteristics of silk, wool and cotton?

17. (a) Write in detail about the linen room and its activities?

Or

- (b) Write in detail about the task performed by Tailor's and Seamstresses and the activities of uniform and the uniform rooms.

18. (a) Explain in detail about the flow process of industrial laundry?

Or

- (b) Explain in detail about the principle of flower arrangement and its styles?

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<b>C-0013</b>
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<b>Sub. Code</b>
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<b>90131</b>
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**B.Sc. DEGREE EXAMINATION, APRIL 2019**

**Third Year**

**Catering and Hotel Administration**

**FOOD PRODUCTION AND SERVICE MANAGEMENT**

**(2016 onwards)**

Time : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** questions.

1. Define Production Planning.
2. What are the kitchen safety measures?
3. Define main kitchen.
4. Define centralised kitchen.
5. What are the types of sausage?
6. What is called as chaud froid?
7. What are the objectives of a good layout?
8. Name few themes for a F & B outlet.
9. What is called as menu engineering?
10. What is called as appraising?

**Part B****(5 × 5 = 25)**Answer **all** questions.

11. (a) Explain briefly about the kitchen organisation.

Or

- (b) Explain :

- (i) Production planning
- (ii) Production scheduling.

12. (a) What are the factors to be kept in mind while planning a kitchen and explain in detail?

Or

- (b) What are the different fire fighting equipment placed in the kitchen and explain it in detail?

13. (a) Define the term called forcemeat and explain the types of forcemeat in detail.

Or

- (b) Explain :

- (i) Galantines
- (ii) Balantines
- (iii) Pates.

14. (a) Draw a layout for a restaurant with 100 seats capacity, a live kitchen and a cocktail lounge.

Or

- (b) How will you select plan for requirement of quantities of equipments like crockery and cutlery from supplier and manufacturers?

15. (a) Write in detail about appraising performance.

Or

(b) Explain in detail :

(i) SOP

(ii) GSM

(iii) Duty roaster.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain in detail about the kitchen organisational hierarchy and staffing.

Or

(b) Draw a layout for Banquet kitchen and explain in detail about the ventilation, lighting and equipments.

17. (a) How will you plan a F & B service outlet and explain their functional ancillary area in detail.

Or

(b) Explain in detail about :

(i) Sausages

(ii) Forcemeat

(iii) Brines.

18. (a) Explain in detail about :
- (i) Approaches to appraisal
  - (ii) Appraising revenue
  - (iii) Making strategic decisions.

Or

- (b) Explain the term contributinal margin and explain its advantages and disadvantages in detail.
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<b>C-0014</b>
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<b>Sub. Code</b>
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<b>90132</b>
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**B.Sc. DEGREE EXAMINATION, APRIL 2019**

**Third Year**

**Catering and Hotel Administration**

**ROOMS DIVISION MANAGEMENT**

**(2016 onwards)**

Time : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** questions.

1. How will you measure the yield for room rate?
2. Write the formula for hurdle rate.
3. Define leasing.
4. Write the factors affecting interior design.
5. Define stock taking.
6. Write a short note on budget.
7. Define refurbishing.
8. Write a short note on off premises laundry.
9. Define rate spread.
10. How will you calculate the transient room sales?

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) What are the elements followed in yield management?

Or

- (b) What are the room rate achievement factor?

12. (a) What are the purposes of selling?

Or

- (b) What are the incentive programmes planned in front office for sale?

13. (a) Write a short note on :

- (i) Bettered selling
- (ii) Automatic selling.

Or

- (b) What are the purposes of selling?

14. (a) What are the importance of interior design?

Or

- (b) Write a short note on stores and stock control.

15. (a) Write a short note on fire safety in housekeeping department.

Or

- (b) Write a short note on guest room supervision.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain about the tracking of customer satisfaction.

Or

- (b) Importance of security department to effective front office management. Explain.

17. (a) List out the need analysis in forecasting.

Or

- (b) What are various methods of pricing contract? Explain.

18. (a) What is the role of floor and floor coverings in interior decoration?

Or

- (b) Write briefly about laundry management.

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**C-0015**

**Sub. Code**

**90133**

**B.Sc. DEGREE EXAMINATION, APRIL 2019**

**Third Year**

**Catering and Hotel Administration**

**BEVERAGE SERVICE**

**(2016 onwards)**

Time : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** questions.

