

C-0753

Sub. Code

90113

B.Sc. DEGREE EXAMINATION, NOVEMBER 2019

First Semester

Catering and Hotel Administration

BASIC FOOD PRODUCTION AND PÂTISSERIE

(2018 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. List down the names of spices and herbs used in cooking.
2. Expand and explain HACCP.
3. Explain the uses of wood and coal as a cooking fuels.
4. Explain the term mashing.
5. Write any two menu example for boiling.
6. What is frying?
7. What is mirepoix?
8. Write some of the garnishes used in soups.
9. What is Bnoche?
10. What is the role of salt in baking?

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

11. (a) Write a short note on kitchen hygiene and sanitation.

Or

- (b) Explain the different types of bread dough.

12. (a) Explain any ten kitchen equipments.

Or

- (b) Explain the manufacturing process of cheese.

13. (a) Explain the terms:

- (i) Jus lie
- (ii) Jus roti
- (iii) Mincing
- (iv) Julienne
- (v) Fillet

Or

- (b) Draw the cuts of pork and explain.

14. (a) Explain the different styles of cookery in continental cuisine.

Or

- (b) What are different types of fuel used for cooking?

15. (a) What are the ethics to be followed in kitchen?

Or

- (b) Explain any two mother sauces.

Part C

(3× 10 = 30)

Answer **all** questions.

16. (a) Explain about the personal hygiene standards.

Or

- (b) Explain the types of soups along with their accompaniments.

17. (a) Write and explain the different methods of cooking along with an example.

Or

- (b) Explain the functions sources and deficiency of proteins, vitamins and minerals.

18. (a) What are the different types of stocks? Explain the term stock.

Or

- (b) Explain the role of ingredients in baking.

C-0754

Sub. Code

90114

B.Sc. DEGREE EXAMINATION, NOVEMBER 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. Define secondary catering sectors.
2. What is department organization?
3. Define the following: (a) Table base (b) Table top
4. What is bone cluria?
5. What is the other name for trolley service?
6. What is carte du Jour?
7. Define the following: (a) Medium roasted coffee beans
(b) dark roasted coffee beans.
8. How many grams of tea leaves are required for 4.5 lit of tea?
9. Define social function.
10. What is starfish?

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

11. (a) Write a brief note on welfare catering.

Or

- (b) List out any five duties of Commis de Rang.

12. (a) What is dummy water? Explain briefly.

Or

- (b) Define the size and uses of the following glasses listed below:

- (i) Highball
- (ii) Brandy balloon
- (iii) Cocktail
- (iv) Old fashion
- (v) Sherry

13. (a) List out the points to keep in mind when serving preplated foods.

Or

- (b) What are the limitations of table d' hôte menu?

14. (a) Draw a specimen of room service K.OT.

Or

- (b) Write briefly about instant method of making coffee.

15. (a) What are the factors to be considered when planning a table or seating plan?

Or

- (b) Briefly explain what is finger buffet.

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

16. (a) List out the details to be collected when booking a banquet function.

Or

- (b) Define the following:
- (i) Crescent round
 - (ii) Class room style
 - (iii) Board room style
 - (iv) Open end
 - (v) Chevron

17. (a) List out any ten speciality equipments and their uses.

Or

- (b) What is French service? List out the advantages and limitation of this service.

18. (a) Give the organization chart of a five dining restaurant serving wine and explain the duties of sommelier.

Or

- (b) List out the cover and accompaniments for the following dishes:
- (i) Petit marmite
 - (ii) Blue trout
 - (iii) Irish stew
 - (iv) Cheese
 - (v) Roast Mutton.

C-0755

Sub. Code

90123

B.Sc. DEGREE EXAMINATION, NOVEMBER 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 Tourism.
2. What is alternative accommodations?
3. Define Time-share.
4. What is Tariff card?
5. What is an American meal plan?
6. Mention the major equipments in front office.
7. What is over booking?
8. What does back to back booking means?
9. What is an arrival list?
10. What is guest history card?

Part B**(5 × 5 = 25)**

Answer **all** questions, choosing either (a) or (b).

11. (a) Mention the various benefits of tourism.

Or

- (b) Classify hotels depending upon its location.

12. (a) Mention the importance of front office department.

Or

- (b) Mention the major and minor equipments of front office departments.

13. (a) Explain the duties and responsibilities of a front office manager.

Or

- (b) Mention the duties and responsibilities of a receptionist.

14. (a) Explain the modes of reservations.

Or

- (b) Explain the Reports/Records of reservation.

15. (a) Explain the registration process of a guest with confirmed reservation through a flow chart.

Or

- (b) Explain the Registration Process of VIP Guests.

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

16. (a) Explain the various types of tourism and the components of tourism.

Or

- (b) Draw the layout of front office department.

17. (a) Explain in detail about the sources of reservation.

Or

- (b) Draw the hierarchy chart of front office department.

18. (a) Explain the types of rates.

Or

- (b) Explain :

- (i) Transient guest
- (ii) Upselling
- (iii) Overstay
- (iv) Understay
- (v) Reservation
- (vi) Registration
- (vii) Rack-Rate
- (viii) Guest cycle

C-0756

Sub. Code

90124

B.Sc. DEGREE EXAMINATION, NOVEMBER 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. Define housekeeping?
2. What is the full form of PAA?
3. Explain hand caddy.
4. What is weekly cleaning?
5. Define operational area of housekeeping department.
6. What is the full form of D.N.D?
7. Give some examples of special service.
8. What is floor pantry?
9. Define grand master key.
10. What is tent card?

Part B**(5 × 5 = 25)**

Answer **all** questions, choosing either (a) or (b).

11. (a) Explain any five essential qualities of a housekeeper.

Or

- (b) List the duties of floor supervisor and executive housekeeper.

12. (a) Write a note on frequency schedule for cleaning.

Or

- (b) Discuss what a guest room means to guest. What is the role of housekeeping department in guests satisfaction repeat business?

13. (a) In what way can computer and information technology system be utilised in housekeeping operation of the hotel?

Or

- (b) Give five example of mechanical equipment and brief them properly.

14. (a) Explain any five cleaning procedure used in housekeeping department.

Or

- (b) Draw the organisational chart of housekeeping department of a 300 room of a five star hotel.

