

C-4746

Sub. Code

90113

B.Sc. DEGREE EXAMINATION, APRIL 2025

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. What is the primary aim of cooking food?
 - (a) To increase food waste
 - (b) To enhance flavor and texture
 - (c) To decrease nutritional value
 - (d) To speed up food spoilage
2. One who prepare cuts of meat for other station chefs to cook.
 - (a) Pastry Chef (b) Sous Chef
 - (c) Butcher Chef (d) Commis Chef
3. What source of heat transfer does grilling utilize?
 - (a) Conduction (b) Radiation
 - (c) Convection (d) Electro-magnetic radiation
4. What technique involves cutting food into small cubes of uniform size?
 - (a) Sautéing (b) Dicing
 - (c) Grating (d) Mincing

5. What type of fire extinguisher is suitable for extinguishing electrical fires?
- (a) Class A (b) Class B
(c) Class C (d) Class D
6. What should be the immediate response to a minor burn in the kitchen?
- (a) Apply butter
(b) Rinse with cold water
(c) Wrap with a bandage
(d) Leave it exposed
7. Which of the five mother sauces forms the base for béchamel sauce?
- (a) Tomato sauce (b) Velouté sauce
(c) Espagnole sauce (d) Hollandaise sauce
8. Which is internationally recognized soup from India?
- (a) Mulligatawny
(b) Gazpacho
(c) Chicken noodle soup
(d) Cream of mushroom soup
9. Which of the basic mother sauces is made with a roux and milk?
- (a) Velouté (b) Béchamel
(c) Espagnole (d) Hollandaise
10. What type of equipment is primarily used for shaping and decorating cakes and pastries?
- (a) Slicer (b) Mixer
(c) Piping Bag (d) Oven Rack

Part B

(5 × 5 = 25)

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

11. (a) Explain the origin and development of modern cuisine.

Or

- (b) What are the professional ethics in the kitchen? Explain.

12. (a) Discuss the advantages and disadvantages of microwave cooking.

Or

- (b) What are the techniques used in pre-preparation of ingredients? Explain.

13. (a) Explain the different methods of heat transfer used in cooking.

Or

- (b) Distinguish between conduction and convection of heat.

14. (a) Explain the purpose of a bouquet garni and state the herbs commonly used in its preparation.

Or

- (b) Write down the various types of stock and their uses.

15. (a) Explain the chemical reactions that take place in baking.

Or

- (b) Bring out the types and functions of raising agents used in bakery.

Part C

(5 × 8 = 40)

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

16. (a) Point out the duties and responsibilities of an Executive Chef in large hotel.

Or

- (b) What is the traditional kitchen brigade system? Describe its hierarchical structure.

17. (a) Describe the classification of kitchen equipment based on their functions and purposes.

Or

- (b) List down and explain the different cuts of vegetables and its significance.

18. (a) Why is personal hygiene important in kitchen, and how does it contribute to food safety?

Or

- (b) Explain the different types of fire and mention the appropriate extinguishers for each type.

19. (a) List down and explain the five basic mother sauces and give examples of derivative sauces for each.

Or

- (b) Point out the general principles of manufacturing cheese.

20. (a) Discuss the characteristics and functions of flour in baking.

Or

- (b) List down and explain the large and small equipment found in bakery and confectionery section.

C-4747

Sub. Code

90115

B.Sc. DEGREE EXAMINATION, APRIL 2025

First Semester

Catering and Hotel Administration

BASIC FOOD AND BEVERAGE SERVICES I

(2023 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 1 = 10)

Answer **all** questions.

1. Which restaurant operates for 24-hours a day in a hotel.
 - (a) Multicuisine restaurant
 - (b) Coffee Shop
 - (c) Speciality Restaurant
 - (d) Grill room
2. The _____ is also called the food pick-up area of the pantry.
 - (a) Hot plate
 - (b) Dummy waiter
 - (c) Steward
 - (d) Still room
3. EPNS refers to
 - (a) Electro Painted Nickel Steel
 - (b) Electro Plated Nickel Silver
 - (c) Electro Painted Nickel Steel
 - (d) Electro Plated Nitro Silver
4. Sundae spoon is commonly used for
 - (a) Ice cream
 - (b) Noodles
 - (c) Coffee
 - (d) None of the above

