

**C-8081**

**Sub. Code**

**90113**

**B.Sc. DEGREE EXAMINATION, APRIL 2023.**

**First Semester**

**Catering and Hotel Administration**

**BASIC FOOD PRODUCTION AND PATISSERIE**

**(2018 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** questions.

1. Define the term HACCP.
2. What do you mean by fibre in nutrients?
3. Name any five major kitchen equipment?
4. What is LPG?
5. What do you mean by grilling?
6. Mention the different types of oven used in food production.
7. Define the term Mirepoix.
8. What do you mean by cheese?
9. Name the different types of sugar that are used in baking.
10. What is croissant?

**Part B**

(5 × 5 = 25)

Answer **all** questions

11. (a) Describe about the personal hygiene of a kitchen staff.

Or

- (b) Give brief note food nutrition towards healthy lifestyle.

12. (a) Write the points for selecting and purchasing good quality fish.

Or

- (b) Give a short note on safety precautions while handling knife for cutting meat.

13. (a) Explain the history of modern cuisine with examples.

Or

- (b) Describe the different types of frying.

14. (a) Differentiate between Jus roti and Jus lie.

Or

- (b) Write uses of bouquet garni in cookery.

15. (a) What do you mean by shortening? Brief.

Or

- (b) What is creaming method in cake process?

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain the classification of major nutrients with functions, sources and deficiency.

Or

- (b) Draw the cuts of lamb and explain its uses.

17. (a) Elaborate the different styles cookery with examples for each.

Or

- (b) Discuss in detail the classification of soup.

18. (a) Narrate elaborately the manufacturing process of cheese and give any five examples.

Or

- (b) Explain in detail the different types of batter with example.

---

**C-8082**

**Sub. Code**

**90114**

**B.Sc. DEGREE EXAMINATION, APRIL 2023**

**First Semester**

**Catering and Hotel Administration**

**BASIC FOOD AND BEVERAGE SERVICE**

**(2018 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** questions.

1. What are catering activities?
2. Expand: RSOT.
3. Define the term "Sommerlier".
4. What is China ware?
5. What is Silver Service?
6. What is Assisted Service?
7. Name any four linen used in food and beverage service.
8. What is table service?
9. What is Banquet Menu?
10. Name some food themes.

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) Write the various types of Food and beverage service.

Or

- (b) Mention the required skill for Food and Beverage Manager.

12. (a) List down the Crockery items of Food and Beverage Service.

Or

- (b) Write the different types of catering Outlets.

13. (a) Bring out the main purpose of Cafeteria.

Or

- (b) State the disadvantages of self service in Food and Beverage.

14. (a) List down the most popular Non-Alcoholic Beverages.

Or

- (b) Write the common forms used in Food and Beverage Service.

15. (a) Write the different Types of Buffet Styles.

Or

(b) Draw the format of Wedding Seating Plan.

**Part C** (3 × 10 = 30)

Answer **all** questions.

16. (a) Explain the importance of Organization structure of food and Beverage Department.

Or

(b) Enumerate the various types of Catering Operation.

17. (a) Examine the Food and Beverage tools and equipment and their uses.

Or

(b) Describe the 13 course French Classical menu.

18. (a) Narrate the Cycle of Food and Beverage Operations.

Or

(b) Discuss the factors to be considered while planning a Buffet.

---

**C-8083**

**Sub. Code**

**90123**

**B.Sc. DEGREE EXAMINATION, APRIL 2023**

**Second Semester**

**Catering and Hotel Administration**

**BASIC FRONT OFFICE OPERATIONS**

**(2018 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** questions.

1. Give the meaning of tourism.
2. Define Ecotourism.
3. Name any two heritage hotels in India.
4. What is Down-town hotel?
5. What is a cabana?
6. What is MAP?
7. What is overbooking?
8. Define Lead Time.
9. What is upselling?
10. Define the term pre-registration.

**Part B**

(5 × 5 = 25)

Answer **all** questions.

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

Or

- (b) Explain the components of tourism.

12. (a) Trace the development of hotel industry in India

Or

- (b) Brief on the types of operation.

13. (a) What is the basis of charging room tariff?

Or

- (b) Draw the layout of a front office department. List out the different equipment and state its uses.

14. (a) Differentiate between guaranteed and non-guaranteed reservation.

Or

- (b) Define the following terms:

(i) back-to-back booking

(ii) No-show

(iii) Closed dates

(iv) GIT

(v) Release-Time



15. (a) How room allotment to a Walk-in guest is made?

Or

(b) Write down the procedure for welcoming and greeting of guest.

**Part C** (3 × 10 = 30)

Answer **all** questions.

16. (a) “India — A Destination for all seasons and all reasons”. Comment.

Or

(b) How will you classify hotels? Discuss.

17. (a) Which criteria of charging room rent is suitable for a commercial hotel? Why?

Or

(b) Draw the organization chart of a front office of a large hotel and write the duties and responsibilities of a receptionist.

18. (a) Explain the various sources of reservation.

Or

(b) Write down the procedure for handling group reservations.

**C-8084**

**Sub. Code**

**90124**

**B.Sc. DEGREE EXAMINATION, APRIL 2023**

**Second Semester**

**Catering and Hotel Administration**

**BASIC ACCOMMODATION OPERATION**

**(2018 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** questions.

1. Define the term “Housekeeping”.
2. Write brief about Executive housekeepers office.
3. Name any two types of brushes.
4. Name any two cleaning agents.
5. Define the term “Lobby”.
6. Write brief about Health club.
7. What are the standard supplies provided in the guest rooms.
8. Write short notes on Baby sitting.
9. Write brief about housekeeper report.
10. What do you mean by floor pantry.

**Part B**

(5 × 5 = 25)

Answer **all** questions

11. (a) Explain the role of Housekeeping department.

Or

- (b) Explain the Housekeeping Inter Departmental relationship with other department in a Hotel.

12. (a) Explain the storage conditions to be followed in cleaning equipments.

Or

- (b) Discuss water as a cleaning agent in detail.

13. (a) Explain the operational areas of housekeeping department in a Hotel.

Or

- (b) Write notes on Periodical cleaning procedure.

14. (a) Write notes on Key handling procedures in housekeeping.

Or

- (b) Explain about Bed making procedure.

15. (a) Write notes on Job order and Houseman check list.

Or

- (b) Explain about Spring cleaning and Lost and found procedure.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) Discuss in detailed notes qualities of housekeeping staff.

Or

- (b) Draw the organization structure of housekeeping department in a Hotel. Explain the duties and responsibilities of Executive Housekeeper and Desk Control Supervisor.

17. (a) Give a detailed account of description and uses of any four mechanical cleaning equipments.

Or

- (b) Elucidate types of cleaning agents used in housekeeping.

