

C-3128

Sub. Code

90113

B.Sc. DEGREE EXAMINATION
CATERING AND HOTEL ADMINISTRATION
APRIL 2021 EXAMINATION
&
APRIL 2020 ARREAR EXAMINATION
First Semester
BASIC FOOD PRODUCTION AND PATISSERIE
(2018 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Brief on personal hygiene.
2. Write the uses of greens in a kitchen.
3. What are the types of cooking fuels?
4. Name any four cuts of vegetables.
5. Define the term 'Roasting'.
6. Name few ingredients specially used in Thai cuisine.
7. Write the uses of Garnishing.
8. What is cheese?

9. Define the term 'fermentation'.
10. What is meringue? Write its uses.

Part B

(5 × 5 = 25)

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

11. (a) Write note on food and its relation to health.

Or

- (b) What is protein? Write the role of proteins.

12. (a) Write the procedure on care and maintenance of kitchen equipments.

Or

- (b) Draw the diagram of fish cuts.

13. (a) Describe on Asian cuisine and the similarity of ingredients used.

Or

- (b) Explain on modern cuisine and day to day popular dishes.

14. (a) Elaborate on classification of soups.

Or

- (b) Write the recipe of 'Brown sauce' and its uses.

15. (a) Explain on various fats used in Bakery.

Or

- (b) List out the types of bread-dough followed in bakery industries.

Part C

(3 × 10 = 30)

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

16. (a) Explain in detail on 'HACCP' principles.

Or

- (b) Describe on types of fuels and specific usages.

17. (a) Draw and explain neatly on cuts of 'Beef'.

Or

- (b) Elaborate on various methods of cooking.

18. (a) Match the food terms.

- | | |
|----------------------|---|
| (i) Mirepoix | (a) Grains [rice] merge with the cooking liquid |
| (ii) Bouquet garni | (b) Grated parmesan cheese |
| (iii) Tartare sauce | (c) Rich fresh Italian cheese |
| (iv) Mornay sauce | (d) Cranberry sauce |
| (v) Minestrone soup | (e) Roushly cut vegetables |
| (vi) Sodium benzoate | (f) Fish Colbert |
| (vii) Roast turkey | (g) Bundle of Fresh herbs |
| (viii) Ricotta | (h) Preservatives |
| (ix) Consomme | (i) Mint chutney |
| (x) Risotta | (j) Bechamel sauce + cheese |
| | (k) Thin clarified soup |

Or

- (b) Give short answers :

- (i) Croissants
- (ii) Baguettes
- (iii) Vol au vent
- (iv) Plum cake
- (v) Black forest.

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B.Sc. DEGREE EXAMINATION
CATERING AND HOTEL ADMINISTRATION
APRIL 2021 EXAMINATION
&
APRIL 2020 ARREAR EXAMINATION
First Semester
BASIC FOOD AND BEVERAGE SERVICE
(2018 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What is F and B service?
2. Who is Chef d'etage?
3. What are called aerated drinks?
4. What is cruet set?
5. What is a earthenware?
6. Name any four examples of breakfast rolls.
7. Differentiate between table d' hote and a la carte.
8. Write uses of caviar knife and cheese knife.

9. What is milk shake?
10. What is buffet?

Part B

(5 × 5 = 25)

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

11. (a) Write the types of catering establishments with examples.

Or

- (b) Discuss about the other organizations of F and B department.

12. (a) Write a note on room service and banquet service.

Or

- (b) Discuss the uses of special equipments used for food service.

13. (a) List out the classical French menu – 13 courses.

Or

- (b) Write the types of cover set ups for continental and English menu.

14. (a) Write the classification of beverages with examples.

Or

- (b) What is high tea? State its service procedure.

15. (a) Briefly explain the booking procedure with forms for function of the day.

Or

- (b) Explain the types of buffet services.

Part C

(3 × 10 = 30)

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

16. (a) Elaborate the job description for Maitred hotel and Chef de rang.

Or

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

17. (a) Write about the equipments and furniture used in restaurant.

Or

- (b) Explain the types of menus with examples.

18. (a) Explain the types of functions with buffet settings.

Or

- (b) Discuss the factors affecting meal planning.

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90115

B.Sc. DEGREE EXAMINATION
CATERING AND HOTEL ADMINISTRATION
APRIL 2021 EXAMINATION
&
APRIL 2020 ARREAR EXAMINATION
First Year
BASIC FRONT OFFICE OPERATION
(2016 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define the term "International Tourism".
2. What is Tour Brochure?
3. Expand : UNWTO.
4. What is Eco-Tels?
5. Name any four foreign currencies.
6. Define the term "Rack Rate".
7. What is "No Show"?
8. Expand : GIT.
9. What is Log book?
10. Expand : SPATT.

Part B

(5 × 5 = 25)

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

11. (a) Write the important components of Tourism.

Or

- (b) Write short notes on “Handicrafts”.

12. (a) Write the classification of Hotels based on its size.

Or

- (b) List down the top best heritage hotels in India.

13. (a) Write the main functions of Front Office Department.

Or

- (b) Mention the various types of meal plan available in India.

14. (a) Write the various sources of Reservation.

Or

- (b) State the Benefits of Guest History.

15. (a) Draw a Guest Registration Card Template.

Or

- (b) Write short note on “Self Registration”.

Part C

(3 × 10 = 30)

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

16. (a) Explain the various Forms of Tourism.

Or

- (b) Narrate the History of Hotel Industry in India.

17. (a) Describe the job description of Front Office Cashier.

Or

- (b) Examine the group reservation process in detail.

18. (a) Explain the Registration Process in Hotel.

Or

- (b) Discuss the various methods of Bill Settlement in Hotel Industry.

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90123

B.Sc. DEGREE EXAMINATION
CATERING AND HOTEL ADMINISTRATION
APRIL 2021 EXAMINATION
&
APRIL 2020 ARREAR EXAMINATION
Second Semester
BASIC FRONT OFFICE OPERATIONS
(2018 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What are the types of tourism? Explain.
2. Mention few benefits of tourism.
3. What is a down-town hotel?
4. What is franchise?
5. What is meal plan? Explain.
6. What is end of the day?
7. What is seasonal rate?
8. What is guest cycle?

9. What is upselling?
10. What is overstay?

Part B

(5 × 5 = 25)

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

11. (a) Explain about any one tourist place in India.

Or

- (b) Explain hotels according to their level of service.

12. (a) Mention the duties and responsibilities of a “BELL BOY”.

Or

- (b) Explain the various types of meal plans.

13. (a) Mention and explain the attributes of a front office personnel.

Or

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

14. (a) Draw the flow chart of sources of reservation.

Or

- (b) Explain (i) OOO, (ii) OTA, (iii) HRACC, (iv) FHRAI, (v) FIT, (vi) TOA, (vii) CVV, (viii) PMS, (ix) POS, (x) CVGR.

15. (a) Draw the formats : (i) C Form (ii) GRC.

Or

- (b) Draw the front office tasks for check-in of a walk-in guest with the help of a flow chart.

Part C

(3 × 10 = 30)

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

16. (a) Explain in detail about the development and growth of hotel industry in India.

Or

- (b) Draw the classification of hotels through a tabular column.

17. (a) Draw the hierarchy chart of front office department.

Or

- (b) Explain the classification of hotel depending upon “ownership”.

18. (a) Explain the reservation records.

Or

- (b) Explain the pre-registration and check-in procedures of a group.

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B.Sc. DEGREE EXAMINATION
CATERING AND HOTEL ADMINISTRATION
APRIL 2021 EXAMINATION
&
APRIL 2020 ARREAR EXAMINATION
Second Semester
BASIC ACCOMMODATION OPERATION
(2018 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Who is executive house keeper?
2. What is maids trolley?
3. What is the full form of DND?
4. What is the role of GRA?
5. Justify frequency.
6. What is godowns?
7. Give some examples of the area which comes under daily cleaning.
8. What is lost and found in housekeeping department?
9. Define vacant room.
10. What is crib?

Part B

(5 × 5 = 25)

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

11. (a) Draw the lay out of the housekeeping department and explain the role of each section.

Or

- (b) Discuss in details the function of housekeeping department.

12. (a) Explain how frequency cleaning is organised in a hotel.

Or

- (b) What are the attributes, in your opinion, are absolutely essential in housekeeping staff? Justify your answer.

13. (a) What role does desk control department play in housekeeping operation?

Or

- (b) In what way can information technology system be utilised in housekeeping operation?

14. (a) Discuss the aspect of cooperation between front office and housekeeping for smooth and efficient function of room division in a hotel.

Or

- (b) Give five examples of manual equipment and describe them briefly.

15. (a) What are the points to be considered by the executive housekeeper while selecting equipment for the property?

Or

- (b) Write the standard operating procedure for cleaning a guest room.

Part C (3 × 10 = 30)

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

16. (a) What are the department that housekeeping has to coordinate in the hotel industry and why?

Or

- (b) List the principle of cleaning stating the repercussion of violating these principles.

17. (a) What role does housekeeping play in making guest stay in a hotel a memorable experience?

Or

- (b) Draw an organization chart of housekeeping department of a large 5 star hotel with 600 guest room having a laundry premises.

18. (a) Explain the duties of
(i) Floor supervisor
(ii) Laundry manager
(iii) Public area attendant
(iv) House man
(v) Tailor.

Or

- (b) Write the standard operating procedure for dealing with the lost and found items.