5. One who serves alcoholic beverages in restaurant
(a) Captain (b) Trancheur
(c) Sommelier (d) Commise de rang
6. Who is responsible for coordinating food orders between the F & B department and suppliers?
(a) Purchasing Manager
(b) Front Office Manager
(c) Housekeeping Supervisor
(d) Kitchen Steward
7. Chef de Rang is also called as
(a) Restaurant Manager
(b) Assistant Waiter
(c) Head Waiter
(d) Carver
8. In _____ style, food is prepared and plated in the kitchen and brought to the table.
(a) American service (b) French service
(c) Russian service (d) English service
9. Which of the following is consider as flatware?
(a) Spoon (b) Fork
(c) Knife (d) All the above
10. Which breakfast type often features pastries, croissants, bread, butter, jam, and coffee or tea?
(a) English breakfast
(b) American breakfast
(c) Continental breakfast
(d) Indian breakfast

Part B

(5 × 5 = 25)

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

11. (a) Differentiate between primary and secondary catering establishment.

Or

- (b) Write down the role of the F & B Service Department in a hospitality establishment?

12. (a) What factors should be considered when choosing tables and chairs for a restaurant?

Or

- (b) List down the special equipment used in food and beverage service operations.

13. (a) Identify and explain five essential qualities that required for an F & B Service personnel.

Or

- (b) Bring out the importance of etiquettes and mannerisms in the F & B service department.

14. (a) Explain the concept of single point service with suitable example.

Or

- (b) What are the F & B service methods to customers in areas not primarily designed for service? Explain.

15. (a) Write a short note on the origin and development of the menu?

Or

- (b) Explain the differences between a formal dinner and a casual supper.

Part C

(5 × 8 = 40)

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

16. (a) Explain the various ancillary sections of Food and Beverage Service.

Or

- (b) Describe the various outlets commonly found in an F & B Service Department.

17. (a) Classify the different methods of silver cleaning and its significance.

Or

- (b) Describe the different types of linen commonly used in food and beverage service.

18. (a) Highlight the job description of a Food & Beverage Manager in large hotel.

Or

- (b) Illuminate the inter-departmental relation of food and beverage with other departments in hotel.

19. (a) Distinguish between Russian service and French service.

Or

- (b) Classify Food and Beverage service according to self-service method.

20. (a) Discuss the Menu Classification on the basis of Meal Time.

Or

- (b) Explain the characteristics of an Indian breakfast menu and provide example for traditional Indian breakfast dishes.

C-4748

Sub. Code

90117

B.Sc. DEGREE EXAMINATION, APRIL 2025

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. In the hotel layout, which area is generally considered as the “Front of the House”?
 - (a) Guest rooms
 - (b) Housekeeping offices
 - (c) Lobby and reception
 - (d) Employee break room
2. Which department in a hotel is primarily responsible for handling room maintenance and repairs?
 - (a) Stewarding
 - (b) Front Office
 - (c) Engineering/Maintenance
 - (d) Food and Beverage Service
3. In terms of guest room amenities, what might VIP rooms offer that standard rooms usually don't?
 - (a) Complimentary breakfast
 - (b) Access to a shared lounge area
 - (c) Standard toiletries
 - (d) Personalized concierge service

4. Which room is found on the highest floor of hotel building?
 - (a) Duplex
 - (b) Hospitality room
 - (c) Lanai
 - (d) Pent House
5. Which frequency of cleaning is typically associated with tasks like dusting and vacuuming?
 - (a) Daily
 - (b) Weekly
 - (c) Periodic
 - (d) Seasonal
6. Which classification of cleaning agents is commonly used for removing grease and oil stains?
 - (a) Acids
 - (b) Alkaline agents
 - (c) Solvents
 - (d) Abrasives
7. Which tourism is related to nature and environment?
 - (a) Wild Tourism
 - (b) Ecotourism
 - (c) Mass Tourism
 - (d) Heritage
8. _____ are similar to time share Hotels.
 - (a) Motels
 - (b) Condominiums
 - (c) Boutique
 - (d) Franchise
9. Foreign nationals are required to fill out _____.
 - (a) GRC
 - (b) Form-C
 - (c) Paid-out Voucher
 - (d) Errand Card
10. _____ is a term used to describe a guest who remains in their room beyond their scheduled checkout date.
 - (a) Stay over
 - (b) On-change
 - (c) No show
 - (d) Over stay

Part B

(5 × 5 = 25)

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

11. (a) Explain the role and responsibilities of housekeeping control desk.
 Or
 (b) Explain the various area responsible under housekeeping department.

