

C-0266

Sub. Code

90113

B.Sc. DEGREE EXAMINATION, NOVEMBER 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. What is sanitation?
2. Define the term Basal metabolism.
3. Mention the various types of fuel used in cooking.
4. What is game bird?
5. What do you mean by blanching?
6. What is stew?
7. Define the term Bouquet Garni.
8. What is preservation?
9. Name any five International soups with its country.
10. What is adulteration?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Brief about the ethics in kitchen.

Or

- (b) Differentiate between hygiene and sanitation.

12. (a) Explain the uses of cooking fuels.

Or

- (b) Write about care and maintenance of kitchen equipment.

13. (a) What is En Papillote? Describe.

Or

- (b) Give a short note Continental style of cooking.

14. (a) Write the uses of stock in cookery.

Or

- (b) Write the differences between garnishing and accompaniments.

15. (a) Differentiate between batter and dough.

Or

- (b) Write the role of baking powder and baking soda in bread making process.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Elaborate the characteristics and uses of ingredients.

Or

- (b) Discuss in detail the selection procedure of good quality vegetables.

17. (a) Narrate in detail the different types of cooking method with examples.

Or

- (b) Write the classification of sauces with examples.

18. (a) Write in detail the physical and chemical agents in food preservation.

Or

- (b) Enumerate the different types of bread with its name and description.

C-0267

Sub. Code

90114

B.Sc. DEGREE EXAMINATION, NOVEMBER 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. Define the term "Organisation Structure".
2. What are the outlets of Food and Beverage.
3. What are catering activities?
4. Name any Four Furniture used in Food and Beverage Services.
5. Name any Four Non-Alcoholic Beverages.
6. What is menu Terminology?
7. Give examples for Special Services.
8. What is a Table Service?
9. What is Food and Beverage Voucher?
10. Define the term "Buffet".

Part B

(5 × 5 = 25)

Answer **ALL** questions

11. (a) Write the job description of Food and Beverage Manager.

Or

- (b) Write short note on “Chef de Reng”.

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

Or

- (b) Write the various types of Table Service in Food and Beverage Service.

13. (a) Mention the Factors affecting menu Planning.

Or

- (b) Write the components of menu design.

14. (a) Write the various types of Alcoholic Beverages.

Or

- (b) State the concept of in Room Dining.

15. (a) Write the various functions of Catering.

Or

- (b) Draw the format of Special Dinner Seating Plan.

Part C

(3 × 10 = 30)

Answer **ALL** questions.

16. (a) Discuss the Organizational Structure of Food and Beverage Department.

Or

- (b) Explain the various types of Catering Services.

17. (a) Describe the essential equipments required in Food and Beverage outlets.

Or

- (b) Enumerate the thirteen course of French Classical menu.

18. (a) Elucidate the common hot and cold beverages of India.

Or

- (b) Narrate the points to be considered while planning a Buffet.

C-0268

Sub. Code

90123

B.Sc. DEGREE EXAMINATION, NOVEMBER 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. Define tourism.
2. What is heritage tourism?
3. What are condominium hotels?
4. What is a residential hotel?
5. What do you mean by suite room?
6. List out any four qualities of a receptionist.
7. Define No-show.
8. What is a group rate?
9. Mention the details recorded in a GRC.
10. What is upselling?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Differentiate between domestic traveler and foreign traveler.

Or

- (b) What are FIT and GIT?

12. (a) What are the various levels of service?

Or

- (b) Define Hotel. Name any two 5-star hotel in Tamil Nadu.

13. (a) Elaborate on Meal Plans.

Or

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

14. (a) What are the different types of reservations? Discuss.

Or

- (b) Give the meaning for the following terms:

- (i) Check-in
- (ii) Check-out
- (iii) Room status
- (iv) Skipper
- (v) Self-registration

15. (a) What do you mean by pre-registration? Mention its activities.

Or

- (b) Brief on the records and registers maintained related to registration.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) How will you classify hotels as per location?

Or

- (b) Explain the various types of tourism and the components of tourism.

17. (a) Explain the sources of reservations.

Or

- (b) Draw the layout of front office department of a large hotel and write its functions.

18. (a) Write down the registration procedure for groups.

Or

- (b) Explain the following terms:

(i) Floatel

(ii) Motel

(iii) Tariff

(iv) Overbooking

(v) GDS

- (vi) Scanty Baggage Guest
 - (vii) Guest History Card
 - (viii) 'C' Form
 - (ix) Sleeper
 - (x) Time-share.
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C-0269

Sub. Code

90124

B.Sc. DEGREE EXAMINATION, NOVEMBER 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. Write any two functions of housekeeping.
2. Write brief about Laundry.
3. Name any four manual cleaning equipments.
4. Write brief about housekeeping stores.
5. Define the term "Periodic cleaning".
6. Write brief about operational areas of housekeeping department.
7. What is Valet service?
8. Write short notes on Lost and found procedure.
9. Write brief about Grand Master key.
10. What do you mean by Discrepancy report?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain the duties and responsibilities of Executive housekeeper and Control desk supervisor.

Or

- (b) Draw a neat layout of housekeeping department in a Hotel.