15. (a) Discuss the function for / role of :

- (i) Florist
- (ii) Maid
- (iii) Runner
- (iv) Assistant housekeeper
- (v) Helper

Or

(b) What do you understand by ecofriendly product of housekeeping? Name three ecofriendly products.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Discuss the function for which housekeeping department coordinate.

- (i) Front office
- (ii) Maintenance
- (iii) Food and beverage
- (iv) Security
- (v) Food production.

Or

(b) Define detergent what are some of the qualities of a good detergent.

17. (a) How will you clean and maintain the following:

- (i) Bidet
- (ii) Plastic chair
- (iii) Marble table top
- (iv) Window glass
- (v) Leather sofa

Or

(b) Write short note on :

- (i) Maid's service room
- (ii) Detergent
- (iii) Acid cleaner
- (iv) Laundry aids
- (v) Floor Seals

18. (a) Define cleaning agents. How will you use and take care of cleaning agents?

Or

(b) Define the following:

- (i) Linen Chute
- (ii) Box sweeper
- (iii) Disinfectant
- (iv) Squeegee
- (v) Spring cleaning

C-0757

Sub. Code

90132

B.Sc. DEGREE EXAMINATION, NOVEMBER 2019**Third Semester****Catering and Hotel Administration****ADVANCE FOOD PRODUCTION****(2018 onwards)**

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Name two classical French salad?
2. Name two signature dish of France.
3. Name two Italian dessert.
4. Name two classical Hor's d'oeuvre?
5. Explain (a) Chaud Froids (b) Aspic.
6. What is charcuterie?
7. Name any two Japanese Beverage.
8. What is a GANACHE?
9. What are petit fours? Give two example.
10. Give examples of puff pastry.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) What are salient features of Italian cuisine? Write about its method of cooking?

Or

- (b) Name some culinary terms in Italian cuisine.
12. (a) Discuss about some culinary terms in Spanish cuisine.

Or

- (b) What are the regional classification of Chinese cuisine?
13. (a) What makes Thai cuisine very unique discuss about the various ingredients used in Thai cuisine?

Or

- (b) What are salient features of Japanese cuisine? What is a Sushi? What are the ingredients used in Making Sushi?
14. (a) What do you mean by Gardi Manger? What are the section under Garde Manger?

Or

- (b) What is the role of Executive chef in star hotel?
15. (a) What is the recipe and method of making a Galantines?

Or

- (b) What are the factors influencing food intake and food habit among youth?

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) What do you mean by cold cuts? What are the various cold cuts preparation done in Garde Manger with recipe of two cold meat preparation.

Or

- (b) What is the job description of executive chef and chef-de-partie.
17. (a) What is a salad? What are various salad dressing used? Name some various garnishes used making salad.

Or

- (b) What are Sandwiches? Name some accompaniment used for serving Sandwiches? What are the rules of making sandwiches?
18. (a) What is the importance of balance diet? What are the factors to be considered while planning a balance diet?

Or

- (b) Name some classical vegetable accompaniment? What is charcuterie? What are various ingredients used in making sausages?
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C-0758

Sub. Code

90133

B.Sc. DEGREE EXAMINATION, NOVEMBER 2019.

Third Semester

Catering and Hotel Administration

ADVANCED FOOD AND BEVERAGE SERVICE

(2018 Onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What is must and why it is used?
2. What is the difference between champagne and sparkling wine?
3. Name any three red grape and three white grape varieties.
4. What is a beer and how it is manufactured?
5. How and what differs table wine from sparkling wine?
6. What is distillation and name its types?
7. Explain the method champagne?
8. Name the parts of cigar with any two brands?
9. Mention the wine serving temperature of each?
10. Explain fortified wine with example.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Draw the classification of Alcoholic beverage with one example each.

Or

- (b) Explain the step by step process of wine making.

12. (a) Explain distillation process in detail.

Or

- (b) Explain in detail about types of Whisky and its Brands.

13. (a) Explain the category of Tequila in detail.

Or

- (b) Write about the history of Brandy and its production.

14. (a) Name various equipments used in Bar service.

Or

- (b) Write any two cocktail receipe with method and equipments used with base ingredient of Tequila, Beer and Wine each?

15. (a) Classify and explain the Beer and its production process.

Or

- (b) Explain in detail on Cigar manufacture, parts, storage and service.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain the wine making process in detail with example of 5 on each grape varieties.

Or

- (b) Draw the flow chart of Alcoholic beverage and explain it.

17. (a) Describe in detail about distillation process with appropriate diagram on each.

Or

- (b) Write note on Tequilla and its classification with some examples.

18. (a) Explain on wine label reading order taking and service procedure of each wine.

Or

- (b) Write a note on types of bar and draw by explaining different equipment used.

C-0759

Sub. Code

90136

B.Sc. DEGREE EXAMINATION, NOVEMBER 2019

Third Semester

Catering and Hotel Administration

NUTRITION AND FOOD SCIENCE

(2018 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What are Nutrients?
2. Define Energy.
3. Name some sources of carbohydrates.
4. What are Lipids?
5. What are minerals?
6. Explain in short BMI and BMR.
7. Name some essential amino acid.
8. Expand RDA and explain it.
9. Name some fat soluble vitamins.
10. What is ANOREXIA?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) What is protein? Explain the function of protein in human body.

Or

- (b) Name some essential and non-essential amino acid required in human body.

12. (a) What is carbohydrate? What is the chemical composition of carbohydrate? What are the dietary source of carbohydrate?

Or

- (b) Draw the flow chart of carbohydrate and explain it.

13. (a) What are the various function of lipids in human body?

Or

- (b) What are the factors affecting BMR?

14. (a) What are the importance of food in maintaining good health?

Or

- (b) What is a balance diet? What are the factors considered while planning diet?

15. (a) Name some water and fat soluble vitamins. What are the sources of vitamins?

Or

- (b) What are the function of vitamin and minerals in human body?

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) What are vitamins? Classify vitamins on basis of water and fat soluble. What are the sources of vitamins? What are the function of vitamins?

Or

- (b) Define energy. What is the unit for measuring energy? What are the factors affecting energy requirements.
17. (a) What are different food group? Plan a balance diet based on three food group.

Or

- (b) What are the factors affecting meal planning? What is balance diet? What are its importance?
18. (a) Plan a balance diet for students keeping in mind the factors of meal planning for a day.