12. (a) What are the basic qualities required for a good housekeeper? Explain.

Or

- (b) Discuss the importance of maintaining quality standards in guest room supplies and amenities.

13. (a) What factors should be considered when selecting cleaning equipment for hotel?

Or

- (b) Highlight the common task involved during spring cleaning in guest room.

14. (a) Explain the growth and development of hotel industry in India.

Or

- (b) How do you classify hotels on the basics of length of stay? Explain.

15. (a) Draw the hierarchy of front office department in large hotel.

Or

- (b) Explain the various modes and sources of reservation.

Part C

(5 × 8 = 40)

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

16. (a) Discuss the relationship between housekeeping and other departments in hotel.

Or

- (b) Point out the role and responsibilities of housekeeping department in hotel.

17. (a) Describe the various types of guest rooms typically found in a hotel.

Or

- (b) Discuss the duties and responsibilities of a floor supervisor in large hotel.

18. (a) Explain the classification of cleaning equipment's and their uses.

Or

- (b) Discuss the importance of using eco-friendly cleaning products in modern housekeeping practices.

19. (a) Analyse the various negative impacts of tourism on economy and environment.

Or

- (b) List down and explain the types of business ownership in the hospitality industry.

20. (a) Explain the different types of room reservations found in hotel industry.

Or

- (b) Describe the process of forecasting room availability in hotels and its importance in reservation management.

C-4749

Sub. Code

90123

B.Sc. DEGREE EXAMINATION, APRIL 2025.

Second Semester

Catering and Hotel Administration

BASIC FOOD PRODUCTION AND PATISSERIE-II

(2023 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Section - A

(10 × 1 = 10)

Answer **all** Questions.

1. What are the main components of a sandwich?
 - (a) Bread, Spread filling
 - (b) Bread, filling, garnish
 - (c) Bread, filling, condiment
 - (d) None of these
2. A multi-decker sandwich is
 - (a) Small, fancy construction made with light sort breads
 - (b) Made with three or more pieces of bread and two or more fillings
 - (c) Made from a split roll
 - (d) Made from dough
3. Egg Shell is.
 - (a) porous
 - (b) Non-porous
 - (c) None of above
 - (d) All of the above

4. Which part of egg contains cholestrol and thus restricted to cholestrol patient?
- (a) Egg White (b) Egg Yolk
(c) Egg Shell (d) Whole egg
5. Nargisi Kofta belongs to _____ cuisine.
- (a) Bengali (b) Goan
(c) Awadhi (d) Hydrabadi
6. _____ is a spicy pepper toor dal water
- (a) Panch ratni dal (b) Dal makani
(c) Rasam (d) Koli curry
7. Cooking medium for all the dishes is _____ in Bengal.
- (a) Coconut oil (b) Sesame oil
(c) Mustard oil (d) Olive oil
8. Punch phoron is a _____
- (a) Mixture of spices
(b) Mixture of salads
(c) Preparation of rice
(d) Preparation of Wheat
9. Which of the following is not a function of lipid in baked goods?
- (a) Act as leavening agent
(b) Provides sweetness to baked products
(c) Enhances the flavor of baked goods
(d) Influences the texture of the product

10. Which of the following is NOT a function of egg in baked products?
- (a) Breakdown Carbohydrate into Carbon dioxide and Ethanol
 - (b) It act as stabilizing agent
 - (c) It act as foaming agent
 - (d) It act as emulsifying agent

SECTION - B

(5 × 5 = 25)

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

11. (a) Explain about classical sandwiches.

Or

- (b) Write a brief note on Salad dressings.

12. (a) Discuss the selection criteria of eggs.

Or

- (b) Express the precaution of food contamination.

13. (a) Write a brief notes on White Gravy.

Or

- (b) Explain on Goda masala and uses.

14. (a) Write a brief notes on Kashmiri Wazwan.

Or

- (b) Explain about regional speciality of goan cuisine.

15. (a) Explain on flour test and implications.

Or

- (b) Write the effects of moistening agent in cake-making.

SECTION - C**(5 × 8 = 40)**

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

16. (a) Describe sandwiches. List the part of sandwiches with types and storage procedure.

Or

- (b) Define Appetizers. Enlist and explain the types of appetizers with presentation techniques.

17. (a) List and explain any five method of cooking Eggs.