18. (a) Analyze the special cleaning programmes organized in Hotels.

Or

- (b) Write notes on :

- (i) Grand Master Key
  - (ii) Maid's cart
  - (iii) Discrepancy report
  - (iv) Guest amenities
  - (v) Par stock
-

**C-8085**

**Sub. Code**

**90132**

**B.Sc. DEGREE EXAMINATION, APRIL 2023**

**Third Semester**

**Catering and Hotel Administration**

**ADVANCED FOOD PRODUCTION**

**(2018 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** questions.

1. What is Menu?
2. What do you mean by Fondant?
3. What is pasta in Italian cuisine?
4. Who is Aboyer?
5. What is Japanese sake?
6. What do you mean by tofu?
7. What is Gallantine?
8. Who is Commis-de-rang?
9. Define the term balanced diet.
10. What is Garnish?

**Part B**

(5 × 5 = 25)

Answer **all** questions

11. (a) Give a brief note on menu planning.

Or

(b) Write a note additive and mention any five types of additives that are added in food.

12. (a) What do you mean Bain-marie? Describe.

Or

(b) Write short notes on salsa sauce.

13. (a) Describe about the different regions of Japanese cuisine.

Or

(b) Which cooking method is used in Chinese cuisine the most? Why.

14. (a) Explain the recruitment and selection procedure of kitchen staff.

Or

(b) Write the job description of Chef-de-partie.

15. (a) Give the basic guidelines for a healthy diet plan.

Or

(b) What are the uses of potatoes in food preparation? Brief.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) Elaborate the voluntary and compulsory standards of WHO.

Or

- (b) Discuss in detail about common adulterants and their deduction.

17. (a) Explain the rules to be followed and the different composition of sandwiches.

Or

- (b) Comment in detail the features and different methods of cooking in Oriental cuisine.

18. (a) Write elaborately about induction, training and development programme for kitchen staff.

Or

- (b) Explain the various factors that influence food intake and food habits.
-

**C-8086**

**Sub. Code**

**90133**

**B.Sc. DEGREE EXAMINATION, APRIL 2023.**

**Third Semester**

**Catering and Hotel Administration**

**ADVANCED FOOD AND BEVERAGE SERVICE**

**(2018 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** questions.

1. Mention any three varieties of black grapes?
2. Write a note on Bordeaux.
3. What is red wine?
4. What is Irish coffee?
5. What are types of gin?
6. What is tequila?
7. Give the types of bar.
8. What is juleps?
9. Mention the brands of cognac.
10. What is toddy?



**Part B**

(5 × 5 = 25)

Answer **all** questions

11. (a) List and explain ten grape varieties.

Or

(b) Explain about the aromatized wines.

12. (a) Write a note on whisky.

Or

(b) Explain the history and manufacturing methods of vodka.

13. (a) Explain the method of manufacturing liquers.

Or

(b) Discuss about the service procedure of beer.

14. (a) List the classification of beverages.

Or

(b) Bring out the types and brands of scotch

15. (a) Mention the wine producing regions of Italy

Or

(b) Discuss about health hazards of tobacco.

**Part C**

(3 × 10 = 30)

Answer all questions.

16. (a) Enumerate the various types of champagne.

Or

- (b) Elaborate on the classification of wines.

17. (a) Describe the classification and styles of beer

Or

- (b) Explain about the methods of preparing cocktails.

18. (a) Discuss the manufacturing and brand service of cigar.

Or

- (b) Elaborate on the types of spirits.

---

**C-8087**

**Sub. Code**

**90136**

**B.Sc. DEGREE EXAMINATION, APRIL 2023.**

**Third Semester**

**Catering and Hotel Administration**

**NUTRITION AND FOOD SCIENCE**

**(2018 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** the questions.

1. Define health.
2. What are Macronutrients?
3. What is BMR?
4. Define energy.
5. What are classification of fats?
6. Give the classification of proteins.
7. Give any food sources of Iron.
8. What is balanced diet?
9. What is RDA?
10. What are health specific meals?

**Part B**

(5 × 5 = 25)

Answer **all** questions

11. (a) Bring out the importance of food in maintaining good health.

Or

- (b) Bring out the classification of nutrients.

12. (a) Discuss about the factors affecting energy requirements.

Or

- (b) Explain the health hazards associated with underweight

13. (a) Write the classification based upon amino acid composition.

Or

- (b) Explain the food sources and functions of Fluorine and Iodine.

14. (a) Discuss about the role of water in maintaining health.

Or

- (b) Explain in brief about the fat soluble vitamins.

15. (a) Give the importance of RDA for various age groups.

Or

- (b) Discuss the factors affecting meal planning.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain the concept of BMR, and SDA. Thermodynamic action of food.

Or

- (b) Elaborate the significance of dietary fibre in treating disease.

17. (a) Narrate the classification of Minerals.

Or

- (b) Explain about the importance of balanced diet.

18. (a) Discuss the critical evaluation of few meals served at the institutes.

Or

- (b) Enumerate the new nutritionally health products launched in the market

---

**C-8088**

**Sub. Code**

**90142**

**B.Sc. DEGREE EXAMINATION, APRIL 2023.**

**Fourth Semester**

**Catering and Hotel Administration**

**ADVANCED ACCOMMODATION OPERATION**

**(2018 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** questions.

1. Define – Fabric.
2. What is Yarn?
3. What is serviette?
4. What do you mean by bathmat?
5. What is stock-taking?
6. List the different types of record in linen room.
7. What is laundry?
8. What do you mean by steam press?
9. Define – Ikebana.
10. Mention any five types of pests found in guest room

**Part B**

(5 × 5 = 25)

Answer **all** questions

11. (a) Describe the origin of fiber.

Or

(b) Give a brief note on spinning.

12. (a) Write the procedure for maintenance of linen.

Or

(b) Brief the activities of linen.

13. (a) Differentiate the duties between tailor and seamstress.

Or

(b) Write the activities of uniform room.

14. (a) Write the procedure for collection and delivering laundry.

Or

(b) Explain the duties and responsibilities of laundry operator.

15. (a) Describe the purpose and the importance of flower arrangement in hotel.

Or

(b) What are the different areas of pests infection in hotel? Describe.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) Write in detail the identification procedure of fabrics that are used in hotel guest room.

Or

- (b) Explain the advantages and disadvantages of linen that are used in the guest room.

17. (a) Enumerate the different bed linen and bath linen with its sizes.

Or

- (b) Draw the layout of linen room and write the basic rules of linen room.

18. (a) Elaborate the procedure and record of stock-taking.