1. Define Tanin.
2. What is Acidity?
3. Name five white grapes variety.
4. Explain HOPS.
5. Write a small note on AOC.
6. List some aperitif.
7. Short notes on absinthe.
8. Explain IMFL.
9. Name some bitters.
10. List some equipment used for measuring in a cocktail bar.

**Part B**

(5 × 5 = 25)

Answer **all** questions

11. (a) What are the faulty characteristic of wine?

Or

(b) Classify beverage with example for each classification.

12. (a) Old world wines vs New world wines support.

Or

(b) Explain about the major wine region of France.

13. (a) Distinguish between cognac and armagnac.

Or

(b) Write about the major features of perfect cellar room.

14. (a) Write about top fermentation and classify them on the above.

Or

(b) Name five brand names of single malt and blended whisky separately.

15. (a) Explain about decanting and its importance.

Or

(b) Describe about proof and different system followed in various countries.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) Compile a seven course French Classical menu and pair a suitable wine for all the course.

Or

- (b) Write the different stage in production of Aromatic wine.

17. (a) Name the various styles of gin and explain their character with example.

Or

- (b) List at least ten liqueurs, their flavour colour, base spirit and country of origin.

18. (a) Short notes on :

- (i) Martine
- (ii) Coolers
- (iii) Toddy
- (iv) Daiquiris
- (v) Pousse - Cafe

Or

- (b) Give the recipe, method, glass and garnish used for making any two tequila base cocktail.

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**C-0016**

**Sub. Code**

**90134**

**B.Sc. DEGREE EXAMINATION, APRIL 2019**

**Third Year**

**Catering and Hotel Administration**

**PRINCIPLES OF MANAGEMENT**

**(2016 onwards)**

Time : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** questions.

1. Define Management
2. List out the levels of management.
3. Bring out Simon's contribution to management.
4. Define staffing.
5. Define MBO.
6. What is scalar principle?
7. What do you mean by motivation?
8. List out the styles of leadership.
9. Explain FIFO.
10. Define skills of management.

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) Briefly explain the nature of management.

Or

(b) Distinguish between management and administration.

12. (a) Give short note on pioneers of management.

Or

(b) Explain the process of management.

13. (a) Explain importance of planning.

Or

(b) Write a note on span of control.

14. (a) Explain formal and informal leaders with suitable example.

Or

(b) Describe management by exceptions.

15. (a) Write short note on inventory management.

Or

(b) Justify management as an profession or art or science.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) Write an essay on levels of management.

Or

(b) Describe the evolution of management thought.

17. (a) Analyse the steps involved in planning.

Or

(b) Explain the principles of organisation.

18. (a) Discuss in detail on Maslow's needs theory of motivation.

Or

(b) Critically evaluate the role of manager. Distinguish between managers and executive.

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C-0017

Sub. Code

90111

B.Sc. DEGREE EXAMINATION, APRIL 2019

First Year

Catering and Hotel Administration

HOTEL ACCOUNTING

(Upto 2015 onwards)

Time : 3 Hours

Maximum : 60 Marks

**Part A**

(6 × 3 = 18)

Answer **all** questions.

1. What is ledger?
2. What is accounting?
3. What is double entry system?
4. What is cash discount?
5. What is petty cash book?
6. What is error and how to rectification of errors?

**Part B**

(4 × 8 = 32)

Answer any **four** questions.

7. What are the various types of accounting concepts?
8. Journalise the following entries in Thiru. Manikandan's Books
 

5.8.03	Sold goods to Mr. Ravi on credit	Rs. 17,500
9.8.03	Bought goods for cash from Siva	Rs. 22,500
11.8.03	Rent expenses	Rs. 2,500
12.8.03	Travelling expenses	Rs. 1,500
15.8.03	Received cash from Mr. Senthil	Rs. 80,000
21.8.03	Paid wages to workers	Rs. 3,000

9. What are the advantages of double entry system?
10. What is depreciation and types of depreciation?
11. What is cost and its elements of cost?
12. Distinguish between balance sheet and trail balance.

**Part C** (1 × 10 = 10)

Compulsory.