Or

- (b) Discuss food contamination. List the various types of food contamination with reason.

18. (a) Describe basic gravy. List and explaining four basic Indian gravy.

Or

- (b) Write a receipes for
(i) Vindaloo Masala
(ii) Sambar Masala.

19. (a) Classify on Bengali Cuisine and list the festival menu of Bengal region.

Or

- (b) Elaborate on tandoor cooking techniques with regards of non veg starters preparation.

20. (a) Write notes on. (2 × 5 = 10)

- (i) Characteristics of flour
(ii) Composition of flour

Or

- (b) Draw and label the structure of wheat in detail.

C-4750

Sub. Code

90125

B.Sc. DEGREE EXAMINATION, APRIL 2025

Second Semester

Catering and Hotel Administration

BASIC FOOD AND BEVERAGE SERVICE – II

(2023 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Section A

(10 × 1 = 10)

Answer **all** questions.

1. _____ is a orange flavored liqueur.
(a) Coffee (b) Campari
(c) Kahlua (d) Cointreau
2. _____ is a type of Cigar.
(a) Mohawks (b) Kalicva
(c) Cohibas (d) Gland Mariner
3. _____ is a example of Nourishing drink.
(a) Horlicks (b) Tea
(c) Coffee (d) Water
4. _____ is a variety of coffee bean.
(a) Chicory (b) Robusta
(c) Cherry (d) Aquavita

5. _____ is a payment method for bill payment.
(a) Goodwill (b) Gold reserves
(c) Credit note (d) Traveller's cheque
6. _____ is an international cigarette brand.
(a) Cobra (b) Cohiba
(c) Marlboro (d) Mints
7. _____ is a brand of natural spring water.
(a) Evian (b) Redlips
(c) Perrier (d) Aquavita
8. _____ is a type of Beer.
(a) Lager (b) Remuage
(c) Rollovosso (d) Still
9. _____ is an example of stimulating drink.
(a) Tea (b) Cocacola
(c) Water (d) Siraz
10. _____ is a brand of red wine.
(a) Chenin Blanc (b) Riesling
(c) Sauvignon Blanc (d) Cabernet sauvignon

Section B

(5 × 5 = 25)

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

11. (a) Define Triplicate checking system, state its uses and importance.

Or

- (b) What are control system in a restaurant? Explain its need in F & B Service.

12. (a) Distinguish between “Triplicate checking system Vs. Duplicate checking system.

Or

- (b) Draw format of KOT – Kitchen order ticket, and explain its uses.

13. (a) Explain the constraints of menu planning for restaurant.

Or

- (b) Format a three course French classical menu with accompaniments.

14. (a) Distinguish between Alcoholic Beverages and Non-Alcoholic Beverages.

Or

- (b) Elucidate the different types of water with brand names.

15. (a) Elaborate the parts of a cigar with special reference to storage.

Or

- (b) Draw the flowchart for service with Bar Order Ticket.

Section C

(5 × 8 = 40)

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

16. (a) Explain in detail the different modes of payment in F & B outlet.

Or

- (b) Draw the format of KOT and explain its uses and features.

17. (a) Elaborate in detail the different types of Menu.

Or

- (b) Explain in detail about the practical difficulties faced while planning a Menu.
18. (a) Define stimulating Drink. Mention the types of coffee with their preparation techniques.

Or

- (b) Classify Beverages in detail, and explain all.
19. (a) Classify cigars with sizes, flavour and parts of a cigars.

Or

- (b) Classify different types of wines with brand names.
20. (a) What is In-room dining? Draw and explain different Tray layouts in IRD.

Or

- (b) Compile a seven course French classical menu and explain all with accompaniments.

C-4751

Sub. Code

90127

B.Sc. DEGREE EXAMINATION, APRIL 2025

Second Semester

Catering and Hotel Administration

ROOM DIVISION OPERATIONS-II

(2023 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 1 = 10)

Answer **All** questions.