Or

- (b) Comment in detail the principles of flower arrangement.
-



**C-8089**

**Sub. Code**

**90143**

**B.Sc. DEGREE EXAMINATION, APRIL 2023.**

**Fourth Semester**

**Catering and Hotel Administration**

**ADVANCED FRONT OFFICE OPERATIONS**

**(2018 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** questions.

1. Define the term "Guest services".
2. Write brief about Guest relations.
3. Who is Bell boy?
4. Expand FIT and GIT.
5. Write brief about guest account and non-guest account.
6. Define the term "Guest Ledger".
7. Write brief about Night audit.
8. What do you mean by Cross referencing?
9. Write short notes on Late check out.
10. What do you mean by Unpaid account balance?

**Part B**

(5 × 5 = 25)

Answer **all** questions

11. (a) Explain about Handling mail and messages.

Or

- (b) Write notes on Wake up calls and Room key security functions.

12. (a) Explain the job description of concierge in a hotel.

Or

- (b) Explain in detail about Errand cards and its uses.

13. (a) Explain the job description of a front office cashier in a Hotel.

Or

- (b) Write notes on internal control in the front office.

14. (a) Explain the various types of night audit reports in a Hotel.

Or

- (b) Explain the functions of the night auditor.

15. (a) Explain the various methods of settlement in a bill.

Or

- (b) Explain about potential check out problems in a Hotel.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) Write notes on: (i) Telephone services (ii) Business center (iii) Safe deposit boxes (iv) Lost and found (v) Log book

Or

- (b) Explain the importance of security functions in a Hotel and handling of guest complaints in a Hotel.

17. (a) Explain in detail about miscellaneous services.

Or

- (b) Explain the various types of folios in a hotel.

18. (a) Discuss in detail various check out options in a Hotel.

Or

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

---

**C-8090**

**Sub. Code**

**90145**

**B.Sc. DEGREE EXAMINATION, APRIL 2023**

**Fourth Semester**

**Catering and Hotel Administration**

**HOTEL ENGINEERING**

**(2018 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** questions.

1. What are the duties of Mechanical Engineer?
2. Write in brief about Emergency maintenance.
3. What is washing soda process in removing hardness of water?
4. Write short notes on storage tank.
5. List out the steps in case of LPG Leak.
6. Mention the fuels available for the catering Industry.
7. What is Gas Burner?
8. Write down the properties of Ideal fuel.
9. What are the instruments used to measure current?
10. What are resistors?

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) What are the Duties and Responsibilities of chief engineer?

Or

- (b) Explain scheduled maintenance and predictive maintenance.

12. (a) Write down the advantages and disadvantages of liquid fuel.

Or

- (b) What is a fuel? Write down the various terms and definitions associated with heat.

13. (a) What are the safety measures in use of LPG?

Or

- (b) Explain the advantages and disadvantages of Gaseous fuels.

14. (a) Write in detail about Voltage.

Or

- (b) Bring down the importance of Lighting in hotels.

15. (a) Write any two types of methods for removing hardness of water.

Or

- (b) Explain about Direct heating system.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain in detail about types of maintenance.

Or

- (b) What are the basic fittings in the water distribution line?

17. (a) Write down the classification of fuels.

Or

- (b) What are the laying methods of Electrical wiring?

18. (a) Bring out the comparison of different fuels.

Or

- (b) Explain in detail about hot water generation and distribution system.

---

**C-8091**

**Sub. Code**

**90151**

**B.Sc. DEGREE EXAMINATION, APRIL 2023**

**Fifth Semester**

**Catering and Hotel Administration**

**PRINCIPLES OF MANAGEMENT**

**(2018 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** questions.

1. What is Unity of command.
2. What do you mean by MBO?
3. Define Planning.
4. What is Policy?
5. What is Authority.
6. Define Direction.
7. What is Managerial Grid?
8. What is Gang plank?
9. What do you mean by co-ordination?
10. Define control.

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) Is management a science or an act? Explain.

Or

- (b) Write the different levels of Management.

12. (a) "Planning is the Essence of Management"-  
Elucidate.

Or

- (b) Write the advantages of planning.

13. (a) Name the different types of Decisions. Explain  
about any two.

Or

- (b) Distinguish between a formal and informal  
organisation.

14. (a) Explain the steps in staffing process.

Or

- (b) Enumerate the qualities of a leader.

15. (a) What are the elements of Communication?

Or

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



**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain the Managerial process in detail.

Or

- (b) Elaborately explain the steps involved in the planning process in a modern organisation.

17. (a) Explain various methods of training.

Or

- (b) Discuss the important steps involved in the Selection procedure.

18. (a) Examine Maslow's Hierarchy theory of motivation.

Or

- (b) Define Leadership. Explain different styles of Leadership.

---

**C-8092**

**Sub. Code**

**90152**

**B.Sc. DEGREE EXAMINATION, APRIL 2023.**

**Fifth Semester**

**Catering and Hotel Administration**

**FOOD AND BEVERAGE MANAGEMENT**

**(2018 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** the questions.

1. What is standard purchase specifications?
2. What is satellite kitchen?
3. Mention the storage temperature for dry and cold foods?
4. What are leftovers?
5. What are cook freeze systems?
6. What is standard recipe?
7. What is pricing?
8. What are food service outlets?
9. What is bar stock?
10. What is direct cost?

**Part B**

(5 × 5 = 25)

Answer **all** questions

11. (a) Bring out the Principles of material management.

Or

- (b) Bring out procedure of planning storage spaces.

12. (a) Discuss about the method of issuing food materials.

Or

- (b) Explain the Principle of storage.

13. (a) Write the methods of effective use of leftovers.

Or

- (b) Explain the concept of cost.

14. (a) Discuss about products of hospitality industry.

Or

- (b) Explain in brief about bar frauds.

15. (a) Give the importance of facility planning for bars and lounge.

Or

- (b) Discuss about the planning and designing of quick service areas.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain the production flow of work in kitchen

Or

- (b) Elaborate the sections of kitchen with layout and functions.

17. (a) Narrate the procedure of presenting food for buffets.

Or

- (b) Explain about the yield management with control of cost.

18. (a) Give in detail about the objectives and definition of Menu Engineering.

Or

- (b) Enumerate on various skills needed to improve revenue management of the Hotel

---

**C-8093**

**Sub. Code**

**90153**

**B.Sc. DEGREE EXAMINATION, APRIL 2023.**

**Fifth Semester**

**Catering and Hotel Administration**

**ACCOMMODATION MANAGEMENT**

**(2018 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** questions.

1. What is planning for front office?
2. Define the term "Rack rate"
3. What do you mean by Capital Budget?
4. What are the various factors affecting budget planning?
5. What is Yield management?
6. Define the term "Measuring Yield"
7. Write short notes on Standard Operating Procedure.
8. Write brief about Team spirit in housekeeping
9. Write short notes on Interior designing.
10. What are the trends in housekeeping department?