13. From the following information, prepare a cost sheet for period ended on 31<sup>st</sup> March 2014

	Rs.
Opening stock of raw materials	12,500
Purchases of raw materials	1,36,000
Closing stock of raw material	8,500
Direct wages	54,000
Direct expenses	12,000
Factory overheads 100% of direct wages	
Office and administrative overheads 20% of works cost	
Selling and distribution overheads	26,000
Cost of opening stock of finished goods	12,000
Cost of closing stock of finished goods	15,000
Profit on cost 20%	

<b>C-0018</b>
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<b>Sub. Code</b>
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<b>90112</b>
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**B.Sc. DEGREE EXAMINATION, APRIL 2019**

**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. What do you mean by personality?
2. Give example for non-verbal communication.
3. Explain attitude with suitable example.
4. Define POSDCORB.
5. Describe nelson mandela's child hood life.
6. List out any three transformational leaders.

**Part B**

(4 × 8 = 32)

Answer any **four** questions.

7. Explain the need and importance of personality development.
8. Describe important elements of public speaking.

9. Explain individual and group behaviour with illustration.
10. Elaborate decision making theory.
11. Narrate a story about Mahathma Gandhi.
12. Describe various styles of leadership.

**Part C** (1 × 10 = 10)

Compulsory.

13. Critically evaluate the role of transactional analysis in interpersonal skills.
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**C-0019**

**Sub. Code**

**90113**

**B.Sc. DEGREE EXAMINATION, APRIL 2019**

**First Year**

**Catering and Hotel Administration**

**BASIC FOOD PRODUCTION AND PÂTISSERIE**

**(Upto 2015 Batch)**

Time : 3 Hours

Maximum : 60 Marks

**Part A**

**(6 × 3 = 18)**

Answer **all** questions.

1. Explain about HACCP.
2. Write about the role of Boucher in a kitchen.
3. What do you know about convenience food? Give five example.
4. List the uses of egg.
5. Define salad and types of salad dressing.
6. Explain :
  - (a) Au-gratein.
  - (b) Bouquet garni.

**Part B**

(4 × 8 = 32)

Answer any **four** questions.

7. Explain the chef role in receiving perishables and non-perishables items.
8. Write the effects of cooking on protein vitamins, Fats and minerals.
9. With the help of a neat diagram explain the cuts of fish and its uses.
10. Define stock, its types, uses, storage and write the recipe for brown stock.
11. List and explain the different gravies used in Indian cookery with five dishes of each gravy.
12. Explain about the different pastries.

**Part C**

(1 × 10 = 10)

Compulsory.

13. You are a Ex.chef of a upcoming Five Star Hotel in Trichy. The GM of the hotel is asking you to plan a menu for a speciality restaurant of one cuisine as you like. What are the basic principles you will cook into while planning?

<b>C-0020</b>
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<b>Sub. Code</b>
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<b>90114</b>
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**B.Sc. DEGREE EXAMINATION, APRIL 2019**

**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. How is Coffee shop different from a Specialty Restaurant?
2. What do you understand by a station in a Restaurant?
3. Write about the duties of Storekeeper.
4. What points should you keep in mind while selecting crockery?
5. What is menu? Write the classification of menu.
6. Definition of the following :
  - (a) French Service
  - (b) American Service.

**Part B**

(4 × 8 = 32)

Answer any **four** questions.

7. Write a detailed note on the development of the food service industry in India.
8. Explain the importance of intra and inter department relationships of F & B Departments.
9. Explain the importance of a pantry in service area.
10. Explain the uses and write the recommended sizes of any eight glassware and crockery.
11. Write the French classical courses in sequence with examples.
12. Explain the classification of Non alcoholic beverages.

**Part C**

(1 × 10 = 10)

**Compulsory**

13. Plan a “ala Carte” menu card for an Indian restaurant located in a busy area and operating from morning to late-night.
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<b>C-0021</b>
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<b>Sub. Code</b>
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<b>90115</b>
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**B.Sc. DEGREE EXAMINATION, APRIL 2019**

**First Year**

**Catering and Hotel Administration**

**FRONT OFFICE OPERATIONS**

**(Upto 2015 batch)**

Time : 3 Hours

Maximum : 60 Marks

**Part A**

**(6 × 3 = 18)**

Answer **all** questions.

1. Define pilgrimage tourism.
2. Define domestic and international tourism.
3. What do you mean by chain hotels?
4. Expand G.R.C.
5. Expand G.H.C.
6. List out the modes of Reservation.