1. Which of the following section is known as nerve center of House keeping department?
(a) Horticulture (b) Control desk
(c) Laundry (d) Linen Room
2. Key control register in housekeeping department is maintained by
(a) Linen Room (b) Chemical Room
(c) Store Room (d) Control Desk
3. The public area in hotels are
(a) Lobby (b) Guest Rooms
(c) Kitchen (d) Maintenance
4. Housekeeping work that is performed in the evening
(a) Inspector
(b) Sanitizing
(c) Preventive maintenance
(d) Turndown Service

5. The section is responsible for taking room bookings
(a) Bell desk (b) Reception
(c) Reservations (d) Control Desk
6. C-Form is Mandatory for _____ Guest
(a) Local Guest
(b) National Guest
(c) Inter-National Guest
(d) Property Guest
7. A Guest who "Check In With No Luggage" or "Hand Bag" called _____.
(a) VVIP (b) Scanty baggage
(c) Wash and change (d) No show
8. Which of the following is not a front office form used during the pre-arrival stage.
(a) Reservation Record
(b) Letter of confirmation
(c) Reservation Rack slip
(d) Registration card
9. _____ is filled by front office for complimentary item.
(a) Amenities voucher
(b) Registration voucher
(c) Reservation voucher
(d) Key voucher
10. Book which maintains the Recording of previous shift follow ups are?
(a) Registration slip
(b) Laundry slip
(c) Lost and Found Register
(d) Log Book

Part B

(5 × 5 = 25)

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

11. (a) Role of desk incharge at the Nerve centre of Hotel?

Or

- (b) Explain the classification of lost and found?

12. (a) Difference between departure and under repair room cleaning procedure?

Or

- (b) Explain the procedure of cleaning the restroom at public area?

13. (a) What is C – form and explain the arrival procedure?

Or

- (b) How GRC to be filled with neat diagram?

14. (a) Explain Co-ordination of Front office with Housekeeping Department?

Or

- (b) Role of Logbook in Front Office Reception?

15. (a) Who is Concierge? What are the Service provides to the guest?

Or

- (b) Draw a Reservations Form for XYZ Hotel.

Part C

(5 × 8 = 40)

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

16. (a) Role of Housekeeper on the Morning Shift with his responsibilities related to the duties?

Or

- (b) List down the Procedure of lost and found with the Registers.

17. (a) What is Turn-down service and explain the amenities which placed during the time of Turn-down service.

Or

- (b) Explain the Procedure of cleaning o.o.o. Room. With example of Rest control activities.

18. (a) How to Block the rooms for the guest and explain the importance?

Or

- (b) Design the registration, report for the XYZ hotel with personal details of guest?

19. (a) How to share the guest messenger to the housekeeping department with examples?

Or

- (b) In a case of medical emergency in the hotel, the guest is having an issue with the heart attack what the F.O.M has to react?

20. (a) Explain duties and responsibilities of bell boy?

Or

- (b) How to do the flight ticket booking to the guest and explain it briefly?

C-4752

Sub. Code

90129

B.Sc. DEGREE EXAMINATION, APRIL 2025

Second Semester

Catering and Hotel Administration

BASICS OF HOTEL ADMINISTRATION

(2023 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 1 = 10)

Answer **all** questions.

1. The scope of hotel administration in a luxury hotel typically includes.
 - (a) Providing basic accommodations with limited services
 - (b) Offering a wide range of premium services, including concierge spa and gourmet dining
 - (c) Focusing solely on business travelers.
 - (d) Limiting services to room and board only
2. In the context of hotel administration, revenue management primarily involves;
 - (a) Training staff
 - (b) Overseeing housekeeping operations
 - (c) Maximizing revenue through strategic pricing and inventory control
 - (d) Handling guest complaints

3. Which of the following functions is typically performed by the housekeeping department?
- (a) Managing guest reservations
 - (b) Preparing and serving meals
 - (c) Cleaning guest rooms, changing linens, and restocking amenities.
 - (d) Organizing events and banquets
4. The security department in a hotel is primarily responsible for:
- (a) Managing reservations
 - (b) Overseeing food and beverage operations
 - (c) Ensuring the safety and security of guests, staff and property
 - (d) Cleaning public areas
5. In revenue management what is the importance of market segmentation?
- (a) To ensure that all guests pay the same rate
 - (b) To target different customer groups with tailored pricing and promotions.
 - (c) To increase the hotel's operational efficiency
 - (d) To simplify the booking process