**Part B**

(5 × 5 = 25)

Answer **all** questions

11. (a) Write notes on Forecasting room availability in a Hotel

Or

- (b) Enumerate the factors for evaluating front office operations.

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

Or

- (b) Explain about budgeting cycle in housekeeping department.

13. (a) Explain the concept of Yield management.

Or

- (b) Write notes on Capacity management and Duration control.

14. (a) Write notes on security from theft in housekeeping department.

Or

- (b) Explain the preparation of duty chart for housekeeping staff.

15. (a) Explain the Training in Housekeeping department.

Or

- (b) Explain about Swimming pool management in Hotel.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain Hubbart formula and Rule-of-thumb approach.

Or

- (b) Explain the various types of forecast in a Hotel.

17. (a) Explain in detail about various types of budget.

Or

- (b) Explain about Yield management software and Yield management team.

18. (a) Discuss in detail about Time and Motion study in housekeeping.

Or

- (b) Discuss in detailed notes on Outsourcing housekeeping department in a Hotel.

---

**C-8094**

**Sub. Code**

**90155A**

**B.Sc. DEGREE EXAMINATION, APRIL 2023.**

**Fifth Semester**

**Catering And Hotel Administration**

**FOOD PRODUCTION AND PATISSERIE**

**(2018 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer all questions.

1. What is Pita bread?
2. What is the staple food of Germany?
3. List the various types of sauce that are used in Chinese cooking.
4. What is work in Chinese cuisine?
5. Define the term icing.
6. Mention the different types of toppings.
7. What is snow cone?
8. What type of milk is used in making ice – cream?
9. What is Swiss meringue?
10. What do you mean by ice – cream powder?



**Part B**

(5 × 5 = 25)

Answer all questions.

11. (a) Write the importance of staple food of Scandinavian.

Or

- (b) Brief about the speciality dishes of Middle – East countries.

12. (a) Give a brief note on the herbs and spices used in Chinese cuisine.

Or

- (b) Write a short note on Shanghai cuisine.

13. (a) What is the difference between filling and frosting? Describe.

Or

- (b) Give a short note on icing sugar with its uses.

14. (a) Describe about additives and mention any additives that are used in ice – cream.

Or

- (b) Write a note frozen flavoured yoghurt in ice – cream.

15. (a) How does sugar affect meringue? Brief.

Or

- (b) Why bubbles occur in meringue? Describe.

**Part C**

(3 × 10 = 30)

Answer all questions.

16. (a) Elaborate the differences between Middle East cuisine and Oriental cuisine with examples.

Or

- (b) Discuss in detail the different methods of cooking in Chinese cuisine.

17. (a) Comment elaborately the different varieties of icing with its flavosr used.

Or

- (b) Write in detail the classification of frozen desert with examples.

18. (a) Distinguish elaborately the differences between French meringue and Swiss meringue with examples for each.

Or

- (b) Explain the Geographical and Historical background in Portugal cuisine.
-

**C-8095**

**Sub. Code**

**90155B**

**B.Sc. DEGREE EXAMINATION, APRIL 2023**

**Fifth Semester**

**Catering And Hotel Administration**

**FOOD AND BEVERAGE SERVICE**

**(2018 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** questions.

1. What is Job Specification?
2. Define the term Maitre de Hotel.
3. What is Table Service?
4. What is Silver Service?
5. Name any four Non – Alcoholic Beverage.
6. Define the term Bar Section.
7. What is Cocktail in food?
8. What is Albumin in Cocktail?
9. Name any four International Brands of Brandy.
10. Name any four International Brands of Whiskey.

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) Write the attributes of Food and Beverage Staff.

Or

- (b) Write the required skill for Food and Beverage Manager.

12. (a) Write the various types of Duty Roaster and Brief them.

Or

- (b) Mention the points to be considered while planning an outlet.

13. (a) Write the various methods of Beverage Control.

Or

- (b) State the importance of Bar in a Hotel.

14. (a) Write the preparation method of white lady Cocktail.

Or

- (b) List down the various types of Cocktails in India.

15. (a) Write the people for Sidear Cocktail.

Or

- (b) Differentiate between John Collins and Whiskey Sour.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) Discuss the organizational structure of Food and Beverage Department.

Or

- (b) Explain the role of Food and Beverage Supervisor.

17. (a) Examine the various methods of Beverage control.

Or

- (b) Describe the Bar Organisational Chart and their Responsibilities.

18. (a) Enumerate the various methods of preparation of Cocktails.

Or

- (b) Give the recipe for Bacardi Cocktails.
-

**C-8096**

**Sub. Code**

**90155C**

**B.Sc. DEGREE EXAMINATION, APRIL 2023.**

**Fifth Semester**

**Catering and Hotel Administration**

**HOUSE KEEPING**

**(2018 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** questions.

1. Define-threat.
2. Mention any five fire-fighting equipment's.
3. What is Lighting in housekeeping?
4. What is colour scheme?
5. List out any five types of furniture that are in hotel guest room.
6. Define the term design.
7. Who are construction builders?
8. What is construction?
9. What are the various housekeeping materials?
10. What is branding?

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) How do you ensure safety to the guest in hotel? Describe.

Or

- (b) Describe the general rules for fire-fighting.

12. (a) Give a brief note on floor finish.

Or

- (b) Write the objectives of interior decoration in hotel guest room.

13. (a) What is a room layout? Describe.

Or

- (b) Write the purpose of design in guest room.

14. (a) Describe the important role of housekeeping in staffing.

Or

- (b) What are the different types of branding? Brief.

15. (a) What is team work in housekeeping department? Describe.

Or

- (b) Write the various supplies of housekeeping department in hotel guest room.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) Enumerate in detail the various training programme given to hotel staff for fire-fighting.

Or

- (b) Discuss in detail about colour and the different types of colour schemes.

17. (a) List out and explain the different types of furniture with its purpose in guest room.

Or

- (b) Explain the process in identifying builders for the selection of property for housekeeping.

18. (a) Distinguish in detail between the various purchasing and usage procedure of materials and supplies in housekeeping.

Or

- (b) Elaborate about the windows and its different treatment procedure.

\_\_\_\_\_



**C-8097**

**Sub. Code**

**90155D**

**B.Sc. DEGREE EXAMINATION, APRIL 2023**

**Fifth Semester**

**Catering and Hotel Administration**

**FRONT OFFICE**

**(2018 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** questions.

1. What do you know about the Timeshare?
2. Define vacation property ownership.
3. Write about the typically designated colour codes for seasons.
4. What is club agreement?
5. What are the components of yield management?
6. What is the Tools used to maximize sale?
7. Define overbooking.
8. What is No-shows?
9. Write the short notes on package plans.
10. Define FIT.