**Part B**

**(4 × 8 = 32)**

Answer any **four** questions.

7. List out and explain the basic components of tourism.
8. Explain the organizational structure of medium hotel with neat diagram.

9. Classify the hotels based on :
  - (a) Length of guest
  - (b) Facilities they offer.
10. Explain the following Reservation terms :
  - (a) Guaranteed Reservation
  - (b) No-Guaranteed Reservation.
11. Explain the following registration terms.
  - (a) Up Selling
  - (b) Pre-registration
  - (c) In room check in.
12. Explain the types of plan and types of tariff structure in hotel.

**Part C**

(1 × 10 = 10)

Compulsory.

13. As a Guest relation Executive how could you arrange transport facility to your guest briefly explain and discuss.
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C-0022
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Sub. Code
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90116
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**B.Sc. DEGREE EXAMINATION, APRIL 2019**

**First Year**

**Catering and Hotel Administration**

**ACCOMMODATION OPERATIONS**

**(Upto 2015 Batch)**

Time : 3 Hours

Maximum : 60 Marks

**Part A**

(6 × 3 = 18)

Answer **all** questions.

1. What do you mean by Departure room?
2. Write short notes on Floor pantry.
3. What do you mean by house keeping.
4. Define lounge.
5. Name any four equipments used in housekeeping.
6. What is Scanty baggage?

**Part B**

(4 × 8 = 32)

Answer any **four** questions.

7. Explain Personal Hygiene.
8. Explain in detail about guest supplies.

9. What is Key handling Procedures?
10. Explain Public area cleaning.
11. Explain types of rooms.
12. Draw the picture of different types of brushes and its uses.

**Part C** (1 × 10 = 10)

Compulsory.

13. Draw the Organizational chart of housekeeping department of a small hotel.
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<b>C-0023</b>
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<b>Sub. Code</b>
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<b>90117</b>
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**B.Sc. DEGREE EXAMINATION, APRIL 2019**

**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. Define compiler.
2. Write the syntax of copy command with example.
3. How do you assign page number in Ms-Word?
4. Difference between cut and copy.
5. Define Hardware.
6. Define Computer.

**Part B**

(4 × 8 = 32)

Answer any **four** questions.

7. Explain about the types of computers in detail.
8. Draw a block diagram of computer, explain the functions of each components in the diagram.

9. Explain any four internal Ms-Dos commands with example.
10. Discuss about spelling and grammar check in Ms-Word.
11. Explain about Header and Footer of a page in Ms-Word.
12. Explain in detail about Paragraph Line Spacing.

**Part C** (1 × 10 = 10)

(Compulsory)

13. Explain various Input/Output devices (atleast five).
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<b>C-0024</b>
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<b>Sub. Code</b>
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<b>90121</b>
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**B.Sc. DEGREE EXAMINATION, APRIL 2019**

**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. Differentiate objective with goal.
2. What is Unity of command?
3. What is non-verbal communication?
4. What are the external factors of motivation?
5. Define Personnel management.
6. What is capital?

**Part B**

(4 × 8 = 32)

Answer any **four** questions.

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

10. Detail the process of controlling.
11. Explain the barriers of communication.
12. Detail the roles of a marketing manager in an organization.

**Part C** (1 × 10 = 10)

(Compulsory)

13. Discuss the different levels of management with suitable skills.
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<b>C-0025</b>
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<b>Sub. Code</b>
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<b>90122</b>
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**B.Sc. DEGREE EXAMINATION, APRIL 2019**

**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 retailing?
2. What do you mean by positioning?
3. What is piece rate system?
4. What are the uses of advertising?
5. Define marketing.
6. Who is a prospect?

**Part B**

(4 × 8 = 32)

Answer any **four** questions.

7. Explain the various methods of distribution.
8. Detail the steps of a marketing plan.
9. Give a detailed note on training sales people.

10. Detail the stages in selling.
11. Discuss the difficulties in managing catering department.
12. Explain how an advertisement should be.

**Part C** (1 × 10 = 10)

(Compulsory)

13. Detail the significance of CRM in hotels.
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C-0026

Sub. Code

90123

B.Sc. DEGREE EXAMINATION, APRIL 2019

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. Given a brief note on “Overbooking”.
2. Write short notes on “Hotel’s right to Evict a guest with disorderly conduct”.
3. What do you mean by hotel liability?
4. List out some situations which comes in related to hotel defences.
5. What do you mean by “forex”?
6. What is an “adulteration”?