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B.Sc. DEGREE EXAMINATION
CATERING AND HOTEL ADMINISTRATION
APRIL 2021 EXAMINATION
&
APRIL 2020 ARREAR EXAMINATION
Third Semester
ADVANCED FOOD PRODUCTION
(2018 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define additives and mention their role.
2. Write on 'Short crust pastry'.
3. List out the dishes of hors d'oeuvre.
4. Write the French term for the given terms.
 - (a) Roast beef
 - (b) Appetizer
 - (c) Prawn/shrimp cocktail
 - (d) Pork.
5. Define the term 'Chilli carne corn'.
6. Write any four popular pasta items.
7. Brief on Chaudfroids.
8. Give short brief on "Salade Nicoise".

9. Write the accompaniments for “Roast Duck”.
10. Write the activities of a chef departie towards main kitchen.

Part B

(5 × 5 = 25)

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

11. (a) Write the importance of WHO standards.

Or

- (b) Explain on various types of sponge cake.

12. (a) Describe the preparation of ‘pastas’.

Or

- (b) Explain the various methods of French cuisine.

13. (a) List out Glossary terms followed in Italian cuisine.

Or

- (b) Write the recipe of ‘Sushi’.

14. (a) Explain the role of ‘Grade manger’ department of Five Star Hotel.

Or

- (b) Describe the principles of making Sandwiches.

15. (a) Write the factors to be considered while planning diet menu.

Or

- (b) Describe the preparation of Pommes Elizabeth and Pomme Persils.

Part C

(3 × 10 = 30)

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

16. (a) Elaborate on various types of Icing.

Or

- (b) Write the recipe of 'Lobster Thermidor'.

17. (a) Give the explanation and write the recipe of 'Paella'.

Or

- (b) Write the duties and responsibilities of Garde Manger Chef.

18. (a) Describe the steps involved in making of Galantines.

Or

- (b) Match the following terms.

- | | |
|-------------------------|------------------------------|
| (i) Pates, Terrines | (a) Shellfish soup-France |
| (ii) Ravioli | (b) Profiteroles, Éclairs |
| (iii) Lobster bisque | (c) Mexican sausage |
| (iv) Consommé royal | (d) Stuffed pasta |
| (v) Dindon Rôti | (e) Executive chef |
| (vi) Chorizo | (f) Cubes of savoury custard |
| (vii) Choux pastry | (g) Hors d'oeuvres |
| (viii) Chef de cuisine | (h) Cold cuts |
| (ix) Horse radish sauce | (i) Eiabatta |
| (x) Melon, caviar | (j) Cranberry sauce |
| | (k) Roast beef |

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B.Sc. DEGREE EXAMINATION
CATERING AND HOTEL MANAGEMENT
APRIL 2021 EXAMINATION
&
APRIL 2020 ARREAR EXAMINATION
Third Semester
ADVANCED FOOD AND BEVERAGE SERVICE
(2018 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define – Vine.
2. Mention any five types of red grapes.
3. What is beer?
4. Name any five brand names of beer.
5. Define – bar.
6. What is feni?
7. What is cocktail?
8. List any five types of equipments used in bar.
9. Define – Tobacco.
10. What is cigar?

Part B

(5 × 5 = 25)

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

11. (a) Describe a note on the good quality wine.

Or

- (b) Write a note on fortified wine.

12. (a) Brief the manufacturing process of brandy.

Or

- (b) What do you mean by proof system? Describe.

13. (a) Give a short note on Feni.

Or

- (b) Write the manufacturing process of spirit.

14. (a) Explain the various types of equipments used in bar.

Or

- (b) Brief the terms that are used in cocktail

(i) Dash

(ii) On the rocks.

15. (a) Write about various brand names of cigar with its manufacturing countries.

Or

- (b) Describe the side effects of cigars to a human body.

Part C

(3 × 10 = 30)

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

16. (a) Explain the classification of wines.

Or

- (b) Elaborate the classification of beer with its various styles.

17. (a) Distinguish in detail between pot still distillation and patent still distillation.

Or

- (b) Explain the history and manufacturing of vodka and give any five brand names of vodka with its countries.

18. (a) Sketch the layout of bar and elaborate the different types of bar.

Or

- (b) Give any two cocktail recipe from whisky with its ingredient and method of preparation.

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B.Sc. DEGREE EXAMINATION
CATERING AND HOTEL ADMINISTRATION
APRIL 2021 EXAMINATION
&
APRIL 2020 ARREAR EXAMINATION
Third Semester
NUTRITION AND FOOD SCIENCE
(2018 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define health.
2. What are vitamins?
3. Mention the energy derived from the three macronutrients.
4. What is BMR?
5. Give two examples each for di and poly saccharides.
6. Define lipids.
7. What are the dietary sources of niacin?

8. Define water.
9. What is a balanced diet?
10. What is QFP?

Part B

(5 × 5 = 25)

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

11. (a) Give the physiological functions of food.

Or

- (b) Define and classify nutrients.

12. (a) Enumerate the factors affecting energy requirements of an individual.

Or

- (b) Write a note on thermodynamic action of food.

13. (a) Discuss the functions of carbohydrates.

Or

- (b) Give the classifications of proteins based on amino acid composition.

14. (a) Describe the functions of vitamin E.

Or

- (b) Explain the role of water in maintenance of health.

15. (a) Highlight the importance of consuming a healthy diet.

Or

- (b) Give the RDA for pregnant woman.

Part C

(3 × 10 = 30)

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

16. (a) What is energy balance? What are the ill effects of overweight?

Or

- (b) Enumerate the role of dietary fibre in health and disease.

17. (a) Discuss the significance of fatty acids in maintaining health.

Or

- (b) What are the methods of improving the protein quality of the diet?

18. (a) Write about the sources, functions and significance of vitamin A and iodine.

Or

- (b) Write about the sources, functions and significances of vitamin C and iron.

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B.Sc. DEGREE EXAMINATION
CATERING AND HOTEL ADMINISTRATION
APRIL 2021 EXAMINATION
&
APRIL 2020 ARREAR EXAMINATION

Fourth Semester

ADVANCED ACCOMMODATION OPERATION

(2018 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Write a short note on fabric.
2. What are purposes of fabric in hotel?
3. What are the specifications needed for purchasing linens?
4. What are the records maintained in linen room?
5. Write a short note on condemned linen.
6. What are the various areas affected by pest?
7. Write a short note on Thebana.

8. Write the purpose of flower arrangement.
9. Define dry cleaning.
10. What is meant by marking and monogramming?

Part B

(5 × 5 = 25)

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

11. (a) Explain :
 - (i) Spinning
 - (ii) Yarns
 - (iii) Twist
 - (iv) Weaving
 - (v) Bonding.

Or

(b) Classify linen and explain in detail.
12. (a) What is linen hire? Explain the advantages and disadvantages of it.

Or

(b) Draw the layout of linen room and write some equipments used in linen room.
13. (a) What is stock taking? Explain the procedures and records followed in stock taking.

Or

(b) What are the duties and responsibilities of linen keeper?
14. (a) Classify laundry agents and Explain its uses.

Or

(b) What is flower arrangement? Explain various styles of flower arrangement.

15. (a) Classify pests and explain its methods of prevention commonly used in star hotels.

Or

- (b) Write on short note on sewing room.

Part C

(3 × 10 = 30)

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

16. (a) Draw the layout of laundry and write the dispatch and delivery procedures in laundry.

Or

- (b) What are the different stages in wash cycle explain it?

17. (a) What are the merits and demerits of off premises laundry?

Or

- (b) Write the duties and responsibilities of laundry staff.

18. (a) Explain the principles of flower arrangement and explain it.

Or

- (b) Explain the measures to be taken to control the pest.

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B.Sc. DEGREE EXAMINATION
CATERING AND HOTEL ADMINISTRATION
APRIL 2021 EXAMINATION
&
APRIL 2020 ARREAR EXAMINATION
Fourth Semester
ADVANCED FRONT OFFICE OPERATION
(2018 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define concierge.
2. Draw a wakeup call register format.
3. What is travel agent voucher?
4. Write the formula for calculating the occupancy percentage.
5. Explain attitudinal complaints.
6. How are the no-shows verified?
7. Define zero-out.
8. How to handle debit card payment?
9. List different taxes charged in front office.
10. Explain different paging system.

Part B

(5 × 5 = 25)

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

11. (a) Discuss the role of the front office in a hotel.

Or

- (b) Describe the various types of room keys in front office.

12. (a) Bell boys are the image builders of the hotel and also the protector. Discuss.

Or

- (b) Differentiate between guest ledger and city ledger.

13. (a) List the different limit in front office while handling credit.

Or

- (b) Front office also does some miscellaneous service. Discuss.

14. (a) Draw and explain arrival errand card.

Or

- (b) Which report does a night auditor prepare what is the significance of this report?

15. (a) Short notes on :
FIT, GIT, VOP.

Or

- (b) List the duties of front office assistant in case of fire, as an emergency situation.

Part C

(3 × 10 = 30)

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

16. (a) List the different emergency situation in hotel and its cause and remedies.

Or

- (b) Explain the job description of bell captain and bell boy.

17. (a) Explain the different types of vouchers prepared by front office.

Or

- (b) Why do we need daily night audit in hotel illustrate in detail?

18. (a) What are the regular check out problems in front office?

Or

- (b) Write about different checkout options.