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) Describe the High demand Tactics and Low demand Tactics.

Or

- (b) What are the advantages and disadvantages of Time Shares.

12. (a) Briefly explain about “Group Room Sale”.

Or

- (b) Describe in detail about the functions of yield management.

13. (a) What is the role of facilities in a hotel building?

Or

- (b) How will you dealing with Bomb threats in hotel?

14. (a) What are the principles of Front office layout and design?

Or

- (b) Illustration of Hotel classification system.

15. (a) Explain the planning of the Lobby area in the hotel.

Or

- (b) Write in details of the features and facilities services for disabled guest room.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) Expand on the steps of yield management.

Or

- (b) Clarify the need for good facilities planning.

17. (a) Explain in detail about the role of management in security.

Or

- (b) Write in detail about the condominium concept in India.

18. (a) If you are working as a front office manager in Five star Hotel, suddenly terrorists entered into your hotel. In that situation, what is your key role in precautionary measures and guide to front office staffs and save the guests staying in Hotel.

Or

- (b) In the case study In a situation where the number of guests in your hotel is declining. As a front office Manager, how do you handle marketing tactics to get more guests into your hotel.

**C-8098**

**Sub. Code**

**90113**

**B.Sc. DEGREE EXAMINATION, APRIL 2023.**

**First Year**

**Catering and Hotel Administration**

**BASIC FOOD PRODUCTION AND PATISSERIE**

**(2016 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** questions.

1. Give four examples of convenience foods.
2. Name any two pigments present in vegetables.
3. Provide examples of two choux pastry products.
4. Give two cuts of beef.
5. Write four thickening agents used in Indian cuisine.
6. What is mirepoix?
7. Give four examples of Indian breads.
8. What is critical control point?
9. Define the term rechauffe.
10. Name any two heavy kitchen equipment.

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) Write the safety procedure for handling deep fat fryer.

Or

- (b) Mention the duty of chef-de-partie.

12. (a) Write the role of egg in bakery.

Or

- (b) What are the parts of wheat? Describe.

13. (a) Describe the cuts of vegetables.

Or

- (b) Mention any five faults of bread citing reasons.

14. (a) State the functions of sauces.

Or

- (b) Write the role of nuts in Indian cooking. Name any five nuts used in Indian cooking.

15. (a) Write any five derivatives of mayonnaise with its ingredients.

Or

- (b) Explain combination method of cooking.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) Write the criteria for selection of kitchen equipment.

Or

- (b) What is classical kitchen brigade? Describe with a sketch.

17. (a) Write the effect of heat on

- (i) Protein.
- (ii) Carbohydrate.
- (iii) Mineral.

Or

- (b) Describe dry heat method of cooking.

18. (a) What is Pastry? What are the different types of pastry?

Or

- (b) List out the food law and regulations implemented for the sanitary requirements in India.

---

**C-8099**

**Sub. Code**

**90114**

**B.Sc. DEGREE EXAMINATION, APRIL 2023.**

**First Year**

**Catering and Hotel Administration**

**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 mobile catering?
2. What is Bar-be-que?
3. What is side-board in a restaurant?
4. Mention any five cutleries with its uses.
5. What is cyclic menu?
6. What do you mean by aerated drinks? Give examples.
7. Define the term Flambé.
8. What do you mean by room service?
9. What is Buffet?
10. What do you mean by prospectus?

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) Differentiate between resort and theme park.

Or

- (b) Give a brief note of chain of restaurant.

12. (a) Write short notes on:

(i) Corn-on-the-cob holder. (1)

(ii) Carving Knife. (1)

(iii) Asparagus holder. (1)

(iv) Caviar knife. (1)

(v) Nut cracker. (1)

Or

- (b) Describe note on booster chair and Slip cloth.

13. (a) Describe the origin of menu.

Or

- (b) Brief the importance of compiling menu.

14. (a) Differentiate between North Indian thali and South Indian thali.

Or

- (b) Write the procedure of order taking in room service.

15. (a) Explain the importance of function prospectus.

Or

- (b) Write in brief the procedure of K.O.T and B.O.T.



**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain the classification food and beverage service operations.

Or

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

17. (a) Enumerate in detail the different types of glassware with a neat diagram.

Or

- (b) Comment elaborately the factors to be considered while compiling a menu.

18. (a) Distinguish in detail between French service and American service with its equipment's service and menu.

Or

- (b) Enumerate the different types of banquet in detail.

---

**C-8100**

**Sub. Code**

**90115**

**B.Sc. DEGREE EXAMINATION, APRIL 2023.**

**First Year**

**Catering and Hotel Administration**

**BASIC FRONT OFFICE OPERATION**

**(2016 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** questions.

1. Define tourist.
2. List out the adverse effects of tourism.
3. What is a casino hotel?
4. Define atrium concept.
5. Write about the types of meal plans.
6. What is a Pent house?
7. What do you mean by GDS?
8. Define the term 'closed dates'.
9. Expand VVIP and SPATT.
10. Define the term check-in and check-out.

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) Give an account on the cultural benefits of tourism.

Or

- (b) Brief on the basic components of tourism.

12. (a) Trace the development of hotel industry in India.

Or

- (b) Draw the organizational structure of front office department of a large hotel.

13. (a) What is the basis of charging room tariff?

Or

- (b) Enumerate on the essential qualities and attributes required for a receptionist in a five-star hotel.

14. (a) Differentiate between guaranteed and non-guaranteed reservation.

Or

- (b) Define the following terms:

(i) Group rate.

(ii) No-show.

(iii) Low season.

(iv) GIT.

(v) Stay-on.

15. (a) Write down the arrival procedure for a group.

Or

(b) Define the following terms:

(i) Black list.

(ii) Chance arrival.

(iii) Pre-registration.

(iv) GRC.

(v) Skipper.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) Discuss the factors that promotes tourism.

Or

(b) How will you classify hotels? Discuss.

17. (a) List out the importance of reservation. Explain the various sources of reservation for a hotel.

Or

(b) Draw the organization chart of a front office of a large hotel and write the duties and responsibilities of a front office management.

18. (a) What for the reasons that front office communicates and co-ordinates with other departments in a hotel? Explain.

Or

(b) Write down the procedure for registering Groups and FITs.

**C-8101**

**Sub. Code**

**90123**

**B.Sc. DEGREE EXAMINATION, APRIL 2023.**

**Second Year**

**Catering and Hotel Administration**

**ADVANCED FOOD PRODUCTION**

**(2016 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** questions.

1. What are Indian spices?
2. What are condiments?
3. What makes Western cuisine unique?
4. What is tandoor?
5. What is food cost percentage?
6. Mention the famous breakfast dishes.
7. What is menu engineering?
8. What is classical cuisine?
9. What is recipe standardization?
10. What is salad dressing?