6. Which of the following is not typically considered in the revenue management process?
- (a) Competitor pricing
 - (b) Historical booking data
 - (c) Guest dietary preferences
 - (d) Demand forecasting
7. Which of the following is a key function of HRM in hotels?
- (a) Setting room rates
 - (b) Ensuring guests satisfaction
 - (c) Developing and implementing employee training programs
 - (d) Managing food and beverage services
8. In hotel HRM, what is the purpose of employee on boarding?
- (a) To evaluate employee performance
 - (b) To orient and integrate new employees into the company culture
 - (c) To determine employee wages
 - (d) To manage guest complaints
9. Which of the following is an example of “Upselling” in hotel sales?
- (a) Offering a free breakfast with a standard room booking
 - (b) Recommending a higher priced room category to a guest booking a standard room
 - (c) Providing a discount for future stays
 - (d) Offering a package deal with multiple nights at a reduced rate

10. The term “direct booking” in hotel sales refers to
- (a) Reservations made through third-party online travel agencies (OTA)
 - (b) Reservations made directly with the hotel through its website, phone or in person
 - (c) Booking made by travel agents on behalf of guests
 - (d) Group bookings made for events and conferences

Part B (5 × 5 = 25)

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

11. (a) A describe the scope of hotel administration.

Or

- (b) Classify the hotel administration.

12. (a) Express the role of hierarchy in hotels.

Or

- (b) Discuss about role of security department.

13. (a) Explain the importance of financial management in the hotel industry?

Or

- (b) How does the budget help in achieving financial objectives?

14. (a) Discuss the role of Human Resource Management on hotel.

Or

- (b) Evaluate the role of performance appraisal systems in hotels.

15. (a) Discuss the role of sales teams in hotel's business development.

Or

- (b) Explain on guest retention strategy.

Part C

(5 × 8 = 40)

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

16. (a) Discuss in detail on Historical development of hotel administration

Or

- (b) Write the importance of effective hotel administration practices in hotel industry.

17. (a) Sketch and explain the organization hierarchy of five star hotel.

Or

- (b) Discuss in detail about roles and functions of food and beverage department in luxury hotel.

18. (a) Describe the role of budgeting in hotel financial management. What are the steps involved in creating a budget for a hotel.

Or

- (b) Discuss in detail on role and functions of revenue management.

19. (a) Analyze the impact of technology on HRM practices in hotels.

Or

- (b) How does effective HRM contribute to guest satisfaction and the hotel's reputation?
20. (a) Describe the role of digital marketing in modern hotel marketing strategies.

Or

- (b) Express the importance of promotional activities for hotels.
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C-4753

Sub. Code

90133

B.Sc. DEGREE EXAMINATION, APRIL 2025

Third Semester

Catering and Hotel Administration

ADVANCED FOOD PRODUCTION — I

(2023 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 1 = 10)

Answer **all** questions.

1. Which among these is an oriental cuisine?
(a) French cuisine (b) Italian cuisine
(c) Spanish cuisine (d) Chinese cuisine
2. _____ is the father of modern French cuisine.
(a) Chef Paul Bocuse (b) Michel Guerard
(c) Chef Escoffier (d) Chef Vikas Khanna
3. Which type of mushroom is popular in Italian cuisine and is often used in risottos and pasta dishes?
(a) Portobello (b) Morel
(c) Chanterelle (d) Porcini
4. Which mushroom is frequently used in Japanese cuisine, particularly in soups and stir-fries, and has a distinctive crunchy texture?
(a) Maitake (b) Knoki
(c) Reishi (d) King oyster

5. Which French dish is a slow-cooked stew made with beef, red wine and vegetables?
- (a) cassoulet (b) beef bourguignon
(c) quiche lorraine (d) bouillabaisse
6. Which Italian dish is known for its layers of pasta, cheese, and meat sauce, often baked in the oven?
- (a) Lasagna
(b) Gnocchi
(c) Fettuccine Alfredo
(d) Carbonara
7. What is the primary ingredient in a traditional Mexican guacamole?
- (a) Tomatoes (b) Avocadoes
(c) Onions (d) Peppers
8. Which Spanish dish is a type of omelette made with eggs, potatoes, and onion?
- (a) Croquetas (b) Tortilla Espanola
(c) Pisto (d) Fabada
9. What is the purpose of kneading dough in bread making?
- (a) To mix in the ingredients
(b) To develop gluten and create a smooth texture
(c) To add flavor
(d) To reduce the dough's stickiness
10. Which type of cookie dough is typically used for cut-out cookies?
- (a) Drop cookie dough
(b) Rolled cookie dough
(c) Bar cookie dough
(d) Refrigerated cookie dough

Part B

(5 × 5 = 25)

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

11. (a) Discuss the trends of gastronomy and culture with suitable example.