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B.Sc. DEGREE EXAMINATION
CATERING AND HOTEL ADMINISTRATION
APRIL 2021 EXAMINATION
&
APRIL 2020 ARREAR EXAMINATION

Fourth Semester
HOTEL ENGINEERING
(2018 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Write the audio – visual equipment used in hotel.
2. Write about heat transfer.
3. Define contract maintenance.
4. List the security equipment in hotel.
5. What is sale formation?
6. Explain BTU.
7. How is energy audit is done?
8. Write different class of fire.
9. Define insulator.
10. What do you mean by defrosting?

Part B

(5 × 5 = 25)

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

11. (a) Compare window AC and control AC.

Or

- (b) Describe the use of solar system in a hotel.

12. (a) What are the different types of wiring?

Or

- (b) Write short notes on insulators and conductors.

13. (a) What are the precaution to be taken while handling gas?

Or

- (b) Explain the importance of maintenance department.

14. (a) Draw a maintenance work order sheet and its procedure.

Or

- (b) Explain water softening and its importance.

15. (a) Discuss about water supply system.

Or

- (b) Write the safety precautions to be observed while using electric appliance.

Part C

(3 × 10 = 30)

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

16. (a) Explain how hotwater is supplied throughout a hotel with a neat diagram.

Or

- (b) Describe the installation, commissioning proper use and care of a refrigerator.

17. (a) Classify different types of fire prepare a table showing different extinguished used for different types of fire.

Or

- (b) List out the points to be followed for saving energy in kitchen.

18. (a) Explain the advantages and disadvantages of different types of fuels.

Or

- (b) Draw an organisation chart of a maintenance department of 1500 rooms hotel and discuss in brief the duties and responsibilities of all maintenance department personnel.

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**B.Sc. DEGREE EXAMINATION
CATERING AND HOTEL ADMINISTRATION
APRIL 2021 EXAMINATION**

&

APRIL 2020 ARREAR EXAMINATION

Fifth Semester

PRINCIPLES OF MANAGEMENT

(2018 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Enumerate the principles of management.
2. What are the characteristics of management?
3. What are the objectives of planning?
4. Define planning.
5. Define line organization.
6. Illustrate Matrix organization with neat diagram.
7. Write a brief note on importance of staffing.

8. Define recruitment.
9. Write a short note on JIT.
10. What for CPM is used?

Part B

(5 × 5 = 25)

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

11. (a) Distinguish Management and Administration.

Or

- (b) Management a science or art or profession – Give your comments.

12. (a) Exemplify the types of plans.

Or

- (b) Explain about the planning.

13. (a) What are the basis of departmentation? Explain.

Or

- (b) What are the principles of organizing? Explain.

14. (a) What do you understand by motivation? What are its importance?

Or

- (b) Explain leadership function and styles.

15. (a) Explain the concept of Kaizen.

Or

- (b) Exemplify strategic management.

Part C

(3 × 10 = 30)

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

16. (a) Discuss about business ethics and social responsibility.

Or

- (b) Write an essay on MBO and MBE.

17. (a) Explain delegation of authority and responsibility.

Or

- (b) Write a detailed note coordination.

18. (a) Enumerate and explain the barriers to communication.

Or

- (b) Illustrate the concept of total quality management.

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B.Sc. DEGREE EXAMINATION
CATERING AND HOTEL ADMINISTRATION
APRIL 2021 EXAMINATION
&
APRIL 2020 ARREAR EXAMINATION
Fifth Semester
FOOD AND BEVERAGE MANAGEMENT
(2018 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Why is star important in menu?
2. Short notes on quality control.
3. How will you calculate the yield?
4. Explain cook chill system.
5. What is the main objective of food cost control?
6. Give some example of non-perishable products.
7. List the equipment kept in receiving area.
8. Define forecasting.
9. Name some QSR outlets.
10. Explain revenue management.

Part B

(5 × 5 = 25)

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

11. (a) What is structured inadequacy?

Or

- (b) Explain sours vide and its importance in today's kitchen.

12. (a) Discuss the important points while designing a menu.

Or

- (b) Write about the security concerns in storage area.

13. (a) What are the basic procedure necessary to develop a budget plan?

Or

- (b) Write about different food service outlet in a star hotel.

14. (a) List the major points to be kept in mind while doing plate presentation.

Or

- (b) Discuss about different buffet in hotel.

15. (a) What are the advantage and disadvantage of cook freeze system?

Or

- (b) Material management is very important for hotel. Discuss.

Part C

(3 × 10 = 30)

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

16. (a) Define standard purchase specification and explain its advantages and disadvantages.

Or

- (b) Write about the various food and beverage functions area and its importance in hotel.

17. (a) What is portion control? List the major tools used for portion control.

Or

- (b) Explain the factors facilitating and affecting the food cost.

18. (a) Compile a wine list and drink list for a theme bar.

Or

- (b) Explain the latest technology used in food and beverage industry.

C-3140

Sub. Code

90153

B.Sc. DEGREE EXAMINATION
CATERING AND HOTEL ADMINISTRATION
APRIL 2021 EXAMINATION
&
APRIL 2020 ARREAR EXAMINATION
Fifth Semester
ACCOMMODATION MANAGEMENT
(2018 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define Budget.
2. What is Interior designing?
3. What is off-job training?
4. What do you understand by refining of forecasts?
5. Define No – Shows.
6. What is ARR?
7. Define yield.
8. Explain market condition approach.

9. Define rule of approach method.
10. Define forecast data.

Part B

(5 × 5 = 25)

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

11. (a) What is the purchasing procedure in formal and informal of housekeeping department?

Or

- (b) Describe about training of house keeping department and its types.

12. (a) Explain about advantages and disadvantages of budgeting.

Or

- (b) Explain detail about concept and importance of yield management.

13. (a) Explain in detail about the green house keeping.

Or

- (b) Explain in detail about the forecasting of room availability.

14. (a) Explain in detail about the objectives and benefits of training in house keeping department.

Or

- (b) Explain in detail about the standard operating procedures followed in house keeping department.

15. (a) Explain in detail about the potential high and low demand tactics.

Or

- (b) Explain the concepts and scope of yield management.

Part C

(3 × 10 = 30)

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

16. (a) Describe about the colour theory in house keeping department.

Or

- (b) Explain in detail about the budgeting in front office.

17. (a) Describe about factors for evaluating front office operations.

Or

- (b) Explain about the security for theft in house keeping department.

18. (a) Explain about factor affecting budget planning.

Or

- (b) Explain detail about the duties and responsibility of house keeping departments.

C-3141

Sub. Code

90155A

B.Sc. DEGREE EXAMINATION
CATERING & HOTEL MANAGEMENT
APRIL 2021 EXAMINATION
&
APRIL 2020 ARREAR EXAMINATION
Fifth Semester
FOOD PRODUCTION AND PATISSERIE
(2018 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part - A

(10 × 2 = 20)

Answer **all** questions.

1. What is Yeast?
2. What is Meringue?
3. What is the importance of Icing?
4. Write short notes on Oriental Cuisine.
5. What is the other name of southern cuisine of China.
6. Name the popular cuisines of British cuisine.
7. Name any two popular breads of German cuisine.
8. Who is the father of Modern French cuisine.

9. Name any four equipments used in Italian cuisine.
10. What do you mean by additives?

Part - B

(5 × 5 = 25)

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

11. (a) Write the characteristics of Italian Cuisine.

Or

- (b) Indicate and explain the special ingredients used in French cooking.

12. (a) Explain any one distinct regional cooking style of Chinese cuisine.

Or

- (b) List and Explain any five speciality equipment used in Chinese cooking.

13. (a) Write short notes on most common methods of cooking followed in Chinese cuisine.

Or

- (b) Write short notes on the following :

- (i) Dim Sum
- (ii) Stuffed Pasta
- (iii) Ravioli
- (iv) Tortilla
- (v) Feta Cheese

14. (a) What are the different types of Frozen desserts?

Or

- (b) Differentiate the Dark Chocolate and White Chocolate.

15. (a) Write short notes on Italian Meringue.

Or

(b) Write recipe of Fondant Icing.

Part - C

(3 × 10 = 30)

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

16. (a) Discuss in detail about Italian Cuisine. What are the influences and specialities of Italian Cuisine?

Or

(b) Mexican cuisine is closer to Indian Cuisine. Discuss.

17. (a) Explain the various methods of preparing Ice-cream.

Or

(b) Explain the difference between Icings and Toppings.

18. (a) Explain the additives and preservatives used in Ice-cream Manufacture.

Or

(b) Differentiate between Swiss Meringue and Italian Meringue.

C-3142

Sub. Code

90155B

B.Sc. DEGREE EXAMINATION
CATERING & HOTEL ADMINISTRATION
APRIL 2021 EXAMINATION
&
APRIL 2020 ARREAR EXAMINATION
Fifth Semester
FOOD & BEVERAGE SERVICE
(2018 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Who is Sommelier?
2. What is Job description?
3. What is Aperitif?
4. What is Ullage?
5. What is Back bar?
6. What is Briefing?
7. What is Cocktail?
8. Name any two Gin based Cocktail?

9. List any two brandy based Cocktail.
10. What do you mean by Mixed drinks?

Part B

(5 × 5 = 25)

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

11. (a) Write the job specification of Maitre d' Hotel in a Star Hotel?

Or

- (b) What are the opening and closing duties of Bar tender?

12. (a) Write the duties of Bar Manager in a Bar.

Or

- (b) What is SOP? Enumerate its importance in Restaurant.