Or

- (b) What is the importance of water? What are the function and role of water in maintaining good health?
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C-0760

Sub. Code

90127/91924/ 96527

B.Sc. DEGREE EXAMINATION, NOVEMBER 2019

Second Semester

ENVIRONMENTAL STUDIES

(Common for B.Sc(C&HA)/B.Sc.(CA&CM)/B.Sc (ID))

(2018 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define Environmental studies.
2. Define renewable resources.
3. What do you mean by forest resources?
4. Define mining.
5. What is energy resources?
6. Define producer.
7. What do you mean by food chain?
8. Define biodiversity.
9. Define Air pollution.
10. What do you mean by disaster?

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

11. (a) What are the scope of environmental studies?
Or
(b) What is the need for public awareness?
12. (a) What is the use of food resource?
Or
(b) What do you mean by renewable and non-renewable resources?
13. (a) Explain the concept of ecosystem.
Or
(b) Explain the type and characteristic of grass land ecosystem.
14. (a) What are the changes caused by agriculture and over grazing?
Or
(b) What are the effect of modern agriculture?
15. (a) Explain the national and local level of biodiversity at local levels
Or
(b) How endangered affect the biodiversity of India.

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

16. (a) What are natural resource and mention the problem associated with it?
Or
(b) Explain the equitable use of resource for sustainable life style.

17. (a) What are the structure and function of ecosystem?

Or

(b) Explain the feature, structure and function of desert ecosystem.

18. (a) Explain in detail the biogeographical classification of India.

Or

(b) India is a mega diversity nation. Justify.

C-0761

Sub. Code

90113

B.Sc. DEGREE EXAMINATION, NOVEMBER 2019

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 temperature for deep freezer? Expansion of HACCP.
2. What are the major equipments used in large kitchen?
3. What are the fuels used in Kitchen? Which type of fuel most of them used?
4. What are the safety measures need while using knife?
5. Name four Indian breads.
6. Define :
 - (a) Croutons
 - (b) Galantine.
7. Write about different partsfegg and uses.
8. Define bouquet garni.
9. Write about Texture.
10. Give examples of moist heat and fry heat.

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

11. (a) What do you understand by the term “Food Safety”?

Or

- (b) List atleast five safety considerations while handling knife safety.

12. (a) Who is the chef tournant and why he/she is so important?

Or

- (b) What do you understand by trade test?

13. (a) Write recipe and method for Bread rolls.

Or

- (b) Explain :

- (i) Hollandaise
- (ii) Potage
- (iii) Poisson
- (iv) Menu Balancing.

14. (a) Draw a chart showing classification of soup.

Or

- (b) How are the stock classified? Explain.

15. (a) How will you prepare Kadaai gravy? Explain.

Or

- (b) What are the staple food used in Different Region in India?

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Write ten utensils used in Kitchen. Explain.

Or

- (b) List out safety operating procedure of a salamander and deep fat fryer.

17. (a) Write about different cuts of vegetables. How will you control nutrient loss?

Or

- (b) What are the duties and responsibilities of Executive Cho Chef?

18. (a) Recipe and preparation method for vegetable Biryani for 100 pax.

Or

- (b) Write about different types of sauce and explain.

C-0762

Sub. Code

90114

B.Sc. DEGREE EXAMINATION, NOVEMBER 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 Motels.
2. What is off-premises catering?
3. Name few table linens.
4. Name few cutleries.
5. What is called as Brunch?
6. What is called as Supper?
7. What is called as Mis-en-place?
8. Name few room service equipments.
9. Define K.O.T.
10. What are the types of Buffet?

Part B

(5 × 5 = 25)

Answer **all** questions, choosing either (a) or (b).

11. (a) Discuss about Non-commercial catering.

Or

- (b) Explain in detail :

- (i) Food courts
- (ii) Theme parks
- (iii) Sea-catering.

12. (a) Name Ten special equipments and its uses in Food & Beverage Service.

Or

- (b) What are the attributes of a Food & Beverage Service personnel?

13. (a) Explain the different types of menu in detail.

Or

- (b) Discuss about different types of meals in detail.

14. (a) What are the different types of service and explain any two in detail?

Or

- (b) Define :

- (i) Mis-en-scene
- (ii) Mis-en-place.

15. (a) Draw a layout of a Food production and explain in detail.

Or

- (b) What is called as fast-food service and explain in detail?

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Define the term :

(i) Room Service

(ii) Co-operation

(iii) Co-ordination.

Or

(b) Discuss about Room Service and explain in detail.

17. (a) What is welfare catering? Give examples and explain in detail.

Or

(b) What are the departmental relationship with in Food & Beverage and with other departments?

18. (a) Explain the terms :

(i) French Service

(ii) English Service

(iii) Gueridon service

Or

(b) What is called as menu compiling? What are the factors to be considered while compile a menu?

C-0763

Sub. Code

90115

B.Sc. DEGREE EXAMINATION, NOVEMBER 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 Motel.
2. Who is Busboy?
3. What is Downtown hotel?
4. Which hotels generally provide accommodation for longer duration.
5. Who will be a walk-in-guest?
6. Define FOM and AFOM.
7. Expand CP and MAP.
8. What is room tariff card?
9. What is form "F"?
10. What is passport?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) What are the importance of tourism in hotel Industry?

Or

- (b) Define Hotel what are the core areas of Hotel?

12. (a) Write about Standard Classification of Hotel?

Or

- (b) What is resort hotels? Explain.

13. (a) What are the duties and responsibilities of Telephone operators?

Or

- (b) Who is concierge? What are the service provides to the guest?

14. (a) What is standard density chart? Explain.

Or

- (b) Draw a Reservation from for XYZ Hotel.

15. (a) What are the check in procedure of walk in guest?

Or

- (b) Explain check-in procedure of foreign guest.

Part C

(3 × 10 = 30)

Answer All questions.

16. (a) Trace the origin and growth of the hotel Industry in India.

Or

- (b) What are the innovations and contributions of the hotel Chain?

17. (a) Discuss classification of Hotels and other type of lodging.

Or

(b) What are the accommodation available apart from star Hotels? Explain.

18. (a) Hierarchy of front office department explain.

Or

(b) Layout of front office department.

C-0764

Sub. Code

90116

B.Sc. DEGREE EXAMINATION, NOVEMBER 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. Define Floor pantry.
2. What is Amenity?
3. What do you mean by SOP?
4. What are the uses of Room attendant's cart?
5. Define PH scale.
6. What do you mean by linen?
7. Define EPNS.
8. What do you mean by Foam rubber?
9. What is man-made fibres?
10. Define Burning test.