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

Or

- (b) List out the points to be considered in storage of cleaning agents.

13. (a) Explain the Public area cleaning of housekeeping department in a Hotel.

Or

- (b) Write notes on Special cleaning procedure.

14. (a) State the importance of Key control procedure.

Or

- (b) Write notes on Daily cleaning procedure of a guest room.

15. (a) Write notes on D.N.D. and Valet service.

Or

- (b) Explain about Guest amenities and Par stock.

Part C

(3 × 10 = 30)

Answer **all** questions.

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

Or

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

17. (a) Classify cleaning equipments and explain their characteristics.

Or

- (b) Elucidate rules on a guest floor in housekeeping department.

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

Or

- (b) Write notes on:

- (i) Job order
 - (ii) Maid's cart
 - (iii) Housekeeper report
 - (iv) Log book
 - (v) Tent card
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C-0270

Sub. Code

90132

B.Sc. DEGREE EXAMINATION, NOVEMBER 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 do you mean by food standard?
2. What is mislabeling?
3. What is BuerreManie?
4. What is Oyster sauce?
5. What do you mean chopstick?
6. Who is Chef-de-partie?
7. List any five types of dressings used in salad.
8. What do you mean by bacon?
9. What is accompaniment?
10. What is Pate?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Describe the importance of food standards.

Or

- (b) Write short notes on mislabeling.

12. (a) Give brief note Béchamel sauce in French cuisine.

Or

- (b) What do you mean by bouquet garni? Write its uses.

13. (a) Write the historical influence of Thai cuisine.

Or

- (b) Explain about the salient features of different methods of cooking in Mexican cuisine.

14. (a) Write the duties and responsibilities of Executive chef.

Or

- (b) Differentiate between bacon and sausage.

15. (a) Why is diet planning important? Describe.

Or

- (b) Write the principles of garnish while plating food.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Distinguish in detail between Gateaux and Icing with examples.

Or

- (b) Write in detail about the preparation procedure of Puff party and Flaky Pastry.

17. (a) Comment in detail the various glossary terms of Italian culinary terms.

Or

- (b) Explain elaborately the duties and responsibilities of Garde-manger.

18. (a) Elaborate the classification and types of salad with examples.

Or

- (b) Give a detailed note Galantines and Ballotines and write examples.
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C-0271

Sub. Code

90133

B.Sc. DEGREE EXAMINATION, NOVEMBER 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. What is pruning?
2. What is sparkling wine?
3. What are the types of Cognac?
4. What is muddler and jigger?
5. Mention any two classical cocktails.
6. What are the types of bar?
7. What is tequila?
8. What is Irish coffee?
9. What are aromatized wines?
10. What is cycle of service?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) List and explain the manufacturing of wine.

Or

- (b) Explain the classification of wines.

12. (a) Write a note on service procedure of cider and toddy.

Or

- (b) Explain the manufacturing and style of rum.

13. (a) Discuss the various equipments used in bar.

Or

- (b) Discuss about the white and red grape varieties.

14. (a) List the procedure of making Manhattan and bloody marry cocktails.

Or

- (b) Bring out the brands and types of spirits.

15. (a) Give the types brands and service of aerated beverages.

Or

- (b) Discuss about various types of vodka.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Enumerate on the classification of alcoholic beverages.

Or

- (b) Elaborate on the beer classification and styles of beer

17. (a) Describe the various beer brands with ten countries.

Or

- (b) Explain about the pot still and patent still distillation

18. (a) Discuss the history and manufacturing of scotch.

Or

- (b) Elaborate on the health hazards of Tobacco.

C-0272

Sub. Code

90136

B.Sc. DEGREE EXAMINATION, NOVEMBER 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** questions.

1. Define nutrients.
2. What are Micronutrients?
3. What is SDA?
4. What is dietary fibre?
5. What are monosaccharides?
6. Give the classification of proteins.
7. Give any food sources of Iodine.
8. What is menu planning?
9. What is QPF?
10. What are health specific meals?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Bring out the various functions of food.

Or

- (b) Bring out the classification of nutrients.

12. (a) Discuss about the energy contribution from macronutrients.

Or

- (b) Explain the health hazards associated with underweight.

13. (a) Write the methods of improving quality of Protein.

Or

- (b) Explain the significance of fatty acids.

14. (a) Discuss about the functions of water.

Or

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

15. (a) Give the importance of balanced diet.

Or

- (b) Discuss the new fast food products launched in the market.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain the terms of nutrients and nutrition and its relation to health.

Or

- (b) Elaborate the energy and units of its measurements.

17. (a) Narrate the dietary sources and concepts of blood cholesterol.

Or

- (b) Explain about the functions of calcium and sodium.

18. (a) Discuss the planning of nutritionally balanced meals.

Or

- (b) Enumerate the critical evaluation of fast foods.

C-0273

Sub. Code

90142

B.Sc. DEGREE EXAMINATION, NOVEMBER 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 – Fibre.
2. What is spinning?
3. List any five types of linen used in guest room.
4. What do you mean by upholstery?
5. What is monogram?
6. Who is seamstress?
7. What is drycleaner?
8. Who is valet?
9. Define the term pest.
10. What is Bonsai?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Write brief note on Damask and Flannelette cloth.