13. (a) Write short notes on the following :

- (i) Bar Frauds
(ii) Beverage Cost

Or

- (b) Differentiate between Cocktail and Mocktail.

14. (a) What are the points to be noted while making cocktails and Mixed drinks?

Or

- (b) Differentiate between Dry Martini and Sweet Martini.

15. (a) Write the recipe on Manhattan.

Or

- (b) Write the Recipe of Side Car.

Part C

(3 × 10 = 30)

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

16. (a) Draw the organisational structure of F and B service department in a star hotel and Explain the duties and responsibilities of all.

Or

- (b) Explain the various outlets of F and B service department in a 5 star hotel.

17. (a) Explain the different types of bar in a hotel.

Or

- (b) Write the recipe for the following cocktails.

- (i) Whisky Sour
- (ii) Pink lady
- (iii) Margaritta
- (iv) Dubonnet
- (v) Tom collins

18. (a) Write any one classic cocktail recipe each for the following.

- (i) Whisky
- (ii) Brandy
- (iii) Rum
- (iv) Gin
- (v) Vodka

Or

- (b) What are the various methods of preparing Cocktails? Explain with suitable examples.

C-3143

Sub. Code

90155C

B.Sc. DEGREE EXAMINATION
CATERING & HOTEL MANAGEMENT
APRIL 2021 EXAMINATION
&
APRIL 2020 ARREAR EXAMINATION

Fifth Semester
HOUSE KEEPING
(2018 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part - A

(10 × 2 = 20)

Answer **all** questions.

1. What do you mean by the term "Safety"?
2. Why Safety education is important to a hotel staff?
3. What is Texture?
4. What is known as "Pivot Window"?
5. What do you mean by "Built in Furniture"?
6. Name any two Fire fighting equipments.
7. What is Dry foam Cleaning?
8. What is staffing?

9. What is Snagging List?
10. What do you mean by Refurbishment?

Part - B

(5 × 5 = 25)

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

11. (a) Write the steps in the establishment of an effective safety Management Programme.

Or

- (b) Mention some unsafe practices that may lead to Fire.

12. (a) Classify various colour schemes and explain all.

Or

- (b) Write the different lights used in different areas of hotel.

13. (a) Write the advantages and disadvantages of using Carpet.

Or

- (b) What are the things to be done to prepare a room after Redecoration?

14. (a) Write the various dimensions of colour.

Or

- (b) Write short notes on "Rhythm".

15. (a) Mention various Furniture used in Hotel.

Or

- (b) What are the things to be done to brand a hotel property?

Part - C

(3 × 10 = 30)

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

16. (a) Explain some common potential hazards in Housekeeping.

Or

- (b) As a Housekeeping Manager of a star hotel, how can you deal with Bomb threat?

17. (a) Write different types of windows and explain different types of window treatment.

Or

- (b) Classify Floor finishes in detail and write the points to be considered while selecting flooring.

18. (a) Explain basic principles of Design.

Or

- (b) Draw a colour wheel and explain its colour schemes in detail.

C-3144

Sub. Code

90155D

B.Sc. DEGREE EXAMINATION
CATERING AND HOTEL ADMINISTRATION
APRIL 2021 EXAMINATION
&
APRIL 2020 ARREAR EXAMINATION

Fifth Semester

FRONT OFFICE

(2018 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. How will you measure the yield?
2. Define time share options.
3. Write a short note on discount allocation.
4. Define Eva floor.
5. Write a short note on bell desk.
6. Define disabled guest room.
7. Write a short note on front desk.

8. What are the software used for yield management?
9. How will you improve the time share?
10. Write a short note on management role in security.

Part B

(5 × 5 = 25)

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

11. (a) What are the high and low tactics demands followed in front office?

Or

- (b) What are the advantages and disadvantages of time share?

12. (a) What are the developing programme followed in security department?

Or

- (b) Write a short note on capacity management.

13. (a) List out the various work ergonomics followed in front office department.

Or

- (b) Briefly discuss the services offered for disabled guest room.

14. (a) How will you plan the front office and draw a layout of front office in a five star hotel?

Or

- (b) How will you measure the yield management?

15. (a) How will you improve the timeshare?

Or

(b) Write a short note on marketing and sales in time share.

Part C

(3 × 10 = 30)

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

16. (a) List out the steps followed in Hubbart formula to evaluate the room rate.

Or

(b) Explain the procedure for performance of need analysis.

17. (a) Define time share. Explain the difficulties faced in marketing time share business.

Or

(b) Draw the layout of lobby in a three star hotel and explain it in detail.

18. (a) Write briefly about room dimensions of atleast ten types of rooms in a star hotel.

Or

(b) Explain the star hotel bathroom features of disabled guest.

C-3145

Sub. Code

90113

B.Sc. DEGREE EXAMINATION

CATERING AND HOTEL ADMINISTRATION

APRIL 2021 EXAMINATION

&

APRIL 2020 ARREAR EXAMINATION

First Year

BASIC FOOD PRODUCTION AND PATISSERIE

(2016 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. How do you prevent cross contamination in food preparing areas?
2. Give four examples of “high risk foods”.
3. What is Palette knife?
4. Define the term “grater”.
5. Expand LPG.
6. Write any two uses of solid fuel.
7. Write the ingredients for making short crust pastry.

8. Define the term “Bain Marie”.
9. Name any two food sources of protein.
10. What are the main ingredients of Makhani gravy?

Part B (5 × 5 = 25)

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

11. (a) Classify carbohydrates giving one example of each.

Or

- (b) Write the procedure for washing hands.
12. (a) Write short notes on Barbecue Ovens or Smoke Ovens.

Or

- (b) Define the following culinary terms :
 - (i) Blend
 - (ii) Mirepoix
 - (iii) Au-gratin
 - (iv) Coagulation
 - (v) Baste.
13. (a) Write the ingredients for :
 - (i) Sambar masala
 - (ii) Kadai gravy and how it is prepared?

Or

- (b) Write short notes on farinaceous products with examples.

14. (a) Draw the diagram of wheat and name its parts.

Or

(b) What is the role of gluten in bakery products?

15. (a) Describe any five fruits that are used in cooking.

Or

(b) Write the action of heat on proteins.

Part C

(3 × 10 = 30)

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

16. (a) What are the challenges faced by catering industry related to ensuring safe food service.

Or

(b) Explain any ten safety procedure for handling kitchen equipments.

17. (a) Name any ten types of knives and their uses.

Or

(b) Describe different types of dressings and their uses.

18. (a) Give two derivatives with ingredients of the following mother sauce : (i) Bechamel (ii) Veloute (iii) Tomato (iv) Hollandaise (v) Espagnole.

Or

(b) Name any five bread faults with its remedies.

C-3146

Sub. Code

90114

B.Sc. DEGREE EXAMINATION
CATERING AND HOTEL ADMINISTRATION
APRIL 2021 EXAMINATION
&
APRIL 2020 ARREAR EXAMINATION
First Year
BASIC FOOD AND BEVERAGE SERVICE
(2016 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What do you mean by "PUB"?
2. Mention the French terms for : Headwaiter and wine waiter.
3. Give any four examples for table napkin folds.
4. What is Dumy waiter?
5. Define the term "Menu".
6. Give any four examples for Breakfast rolls.
7. What do you mean by "Briefing" in the restaurant?
8. Who is room service order taker?

9. What is function prospectus?
10. What do you mean by fast food joint?

Part B

(5 × 5 = 25)

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

11. (a) Comment on any five attributes required for food and beverage service staff.

Or

- (b) What is Industrial catering? Mention its salient features.

12. (a) Comment on the specifications and uses of any five special equipments found in restaurants.

Or

- (b) What is crockery? Classify crockery and mention the specifications and uses of any three of them.

13. (a) Differentiate between simple continental Breakfast and full continental Breakfast with examples.

Or

- (b) Write notes on the preparation and service of any two types of coffee.

14. (a) Write notes on any two types of food service.

Or

- (b) How do you set up room service tray for American breakfast?

15. (a) Mention the duties and responsibilities of Banquet manager.

Or

- (b) Differentiate between K.O.T. and Bill. Mention their importance in food and beverage control.

Part C (3 × 10 = 30)

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

16. (a) Give a detailed account on salient features of any five types of restaurant.

Or

- (b) Write notes on :

(i) Any three restaurant furniture. (5)

(ii) Any five glassware found in restaurants. (5)

17. (a) Compile a five course French classical menu for Dinner. Mention the accompaniments and garnishes for the courses applicable.

Or

- (b) What do you mean by Mise-en-place? Mention its importance in restaurant operation.

18. (a) What do you mean by off-premises catering? Explain its limitations and measures to overcome them.

Or

- (b) Write notes on :

(i) Need for co-ordination between restaurant and other departments in a hotel. (5)

(ii) Any five room service equipments. (5)

C-3148

Sub. Code

90116

B.Sc. DEGREE EXAMINATION
CATERING AND HOTEL ADMINISTRATION
APRIL 2021 EXAMINATION
&
APRIL 2020 ARREAR EXAMINATION
First Year
BASIC ACCOMMODATION OPERATION
(2016 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Why is housekeeping important in a hotel?
2. What is Murphy bed?
3. What is a squeezee?
4. What are cleaning agents?
5. Define the term spring cleaning.
6. What do you mean by second service?
7. What is master key?

8. Define the term 'Valet Service'.
9. Give name of four laundry equipment.
10. List out bathroom supplies provided in the room.