**Part B**

(4 × 8 = 32)

Answer any **four** questions.

7. Discuss – Duty of a hotel to receive.
8. Explain – Hotel’s obligation to product its guest.

9. How will handle mail for a guest?
10. What are the statutory limits on hotels liability?
11. What are the different License and permits approved for project plan?
12. Explain Consumer Protection Act in detail.

**Part C**

(1 × 10 = 10)

**Compulsory.**

13. Discuss about Consumer Protection Act.
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<b>C-0027</b>
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<b>Sub. Code</b>
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<b>90124</b>
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**B.Sc. DEGREE EXAMINATION, APRIL 2019**

**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. Difference from fabrics and fibers.
2. Write short notes on (a) marking (b) monogramming.
3. What is collection and delivering laundry?
4. Define stains.
5. What is stock taking?
6. Meaning of flower arrangements.

**Part B**

(4 × 8 = 32)

Answer any **four** questions.

7. Briefly explain the different methods of constructing fabrics.
8. What are the duties and responsibilities of laundry manager?

9. What are the classification of laundry agents?
10. What is the size for?
  - (a) Bath linen
  - (b) Table linen
  - (c) Bed sheets
  - (d) Pillow ship.
11. Explain the prevention of pest control and control of pest.
12. What are the equipments and material used in flower arrangements.

**Part C** (1 × 10 = 10)

Compulsory

13. What are the importance and principles of laundry in details?
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<b>C-0028</b>
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<b>Sub. Code</b>
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<b>90125</b>
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**B.Sc. DEGREE EXAMINATION, APRIL 2019**

**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 Engineering and Maintenance.
2. What do you mean by "LOST and FOUND"?
3. What is paging the guest?
4. Meaning of Encashment of Foreign Exchange.
5. Meaning of guest credit monitoring.
6. What is unpaid Account balance?

**Part B**

(4 × 8 = 32)

Answer any **four** questions.

7. Explain the interdepartmental communication.
8. What are the Emergency procedures for front office service department?
9. What are miscellaneous service done in the bell desk.

10. Describe Folios, Ledger, Voucher, Guest Accounts.
11. What are the role of Night Auditor in details?
12. Explain the functions of checkout settlement.

**Part C**

(1 × 10 = 10)

**(Compulsory)**

13. Imagine you are front office manager at Hotel “Smart cities”. A guest complaints that one of his baggages is missing in his room. How will you Handle the situations.

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<b>C-0029</b>
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<b>Sub. Code</b>
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<b>90126</b>
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**B.Sc. DEGREE EXAMINATION, APRIL 2019**

**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. Write short notes on wine.
2. Write short notes on
  - (a) Side car
  - (b) Black Russian
3. Define Cocktail
4. What is different between bar and pub?
5. Write any five International and Domestic Brand names of Brandy.
6. Write names of Ingredients used for Beer preparation.

**Part B**

(4 × 8 = 32)

Answer any **four** questions.

7. Draw the glass are used in Bar.
8. Write History of Rum.
9. Elaborately explain the different steps in wine making.

10. Explain – cocktail methods of mixing equipments used in cockatail.
11. Give brief note on
  - (a) Arrack,
  - (b) Congnac,
  - (c) Ale Beer
  - (d) Aquait
12. Explain – History and preparation of spirits.

**Part C** (1 × 10 = 10)

(Compulsory)

13. Being a Food and Beverage Manager your taste is to set a new tea boutique with varieties of different alcoholic and Non-alcoholic tea compile a menu and justify your menu should satisfy the clientele needs and competition in the Hotel Industry.
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<b>C-0030</b>
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<b>Sub. Code</b>
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<b>90127</b>
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**B.Sc. DEGREE EXAMINATION, APRIL 2019**

**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 Indian spices.
2. Name the famous dishes of Kashmiri regional foods.
3. Who is Wazwan?
4. Write any six Chettinad dishes.
5. Write Coantry's influence is still found Goa? Give reasons.
6. Write about Indian Fast Foods.

**Part B**

(4 × 8 = 32)

Answer any **four** questions.