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

11. (a) Explain co-ordination of housekeeping department with maintenance department.

Or

- (b) Draw a layout of housekeeping department in large hotel.

12. (a) Explain the selection process of staff for housekeeping department in a hotel.

Or

- (b) Discuss the four-step training method.

13. (a) How will you store cleaning agents?

Or

- (b) What are the mops used in housekeeping department? Explain.

14. (a) Draw a format of an accident book and who will fill the form?

Or

- (b) Explain co-ordination of housekeeping department F and B department.

15. (a) What is valet service? Explain.

Or

- (b) Explain the following terms.

(i) Vacant room

(ii) Tent card

(iii) Lost and Found

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) What are the qualities required for executive housekeeper? Explain.

Or

- (b) Discuss the steps involved in drawing up duty roster. What are the advantages of using a duty roster?

17. (a) What are the manual and mechanical equipment used in Housekeeping department?

Or

- (b) Explain about key control. What are the different type of key used in housekeeping department?

18. (a) Name some common cleaning agents and explain the uses.

Or

- (b) In Hotel Housekeeping department, how will co-ordinate with other departments?
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C-0765

Sub. Code

90123

B.Sc. DEGREE EXAMINATION, NOVEMBER 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 each 3 examples for South Indian Cuisine and North Indian Cuisine raw materials.
2. Name 5 South Indian Cuisine desserts.
3. Give 6 examples for West Indian Spieces.
4. List out some East Indian dishes.
5. Name 5 popular Tandoor dishes.
6. How do clean the meat mincing machine?
7. Name few Dosa varieties.
8. Name 5 small grains from regional language to English.
9. Name few cold cuts.
10. Name few salad dressing.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain briefly about North Indian cuisine and its spices.

Or

- (b) Explain about Tamilnadu cuisine and its availability of ingredients.
12. (a) Explain about East Indian cuisine and write in detail about its climate conditions

Or

- (b) Explain about West Indian cuisine and write in detail about its geographical location.
13. (a) List out 10 Chettinad cuisine spices and ingredients, write the recipe for Chettinad fish curry.

Or

- (b) Write in detail about the seasoning of a griddle or dosa plate.
14. (a) Explain in detail about Portuguese cuisine and write the recipe for Goa fish curry.

Or

- (b) Explain about:
- (i) Food cost percentage
 - (ii) Maintaining recipe file

15. (a) Explain about:
- (i) Hors d'oeuvres
 - (ii) Mousse
 - (iii) Aspic
- Or
- (b) Explain few equipments and tools for Gardemanger Kitchen.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain in detail about the importance of South Indian cuisine and its ingredients and spices.
- Or
- (b) Explain in detail about Kashmiri cuisine and write the recipe for Kashmiri pulao.
17. (a) Explain in detail about
- (i) Mughal cuisine
 - (ii) Portuguese cuisine
- Or
- (b) Plan a South Indian breakfast menu with 10 dishes along with their accompaniments.
18. (a) Explain in detail about developing new recipes, portion size and portion control.
- Or
- (b) Explain the following:
- (i) Salami
 - (ii) Pate
 - (iii) Sausage
 - (iv) Hors d'oeuvres
 - (v) Terrines

C-0766

Sub. Code

90124

B.Sc DEGREE EXAMINATION, NOVEMBER 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 wake up calls.
2. Define safe deposit boxes.
3. What is errand card?
4. Expand VIP and CIP
5. Define ledger.
6. Define credit monitoring.
7. What is the role of a night auditor?
8. What is post room rates and taxes?
9. What is unpaid account balance?
10. What is collection of accounts?

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

11. (a) Explain in detail about key controls and room key security system.

Or

- (b) Explain in detail about Lost and Found procedures.

12. (a) Draw and explain in detail about errand cards.

Or

- (b) Explain in detail about

- (i) FIT's
- (ii) GIT's
- (iii) VIP's

13. (a) Explain the different types of folios used in front office accounting.

Or

- (b) Explain in detail about Accounts maintenance.

14. (a) Explain in detail about night audit process.

Or

- (b) Explain

- (i) Protection of funds
- (ii) Surveillances and access control
- (iii) Front office security functions.

15. (a) Explain in detail about departure procedures.

Or

- (b) Explain briefly about potential checkout problems.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain in detail about the function of consierge and Bell desk

Or

- (b) Explain in detail about baggage handling procedures.

17. (a) Briefly explain about computer Billings and Maintenance of accounts.

Or

- (b) Briefly explain the different types of reports prepared in front office department.

18. (a) Explain in detail about various checkout settlements.

Or

- (b) Explain in detail about
- (i) Paging the guest
 - (ii) Identifying complaints
 - (iii) Handling complaints
-

C-0767

Sub. Code

90125

B.Sc. DEGREE EXAMINATION, NOVEMBER 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 are the classification of fibers?
2. Define spinning.
3. What are bath linens?
4. Name few linens used in hotels.
5. What is a condemned linen?
6. Who is a linen keeper?
7. What is a laundry agent?
8. What is dry cleaning?
9. Name different kinds of pest.
10. What are the different styles of flower arrangement?

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

11. (a) What is fabrics and identification of fabrics used in the industry?

Or

- (b) What is fiber and classification of fibers?

12. (a) Explain in detail about table linens used in the hotel along with their sizes.

Or

- (b) Define :

- (i) Curtains
- (ii) Bed spreads
- (iii) Up-holstery.

13. (a) What are the duties and responsibilities of a linen room attender?

Or

- (b) What are the various records maintained in the linen room. Explain in detail.

14. (a) Explain in detail about the Industrial laundry.

Or

- (b) What is the role of laundry agent?

15. (a) Explain in detail about principles of flower arrangement.

Or

- (b) Explain in detail about the styles of flower arrangement and the different types of decoration during various of decoration during various occasions.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Write briefly about spinning and yarns and the identifications of fabrics used in the industry.

Or

- (b) Write in detail about the linen purchase specification and calculating materials for soft furnishing.

17. (a) Draw a layout of a linen room and explain in detail.

Or

- (b) Explain in detail about dispatch and delivery of laundry.

18. (a) Explain in detail about wash cycle and the classification of laundry agent.

Or

- (b) Explain in detail about pest, different kinds of pest, its prevention and control methods.