Or

- (b) Describe the procedure for identifying the cloth.

12. (a) Differentiate between bed spread and pillow slips.

Or

- (b) Write the rules for purchasing linen.

13. (a) Write the activities of sewing room in hotel.

Or

- (b) Describe the procedure of stock taking.

14. (a) Write about the important role of laundry agent.

Or

- (b) What do you mean by laundry agent? Explain.

15. (a) Describe about the various conditioning of plant material.

Or

- (b) Write the procedure to prevent infection in kitchen area.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Elaborate the classification of fiber with a neat diagram.

Or

- (b) Discuss in detail the characteristics features of linen that are used in guest room.

17. (a) Enumerate the different table linen with its sizes and its uses.

Or

- (b) Narrate the various procedure and records issuing linen of floor and department.

18. (a) Explain the flow process of industrial laundering.

Or

- (b) Enumerate the various styles of flower arrangement.

C-0274

Sub. Code

90143

B.Sc. DEGREE EXAMINATION, NOVEMBER 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. What is wake up calls?
2. Define the term "Business centre".
3. Write short notes on F.I.T's and V.I.P's.
4. Write brief about Errand card.
5. Write short notes on guest account and non-guest account.
6. What do you mean by Master folio?
7. Who is night auditor?
8. Write brief about No show.
9. What do you mean by check out?
10. Write short notes on unpaid account balance.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Write notes on Handling guest complaints in a Hotel.

Or

- (b) Enumerate the front office procedure for lost and found and theft.

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

Or

- (b) Explain the baggage handling procedure for F.I.T.'s, G.I.T.'s and V.I.P.'s.

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

Or

- (b) Write notes on computer billing and maintenance of accounts.

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

Or

- (b) Explain the operating modes of night auditing in a hotel.

15. (a) Explain about collection of accounts in front office department.

Or

- (b) Explain the various types of check out options in a Hotel.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Write notes on :

- (i) Handling mail
- (ii) Handling message
- (iii) Telephone services
- (iv) Guest relations
- (v) Log book

Or

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

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

Or

(b) Write notes on :

- (i) Guest folio
- (ii) Split folio
- (iii) Non-guest folio
- (iv) Employee folio
- (v) City ledger

18. (a) Discuss in detail about Night auditing process in a Hotel.

Or

(b) Discuss in detail about check out and settlements.

C-0275

Sub. Code

90145

B.Sc. DEGREE EXAMINATION, NOVEMBER 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 is a "Tap"?
2. Define the term "Valve".
3. What is hardness of water?
4. Define the term latent heat".
5. What is "British thermal unit"?
6. Define the term combustion.
7. What is "pour point"?
8. Define the term specific heat.
9. What is mini pilot?
10. What is thermal efficiency?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Write the steps in efficient use of LPG stove burners.

Or

- (b) Describe the classification of fires.

12. (a) Write the fire preventing techniques of oil fire.

Or

- (b) Write the fire regulations of Food and beverage outlets.

13. (a) State any five advantages of contract maintenance.

Or

- (b) Write the uses of insulators.

14. (a) Write the advantages of “Poly phase”.

Or

- (b) What is circuit breaker? What are its uses.

15. (a) Write short note on “Fuse”.

Or

- (b) State the dis-advantages of fuses.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Write the diverse functions of cold water in Hotels.

Or

- (b) Explain water line fittings with examples.

17. (a) Explain the classification of “Burners”.

Or

- (b) How a fire starts and sustain itself?

18. (a) Compare AC and DC current.

Or

- (b) Explain series and parallel connections.
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C-0276

Sub. Code

90151

B.Sc. DEGREE EXAMINATION, NOVEMBER 2023

Fifth Semester

C & HA

PRINCIPLES OF MANAGEMENT

(2018 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define Management.
2. Define Decision making.
3. What is Unity of command?
4. What is MBO?
5. Write any two elements of organisation.
6. What do you mean by Departmentalisation?
7. What is centralisation?
8. Define Direction.
9. What are the differences between motivation and satisfaction?
10. Define communication.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) What is the difference between management and Administration?

Or

- (b) Is Management a science or an Art? Justify.

12. (a) Write the importance of MBE.

Or

- (b) Briefly explain the steps involved in Decision making.

13. (a) What are the different bases of departmentation?

Or

- (b) Write the advantages of Decentralisation.

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

Or

- (b) Write the elements of communication.

15. (a) Write short notes on TQM.

Or

- (b) Write the importance of control.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) “Management is getting things done through people”. – Discuss.

Or

- (b) Discuss the contributions of Taylor to Management thought.

17. (a) Describe the elements of planning.

Or

(b) Explain the various methods of Training.

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

Or

(b) Explain various barriers to effective communicative.
How can the barriers be removed.

C-0277

Sub. Code

90152

**B.Sc. (C&HA) DEGREE EXAMINATION,
NOVEMBER 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** questions.

1. What is Lounge?
2. What is Ullage?
3. Write short notes on Banquet.
4. Define cook chill system?
5. What is pricing?
6. What is Bar?
7. What do you mean by perishable food?
8. What is Cellae?
9. What do you mean by FIFO method?
10. What is Budget?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Write short notes on standard purchase specification.