7. Explain the following
  - (a) Indian spices
  - (b) Indian Herbs.
  - (c) Mixed spices.

8. What are the states comes under East Indian Cuisine? And Explain about their Cooking methods with example.
9. Explain in detail about Hydrabadi cuisine.
10. What is Bengali cuisine? Explain in detail about commodities used in Bengali cuisine.
11. Explain about the British influence in Indian cuisine.
12. What is ethic cuisine? And explain.

**Part C**

(1 × 10 = 10)

(compulsory)

13. As an executive chef of ABC hotel in Chennai. You are planning to celebrate North Indian food Festival at your hotel. Explain in detail about all work plans (Indmt, Costing, manpower etc.)
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<b>C-0031</b>
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<b>Sub. Code</b>
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<b>90128</b>
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**B.Sc. DEGREE EXAMINATION, APRIL 2019**

**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. Explain types of alignment of text.
2. Define – Cut, Copy and Paste.
3. Define E-mail.
4. How to set a Page Number in MS-Word?
5. Write short notes on Mouse techniques.
6. Define Work Sheet.

**Part B**

(4 × 8 = 32)

Answer any **four** questions.

7. Describe the procedure for the following in the spread sheet.
  - (a) Entering student names and their marks
  - (b) Including formula to calculate sum and average of marks.
8. What are the steps involved in creating and formatting a charts in MS-Excel?

9. Explain the usage of spell check facility in MS-Word.
10. Explain about types of sorting in MS-Excel with example.
11. Explain using Auto content wizard features in PowerPoint.
12. Explain in detail about Auto correct options in MS-Word.

**Part C**

(1 × 10 = 10)

(Compulsory)

13. Describe the steps to prepare animated powerpoint presentation slide about 5-star Hotel.

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<b>C-0032</b>
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<b>Sub. Code</b>
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<b>90131</b>
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**B.Sc. DEGREE EXAMINATION, APRIL 2019**

**Third Semester**

**Catering and Hotel Administration**

**ADVANCED ROOM DIVISION MANAGEMENT**

**(Upto 2015 Batch )**

Time : 3 Hours

Maximum : 60 Marks

**Part A**

(6 × 3 = 18)

Answer **ALL** questions.

1. What is potential average double rate?
2. Explain the formula of rate spread.
3. What do you understand by non –room revenue?
4. What is oocupaney rate?
5. Define ABC of selling.
6. Write short note about PMS.

**Part B**

(4 × 8 = 32)

Answer any **Four** questions.

7. What is yield management? Explain the characteristics of yield management with its benefits.

8. Explain the following
  - (a) Rule of thumb approach
  - (b) Hubbart formula
9. What is budget? Define the different techniques of budgetary control.
10. DOS and don'ts of telephonic sales explain.
11. Describe the different tools of marketing.
12. What are the security concern related to Room key? Explain the need of security department in hotel.

**Part C** (1 × 10 = 10)

Compulsary.

13. You are working as a front office manager for a reputed 5 star hotel there is a fire break out in the hotel, How will you guide your staff to deal with the situation.

<b>C-0033</b>
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<b>Sub. Code</b>
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<b>90132</b>
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**B.Sc. DEGREE EXAMINATION, APRIL 2019**

**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 material planning in housekeeping department?
2. What do you mean by budget?
3. What is the role of accessories in interior decoration?
4. What is the importance of interior design?
5. What do you mean by orientation?
6. What is job specification?

**Part B**

(4 × 8 = 32)

Answer any **four** questions.

7. Explain the role of housekeeper in safety awareness and accident prevention.
8. What are the factors affecting the interior design?

9. Explain the type and method of pricing contract.
10. What is the importance of lightening and lightning system in hotels?
11. What is the purchasing procedure in formal and informal of housekeeping department?
12. Explain about the laundry equipment used in the laundry management.

**Part C**

(1 × 10 = 10)

**Compulsory**

13. You are a housekeeping supervisor. How will you do the guest rooms and public area supervision?
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<b>Sub. Code</b>
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**B.Sc. DEGREE EXAMINATION, APRIL 2019**

**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. State the Schemes of state government for hotel project.
2. Describe Distribution channels of tourism industry.
3. What do you mean by freedom of air?
4. State any three tourist festivals in Tamil Nadu.
5. State crafts of Andhra Pradesh.
6. Define MICE tourism.