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) Bring out the characteristics of Indian cuisine.  
Or  
(b) Write the uniqueness of malvani cuisine.
12. (a) Discuss about the method of seasoning griddle and dosa plate.  
Or  
(b) Explain the ingredients and process of chettinad masala preparation.
13. (a) Write the procedure for pre-preparation of food commodities.  
Or  
(b) Explain the style of European cookery.
14. (a) Discuss about the special snacks of Tamilnadu from small grains.  
Or  
(b) Explain in brief about standard purchase specifications.
15. (a) Write the importance of gardemanger.  
Or  
(b) Discuss about the analysis of food cost percentage and its results.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain the climatic and geographical influence on south Indian cuisine.  
Or  
(b) Elaborate the ingredients influence of east Indian cuisine.

17. (a) Explain the equipments related to vegetable cutting and meat minicg.

Or

(b) Explain about the sausages, ballantine and forcemeat.

18. (a) Discuss the procedure for making five Indian breakfast dishes.

Or

(b) Enumerate on different types of horsd'oeuvres and salads.

---

**C-8103**

**Sub. Code**

**90131**

**B.Sc. DEGREE EXAMINATION, APRIL 2023.**

**Third Year**

**Catering and Hotel Administration**

**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. What is budgeting?
3. What is coffee shop?
4. Define forcemeat.
5. What are the types of brine?
6. What is Pate de foie gras?
7. What is approximate cost?
8. What is SOP?
9. What is menu engineering?
10. What are plow horses?



**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) Bring out the importance of quality and quantity control in food production.

Or

- (b) Bring out the different kitchen with its layout and structure.

12. (a) Discuss about the sausage types and its varieties.

Or

- (b) Explain about the meaning and preparation of mousse.

13. (a) Write the types of galantine with examples.

Or

- (b) Explain the history and constraints in menu planning.

14. (a) Discuss about the steps in planning decor.

Or

- (b) Explain in brief about planning the staff requirement in food production.

15. (a) Give the importance of supervisory skills in F and B outlet.

Or

- (b) Discuss the approaches of appraisal in managing F and B service.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain the concept of centralized and satellite Kitchen.

Or

- (b) Elaborate on the cuts of Ham, Bacon, and Gammon.

17. (a) Draw and explain the Layout of functional and ancillary areas.

Or

- (b) Explain about the importance of Menu Engineering.

18. (a) Explain the points to be followed in kitchen safety.

Or

- (b) Enumerate on the Advantages and disadvantages of contributinal Margin.
-

**C-8103**

**Sub. Code**

**90131**

**B.Sc. DEGREE EXAMINATION, APRIL 2023.**

**Third Year**

**Catering and Hotel Administration**

**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. What is budgeting?
3. What is coffee shop?
4. Define forcemeat.
5. What are the types of brine?
6. What is Pate de foie gras?
7. What is approximate cost?
8. What is SOP?
9. What is menu engineering?
10. What are plow horses?

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) Bring out the importance of quality and quantity control in food production.

Or

- (b) Bring out the different kitchen with its layout and structure.

12. (a) Discuss about the sausage types and its varieties.

Or

- (b) Explain about the meaning and preparation of mousse.

13. (a) Write the types of galantine with examples.

Or

- (b) Explain the history and constraints in menu planning.

14. (a) Discuss about the steps in planning decor.

Or

- (b) Explain in brief about planning the staff requirement in food production.

15. (a) Give the importance of supervisory skills in F and B outlet.

Or

- (b) Discuss the approaches of appraisal in managing F and B service.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain the concept of centralized and satellite Kitchen.

Or

- (b) Elaborate on the cuts of Ham, Bacon, and Gammon.

17. (a) Draw and explain the Layout of functional and ancillary areas.

Or

- (b) Explain about the importance of Menu Engineering.

18. (a) Explain the points to be followed in kitchen safety.

Or

- (b) Enumerate on the Advantages and disadvantages of contributinal Margin.
-

**C-8104**

**Sub. Code**

**90132**

**B.Sc. DEGREE EXAMINATION, APRIL 2023.**

**Third Year**

**Catering and Hotel Administration**

**ROOM DIVISION MANAGEMENT**

**(2016 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** questions.

1. What do you meant by cash Voucher?
2. Define the term Concierge.
3. What is Budget?
4. State the Guest folio
5. How to calculate Average daily rate?
6. What is the need for sales?
7. Define the term Rate spread.
8. Write the short notes on Public area Supervision.
9. What do you meant by leasing?
10. Define the term Personal Selling.

**Part B**

(5 × 5 = 25)

Answer **all** questions

11. (a) Detail about Group room Sales.

Or

(b) Describe the elements of field management.

12. (a) Explain in detail about Implementing revenue strategies hurdle rate.

Or

(b) Explain about Basic elements of art and Principles of Interior design.

13. (a) Write in detail about ABC of selling.

Or

(b) In detail about lighting and lighting system in hotels.

14. (a) Give the illustration of Surveillance and Access control in security department.

Or

(b) What is the Advantages and Disadvantages of Guest laundry.

15. (a) In detail about the Significance of employee training in fire safety.

Or

(b) Describe the details of market identifying in front office.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) Write in detail about the role of the Front office in Hotel Security.

Or

- (b) What are the advantages and disadvantages of levien hiring?

17. (a) Explain about the redecoration and refurbishing of guest room.

Or

- (b) Discuss about the hotel product in sales techniques.

18. (a) Explain the differentiation in between in- house security department and contracted security services.

Or

- (b) What are the factors affecting in Interior decoration?
-



**C-8105**

**Sub. Code**

**90133**

**B.Sc. DEGREE EXAMINATION, APRIL 2023.**

**Third Year**

**Catering and Hotel Administration**

**BEVERAGE SERVICE**

**(2016 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** questions.

1. Name some Grapes available in India.
2. What is sparkling wine?
3. Name any four Spain wines.
4. Name any Four Indian wines.
5. What is Vatting?
6. Define the term “vintage”.
7. What is spirit liquid?
8. What is Potstill?
9. What is proof Alcohol?
10. Define the term “Mocktail”.

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) Differentiate between Table wine and fortified wine.

Or

- (b) List down the Health Benefits of Grapes.

12. (a) List down the wines of Italy.

Or

- (b) Write short notes on “French Wine”.

13. (a) State the basics of Pairing good and wine.

Or

- (b) Write the types of Beer Brands.

14. (a) Write the various categories of Spirits.

Or

- (b) Write the process of distilling.

15. (a) Differentiate between Liquor and Liqueur.

Or

- (b) Give the most popular Liqueurs Brands of India.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) What is Beverage? Write the classification of Beverage.

Or

- (b) Enumerate the Top 10 Old World Wine.