C-0768

Sub. Code

90131

B.Sc. DEGREE EXAMINATION, NOVEMBER 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. What is called as kitchen organisation?
2. Define yield management.
3. Define banquet kitchen?
4. Define satellite kitchen.
5. Define the term larder room.
6. What is called as Pate de foie gras?
7. What is called as menu planning?
8. How will you select the staff for a F and B service outlet?
9. Define the term SOP.
10. Define the term GSM.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain in detail about the allocation of work – job description.

Or

- (b) Explain in detail about the forecasting budgeting.

12. (a) Explain in detail about

- (i) Stand alone restaurant kitchen
(ii) Speciality restaurant kitchen.

Or

- (b) Define the term called kitchen and explain the various types of kitchen in hotel.

13. (a) Explain in detail about CHARCUTIERE and SAUSAGES.

Or

- (b) Define the term

- (i) Brine
(ii) Cures
(iii) Marinades.

14. (a) How to plan a F and B service outlet in detail?

Or

- (b) What are the points to be kept in mind while planning a menu for a coffee shop?

15. (a) Plan a staffing for 150 seats restaurant which will run only for lunch and dinner. Explain it in detail.

Or

- (b) Explain in detail about menu engineering.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain in detail about the (i) production quality and quality control (ii) production planning (iii) production scheduling.

Or

- (b) Draw a layout for a main kitchen and explain it in detail with ventilation, lighting and equipment.
17. (a) What are the different fire extinguishers and explain it in detail about their usages?

Or

- (b) Explain the terms ham, bacon and gammon, and explain in detail about its differences.
18. (a) Explain in detail about the objective of a good layout, calculating space requirement and various set ups for seating.

Or

- (b) Explain:
- (i) Mousse and Mousseline
 - (ii) Aspic and Jellies
 - (iii) Marinades.
-

C-0769

Sub. Code

90132

B.Sc. DEGREE EXAMINATION, NOVEMBER 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. What is the goal of yield management?
2. Define public relations.
3. List out the common software options for various department in a hotel.
4. What is mean by guest test?
5. Define group booking data.
6. Define contract cleaning.
7. Define budget and what are the two types of budget.
8. Write a short note on guest laundry.
9. Define linen hire.
10. What is the role of front office in marketing and sales?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) What is the role of PMS in front office?

Or

(b) Differentiate group booking pace and group booking lead time.

12. (a) Classify - selling.

Or

(b) What are the elements of yield management?

13. (a) What are the brain storm areas of promotions?

Or

(b) List out the eight steps used in Hubbart formula.

14. (a) What are the merits and demerits of contract cleaning?

Or

(b) Explain the role of housekeeping in safety awareness.

15. (a) Explain in detail about linen room and laundry management.

Or

(b) Write a short note on purchasing and stores.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain in detail about ABC selling.

Or

(b) Explain the hubbart formula approach in establishing room rates.

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

Or

(b) What is the role of light and light fittings in Interior decoration? Explain it.

18. (a) Importance of in house security department to effective front office management explain.

Or

(b) How will you prepare a capital budget explain in detail?

C-0770

Sub. Code

90133

B.Sc. DEGREE EXAMINATION, NOVEMBER 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 ageing.
2. What is fining?
3. Name some grapes used to produce champagne.
4. Explain AKVAVIT.
5. Write the uses of bitters.
6. Name some orange flavoured liqueurs.
7. List some of the equipment used for measuring in a Cocktail Bar.
8. Name five international brand names of Rum.
9. List the various French wine classification committee.
10. What are the types of Gin?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) How can you classify wine based on its content?

Or

- (b) What are the factors which influence the character of wine?

12. (a) Explain the major wine region of Italy.

Or

- (b) Differentiate between pot still and pattern still. method of distillation.

13. (a) Write about bottom fermentation and classify them on the above.

Or

- (b) Compile a eight course French classical menu and pair a suitable wine and reason for it.

14. (a) Define proof and Alcoholic strength and explain different scale used in the world.

Or

- (b) Write the service procedure for Fenny, Toddy Grappa, and sake.

15. (a) What are the points to be noted while making a cocktail?

Or

- (b) List the various categories of Rum and Explain.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Short notes on :

- (i) Corked,
- (ii) Sekt
- (iii) Solera
- (iv) Remuoge
- (v) Viticulture.

Or

(b) Explain the different types of whiskey with brand names.

17. (a) Explain about each ingredient in the production of Beer.

Or

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

18. (a) What are the different ways of cocktail making?

Or

(b) Give the recipe, method, garnish and service three vodka based cocktail.

C-0771

Sub. Code

90134

B.Sc. DEGREE EXAMINATION, NOVEMBER 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 administration.
2. Give example of middle level management.
3. Give short note on scientific management.
4. Define controlling.
5. What is MBO?
6. State the limitations of planning.
7. Describe informal leaders with example.
8. Define MBE.
9. What do you mean by human skills?
10. Define LIFO.

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

11. (a) Explain nature of management.

Or

- (b) Write an essay on levels of management.

12. (a) Discuss on the contributions of Henry Fayol to management.

Or

- (b) Give short note on pioneers of management.

13. (a) Describe the steps involved in planning process.

Or

- (b) Briefly explain the process and benefits. of MBO.

14. (a) Explain Maslow's need theory.

Or

- (b) Describe phases of decision making.

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

Or

- (b) Distinguish between manager and executive.

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

16. (a) Distinguish between management and administration.

Or

- (b) Write an essay on evolution of management thought.

17. (a) Briefly explain on:
- (i) Departmentation
 - (ii) Principles of organisation.

Or

- (b) Critically evaluate different leadership theories.

18. (a) Explain in detail on process of control.

Or

- (b) Discuss management as an profession or art or science.

C-0772

Sub. Code

90111

B.Sc. DEGREE EXAMINATION, NOVEMBER 2019

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. Define double entry system.
2. What is subsidiary book?
3. What is depreciation?
4. What is trial balance?
5. Definition of cost.
6. Define balance sheet.

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Write the five format of journal entries.
8. What are the advantages of double entry system?
9. What are the different types of subsidiary books?