**Part B**

(4 × 8 = 32)

Answer any **four** questions.

7. Explain the role of private sector in tourism industry
8. Discuss in detail on visa obtaining procedure.
9. What do you mean by charters? Describe different types of charters.

10. Explain the important beach resorts in Tamil Nadu.
11. Discuss the importance of handicrafts for the promotion of tourism in Karnataka.
12. Write an essay on ethnic and rural tourism.

**Part C**

(1 × 10 = 10)

(Compulsory)

13. Describe the important places in Andhra Pradesh, Karnataka, Kerala and Pondicherry.
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**B.Sc. DEGREE EXAMINATION, APRIL 2019**

**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 HRD.
2. What is job design?
3. What do you mean by induction?
4. Define trade union.
5. What is personnel record?
6. Define capacity planning.

**Part B**

(4 × 8 = 32)

Answer any **four** questions.

7. Write a note on organisational structure.
8. Explain the sources of recruitment.
9. Describe various methods of employee training.

10. Write an essay on grievance handling procedure.
11. Describe in detail on HRIS.
12. Describe the effects of span of control.

**Part C**

(1 × 10 = 10)

(Compulsory)

13. As HR manager of your company how will you select sales manager, accountant, and program officer of your company?
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<b>Sub. Code</b>
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**B.Sc. DEGREE EXAMINATION, APRIL 2019**

**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. List some equipment used in gueridon service.
2. What is FL-3 and FL-5 license?
3. What are the difference between food cost and beverage cost?
4. What is convenience food?
5. What is launge?
6. What are the duties and responsibilities of banquet caption?

**Part B**

(4 × 8 = 32)

Answer any **four** questions.

7. What is Crepé suzette? Explain it.
8. List down the various malpractices in a bar.

9. Explain the following :
  - (a) Standard recipe
  - (b) Inter box Transfer
  - (c) Bin Card
  - (d) Corkage fee
10. What is the role of floor, walls and ceiling while planning a restaurant?
11. List out production equipments and write some guidelines for that.
12. What is IP? Draw a chart and explain it.

**Part C** (1 × 10 = 10)

Compulsory.

13. You are working as a Banquet manager in a 5 star hotel at Chennai. Mr.X working as a marketing manager with coco-cola group of companies wants to conduct a cocktail dinner for his valuable customers. Compile a menu and plan for the function.
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<b>Sub. Code</b>
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**B.Sc. DEGREE EXAMINATION, APRIL 2019**

**Third Semester**

**Catering and Hotel Administration**

**ADVANCED FOOD PRODUCTION AND PÂTISSERIE**

**(Upto 2015 Batch)**

Time : 3 Hours

Maximum : 60 Marks

**Part A**

(6 × 3 = 18)

Answer **all** questions.

1. What is Terrine?
2. What is chaudfoid sauce?
3. What is palled sugar?
4. Define American Frosting.
5. What is yeast? What are the forms of yeast?
6. What is Garde Morger?

**Part B**

(4 × 8 = 32)

Answer any **four** questions.

7. What is standard purchase specifications? Explain with examples.
8. What is portier control? Explain different techniques used for portier control in restaurant.

9. What is standard recipe? What is its uniqueness explain with an examples.
10. What is pantry?
11. Explain menu engineering.
12. What is chocolate tempering? Explain different types and varieties of chlorates.

**Part C**

(1 × 10 = 10)

Compulsory

13. Format a menu for Five Course French classical menu for a 100 Pax. group with indent for a formed Borquet.

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C-0038

Sub. Code

90137

B.Sc. DEGREE EXAMINATION, APRIL 2019

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. Define Electronic communication.
2. What are the characteristics of MIS?
3. Define DBMS.
4. Define Internet.
5. What is DTP?
6. Write short notes on E-mail.

**Part B**

(4 × 8 = 32)

Answer any **four** questions.

7. Explain in detail about sales MIS reports.
8. Explain the application of MIS in marketing management.

9. How Internet is used for business - Explain.
10. Explain in detail about reports in MS-Assess with example.
11. Write the step by step procedure to create a table in MS-ACCESS.
12. Discuss in detail about delete and update query.

**Part C**

(1 × 10 = 10)

Compulsory.

13. Discuss about the personnel management in application of MIS.

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