Or

- (b) Write the temperature for the following frozen food items.

(i) Meat

(ii) Fish

(iii) Ice cream

12. (a) Give a short notes on cold storage.

Or

- (b) Write the benefits of Ionization system.

13. (a) Write the duties and responsibilities of store keeper.

Or

- (b) What are the guidelines to be followed for stock taking?

14. (a) Briefly explain different types of budget.

Or

- (b) Explain various types of forecasting methods.

15. (a) Write the main elements of menu Engineering.

Or

- (b) Write short notes an bar inventory.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) What are the points to be kept in mind while opening cloud kitchen?

Or

- (b) Draw the Layout of satellite kitchen and explain all in detail.

17. (a) Explain the best practices to be followed in storage procedures.

Or

- (b) Compile a 11 course French classical menu with its wine accompaniments and garnishes.

18. (a) Explain the Bar stock taking procedure to determine stock levels.

Or

- (b) Explain various books and records maintained in a Bar.

C-0278

Sub. Code

90153

B.Sc. DEGREE EXAMINATION, NOVEMBER 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 in front office?
2. Define the term "Forecast".
3. What are the importance of budget in front office?
4. Write brief about capital and operational budget for front office.
5. What is Yield?
6. What do you mean by Duration control?
7. What is duty chart in housekeeping?
8. Write brief about Standard Operating Procedures.
9. What do you mean by interior design in housekeeping.
10. Write short notes on Green housekeeping.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Write notes on Market condition approach and Rule-of-thumb approach.

Or

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

12. (a) Explain the various factors affecting budget planning.

Or

- (b) Write notes on making front office budget.

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

Or

- (b) Write note on application of Yield management in Hotel Industry.

14. (a) Explain the Team spirit in housekeeping department.

Or

- (b) Explain the security from theft in housekeeping department.

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

Or

- (b) Explain the Outsourcing in housekeeping department in a Hotel.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Discuss in detail notes on forecasting room availability.

Or

- (b) Explain the Evaluating front office operation in a Hotel.

17. (a) Discuss in detailed notes budget cycle in front office operations.

Or

- (b) Discuss in detailed notes on Potential high tactics and Potential Low Demand Techniques.

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

Or

- (b) Discuss in detail about Swimming pool management in Housekeeping operations.

C-0279

Sub. Code

90155A

B.Sc. DEGREE EXAMINATION, NOVEMBER 2023

Fifth Semester

C & HA

FOOD PRODUCTION AND PATISSERIE

(2018 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Name any four popular British Cheeses.
2. List out any eight herbs and seasonings used in Chinese Cuisine.
3. What is “Coq au Vin”?
4. Name any four famous dessert of France.
5. List out the different categories of Pasta.
6. Name any four equipments used in Chinese cuisine.
7. What is Frosting?
8. What is Sundae?
9. What is Frozen Mousse?
10. Define Ice Cream.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Give a short notes on Taiwan Cuisine.
Or
(b) Write a short notes on different breads of France.
12. (a) What are the rules for selection of Icing.
Or
(b) Write the difference between Icing and Frosting.
13. (a) Write the receipe for chocolate Fudge Frosting.
Or
(b) Give a brief notes on “Noodles”.
14. (a) Briefly explain about Szechwan cuisine.
Or
(b) What are the special ingredients used in Italian cuisine?
15. (a) Write the ingredients used for preparing Ice cream.
Or
(b) Briefly explain about the additives and preservatives used for preparing Ice cream.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain various traditional modern cuisine of China.
Or
(b) Write the salient features of Mexican cuisine and List out its most popular dishes.

17. (a) Explain different kinds of Icings.

Or

(b) Explain about Italian cuisine.

18. (a) Classify Frozen dessert and explain all.

Or

(b) What is Meringue? Explain different types of Meringue.

C-0280

Sub. Code

90155B

B.Sc. DEGREE EXAMINATION, NOVEMBER 2023.

Fifth Semester

C and HA

FOOD AND BEVERAGE SERVICE

(2018 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What is Sommelier?
2. What do you mean by Duty Roaster?
3. What is Bar Staffing?
4. Name the alcohol which is used to make "Tom colling".
5. What is Mocktail?
6. What is Back bar?
7. Who is a Bar tender?
8. Name any Four important Bar equipments.
9. What is "Noggs"?
10. What do you mean by Mixed drinks?

Part B

(5 × 5 = 25)

Answer **all** questions.

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

Or

- (b) Write the Job specification of Bar Manager.

12. (a) Write the recipe of Bacardi.

Or

- (b) Write the SOP of Bar.

13. (a) Classify Cocktails on the basis of its size and Strength.

Or

- (b) How will you deal with a heavy drunken guest?

14. (a) Name any ten Brandy based Cocktail.

Or

- (b) Name any ten Rum based Cocktail.

15. (a) Write the points to be noted while making mixed drinks.

Or

- (b) Explain different methods of preparing cocktails.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Draw the hierarchy of F and B Service staff in Banquet and write their duties and responsibilities.

Or

- (b) Draw the Layout of Bar and explain in detail.