Part B (5 × 5 = 25)

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

11. (a) Draw the organization structure of a housekeeping department in a large hotel.

Or

- (b) Explain with examples how housekeeping co-ordinates with :
 - (i) Front Office Department
 - (ii) Maintenance Department.

12. (a) Bring out the essential qualities of housekeeping staff.

Or

- (b) Why is the control desk crucial to the housekeeping department?

13. (a) Write a short essay describing each category of cleaning agent briefly.

Or

- (b) Define the following terms :
 - (i) Box Sweeper
 - (ii) Vanity Unit.

14. (a) Write a note on frequency schedules for cleaning.

Or

- (b) Explain the procedure for the daily cleaning of a vacated room.

15. (a) How is key control maintained in a hotel? Explain.

Or

(b) Write short notes on the special services.

(i) Baby-sitting

(ii) Valet service.

Part C

(3 × 10 = 30)

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

16. (a) Write the duties and responsibilities of a floor supervisor.

Or

(b) Describe the uses of maid's cart with a neat labeled diagram.

17. (a) Classify and write the types of mechanical equipment with a suitable diagram.

Or

(b) Describe the procedure of bed-making in detail.

18. (a) Public area cleaning is very important. Explain how it should be carried on.

Or

(b) Explain the importance of PMS applications in a star category hotel.

C-3149

Sub. Code

90123

B.Sc. DEGREE EXAMINATION
CATERING AND HOTEL ADMINISTRATION
APRIL 2021 EXAMINATION
&
APRIL 2020 ARREAR EXAMINATION

Second Year

ADVANCED FOOD PRODUCTION

(2016 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Name four important spices use din Briyani preparation.
2. Brief on desserts from North Indian cuisine.
3. How do brief on 'Chaats' from Maharastra cuisine?
4. Write a short note on Orisa cuisine.
5. Brief on 'Tandoor'.
6. Name four snacks from chettinad cuisine.
7. Brief on Kolukkattai. (kozhukattai)

8. Write the origin and varieties of Dosa.
9. What is 'Chaud froid'?
10. Name any four cold cuts.

Part B

(5 × 5 = 25)

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

11. (a) What are the thickening agents used in South Indian cooking?

Or

- (b) Write the recipe of Mutton Rogan Josh.

12. (a) What is panch phoran? Mention its uses.

Or

- (b) How do prepare Dhokla?

13. (a) List out the steam generated and cooked food.

Or

- (b) Describe on 'Tandoori Masala'.

14. (a) Explain on various types of break fast dishes from South Indian cuisine.

Or

- (b) Describe on Mughal cuisine.

15. (a) Write the recipe of fish terrines.

Or

- (b) Give short answers :

- (i) forcemeat
- (ii) Salad dressing.

Part C

(3 × 10 = 30)

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

16. (a) Plan a four course menu from Kerala cuisine and brief them.

Or

- (b) Write an essay on various machines and write its specific roles.

17. (a) Describe on Portuguese cuisine.

Or

- (b) Give short answers :

- (i) Paniaram
- (ii) Small of rain's – dishes
- (iii) Portion control
- (iv) Idiappam
- (v) Macchi Amritsar.

18. (a) Write the fuel functions of Gardemanger.

Or

- (b) Describe the following terms :

- (i) Mors d'oeuvres
- (ii) Salads
- (iii) Chicken galantine
- (iv) Garde manger tools.

C-3150

Sub. Code

90124

B.Sc. DEGREE EXAMINATION
CATERING AND HOTEL ADMINISTRATION
APRIL 2021 EXAMINATION
&
APRIL 2020 ARREAR EXAMINATION
Second Year
FRONT OFFICE OPERATIONS
(2016 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define the term "Guest services".
2. What do you mean by Log book?
3. Who is bell boy?
4. Expand FIT and GIT.
5. Define the term "folio".
6. What do you mean by Voucher?
7. What is Gross referencing?

8. Write brief about verify room rates.
9. Define the term “Credit card”.
10. What do you mean by skipper account?

Part B

(5 × 5 = 25)

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

11. (a) Explain about mail and message handling procedure.

Or

- (b) Write notes on Telephone service and business centre.

12. (a) Explain the job description of Concierge.

Or

- (b) Write notes on Errand cards and Escorting guests to their rooms.

13. (a) Explain about Guest Ledger and City Ledger.

Or

- (b) Explain about various types of folios.

14. (a) Explain the functions of night auditor.

Or

- (b) Explain the job description of Bell captain.

15. (a) Explain about various types of check out.

Or

(b) Explain about Emergency procedure in front office department in a Hotel.

Part C

(3 × 10 = 30)

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

16. (a) Write notes on :

(i) Equipment and Supplies

(ii) Wake up calls

(iii) Guest relations

(iv) Lost and found

(v) Safe deposit boxes.

Or

(b) Discuss in detail about of miscellaneous services.

17. (a) Discuss in detail about front office accounting cycle in a Hotel.

Or

(b) Explain about Night audit process front office department in a Hotel.

18. (a) Explain about check out and settlement procedure in a Hotel.

Or

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

C-3151

Sub. Code

90125

B.Sc. DEGREE EXAMINATION
CATERING AND HOTEL ADMINISTRATION
APRIL 2021 EXAMINATION
&
APRIL 2020 ARREAR EXAMINATION
Second Year
ACCOMMODATION OPERATION
(2016 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Name any four guest supplies.
2. What is Public Area?
3. Give examples for Restaurant Linen.
4. Define the term "Luxury Hotel".
5. What is turn down service?
6. Name any four types of Rooms in Hotel.
7. What is main cart?

8. Give examples for stain removal agents.
9. Name any four pests found in Hotels.
10. Name any four flower used in Flower Arrangement.

Part B (5 × 5 = 25)

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

11. (a) Write the role of Housekeeping in Luxury Hotels.

Or

- (b) Write the characteristics and uses of fabrics used in Hotel Industry.

12. (a) Write the process of dry cleaning.

Or

- (b) Write the linen exchange procedure in Housekeeping.

13. (a) Write the importance of uniform room in Housekeeping.

Or

- (b) State the advantages and disadvantages of on premises laundry.

14. (a) Write the main activities of sewing room.

Or

- (b) Mention the ten Golden rules of stain removal.

15. (a) Write the various types of pest controls in Housekeeping.

Or

- (b) Comment the purpose of flower management.

Part C (3 × 10 = 30)

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

16. (a) Narrate the types of bed linens used in Hotels.

Or

- (b) Give a detailed on methods of construction of fibres.

17. (a) Draw the flow chart of Laundry operation.

Or

- (b) Explain the ways of prevent and control pests in 5 Star Hotels.

18. (a) Discuss the coordination of Housekeeping with other Departments.

Or

- (b) Describe the western styles of flower management.

C-3152

Sub. Code

90131

B.Sc. DEGREE EXAMINATION

CATERING AND HOTEL ADMINISTRATION

APRIL 2021 EXAMINATION

&

APRIL 2020 ARREAR EXAMINATION

Third Year

FOOD PRODUCTION AND SERVICE MANAGEMENT

(2016 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What is Duty Roaster?
2. Name any four types of Kitchen.
3. Define the term 'Layout'.
4. Name any four name of the coffee shop.
5. Who is the father of Nouvelle cuisine?
6. What is Expo line in Restaurant?
7. Write the another name for Charcuterie.

8. What is European Charcuterie?
9. Give examples for 'Pate'.
10. Name any four types of Forcement.

Part B

(5 × 5 = 25)

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

11. (a) Write the various functions of Kitchen Department in Hotel.

Or

- (b) Write the importance of yield management in Food Production.

12. (a) List down the main kitchen equipments.

Or

- (b) Write the job description of Banquet cook.

13. (a) Write the functions of Larder Department.

Or

- (b) Differentiate between brines cures and marinades.

14. (a) Write the different cuts of Gammon.

Or

- (b) Write the types of Mousseline.

15. (a) List out the uses of Aspic Jelly.

Or

(b) Write the objective of good layout of an Food and Beverage outlet.

Part C

(3 × 10 = 30)

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

16. (a) Explain about the forecasting and budgeting in food production.

Or

(b) Draw the basic layout of commercial kitchen.

17. (a) Examine the types of marinades.

Or

(b) Explain the types of Sausages with pictures.

18. (a) Describe the process of ham and bacon.

Or

(b) Discuss the factors to be considered in menu planning.

C-3153

Sub. Code

90132

B.Sc. DEGREE EXAMINATION
CATERING AND HOTEL MANAGEMENT
APRIL 2021 EXAMINATION
&
APRIL 2020 ARREAR EXAMINATION
Third Semester
ROOMS DIVISION MANAGEMANT
(2016 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part - A

(10 × 2 = 20)

Answer **all** questions.

1. Define Yield?
2. What is Occupancy percentage?
3. What is Rate Spread?
4. What is Colour?
5. What is Leasing?
6. What is Budget?
7. What is Lighting?
8. What is Carpet?

9. What is Contract?
10. List any four Fire extinguishers.

Part - B

(5 × 5 = 25)

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

11. (a) Write the importance of Yield Management.

Or

- (b) Your hotel has 275 rooms. Last night 198 were occupied. Calculate the occupancy percentage.

12. (a) Write the importance of Lighting.

Or

- (b) Write the role of Front office in Marketing and Sales.

13. (a) Write the basic elements of budget.

Or

- (b) Explain main types of Wall paper.