10. What are the types of errors?
11. Prepare single column cash book of Mr. Kumaran

	Rs.
1.1.2015 Started business with capital	10,000
3.1.2015 Purchase of goods	500
6.1.2015 Sold goods	1,700
8.1.2015 Cash received from siva	3,500
10.1.2015 Bought furniture	200
15.1.2015 Paid salary	250
25.1.2015 Received commission	750

12. Preparation of trading account

	Rs.
Opening stock	12,500
Closing stock	45,000
Purchase	86,000
Sales	1,89,000
Purchase return	13,800
Sales return	14,000
Wages	16,000
Carriage inwards	700

Part C

(1 × 10 = 10)

Compulsory

13. From the details you are required to prepare balance sheet of Mr. Arunkumar

	Rs.		Rs.
Capital	72,000	Interest	2,590
Creditors	17,440	Insurance	834
Bills payable	5,054	Machinery	20,000
Sales	1,56,314	Stock (1.1.2004)	19,890
Loan	24,000	Purchase	1,24,184
Debtors	7,770	Wages	8,600
Salaries	8,000	Building	47,560
Discount	2,000	Furniture	32,310
Postage	546	Value of goods in hand	
Bad debts	547	(31.1.2004)	28,600

C-0773

Sub. Code

90112

B.Sc DEGREE EXAMINATION, NOVEMBER 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. Explain the need for personality.
2. Define dumb charades.
3. What do you mean by dynamics role play?
4. List out managerial skill.
5. Describe Nelson Einstein's child hood life.
6. List out three ego states in transactional Analysis.

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Explain the mechanisms of developing personality.
8. Write an essay on verbal and non-verbal communication.

9. Discuss in detail on etiquette and manners.
10. Describe the basic concepts of management.
11. Write an essay on life history of Mother Teresa.
12. Elucidate the concept of transactional analysis.

Part C

(1× 10 = 10)

Compulsory

13. Assume you are the chief guest for an International Conference, Describe your preparation and how will you encounter the situation?

C-0774

Sub. Code

90113

B.Sc. DEGREE EXAMINATION, NOVEMBER 2019

First year

Catering and Hotel Administration

BASIC FOOD PRODUCTION AND PASTISSERIE

(Upto 2015 Batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. Expand the terms FIFO and LIFO.
2. Write four aims of Cooking.
3. Name two thickening agents used in Indian Cookery.
4. Name any four types of Sugar.
5. List five cuts of vegetables.
6. What are the mother sauces?

Part B

(4 × 8 = 32)

Answer any four questions.

7. Explain in details about HACCP temperature standards.
8. Draw the layout at a five star hotel kitchen.

9. Give the different types of fish.
10. Methods of Cooking and explain one in brief.
11. Draw the cuts of lamb and label its parts.
12. Write in detail about the bread making methods.

Part C

(1 × 10 = 10)

Compulsory

13. Classification equipments used in kitchen.

C-0775

Sub. Code

90114

B.Sc. DEGREE EXAMINATION, NOVEMBER 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. List out any three forms of catering under restricted market.
2. What are / which are the three main supporting departments for food and beverage department?
3. List out any three types of crockery and their size.
4. Define plat du jour.
5. Write in brief about free flow cafeteria service.
6. Define the following :
 - (a) Voucher
 - (b) No charge
 - (c) Deferred account.

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. List out the cover laying procedures prior to guest arrival.
8. What are steps involved in menu compiling?
9. List out the advantages and limitations of American service.
10. List out the tasks carried out by the stewarding department.
11. What are the important qualities required for food and beverage staff? Explain briefly.
12. Explain the following :
 - (a) Food courts
 - (b) Rotisserie
 - (c) Bristo
 - (d) Carvery.

Part C

(1 × 10 = 10)

Compulsory.

13. Explain in detail the various methods of making coffee.
- _____

C-0776

Sub. Code

90115

B.SC DEGREE EXAMINATION, NOVEMBER 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. What are the types of tourism? Explain.
2. What is Franchise?
3. What is guest cycle?
4. What is upselling?
5. Mention few potential reservation problems.
6. Write the importance of reservation.

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Classify and explain hotels depending upon their location.
8. Write the duties and responsibilities of a "Receptionist"
9. Write the types of reservation with a help of a flow chart.

10. Explain the registration process of VIP Guests.
11. Explain the modes of reservations.
12. Classify the hotels based on:
 - (a) Length of guest
 - (b) Facilities they offer.

Part C

(1 × 10 = 10)

Compulsory

13. Draw the hierarchy chart of front office department of a hotel with 300 rooms.
-

C-0777

Sub. Code

90116

B.Sc. DEGREE EXAMINATION, NOVEMBER 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. Write down some activities of housekeeping deck.
2. Mentioned few qualities of housekeeping staff.
3. Mention few areas that comes under periodic cleaning.
4. Mention few special services provided by house keeping.
5. Write about the cleaning procedures for
 - (a) Granite
 - (b) Marbles
 - (c) Wood
 - (d) Ceramic files
6. What is a floor pantry? Draw its layout in the guest floor.

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Explain the role of house keeping in hospitality industry.
8. What are the duties and responsibility of
 - (a) Executive house keeper
 - (b) Deputy house keeper
9. Draw the Maids cart? Label and explain it.
10. Explain any Eight types of guest room.
11. Write the cleaning procedures for
 - (a) Lobby
 - (b) Swimming pool
12. Step down the procedure for Bed making.

Part C

(1 × 10 = 10)

Compulsory.

13. You are the executive house keeper of your hotel. You have received some complaints about the cleaning standard of the house keeping staff. How will you find the training need identification [TNI] and solve the complaint.

C-0778

Sub. Code

90117

B.Sc., DEGREE EXAMINATION, NOVEMBER 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: Hardware.
2. How will you format and label disk.
3. How will you create shortcuts and use Help in Windows?
4. Explain the use of function keys.
5. Explain the method of cut, copy and paste block in MS-Word
6. What is the use of Undo and Redo in MS-Word.

Part B

(4 × 8 = 32)

Answer **any Four** questions

7. Explain the classification of a computer with its merits and demerits.
8. Explain any four external MS DOS commands.

9. Write short note:
 - (a) Multimedia
 - (b) Booting windows
10. Narrate the use of control panel and its features.
11. Discuss about Spell Checker in a document.
12. Elucidate the following:
 - (a) Page Numbering.
 - (b) Page Formatting.
 - (c) Setting Paper size.
 - (d) Printing in different orientations.

Part C

(1 × 10 = 10)

(Compulsory)

13. Discuss about various types of input and output devices with neat diagram.
-

C-0779

Sub. Code

90121

B.Sc DEGREE EXAMINATION, NOVEMBER 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. What is Administration?
2. What you mean by Organization?
3. What is Departmentation?
4. Define Span of control.
5. What is communication?
6. What is Marketing Management?