17. (a) Write the history of cocktail and explain its types.

Or

- (b) Name any 5 Gin based cocktail and write its recipe with Serving method.

18. (a) Write the recipe for the following :

- (i) Dubonnet
- (ii) Whisky Sour
- (iii) Black Russian
- (iv) Pinacolada

Or

- (b) List any five Vodka based cocktail and explain the methods of mixing and equipments used in Cocktail preparation.

C-0281

Sub. Code

90155C

B.Sc. DEGREE EXAMINATION, NOVEMBER 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. What is Foyer?
2. What is Colour?
3. What do you mean by “Carpet”?
4. Define Floor.
5. What is Valet?
6. What is Suite room?
7. Define Budget.
8. What is Hue?
9. What do you mean by “Staffing”?
10. What is Branding?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Classify Fires.

Or

(b) Discuss the various types of Fire fighting tools.

12. (a) Write the criterias for selection of Flooring.

Or

(b) Write the uses of Carpet.

13. (a) Give a short notes on “Dry Cleaning”.

Or

(b) Write short notes on :

(i) Evening Service

(ii) Spring Cleaning.

14. (a) Write the importance of refurbishing and redecoration in a hotel.

Or

(b) Write the procedure of Turndown Service in a guest room.

15. (a) What do you mean by complementary colour scheme?

Or

(b) Name different types of Furniture used in hotel rooms and house keeping department.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) The effective use of colour and pattern can change the apparent dimension of room — Discuss.

Or

- (b) Explain different types of Window, Window frames and Window treatments followed in House-keeping department.

17. (a) Explain different types of Carpet.

Or

- (b) What are the points to be kept in mind while designing a hotel?

18. (a) What is lighting? Explain different types of lighting and write its importance.

Or

- (b) Discuss the care and cleaning of five metals used in hotel establishments.

C-0282

Sub. Code

90155D

B.Sc. DEGREE EXAMINATION, NOVEMBER 2023.

Fifth Semester

C and HA

FRONT OFFICE

(2018 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What is Average Daily rate?
2. What do you mean by Capacity Management?
3. Define Timeshare.
4. Name any four international Timeshare properties.
5. What is RevPAR?
6. Expand EMR.
7. What do you mean by Discounting in a hotel.
8. Write the formula for calculating potential average single rate.
9. What is Lobby?
10. What is Bell Desk?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Who is a Revenue manager? Write his duties and responsibilities.

Or

- (b) How the yield management and Revenue management are interrelated?

12. (a) Write the advantages of Timeshare business.

Or

- (b) Write short notes on Block out period.

13. (a) What is Paging? Write its importance.

Or

- (b) Write the importance of cash register in Front office.

14. (a) Why the security is most important in a star hotel?

Or

- (b) What are the difficulties faced in marketing Timeshare?

15. (a) Draw the layout of bathroom for disabled guests in a star hotel.

Or

- (b) Draw the layout of front desk and give a brief note on all.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Determine the yield for a three star hotel and explain how the yield management maximises revenue of a hotel.

Or

- (b) Classify Timeshare. Explain various stages of marketing of Timeshare.

17. (a) Discuss the use of occupancy percentage versus the Average daily rate in determining the effectiveness of a General Manager.

Or

- (b) As a manager of a star hotel how will you deal with the following Cases and what are the security measures will you take?

(i) Dealing with Fire

(ii) Dealing with Death.

18. (a) Explain the following.

(i) DND

(ii) OOO

(iii) Skipper

(iv) Scanty baggage

(v) No show.

Or

- (b) Explain the guidelines to be followed while planning, the facilities for physically challenged people.

C-0286

Sub. Code

90123

B.Sc. DEGREE EXAMINATION, NOVEMBER 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 raw ingredients?
2. Which cuisine is popular in South India?
3. Mention the herbs used on south Indian cuisine.
4. What are the main spice ingredients in east Indian cuisine?
5. What is Chicken Xacuti?
6. What cooking methods are commonly used in Western cuisines?
7. What is pot seasoning?
8. Mention two popular international soups.
9. What is food costing?
10. What is portion control?

Part B

(5 × 5 = 25)

Answer **all** questions

11. (a) How does climate affect food habits?

Or

(b) What are the factors that influence the cuisine of any region?

12. (a) Discuss the factors makes Western food popular in India?

Or

(b) Explain the influence of geographical location on north Indian cuisine.

13. (a) Write the uniqueness of west Indian cuisine.

Or

(b) Explain the importance of vegetable cuffing machine.

14. (a) Discuss about the popular foods of small grains.

Or

(b) Explain the methods of maintaining recipe file.

15. (a) Explain the cold cuts with examples.

Or

(b) Discuss the various types of menu in buffet presentation.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Is India's cuisine influenced by climate and geography — explain it.

Or

- b) Elaborate on the availability of ingredients and raw materials in north Indian cuisine.

17. (a) Explain the significance about Portuguese cuisine and describe it.

Or

- (b) Explain about developing, balancing and testing of new recipes.

18. (a) Discuss about the functions and importance of garde manger.

Or

- (b) Enumerate the History and development of chettinad cuisine.
-

C-0287

Sub. Code

90124

B.Sc. DEGREE EXAMINATION, NOVEMBER 2023.