14. (a) Write the components of Carpet

Or

- (b) Write the common considerations while choosing a flooring.

15. (a) Write the advantages and disadvantages of Linen Hire.

Or

- (b) As a Front office manager how can you deal with Bomb threat.

Part - C

(3 × 10 = 30)

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

16. (a) What are the advantages and disadvantages of Yield Management.

Or

- (b) Assume that the hotel Park Inn has 300 rooms collects an average of \$ 80 per room is currently operating at a 70% average occupancy offers 100 one-bed 200 two-bed guest rooms. And one bedroom sold as a single is priced at \$ 90, as a double it sells for \$ 110. Any two bed room sold as a single is priced at \$ 100; as a double it sells for \$ 120, Calculate PASR (Potential Average Single Rate), PADR (Potential Average Double Rate), MOP (Multiple Occupancy Percentage), Rate Spread and Room Rate Achievement Factor.

17. (a) Explain the advantages and disadvantages of Contract Services.

Or

- (b) Explain various types of window treatment.

18. (a) Explain different types of Budget.

Or

- (b) You have appointed as a security manager in a newly constructed Star Hotel.

- (i) How will you set your department?
(ii) What are the safety and security precautions will be implemented?

C-3154

Sub. Code

90133

B.Sc. DEGREE EXAMINATION
CATERING AND HOTEL ADMINISTRATION
APRIL 2021 EXAMINATION
&
APRIL 2020 ARREAR EXAMINATION

Third Year

BEVERAGE SERVICE

(2016 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define the term "Alcoholic beverage".
2. Give any four examples for white grapes.
3. Who is Domperignon?
4. Give any four examples for wines of India.
5. What do you mean by viticulture?
6. What is brewing?
7. Give any four examples for brands of scotch whisky.

8. What is tequila?
9. What is vermouth?
10. What is mocktail?

Part B

(5 × 5 = 25)

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

11. (a) What is sparkling wine? Mention its characteristics with examples.

Or

- (b) Comment on any five factors, which influence quality of wines.

12. (a) What is solera system? Mention its importance in the production of sherry.

Or

- (b) Write note on classification of French wines.

13. (a) Mention the wine accompaniments for the following:
 - (i) Smoked salmon
 - (ii) French onion soup
 - (iii) Fish Colbert
 - (iv) Roast beef
 - (v) Fruit trifle.

Or

- (b) Comment on the characteristics of any three types of beer.

14. (a) Write notes on any three styles of gin.

Or

(b) Differentiate between pot still and patent still.

15. (a) Write notes on any two methods of measurement of alcoholic strength [proof].

Or

(b) Give an account on characteristics of any five liqueurs.

Part C (3 × 10 = 30)

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

16. (a) Define the term “win”. Explain the various stages in the production of table wine.

Or

(b) Give a detailed account on wines of Italy.

17. (a) Explain the various stages involved in the production of beer.

Or

(b) What is “Rum”? Explain the production of white rum.

18. (a) Give one cocktail recipe with the base of following – spirits. (i) whisky (ii) vodka.

Or

(b) Write notes on :

(i) Any two wines of Portugal. (5)

(ii) Any five cocktail bar equipments. (5)

C-3155

Sub. Code

90134

B.Sc. DEGREE EXAMINATION
CATERING AND HOTEL ADMINISTRATION
APRIL 2021 EXAMINATION
&
APRIL 2020 ARREAR EXAMINATION
Third Year
PRINCIPLES OF MANAGEMENT
(2016 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define management.
2. Who is known as the father of scientific management?
3. Which principle of Henry Fayol is based on 'Union is Strength'?
4. What is scalar chain?
5. Define planning.
6. What do you mean by MBE?
7. What do you mean by Controlling?

8. Differentiate between Need and Want.
9. What is FIFO and LIFO?
10. What do you mean by conceptual skills?

Part B

(5 × 5 = 25)

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

11. (a) What are the major objectives of management?

Or

- (b) Differentiate between management and Administration.

12. (a) What is the contribution of Peter F. Drucker to management?

Or

- (b) Explain the process of management.

13. (a) Discuss the steps in managerial planning.

Or

- (b) Write short notes on :
 - (i) Informal Organisation
 - (ii) Formal Organisation.

14. (a) Draw a neat diagram on Maslow's Need Theory and explain.

Or

- (b) What are the leadership qualities for a manager in 5-Star hotel?

15. (a) Differentiate between Manager and Executives.

Or

(b) What do you mean by the term :

- (i) Technical skills
- (ii) Conceptual skills.

Part C (3 × 10 = 30)

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

16. (a) Explain about the various levels of management.

Or

(b) Enumerate the role and importance of management in the present society.

17. (a) What is MBO? What are the major steps involved in MBO?

Or

(b) Enumerate Fayol's principles of management.

18. (a) Discuss the different types of departmentation.

Or

(b) Explain the process of decision making with neat diagram.

C-3156

Sub. Code

90111

B.Sc. DEGREE EXAMINATION
CATERING AND HOTEL ADMINISTRATION
APRIL 2021 EXAMINATION

&

APRIL 2020 ARREAR EXAMINATION

First Year

HOTEL ACCOUNTING

(Upto 2015 onwards)

Duration : 3 Hours

Maximum :60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. What is the meaning of “creditors”?
2. Write the record keeping function of accounting.
3. What are the steps involved in Double entry system?
4. A trader has made a sale of Rs. 75,500 out of which cash sales amounted to Rs. 25,500. He showed trade receivables on 31.3.2014 at Rs. 25,500. Which concept is followed by him?

5. A firm has reported a profit of Rs. 1,47,000 for the year ended 31.3.2014 after taking into consideration the following items. (a) the cost of an asset Rs. 23,000 has been taken as an expense (b) The firm anticipated a profit of Rs. 12,000 on the sale of an old furniture (c) salary of Rs. 7,000 outstanding for the year has not been taken into account. (d) an asset of Rs. 85,000 was purchased for Rs.75,000 and was recorded in the books at Rs. 85,000. What is the correct amount of profit to be reported in the books?
6. Define the term impersonal accounts.

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. State the advantages of accounting.
8. Explain the classification of accounting.
9. Differentiate between a trial balance and balance sheet.
10. What is capital expenditure? Give examples. What are its characters?
11. What is meant by accounting concepts? Briefly explain the accounting concepts.
12. Explain various types of subsidiary books with appropriate proforma.

Part C

(1 × 10 = 10)

Compulsory.

13. Following is the information given in respect of certain items of a sports club. You are required to show them in the income and expenditure account and prepare the balance sheet of the club.

	Rs.
Sports Fund as on 1.1.1998	10,000
Sports Fund investments	10,000
Interest on Sports Fund Investments	1,000
Donation for sports fund	4,000
Sports prizes awarded	3,000
Expenses on sports events	1,000
General fund	30,000
General fund investments	30,000
Interest on general fund investments	4,000

C-3157

Sub. Code

90112

B.Sc. DEGREE EXAMINATION
CATERING AND HOTEL ADMINISTRATION
APRIL 2021 EXAMINATION
&
APRIL 2020 ARREAR EXAMINATION
First Year
PERSONALITY DEVELOPMENT
(Upto 2015 Batch)

Duration : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. What is trait theory of personality development?
2. What are the types of communication?
3. What is group behavior?
4. What is Decision making?
5. What are autobiographical models?
6. What are leadership qualities?

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Bring out the importance of developing personality.
8. Discuss about skills required for public speaking.

9. Write the Etiquettes to be followed in a group.
10. Explain the Basic concepts of management.
11. What is Biographical model? Explain.
12. Give the concept of interpersonal relations.

Part C (1 × 10 = 10)

Compulsory.

13. If you are given as a leader position for a group among your co-workers, what are the qualities you possess to show improvement?

C-3158

Sub. Code

90113

B.Sc. DEGREE EXAMINATION

CATERING AND HOTEL ADMINISTRATION

APRIL 2021 EXAMINATION

&

APRIL 2020 ARREAR EXAMINATION

First Year

BASIC FOOD PRODUCTION AND PATISSERIE

(Upto 2015 onwards)

Duration : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. Explain the various types of fuel that are used in cooking.
2. Distinguish the role of perishable and non-perishable items in kitchen.
3. Write the advantages and disadvantages of energy saving devices.
4. Describe about the various colouring and flavouring agents.
5. What do you mean by mise-en-place? Describe.
6. Write the principles of basic menu planning.

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Draw the organisational structure of kitchen staff with their duties and responsibilities.
8. Enumerate the various methods of cooking food.
9. Explain the classification of raw material that are used in cooking.
10. Give a detailed note on sauce with its derivatives.
11. Explain the different types of Indian bread with its recipe.
12. Comment in detailed the procedure of storage and preservation of raw materials and finish products.

Part C

(1 × 10 = 10)

Compulsory.

13. What will be the foremost duties of an executive chef when there is a huge problem of pest in kitchen? And write the steps that you will take to eradicate the pest problem in kitchen.
-

C-3159

Sub. Code

90114

B.Sc. DEGREE EXAMINATION
CATERING AND HOTEL ADMINISTRATION
APRIL 2021 EXAMINATION
&
APRIL 2020 ARREAR EXAMINATION
First Year
FOOD AND BEVERAGE SERVICE
(Upto 2015)

Duration : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. Name the various types of restaurants.
2. What the different outlets of food and beverage service in hotel?
3. Define – still room.
4. What do you mean by diet lunch?
5. Mention any five types of napkin folding.
6. What do you mean by nourishing drink?