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. What are the levels of Management?
8. What are the process of Management?
9. What is Formal and Informal leader?

10. What are the Functions of Management?
11. What are the Importance of planning?
12. Explain the Role of manager.

Part C

(1 × 10 = 10)

(Compulsory)

13. Discuss the difference theories of leadership.
-

C-0780

Sub. Code

90122

B.Sc. DEGREE EXAMINATION, NOVEMBER 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. Define marketing.
2. Meaning of media planning.
3. What do you mean by segmentation?
4. Define promotion.
5. What is merchandising?
6. Do you know about advertising?

Part B

(4 × 8 = 32)

Answer **any FOUR** questions.

7. What are the importances of sales?
8. Different between marketing and market.
9. Explain the objective of marketing.

10. Write short notes on:
 - (a) Presentation sales
 - (b) Telephone sales
 - (c) Presentation sales.
11. Explain the marketing Audit.
12. What are the Duties and Responsibilities of sales manager?

Part C (1 × 10 = 10)

Compulsory

13. Discuss the different sales techniques.
-

C-0781

Sub. Code

90123

B.Sc. DEGREE EXAMINATION, NOVEMBER 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. Meaning of guest Reservation.
2. What is patron?
3. What is the meaning of Handling mail for guests?
4. What are the liabilities for Restaurant?
5. What is License?
6. Meaning of Catering establishment Act?

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. What are the mode of Reservation and its Explain.
8. Explain the duty to project Guests.
9. How do you proceed with “Lost and found” articles?

10. What are the statutory Limits on hotel liability?
11. What are the License and permits need for Hotel?
12. Explain the Food adulteration act in detail.

Part C (1 × 10 = 10)

(Compulsory)

13. Write down the importance of Consumer protection act in details.

C-0782

Sub. Code

90124

B.Sc. DEGREE EXAMINATION, NOVEMBER 2019

Second year

Catering And Hotel Administration

HOUSEKEEPING AND FACILITIES MANAGEMENT

(upto 2015 batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. How do you classify fibre?
2. Draw the layout of linen room?
3. What is the use of pitt scale in laundry?
4. What are the guidelines for removing stains?
5. Define pest and its types?
6. What is Ikebana

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Briefly explain the different methods of constructing fibres.
8. Write shot notes on:
 - (a) Linen hire
 - (b) Upholstery
 - (c) Marking
 - (d) Monogramming

9. Define stains and list out the guidelines used for removing stains.
10. Write short note on stock taking.
11. What is the role of housekeeping in pest control?
12. What is the principle of flowers arrangement?

Part C

(1 × 10 = 10)

Compulsory

13. You are appointed as a executive housekeeper for a 100 room property which is going to be opened. Shortly your management has requested you to take a decision whether to purchase the linen or hire the linen for the guest room. Discuss
-

C-0783

Sub. Code

90125

B.Sc. DEGREE EXAMINATION, NOVEMBER 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. Write a brief note about guest account and Non – guest account.
2. What do you understand by credit monitoring?
3. Write short notes on
 - (a) Vouchers
 - (b) Ledgers.
4. Write the full form of F.IT, G.IT, V.I.P.
5. What is errand card?
6. What is Paging?

Part B

(4 × 8 = 32)

Answer **any four** questions.

7. Write role of the night Auditor.
8. What is Concierge? What all responsibilities accomplished by it?
9. Discuss the baggage handling procedure for of F.IT, G.IT, V.I.P.
10. What is business center? Write the function of business center.
11. Discuss the various types of complaints.
12. Write about the various types of safe deposit box.

Part C

(1 × 10 = 10)

(Compulsory)

13. Imagine you are the F.O.M. of hotel ABC. One group of hundred people is about to arrive. But their rooms are not ready and you have 2 G.R.A. of morning shift. Afternoon nobody was present as per E.H.K.'s instruction. How will you handle this situation?

C-0784

Sub. Code

90126

B.Sc. DEGREE EXAMINATION, NOVEMBER 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. Define the following
 - (a) Stalk
 - (b) Pulp
 - (c) Skin
2. What is Vin de pays?
3. Define the following terms
 - (a) Extra sec
 - (b) Demi doux
 - (c) Brut
4. List out any three types of port.
5. Write in brief how beers are classified according to their alcohol strength.

6. Explain in brief the following
- (a) Bas Argmanac
 - (b) Grand Champagne
 - (c) Three star

Part B

(4 × 8 = 32)

Answer **any four** questions.

7. Write a note on the production Armagnac based on the following:
- (a) Base wine and distillation
 - (b) Ageing and blending
 - (c) Brand names.
8. With the help of a flow chart explain the production of Dutchgin and London dry gin.
9. List out the various categories of Rum.
10. Explain in detail the production of liqueurs.
11. With the help of a flow chart explain the beer manufacturing process.
12. What is Solera system? Explain

Part C

(1 × 10 = 10)

Answer **all** questions.

13. As a bar manager of a new hotel how will set/establish the standard operating procedures (SOP) for successful bar operations.

C-0785

Sub. Code

90127

B.Sc. DEGREE EXAMINATION, NOVEMBER 2019

Second Year

Catering and Hotel Administration

CULINARY ARTS AND TECHNIQUES

(Upto 2015 batch)

Time : Three Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. What are the states comes under West Indian Cuisine?
2. Explain about Hydrabadi cuisine?
3. Briefly explain about south Indian cuisine.
4. What is panch poran?
5. What is Balchao?
6. Give the Recipe of Garam Masala and sambar Masala.

Part B

(4 × 8 = 32)

Answer **any FOUR** questions,

7. Discuss the speciality Indian cusine of Hydrabadi.
8. Write about the festival foods of Kerala.
9. Discuss the speciality Indian cusine of Brahmins.

10. Explain detail about Goa cuisine.
11. Explain detail about Tamil Nadu and karnataka cuisine.
12. Explain about British influence in India.

Part C (1 × 10 = 10)

Compulsory.

13. You are the executive chef of a 5 star hotel plan a menu for the up coming new hotel.
-

C-0786

Sub. Code

90128

B.Sc. DEGREE EXAMINATION, NOVEMBER 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. Write the steps to find and replace the text?
2. What is Undo and Redo?
3. How can you change the text alignment?
4. Write the features of MS Excel.
5. How can we insert today's date and time in MS Excel?
6. Write the steps to save and close a slide presentation in power point.