Second Year

Catering and Hotel Administration

FRONT OFFICE OPERATIONS

(2016 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define the term 'Quest services'.
2. Write short notes on Equipments and supplies in a Hotel.
3. Write short notes on Errand card.
4. Define the term "Paging the guest".
5. Write short notes on guest account and non-guest account.
6. What do you mean by folio and ledger?
7. What are the different reports in front office departments?
8. Write brief about guest credit monitoring.
9. What is check out?
10. Write brief about Unpaid account balance.

Part B

(5 × 5 = 25)

Answer **all** questions

11. (a) Write notes on Handling guest complaints and Guest relations in a Hotel.

Or

- (b) Write notes on Key control and Safe deposit boxes.

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

Or

- (b) Discuss the baggage handling procedure for FIT's, G.I.T's and V.I.P.'s.

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

Or

- (b) Write notes on benefits of computer billing.

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

Or

- (b) Explain the operating modes of night auditing in a hotel.

15. (a) Write notes on Miscellaneous services in a hotel.

Or

- (b) Explain the various types of check out options in a hotel.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Write notes on:

- (i) Handling Mail
- (ii) Handling message
- (iii) Business centre
- (iv) Telephone services
- (v) Room key security functions

Or

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

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

Or

(b) Discuss in detailed note on Night audit process in a Hotel.

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

Or

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

C-0289

Sub. Code

90132

B.Sc. DEGREE EXAMINATION, NOVEMBER 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 is Yield?
2. What do you mean by Overbooking?
3. Define the term “Upselling”
4. What is personal selling?
5. List out the different types of contracts.
6. Define the term “Leasing”.
7. What is refurbishing?
8. Name any four types of floor coverings.
9. What do you mean by firefighting?
10. Name the common types of alarm system used in hotels.

Part B

(5 × 5 = 25)

Answer **all** questions

11. (a) Bring out the significance of revenue management in hotel business.

Or

- (b) List out and explain the elements of yield management.

12. (a) What are the two main techniques applied while trying to sell a hotel room? Explain.

Or

- (b) Explain the concept of ABC of selling in front office.

13. (a) Which are the areas in housekeeping that may be services on contract basis. Explain.

Or

- (b) State the advantages and disadvantages of outsourcing.

14. (a) Write down the Classification of Furniture.

Or

- (b) List out and explain the various types of windows.

15. (a) State the advantages and disadvantages of off-premise laundry.

Or

- (b) Explain the role and importance of security department in hotel operation.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) List down the various formulas used for measuring yield in Front office.

Or

- (b) Explain the different pricing techniques available in hotel.

17. (a) Discuss the different steps involved in planning a point of sale in front office.

Or

- (b) Briefly explain the principles followed to achieve good interior design.

18. (a) 'Lighting plays an important role in hotel interior decoration' — Analyze this statement.

Or

- (b) Discuss the role of front office staff in handling emergency situations.
-

C-0290

Sub. Code

90133

B.Sc. DEGREE EXAMINATION, NOVEMBER 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. Write the characteristics of Grapes.
2. What is considered a Table Wine?
3. Name any Four Portugal wines.
4. Name any Four Australian wines.
5. Define the term Tanning in wine.
6. What is Vintage?
7. What is the origin of Brandy?
8. Define the term "Patent Still".
9. What proof is a spirit?
10. Give the Gay Lussac Formula.

Part B

(5 × 5 = 25)

Answer **all** questions

11. (a) Write the process of wine production.
Or
(b) Write short notes on “Storage of Red Wine”.
12. (a) Write the Italy wine Regions and its graphs.
Or
(b) List out the various types of German wines.
13. (a) Write the basics of pairing food and wine.
Or
(b) State the Benefits of Beer.
14. (a) Write various types of spirits.
Or
(b) Write the various methods are used to produce Alcohol.
15. (a) Differentiate between Mocktail and Cocktail.
Or
(b) Give the advantages of Potstill distillations.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Elucidate the various types of Beverages.
Or
(b) Enumerate the key elements associated with wine and food pairing.

17. (a) What is distilling? Explain the process of distilling.

Or

(b) Narrate the manufacturing process of Vodka.

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

Or

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

C-0295

Sub. Code

90115

B.Sc. DEGREE EXAMINATION, NOVEMBER 2023.

First Year

Catering and Hotel Administration

FRONT OFFICE OPERATIONS

(upto 2015 Batch)

Duration : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. Define the term Hotel.
2. Enlist the Functions of Front Office.
3. What is Tentative Reservation?
4. List the different types of rooms.
5. Write the procedure of change of rooms.
6. Name some of the Chain Hotels in India.

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Trace the origin and growth of the Hotel Industry in India.
8. State the classification of Hotel based on facilities offered.

9. Explain the various meal plan provided in the Star Hotels.
10. Draw the organizational structure of Front Office in Luxury Hotel.
11. Describe the check out procedure in detail.
12. Write an essay on the functions of Bell Desk.

Part C

(1 × 10 = 10)

Compulsory.