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Write brief notes on :
 - (a) Bar-b-que. (4)
 - (b) Sea catering. (4)
8. Explain about the principal attributes that are necessary in food and beverage service personnel.
9. Describe the role and importance of kitchen stewarding in food and beverage service.
10. Brief the considerations and constraints that has to be kept in mind while compiling menu.
11. Distinguish the differences between French service and English service.
12. Explain about the classification and types of tea and coffee.

Part C

(1 × 10 = 10)

Compulsory.

13. Compile 11 course of French classical menu with two examples for each.

C-3160

Sub. Code

90115

B.Sc. DEGREE EXAMINATION
CATERING AND HOTEL ADMINISTRATION
APRIL 2021 EXAMINATION
&
APRIL 2020 ARREAR EXAMINATION
First Year
FRONT OFFICE OPERATIONS
(upto 2015 batch)

Duration : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. Write the role of Guides and Escorts.
2. Write the phases of guest cycle.
3. List out the types of guests.
4. What is guest folio?
5. Write a note on no-shows.
6. Name few equipments used in bell desk.

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Discuss the role of front office in a hotel.
8. Give the detailed account on growth of hotel industry.

9. Classify the hotels based on location factor and brief it.
10. Describe the importance of reservation of the hotel.
11. Explain the procedures involved in guest registration.
12. Elucidate the check out procedure in detail.

Part C (1 × 10 = 10)

Compulsory.

13. Draw the neat diagram of reservation form and explain it.

C-3162

Sub. Code

90117

B.Sc. DEGREE EXAMINATION
CATERING AND HOTEL ADMINISTRATION
APRIL 2021 EXAMINATION
&
APRIL 2020 ARREAR EXAMINATION

First Year

BASICS OF COMPUTER SCIENCE

(Upto 2015 batch)

Duration : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. Define OS.
2. What are the components of CPU?
3. Expand WAN.
4. How do you rename a file in MS-Word?
5. What is the use of print preview?
6. How ctrl + F6 key used in MS-Word?

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Draw the block diagram of a digital computer and write its functions.
8. Write the steps to change margin and page size in MS-Word.
9. List the menus in MS-Word.
10. Explain about insert tab in MS-Word.
11. Write short note on header and footer.
12. Write the short cut keys for :
 - (a) Bold
 - (b) Copy
 - (c) Font
 - (d) Help
 - (e) Paste
 - (f) Print
 - (g) Save
 - (h) Undo.

Part C

(1 × 10 = 10)

Compulsory.

13. Explain various input and output devices.
-

C-3163

Sub. Code

90121

B.Sc. DEGREE EXAMINATION
CATERING AND HOTEL ADMINISTRATION
APRIL 2021 EXAMINATION
&
APRIL 2020 ARREAR EXAMINATION
Second Year
PRINCIPLES OF MANAGEMENT
(Upto 2015 Batch)

Duration : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. Write down the Taylor's definition of Management.
2. What are the different steps in the process of management?
3. What do you mean by Span of Control?
4. What are Behavioural theories of leadership?
5. Define communication.
6. What is the difference between FIFO and LIFO?

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Explain the nature of management.
8. Elaborate the Scientific Techniques of Taylor.

9. State the importance of planning in management.
10. Give detailed note on Maslow's Hierarchy of Needs Theory.
11. Explain the process of communication.
12. Discuss the functions of marketing management.

Part C (1 × 10 = 10)

Compulsory.

13. Explain the Need for Management by Objectives and evaluate the limitations of Management by objectives process.
-

C-3164

Sub. Code

90122

B.Sc. DEGREE EXAMINATION
CATERING AND HOTEL ADMINISTRATION
APRIL 2021 EXAMINATION
&
APRIL 2020 ARREAR EXAMINATION
Second Year
SALES AND MARKETING PRACTICES
(Upto 2015 Batch)

Duration : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. Define marketing mix.
2. What is marketing plan?
3. What do you mean by supplemental sales?
4. What is internal merchandising?
5. How do you increase sales in a meeting room?
6. What is PR?

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Explain the importance of sales and marketing in the hospitality industry.
8. How will develop and implement market plan?

9. How will you organize a sales office?
10. Discuss reception as a sales department.
11. How do you promote a new lounge open?
12. Compare and contrast publicity with advertising. What are the benefits and drawbacks of each?

Part C

(1 × 10 = 10)

Compulsory.

13. 'Personal selling has become a very effective technique to promote and achieve sales target but its success depends on sales force motivation'. Discuss.
-

C-3165

Sub. Code

90123

**B.Sc. DEGREE EXAMINATION
CATERING AND HOTEL ADMINISTRATION
APRIL 2021 EXAMINATION**

&

APRIL 2020 ARREAR EXAMINATION

Second Year

HOTEL AND CATERING LAWS

(Upto 2015 Batch)

Duration : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. What are the types of hospitality facilities offered in a hotel?
2. Define the term right of lien.
3. What is the meaning of “on premise beer retailer”?
4. What is the meaning of “adulterant”?
5. Who is a “public analyst”?
6. Write any three duties of food inspector.

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Explain the provisions of prevention of food adulteration act.
8. Describe the term “unfair trade practices”.

9. Write the powers of consumer protection council.
10. What are the obligation of worker in hospitality industry?
11. Explain the licenses for service of alcoholic beverages in hotel.
12. How a shop or establishments is registered under shop and establishment act?

Part C

(1 × 10 = 10)

Compulsory.

13. Guests themselves may also threaten each other's enjoyment. If a traveller turns up in a drunken state asking for a room a hotel is entitled to refuse him on the grounds that he is not in a fit state to be received. This is true even if he already has a booking/reservation as he has broken one of the implied conditions of the contract. Similarly if the guest misbehaves throughout his stay the hotel is not obliged to let him stay. When guests complain about being kept awake by a noisy couple or a drunkard next door, it is not good enough to tell a disturbed guest that "nothing can be done about that." One must employ considerable tact in dealing with such situations and settle problems satisfactorily.

As a front office manager how will you handle the above said situation if it arises?

C-3166

Sub. Code

90124

B.Sc. DEGREE EXAMINATION

CATERING AND HOTEL ADMINISTRATION

APRIL 2021 EXAMINATION

&

APRIL 2020 ARREAR EXAMINATION

Second Year

HOUSEKEEPING AND FACILITIES MANAGEMENT

(Upto 2015 Batch)

Duration : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. Write short notes on Fabric.
2. Describe a note on the activities of linen room.
3. What are the different types of laundry agents?
4. Explain the guidelines for stain removing.
5. What do you mean by stock taking? Explain.
6. Describe the conditioning of plant material.

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Explain the different methods of construction.
8. How condemned linen are used? Explain.
9. Elaborate the flow process of industrial laundering.

10. Discuss in detail the safety considerations when storing stain removal method.
11. Bring out the duties and responsibilities of housekeeping in pest control.
12. Explain the principles of flower arrangements.

Part C (1 × 10 = 10)

Compulsory.

13. Discuss in detail the different styles of flower arrangements.
-

C-3167

Sub. Code

90125

**B.Sc. DEGREE EXAMINATION
CATERING AND HOTEL ADMINISTRATION
APRIL 2021 EXAMINATION**

&

APRIL 2020 ARREAR EXAMINATION

Second Year

FRONT OFFICE MANAGEMENT

(Upto 2015 Batch)

Duration : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. What do you mean by Front-of-the-house areas, give examples?
2. List out the types of complaints.
3. Expand : F.I.T and G.I.T.
4. List four functions of a cashier.
5. What are the major advantages of a night audit department in a large hotel?
6. Name six methods of payment.

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Explain how front office co-ordinates with the following departments.
 - (a) Housekeeping
 - (b) Marketing and sales
 - (c) Security
 - (d) Engineering and maintenance.
8. Discuss the various types of keys and their control.
9. Write the job description of a Bell Boy.
10. Define the following terms :
 - (a) Folio
 - (b) Floor limit
 - (c) Charge voucher
 - (d) Incidental charges.
11. Discuss the night audit process.
12. Explain the step by step procedure of check-out.

Part C

(1 × 10 = 10)

Compulsory.

13. Mr. Charles has not received his early morning call and, as a consequence, has missed his flight. As a manager on duty you have been called to talk with Mr. Charles, and try to sort out his problem. How will you handle Mr. Charles in the short term and how will you resolve the problem in the long term?

C-3168

Sub. Code

90126

B.Sc. DEGREE EXAMINATION
CATERING AND HOTEL ADMINISTRATION
APRIL 2021 EXAMINATION
&
APRIL 2020 ARREAR EXAMINATION

Second Year

BEVERAGE SERVICE

(Upto 2015 batch)

Duration : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. Name six varieties of grapes.
2. Define : fortified wine, aromatized wine.
3. Sorting procedure of red wine.
4. How to serve brandy?
5. Write short notes on patent still method.
6. Write short notes on :
 - (a) Collins
 - (b) Cognac.

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Explain – history, preparation and process method of whisky and list out any five international brand names of whisky.
8. What are the different characteristics of wine production in different region of France?
9. Brief the history, preparation and process of vodka.
10. Explain : bitters and aperitif.
11. Explain cigar and short notes about storage of cigars.
12. What are the laws should follow for opening bar?

Part C

(1 × 10 = 10)

Compulsory.