Part B

(4 × 8 = 32)

Answer **any FOUR** questions.

7. What is mail merge? Explain.
8. Explain paragraph formatting options available in MS words.

9. Briefly explain different views in MS Excel.
10. List and explain any four functions in MS Excel.
11. Write the steps for creating a power point presentation for Menu Card in a Hotel
12. Explain about slide transition.

Part C (1 × 10 = 10)

Compulsory

13. What is a chart and explain the steps involved in inserting a chart in Excel.
-

C-0787

Sub. Code

90131

B.Sc. DEGREE EXAMINATION, NOVEMBER 2019

Third Year

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. Define – Hubbart formula.
2. Write short notes an measuring yield.
3. What is incentive programmes?
4. Expand C.R.M and write about attributes of C.R.M.
5. Define: P.M.S.
6. Write a short notes an room key security.

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Explain about importance of forecasting and budgeting in front office department.
8. What is yield? Explain about measuring yield.

9. Explain in detail about training programme for point of sale front office.
10. Discuss about P.R. Vs advertisement.
11. What are the selection of common software options?
12. Explain about importance of security department and differentiate. In house security department and contracted security service.

Part C (1 × 10 = 10)

Compulsory

13. Mr. X has launched a five star hotel in Chennai. It is situated in near to the airport. To Promote his business, give some ideas to attract the guest and attributes of front office staff.
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C-0788

Sub. Code

90132

B.Sc. DEGREE EXAMINATION, NOVEMBER 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 an interview?
2. What are the types of budget?
3. What is performance appraisal?
4. Write the points to be kept in mind for interior designing.
5. Mention few window treatment.
6. What is a Linen Room?

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. What is an induction? How would you plan an induction programme?
8. What are the merits and demerits of leasing?

9. What is contract cleaning? What are its advantages and disadvantages.
10. How to conduct an exit interview?
11. What are the factors affecting interior designing?
12. Explain about few first aid procedure by the house keeping department.

Part C

(1 × 10 = 10)

Compulsory.

13. You are been appointed as a executive housekeeper of 5-Star hotel. How will you plan a three days induction programme for freshers in your department.
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C-0789

Sub. Code

90133

B.Sc. DEGREE EXAMINATION, NOVEMBER 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. Define Tourism Management.
2. What do you mean by international market?
3. What is International Airlines?
4. Define religious Tourism.
5. List out various theme resort in Tamilnadu.
6. What is rural tourism?

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. What is the role of private sector in tourism industry?
8. Write a brief note on non visa countries.
9. Explain the function of travel agency.

10. Briefly explain about hill resort with suitable examples.
11. Write a note on tourist important place in Andhra Pradesh.
12. Write a brief note on food tourism.

Part C

(1 × 10 = 10)

Compulsory

13. Explain the need for national airline and international airline coming to India.
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C-0790

Sub. Code

90134

B.Sc. DEGREE EXAMINATION, NOVEMBER 2019

Third Year

Catering and Hotel Administration

HUMAN RESOURCE MANAGEMENT

(Upto 2015 batch)

Time : Three Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. What is HRM and HRD.
2. What is Recruitment.
3. Define performance Appraisal.
4. Meaning of salary and administration.
5. What is tripartite and Bi-partite
6. Do you know about HRIS?

Part B

(4 × 8 = 32)

Answer **any FOUR** questions.

7. What are the different role of HRM.
8. Explain the types of Interview.
9. Discuss different methods of training.

10. Write short notes on:
 - (a) Induction
 - (b) Training
 - (c) Job satisfaction.
11. Explain the barriers of collective Bargaining.
12. What are the difference between HRM and personnel Management?

Part C (1 × 10 = 10)

Compulsory

13. Discuss the role of trade union in the Indian scenario.
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C-0791

Sub. Code

90135

B.Sc. DEGREE EXAMINATION, NOVEMBER 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. Explain in brief about Gueridon service with any one example.
2. What are the License to be applied to run a bar and Explain it in brief?
3. What are the objectives of Beverage control?
4. What is a menu and name various types of menu?
5. Mention various factors involves in designing and planning a restaurant?
6. What is coffee bar and tea boutique?

Part B

(4 × 8 = 32)

Answer **any FOUR** questions.

7. Draw the diagram of Gueridon trolley and explain it with special equipments used in it?
8. What is Book of accounts and how it is used?

9. Write the Advantages and Disadvantages of each menu.
10. Write the duties and responsibilities of banquet manager captain and steward.
11. How to plan and design the infrastructure of Restaurant and mention all the points involved?
12. Draw and Explain in detail about formal and Informal Banquet layout?

Part C

(1 × 10 = 10)

Compulsory

13. Draw and Explain the organization structure of Banquet department with each individuals duties and responsibilities.
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C-0792

Sub. Code

90136

B.Sc.DEGREE EXAMINATION, NOVEMBER 2019

Third Year

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. Define Recipe.
2. What is Mousse?
3. Define Menu.
4. What do you mean by high tea?
5. Write any three function of a sous chef.
6. Explain parfait.

Part B

(4 × 8 = 32)

Answer any **FOUR** questions.

7. Explain the importance of standard portion and portion control.
8. Name any 10 Equipments used in Gardemanger with its uses.

9. Explain any 5 Types of pastas.
10. Briefly explain Menu engineering.
11. Explain the duties responsibilities of chef de cuisine.
12. Explain the methods of making bread.

Part C (1 × 10 = 10)

Compulsory

13. Write the recipe for any two-mother sauce with 3 derivatives.

C-0793

Sub. Code

90137

B.Sc. DEGREE EXAMINATION, NOVEMBER 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. What are the characteristics of MIS?
2. What are different types of computers?
3. List any two types of data in MS-Access.
4. What are the problems with existing manual database?
5. How will you use expressions in generating reports?
6. Define key and index.

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Briefly explain the role of computers in Production Management.
8. Explain in detail about desktop publishing system.

9. Discuss in detail about creating various types of charts in spread sheet. Give examples.
10. How will you create, modify and delete table using MS-Access? Explain.
11. Discuss in detail about creating, copying, saving and renaming queries with suitable examples.
12. How will you create and modifying forms? Give example.

Part C

(1 × 10 = 10)

Compulsory

13. Explain in detail about steps to create a Sales MIS reports for Catering and Hotel Administration including registration, item order, billing details with its features, merits and demerits.
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