17. (a) Explain the key elements associated with wine and food pairing.

Or

(b) Describe the various methods of production of spirits.

18. (a) Narrate the various equipments used in Cocktail making.

Or

(b) Discuss the points to note while making Cocktail.

---

**C-8106**

**Sub. Code**

**90134**

**B.Sc. DEGREE EXAMINATION, APRIL 2023.**

**Third Year**

**Catering and Hotel Administration**

**PRINCIPLES OF MANAGEMENT**

**(2016 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** the questions.

1. Define the term 'Management'.
2. Name the level of management the following posts belong to:
  - (a) Purchase Manager.
  - (b) CEO.
  - (c) Superintendent.
3. List out the functions of management.
4. Which principle of Henry Fayol is based on 'Union is Strength'?
5. What is MBO?
6. What is Laissez-faire?
7. What are the essential qualities of a leader?

8. Define decision-making.
9. State the features of motivation.
10. What are the essential skills of manager?

**Part B**

(5 × 5 = 25)

Answer **all** the questions.

11. (a) Explain the various levels of management.

Or

- (b) Differentiate between Management and Administration.

12. (a) Enumerate Fayol's Principles of Management.

Or

- (b) Explain the process of management.

13. (a) What do you understand by 'Management by Objectives'?

Or

- (b) Write short notes on:

- (i) Unity of Command.

- (ii) Span of Control.

14. (a) Critically examine Maslow's need priority model.

Or

- (b) What do you understand by "leadership style"? Describe the different styles of leadership.

15. (a) Distinguish 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** the questions.

16. (a) Describe the relative importance of each type of skills to lower, middle and upper-level managers.

Or

(b) Enumerate Fayol's Principles of Management.

17. (a) "Planning without control is meaningless" and "Control without planning is a waste". Discuss.

Or

(b) What are the types of motivation? Explain any two motivational theories.

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

Or

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

---

**C-8107**

**Sub. Code**

**90111**

**B.Sc. DEGREE EXAMINATION, APRIL 2023.**

**First Year**

**Catering and Hotel Administration**

**HOTEL ACCOUNTING**

**(Upto 2015 batch)**

Duration : 3 Hours

Maximum : 60 Marks

**Part A**

(6 × 3 = 18)

Answer **all** questions.

1. What is Double Entry System?
2. Define the term "Cashbook".
3. What is Journal?
4. What is Balance Sheet?
5. Give examples for Expenses.
6. What is Sales Book?

**Part B**

(4 × 8 = 32)

Answer any **four** questions.

7. Discuss the various types of Accounting.
8. Point out the Benefits of Ledger entries.
9. Elucidate the Role and functional usage of Triple Column Cashbook.

10. Differentiate between Cashbook and Petty cash.
11. Narrate the objectives of Final Account Preparation in detail.
12. Explain the scope and importance of Costing.

**Part C** (1 × 10 = 10)

Compulsory.

13. From the under mentioned balances, prepare a Trial Balance as on 30.03.2021.

Particulars	Rs.	Particulars	Rs.
Cash in Hand	4,800	Furniture	60,000
Purchases	4,80,000	Bills Receivables	80,000
Opening Stock	14,00,000	Salaries	80,000
Sundry Creditors	96,000	Capital	4,00,000
Machinery	2,40,000	Bills Payable	88,000
Wages	64,000	Sundry Debtors	2,00,000
Sales	8,04,000	Rent	40,000



**C-8108**

**Sub. Code**

**90121**

**B.Sc. DEGREE EXAMINATION, APRIL 2023.**

**Second Year**

**Catering and Hotel Administration**

**PRINCIPLES OF MANAGEMENT**

**(2015 onwards)**

Duration : 3 Hours

Maximum : 60 Marks

**Part A**

(6 × 3 = 18)

Answer **all** questions.

1. What is Principles of Management?
2. What is planning?
3. Define motivation.
4. Give brief about scalar principle.
5. Give brief about qualities of leader.
6. Define the term communication.

**Part B**

(4 × 8 = 32)

Answer any **four** questions.

7. Explain the nature of principles of management.
8. List out the steps involved in planning.
9. Explain the process of control.

10. Describe the styles in system of management.
11. Enumerate the process of communication.
12. Explain the technical skills in detail.

**Part C**

(1 × 10 = 10)

Compulsory.

13. The traditional way of classifying leadership is based on the use of authority by the leader — Discuss.
-

**C-8109**

**Sub. Code**

**90123**

**B.Sc. DEGREE EXAMINATION, APRIL 2023.**

**Second Year**

**Catering and Hotel Administration**

**HOTEL AND CATERING LAWS**

**(Upto 2015 Batch)**

Duration : 3 Hours

Maximum : 60 Marks

**Part A**

(6 × 3 = 18)

Answer **all** questions.

1. What does “reasonable care” mean?
2. What do you mean by unclaimed property?
3. Who is a bailee?
4. What is a bailment?
5. Under what circumstances might a hotel decide to evict a guest.
6. Who is a food inspector?

**Part B**

(4 × 8 = 32)

Answer any **four** questions.

7. Why is hospitality law important?
8. “Circumstances under which a guest may be evicted from the hotel”. Discuss.

9. What steps can hotels take to prevent being sued for overbooking?
10. State the common law rule regarding a hotel's liability for loss of the guest's property.
11. Explain Catering Establishment Act.
12. List any ten licences required in order to open and operate a hotel. Also specify the name of the issuing authority of the permits/licences mentioned in your answer.

**Part C**

(1 × 10 = 10)

Compulsory.

13. Mr. Kapoor has been murdered in his room during his stay in your hotel. What steps would you take to handle the situations about protect your hotel as per rules.
-

**C-8110**

**Sub. Code**

**90131**

**B.Sc. DEGREE EXAMINATION, APRIL 2023**

**Third Year**

**Catering and Hotel Administration**

**ADVANCED ROOM DIVISION MANAGEMENT**

**( Upto 2015 Batch)**

Duration : 3 Hours

Maximum : 60 Marks

**Part A**

(6 × 3 = 18)

Answer **all** questions.

1. Write down the various factors that influence forecasting.
2. Explain the benefits of Yield Management in hotel business.
3. What are the upselling techniques used in front office?
4. Why guest feedback is very essential for front office? Explain.
5. What are the major activities of Public Relations?
6. Write down the importance of key control in hotel industry.

**Part B**

(4 × 8 = 32)

Answer any **four** questions.

7. Explain the different steps involved in Hubbert formula approach.
8. Discuss about the high and low demand tactics that can used in hotels.

9. Explain the need and importance of training programmes for a point of sale in front office.
10. What are the brain storm areas for promotions? Discuss.
11. Explain the various functions of Customer Relations Management.
12. What are the steps in performing a needs analysis for adopting a PMS in a hotel? Explain.