13. You are a bar manager in ABC bar. What are the points you teach to your staffs and what are the standards you follow?
-

C-3169

Sub. Code

90127

B.Sc. DEGREE EXAMINATION
CATERING AND HOTEL ADMINISTRATION
APRIL 2021 EXAMINATION
&
APRIL 2020 ARREAR EXAMINATION
Second Year
CULINARY ARTS AND TECHNIQUES
(upto 2015 batch)

Duration : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. Brief on herbs popularly used in Indian cuisine.
2. Name any six dishes from Moghalai cuisine.
3. Write about chettinad spices used for their curries.
4. Brief on udipi cuisine and dosa origin information.
5. Which are the area influence by British and mention their popular dishes?
6. What is Ethnic cuisine? Brief it.

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Describe on 'Marathi cuisine' and its popular dishes.
8. Write an essay on pulses and meat used in Indian cuisines with appropriate examples.

9. Write in detail on chettinad special snacks (palagarams).
10. Explain the historical background on Bengali cuisine with its special flavors (or) ingredients.
11. Describe the Kashmir Muslim food preparation and culture.
12. Elaborate the development of fast food chains in India.

Part C

(1 × 10 = 10)

Compulsory.

13. As an executive chef of ABC beach resort in Chennai. You are planning to celebrate seafood (Goan) festival at your resort. Explain in detail about all work plans (indent, costing, manpower etc).
-

C-3170

Sub. Code

90128

B.Sc. DEGREE EXAMINATION
CATERING AND HOTEL ADMINISTRATION
APRIL 2021 EXAMINATION
&
APRIL 2020 ARREAR EXAMINATION
Second Year
COMPUTER APPLICATIONS
(Upto 2015 batch)

Duration : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. What are the types of MS-Office?
2. What is ribbon?
3. What are the applications of excel?
4. What do you mean by spread sheets?
5. Write the steps to enter data in excel.
6. List out the different types of charts available in excel.

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Write steps to customize the mouse settings in windows.
8. How do you set header and footer in MS-Word?

9. Write the steps to change margin and page size in MS-Office.
10. Write short notes on insert tab.
11. Write the steps to create E-Mail ID.
12. Explain about table formatting in MS-Excel.

Part C (1 × 10 = 10)

Compulsory.

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

C-3171

Sub. Code

90131

B.Sc. DEGREE EXAMINATION

Catering and Hotel Administration

APRIL 2021 EXAMINATION

&

APRIL 2020 ARREAR EXAMINATION

Third Year

ADVANCED ROOMS DIVISION MANAGEMENT

(Upto 2015 Batch)

Duration : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. What is occupancy percentage?
2. List out the elements in yield management.
3. What do you mean by Up-selling?
4. Define CRM.
5. List out the major activities of PR.
6. What is key card?

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. What points should one keep in mind while forecasting?
How will you calculate?
8. Write the formula for :
 - (a) Average room revenue
 - (b) Occupancy percentage
 - (c) No-show percentage.
9. Write short notes on ABC of selling.
10. Write the role of front office in marketing and sales.
11. Write an essay on automation in hotels.
12. Discuss the methods of measuring hotel performance.

Part C

(1 × 10 = 10)

Compulsory.

13. A hotel has 410 rooms out of which 10 rooms are OOO. The day closed with 300-occupied rooms on 15th July 2010. The expected departures for 15th July 2010 are 50 and expected arrivals for the same day are 100. Forecast the room position for 16th July 2010 on the night of 15th July 2010. From past stats the No show % is 10%, under stay % is 10% and overstay % is 5%.

C-3172

Sub. Code

90132

B.Sc. DEGREE EXAMINATION
CATERING AND HOTEL ADMINISTRATION
APRIL 2021 EXAMINATION
&
APRIL 2020 ARREAR EXAMINATION
Third Year
ADVANCED ACCOMMODATION MANAGEMENT
(upto 2015)

Duration : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. What do you mean delegation?
2. What are the sources of selecting employees?
3. What is leasing?
4. Write the importance of interior design.
5. What are the different types of floor covering?
6. What do you mean by public area supervision?

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Explain about capital expenditure budgets.
8. Describe about the performance appraisal.

9. Explain about the merits and demerits of leasing.
10. What are the various factors that affects the colour schemer? Brief.
11. Write the importance of redecoration and refurbishment.
12. Explain the important roles of accessories in interior decoration.

Part C

(1 × 10 = 10)

Compulsory.

13. Enumerate about the various types of walls and the different treatment procedure of window.
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C-3173

Sub. Code

90133

B.Sc. DEGREE EXAMINATION
CATERING AND HOTEL ADMINISTRATION
APRIL 2021 EXAMINATION
&
APRIL 2020 ARREAR EXAMINATION
Third Year
TRAVEL AND TOURISM MANAGEMENT
(Upto 2015 Batch)

Duration : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. Name some non VISA countries.
2. What are the services of TCI?
3. What is Travel Agency?
4. Define the term Tourist Guide.
5. Write the different types of tours.
6. What is Tourism product?

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Examine the role of public sector in promotion of Tourism Industry.
8. Discuss the various types of passport available in India.

9. Explain the need and importance of Tour itinerary.
10. Narrate the main functions of Tour Operator.
11. Write an essay on latest trends in Tourism Industry in India.
12. State the importance of Folk Arts for the promotion of Tourism Industry.

Part C

(1 × 10 = 10)

Compulsory.

13. Discuss the various incentives and concessions given to Tourism projects.
-

C-3174

Sub. Code

90134

B.Sc. DEGREE EXAMINATION
CATERING AND HOTEL ADMINISTRATION
APRIL 2021 EXAMINATION
&
APRIL 2020 ARREAR EXAMINATION
Third Year
HUMAN RESOURCE MANAGEMENT
(Upto 2015 Batch)

Duration : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. List the types of organization structure.
2. What is recruitment? List out the various sources of recruitment.
3. What is vestibule training? What are its advantages?
4. Mention the barriers of collective bargaining.
5. Expand HRIS. What are its purpose?
6. Define span of control.

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. What are qualities of human resource manager?
8. Write short notes on :
 - (a) Job enlargement
 - (b) Job enrichment.

9. Explain the types of performance appraisals.
10. Explain the procedure for grievance handling.
11. Write short note on manpower audit.
12. Write an essay on HR budget.

Part C

(1 × 10 = 10)

Compulsory.

13. What kind of data is needed for job analysis? What are the techniques used for collecting the data and how they are collected?
-

C-3175

Sub. Code

90135

B.Sc. DEGREE EXAMINATION
CATERING AND HOTEL ADMINISTRATION
Third Year
APRIL 2021 EXAMINATION
&
APRIL 2020 ARREAR EXAMINATION
FOOD AND BEVERAGE MANAGEMENT
(Upto 2015 Batch)

Duration : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. What are the equipments used in Gueridon service?
2. How the stock register maintained in dispense bar?
3. What is ABC control?
4. What are the methods in planning menu?
5. What are ethnic dishes?
6. What is off premises catering?

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Explain the parts of gueridon trolley.
8. Discuss the steps in Planning and Designing a Bar.

9. Write the difference between Food cost and Beverage cost.
10. Explain the needs and demands of customer while planning restaurant.
11. Write the advantages and disadvantages of microwave cooking.
12. Give the layout of Banquet department.

Part C

(1 × 10 = 10)

Answer the questions.

Compulsory.

13. Plan a Formal function banquet arrangement for Conference meet with 50 covers.
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C-3176

Sub. Code

90136

B.Sc. DEGREE EXAMINATION

CATERING AND HOTEL ADMINISTRATION

APRIL 2021 EXAMINATION

&

APRIL 2020 ARREAR EXAMINATION

Third Year

ADVANCED FOOD PRODUCTION AND PATISSERIE

(upto 2015 batch)

Duration : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. Define recipe and brief it's roles.
2. List out the tools used in 'Gardemanger'.
3. Brief on 'Forcemeat and sausages'.
4. Write the list of ingredients used in Chinese cuisine.
5. Plan a lunch menu and mention their requirements (Indian).
6. What are the safety measurement needed for a busy kitchen?

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Explain on standard portion and portion control.
8. Describe on 'sandwiches' with examples.
9. Explain in detail on 'French sauces'.
10. Explain the maintenance and storage procedures followed in five star hotel.
11. Elaborate on various methods of bread making process.
12. Explain the various types of cake preparations.

Part C

(1 × 10 = 10)

Compulsory.

13. Plan a 3 Kg (weight) black forest gateaux.
 - (a) Write the ingredients required for the above cake.
 - (b) List out the tools and equipments required for decorate the cake.

C-3177

Sub. Code

90137

B.Sc. (C & HA) DEGREE EXAMINATION

APRIL 2021 EXAMINATION

&

APRIL 2020 ARREAR EXAMINATION

Third Year

MANAGEMENT INFORMATION SYSTEM

(2015 onwards)

Duration : 3 Hours

Maximum : 60 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What are the characteristics of MIS?
2. Define the term "LAN".
3. What is MS Access?
4. What do you mean by Database?
5. What is the difference between forms and reports?
6. How will you create and modify form in MS Access?

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Explain the application of MIS in Accounting and Finance Management.
8. Explain the role of personal computer in office automation.

9. Write notes on MS Access in exploiting the database tables, forms and queries.
10. Explain the various types Data base management system packages.
11. Explain in detail about Accounts MIS reports.

Part C (1 × 10 = 10)

Compulsory.

12. Discuss in detail about front office MIS reports, POS, MIS reports and Sales MIS reports.