13. Discuss the contribution of Hotel Industry to the development of Tourism Industry in India.
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C-1249

Sub. Code

90113

B.Sc. DEGREE EXAMINATION, NOVEMBER 2023.

First Semester

Catering And Hotel Administration

BASIC FOOD PRODUCTION AND PATISSERIE – I

(2023 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 1 = 10)

Answer **all** questions.

1. Continental cuisines typically refers to the culinary traditions of which continent?
 - (a) Asia
 - (b) Europe
 - (c) Africa
 - (d) North America
2. HACCP (Hazard analysis and critical control points) is primarily concerned with
 - (a) Food presentation
 - (b) Food preservation
 - (c) Food safety
 - (d) Food portioning
3. What category of kitchen equipment does a convection oven belong to ?
 - (a) Food preparation equipment
 - (b) Cooking equipment
 - (c) Refrigeration equipment
 - (d) Cleaning equipment

4. In the context of meat cuts, what does the term “tenderloin” typically refer to?
- (a) A tough cut of beef
 - (b) A lean cut of pork
 - (c) A fatty cut of lamb
 - (d) A delicate cut of fish
5. Which cooking method involves submerging food in a hot liquid often used for vegetables and pasta?
- (a) Roasting (b) Grilling
 - (c) Boiling (d) Sauteing
6. Which type of kitchen accident is characterized by injury from hot liquids and steam?
- (a) Cuts (b) Burns
 - (c) Falls (d) Electric shock
7. What is the primary purpose of a mirepoix in stock preparation?
- (a) To add flavour and color
 - (b) To thicken the stock
 - (c) To enhance the aroma
 - (d) To clarify the stock
8. What types of soup is characterized by a clear flavorful broth and minimal ingredients, often garnished with finely chopped herbs?
- (a) Bisque (b) Chowder
 - (c) Consomme (d) Gazpacho
9. Which of the following principles of baking involves the application of dry heat to baked goods to create a golden-brown crust and cook the interior?
- (a) Conduction (b) Convection
 - (c) Radiation (d) Roasting

10. In baking, what is the primary function of sugar in a recipe?
- (a) Adding flavor and aroma
 - (b) Binding ingredients together
 - (c) Providing moisture
 - (d) Browning and caramelization

Part B (5 × 5 = 25)

Answer **all** questions.

11. (a) Compare and contrast on continental cuisine with Pan Asian cuisine.

Or

- (b) Write down the attributes of culinary professional in hotel.

12. (a) Explain the key role herbs and spices in enhancing the flavor of dishes.

Or

- (b) Explore the quality points to consider when selecting and preparing fruits, vegetables.

13. (a) Explain the importance of kitchen uniform.

Or

- (b) Discuss the basic rules of first aid.

14. (a) Distinguish between sauces and soups.

Or

- (b) Write a brief notes on Famous cheese of the world with examples.

15. (a) Discuss the salient features of principles of bakery.

Or

- (b) Write down the physical and chemical changes during baking of bread.

Part C

(5 × 8 = 40)

Answer **all** questions.

16. (a) Describe the principles of HACCP and its importance in ensuring food safety. write the critical control points and how are they identified and monitored in a kitchen setting.

Or

- (b) Discuss the duties and responsibilities of executive chefs in a professional kitchen.
17. (a) Explain the classification of kitchen equipment, provide examples of equipment in each category and write their uses.

Or

- (b) Describe the classification of ingredients used in culinary arts with examples.
18. (a) What is cooking? With the help of a diagram, classify wet and dry methods of cooking. Discuss any two methods in detail.

Or

- (b) Describe the different types of fires that can occur in a kitchen, with type of fire extinguisher to use and precautions.
19. (a) Name the mother sauces, write the recipe of 1 ltr of bechamel sauce.

Or

- (b) Explain soups? Enlist various types of soups with examples.
20. (a) Differentiate between small bakery tools and large bakery equipment. Provide examples of each and explain their specific functions in a bakery setting.

Or

- (b) Discuss in detail the characteristics and functions of ingredients used bakery in context to bread making.

C-1250

Sub. Code

90115

B.Sc. DEGREE EXAMINATION, NOVEMBER 2023

First Semester

Catering and Hotel Administration

BASIC FOOD AND BEVERAGE SERVICE — I

(2023 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 1 = 10)

Answer **all** questions.

1. Which one of the following sections is responsible for the preparation of juices
(a) Hot plate (b) Still room
(c) Pantry (d) Silver room
2. An aboyour controls
(a) Hot plate (b) Still room
(c) Pantry (d) Silver room
3. Polivit plate method of cleaning is used to clean
(a) EPNS (b) Silver
(c) Aluminiums (d) None of the above
4. Spray type dish washing sprays water at
(a) 48°C – 60°C (b) 120°C
(c) 90°C (d) 40°C

5. Chef patissier is responsible for making
(a) Salads (b) Soups
(c) Pastas (d) Pastries
6. Sommelier is responsible for the service of
(a) Potatoes (b) Soups
(c) Cheese (d) Wines
7. Small restaurants which serves moderately priced meal and wine is called as
(a) Brasserie (b) Bistro
(c) Cafe (d) Carvery
8. In situ is a specialized service done in
(a) Restaurants (b) Flights
(c) Bars (d) Food court
9. American breakfast has
(a) 3 course (b) 6 course
(c) 8 course (d) 5 course
10. TDH stands for
(a) Table d'hotel (b) Table d'host
(c) Table d hote (d) None of the above

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Classify catering establishments with examples.
Or
(b) Write short notes on
(i) Fast food outlets
(ii) Hot plates.