**Part C**

(1 × 10 = 10)

Compulsory.

13. The right property management system is a key factor in hotel success. Discuss the advantages and disadvantages of using various Property management system in Hotel industry.
-

C-8111

Sub. Code

90132

**B.Sc. DEGREE EXAMINATION, APRIL 2023.**

**Third Year**

**Catering and Hotel Administration**

**ADVANCED ACCOMMODATION MANAGEMENT**

**(Upto 2015 batch)**

Duration : 3 Hours

Maximum : 60 Marks

**Part A**

(6 × 3 = 18)

Answer **all** questions.

1. Point out the difference between capital budget and operating budget.
2. Define the term "Job Specification".
3. State the merits of leasing.
4. What are the principles of interior design?
5. What are the different types of lighting used in hotel industry?
6. What do you mean by refurbishment?

**Part B**

(4 × 8 = 32)

Answer any **four** questions.

7. Write down the guidelines for hiring contract services for laundry outsourcing.
8. Explain different types of training imparted to housekeeping employees.

9. Write down the methods and principles involved in stock taking.
10. Describe the different methods of purchasing with their advantages and disadvantages.
11. Explain the factors to be kept in mind while selecting carpets for a five-star hotel.
12. Explain the important factors to be kept in mind when designing the storage space for linen in the Linen Room.

**Part C** (1 × 10 = 10)

Compulsory.

13. Prepare a duty roaster for housekeeping staffs of a five-star hotel which had 280 rooms in seven floors.
-



**C-8112**

**Sub. Code**

**90133**

**B.Sc. DEGREE EXAMINATION, APRIL 2023**

**Third Year**

**Catering and Hotel Administration**

**TRAVEL AND TOURISM MANAGEMENT**

**(Upto 2015)**

Duration : 3 Hours

Maximum : 60 Marks

**Part A**

(6 × 3 = 18)

Answer **all** questions.

1. Write down the components of tourism industry.
2. What are the different types of tourism distribution channels?
3. What are the different functions of travel agency?
4. Name the important tourism places in Kerala.
5. Write short note on 'Bharatanatyam'.
6. What is MICE Tourism?

**Part B**

(4 × 8 = 32)

Answer any **four** questions.

7. Explain the role of government in promoting tourism industry.
8. Point out and explain the various documents needed for international travel.

9. State the history and development of travel agency business in India.
10. Explain the important religious tourism destinations in Tamilnadu.
11. Evaluate the role and importance of handicrafts in tourism promotion.
12. Discuss the latest trends in Indian tourism industry.

**Part C** (1 × 10 = 10)

Compulsory.

13. 'Festivals play a vital role in the development of tourism in a country' — Comment on this statement.
-

**C-8113**

**Sub. Code**

**90134**

**B.Sc. DEGREE EXAMINATION, APRIL 2023**

**Third Year**

**Catering and Hotel Administration**

**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 purposes?
6. Define span of control.

**Part B**

(4 × 8 = 32)

Answer any **four** questions.

7. What are the 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-8114**

**Sub. Code**

**90135**

**B.Sc. DEGREE EXAMINATION, APRIL 2023**

**Third Year**

**Catering and Hotel Administration**

**FOOD AND BEVERAGE MANAGEMENT**

**(Upto 2015)**

Duration : 3 Hours

Maximum : 60 Marks

**Part A**

(6 × 3 = 18)

Answer **all** questions.

1. Define the term "Carving". Give any two examples for flambe dish.
2. List out and explain the types of bar license in India.
3. Distinguish between Dispense bar and Pub.
4. Explain the role of lighting in restaurant planning.
5. Write down the objectives of good restaurant layout.
6. Bring out the basic concept of microwave cooking.

**Part B**

(4 × 8 = 32)

Answer any **four** questions.

7. What are the points to be remember while serving food from gueridon trolley?
8. Explain the various special equipment found in gueridon trolley.

9. What to consider while selecting and purchasing of bar equipment?
10. What are the factors affecting restaurant planning and designing?
11. Explain the various equipment found in fast food restaurants.
12. Bring out the various factors to be consider while planning a menu for a new restaurant.

**Part C** (1 × 10 = 10)

Compulsory.

13. The average gross profit margin for a bar sits somewhere between 70 and 80%. Compare that against other industry, and it's huge. Even though some bar business fails due to bar frauds.

As a Bar manager how will you identify the common types of bar frauds and what are the measures to implement for controlling it?

---

**C-8115**

**Sub. Code**

**90136**

**B.Sc. DEGREE EXAMINATION, APRIL 2023**

**Third Year**

**Catering and Hotel Administration**

**ADVANCED FOOD PRODUCTION AND PATISSERIE**

**(2015 Batch)**

Duration : 3 Hours

Maximum : 60 Marks

**Part A**

(6 × 3 = 18)

Answer **all** questions.

1. What is standardization of recipe?
2. What is pantry?
3. What are mousse and its types?
4. What is menu engineering?
5. What are the types of sugar?
6. What is parfait?

**Part B**

(4 × 8 = 32)

Answer any **four** questions.

7. Bring out the methods of maintaining recipe file and evaluation of recipes.
8. Discuss about equipments and tools connected to garde manger.

9. Write the methods of preparing Mexican soup and main course.
10. Explain the importance of men designing.
11. What are the causes of accidents in kitchen safety?
12. Discuss about the types of chocolates.

**Part C**

(1 × 10 = 10)

Answer **all** questions.

13. Plan a buffet menu for breakfast, lunch and dinner for 100 pax in a birthday party.

---



**C-8116**

**Sub. Code**

**90137**

**B.Sc. DEGREE EXAMINATION, APRIL 2023**

**Third Year**

**Catering and Hotel Administration**

**MANAGEMENT INFORMATION SYSTEM**

**(Upto 2015 batch)**

Duration : 3 Hours

Maximum : 60 Marks

**Part A**

(6 × 3 = 18)

Answer **all** questions.

1. Define MIS.
2. List out the information system activities.
3. What is database? List out its advantages.
4. How will you rename and delete queries?
5. How will you create and modify reports?
6. What is POS?

**Part B**

(4 × 8 = 32)

Answer any **four** questions..

7. What are the characteristics of MIS? What are the purposes and uses of it?
8. Brief on Desktop Publishing System.
9. How do you create table in MS Access?

10. What is a query? How will you create, modify and save queries?
11. Discuss the types of forms with examples. And explain different adding and deleting controls.
12. How will you create Front office MIS reports?

**Part C** (1 × 10 = 10)

Compulsory.

13. Explain in detail about steps to create a Sales-MIS reports for catering and hotel management including registration, item order, billing details with its features, merits and demerits.
-