12. (a) Sketch dummy waiter and list its parts.

Or

(b) Explain silver cleaning method.

13. (a) Explain the importance of intra and inter-department relationships of F and B department.

Or

(b) List out the undesirable qualities of a waiter.

14. (a) Explain single point service.

Or

(b) List the trollies used in F and B dept.

15. (a) Compile a supper for 50 pax.

Or

(b) List the courses of breakfast with example.

Part C

(5 × 8 = 40)

Answer **all** questions.

16. (a) Explain the In-Room dining and its types.

Or

(b) Elucidate the types of bar in a leading hotels of world.

17. (a) Classify Crockery and explain.

Or

(b) What are glassware? Give a brief description about the types of glasswares used in restaurants.

18. (a) Discuss the duties and responsibilities of Maitre d'hotel.

Or

(b) List any five attributes that are relevant to a waiter.

19. (a) Discuss Gueridon service.

Or

(b) Explain how is assisted service helpful in hotels.

20. (a) Compile a high tea menu for 300 pax @ Rs.2,000 pax.

Or

(b) Compile a Indian lunch menu for speciality restaurant.

C-1251

Sub. Code

90117

B.Sc. DEGREE EXAMINATION, NOVEMBER 2023.

First Semester

Catering And Hotel Administration

ROOM DIVISION OPERATIONS – I

(2023 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 1 = 10)

Answer **all** questions.

1. What is the term for the process of cleaning and preparing a hotel room for incoming?
 - (a) Check-out
 - (b) Turn over
 - (c) Check-in
 - (d) Reservation

2. Which department in a hotel often collaborates closely with the housekeeping department?
 - (a) Front office
 - (b) Food and beverage
 - (c) Maintenance
 - (d) Human resources

3. Who is responsible for co-ordinating the day to day operations within the housekeeping department?
 - (a) Quality inspector
 - (b) Malignance staff
 - (c) Housekeeping co-ordinator
 - (d) Guest services

4. What is the distinguishing features of an 'ocean view room' in a hotel?
 - (a) It's located on the top floor of the hotel
 - (b) It offers view of the hotel lobby
 - (c) It provides scenic view of the ocean
 - (d) It has a attached kitchenette
5. What is the primary benefit of periodic cleaning and maintenance in hotel?
 - (a) To increase room rates for guest
 - (b) To reduce the hotels operating costs
 - (c) To enhance guest satisfaction and safety
 - (d) To minimize staff involvement in cleaning tasks
6. What types of cleaning agent is commonly used for cleaning and disinfecting floors?
 - (a) Bleach
 - (b) Disinfectant
 - (c) Degreaser
 - (d) Floor cleaner
7. What is the main goal of Ecotourism?
 - (a) Maximizing profits for four operators
 - (b) Provide luxury accommodation for tourists
 - (c) Minimizing the negative impact on the environment and promoting conservation
 - (d) Offering extreme adventure experiences.
8. Which term describe tourist who travel within their own country for leisure or business?
 - (a) Domestic tourist
 - (b) International tourist
 - (c) Expatriates
 - (d) Nomads
9. Who is in charge of the front office department in a hotel?
 - (a) Executive housekeeper
 - (b) Food and Beverage manager
 - (c) Front office manager
 - (d) Head chef
10. Which technology is commonly used by hotels to manage and reservations, room availability and guest information?
 - (a) Pigeon mail
 - (b) Smoke signals
 - (c) Property management system
 - (d) Carrier pigeon

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Discuss the duties and responsibilities of Desk Incharge.

Or

- (b) Write the objectives of housekeeping department.

12. (a) Draw the hierarchy of HK in medium hotels.

Or

- (b) Enlist the attributes of house keeping staffs.

13. (a) Differentiate between facade cleaning and weekly cleaning.

Or

- (b) What is the role of Johny Mop and mention the care and cleaning procedure.

14. (a) Explain the types of Tourism.

Or

- (b) Classify hotel according to the location.

15. (a) Sketch the layout of front office department of small hotel.

Or

- (b) Differentiate between bell boys and bell captain.

Part C

(5 × 8 = 40)

Answer **all** questions.

16. (a) Discuss ten most important functions of housekeeping department.

Or

- (b) Sketch the layout of housekeeping department.

17. (a) Draw and explain a typical organization chart of housekeeping department in a 5-star hotel.

Or

- (b) Elucidate the types of guest room in leading hotels.
18. (a) Enlist the points to be kept in mind while selecting the cleaning agents.

Or

- (b) Give reasons for the following.
- (i) Brushes should never be left resting on their brittles.
- (ii) Mops are cleaned and dried after use
19. (a) Explain the types of ownership.

Or

- (b) Define Tourism. Explain its types.
20. (a) Explain forecasting room availability.

Or

- (b) Sketch the hierarchy of front office department of a large hotel.