Or

- (b) Explain the cruise line operations.

12. (a) Define wine. Write the importance of wine in cooking.

Or

- (b) What is truffle. List the types of truffle.

13. (a) Name the various regions of Italy cuisines.

Or

- (b) Write down any five herbs used in French cuisine with uses.

14. (a) Describe the cuisine of the four regions of China.

Or

- (b) Outline the difference the between Spain and Mexican tortilla.

15. (a) What are the various faults of bread?

Or

- (b) What is the difference between rolled cookie and drop cookie.

Part C

(5 × 8 = 40)

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

16. (a) Chinese cuisine is divided into various culinary regions. Explain in detail.

Or

- (b) Explain in detail the history and development of modern cuisine.

17. (a) Discuss in detail about mushroom and types of mushroom with uses.

Or

- (b) Enlist and explain the wines with various types wines used in culinary.

18. (a) Explain in detail the characteristics of Italian cuisine. What are the various types of pasta used in Italian cooking? (five types with description)

Or

- (b) Discuss about the popularity of French cuisine. Explain special ingredients used in French cooking.

19. (a) Evaluate the uniqueness of thai cuisine. Discuss the types of curry pastes are used in thai cuisine with difference.

Or

- (b) Discuss the regional classification of Spain cuisine. Describe at least five special dishes of Spain.

20. (a) Explain the bread making process in detail.

Or

- (b) Discuss in detail the role of ingredients used for making cookies.

C-4754

Sub. Code

90135

B.Sc. DEGREE EXAMINATION, APRIL 2025

Third Semester

Catering and Hotel Administration

ADVANCED FOOD AND BEVERAGE SERVICE – I

(2023 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 1 = 10)

Answer **all** questions.

1. Distilled (BRANDY) spirit added to Wine to make _____ wine.
(a) Rose wine (b) Red wine
(c) Fortified wine (d) Aromatized wine
2. Viticulture is the study and practice of cultivating _____.
(a) Barley (b) Wheat
(c) Grapevines (d) Rice
3. The service temperature of Beer is _____.
(a) 3°C to 7°C (b) 18°C
(c) 4°C to 12°C (d) 15°C
4. The service temperature of _____ wine is 15°C to 18°C
(a) Red (b) White
(c) Rose (d) Sekt

5. The soil profile on which wines is growing in _____.
(a) River soil (b) Beach soil
(c) Mountain soil (d) Black soil
6. Gamay is a _____ grape variety.
(a) Red (b) Black
(c) White (d) Blue
7. Madeira is a _____ wine.
(a) Red (b) White
(c) Rose (d) Fortified
8. Ale is a _____ fermented Beer.
(a) Bottom (b) Top
(c) Middle (d) Side
9. Lager is a _____ fermented Beer.
(a) Top (b) Bottom
(c) Middle (d) Side
10. Service temperature of White Wine is
(a) 3°C (b) 2°C
(c) 8°C (d) 6°C

Part B

(5 × 5 = 25)

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

11. (a) Format 3 course French Classical Menu with accompaniments.

Or

- (b) Explain production process of Fortified wines with any three types.

12. (a) Describe process of patent still distillations with example.

Or

- (b) Define Scotch and explain its production and service procedures.

13. (a) Explain the types of Beer, elucidate the service procedure for Beer.

Or

- (b) Discuss about any three Red and three White grapes features.

14. (a) Explain White Wine Service.

Or

- (b) Explain the process viticulture within 500 words.

15. (a) Discuss service procedures of Red wine, Rose wine and White wine.

Or

- (b) Distinguish between pot still distillation and patent still distillation.

Part C

(5 × 8 = 40)

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

16. (a) Explain in detail about the wines and wine producing regions of France.

Or

- (b) Explain scotch whisky production with brand names of scotch whiskeys.

17. (a) Classify the types of Beer with five international beer brands.

Or

- (b) Define champagne. Discuss the appellation regulatory body protecting champagne. Name any five brand name of champagne.

18. (a) Explain Red Wine production in detail.

Or

- (b) Compile a seven course French Classical menu and explain with accompaniments.

19. (a) Draw and explain pot still distillation.

Or

- (b) Draw and explain solera systems of sherry production.

20. (a) Define champagne and explain “Method Champanoise”. Explain in detail.

Or

- (b) Elaborately discuss the different types of grape and its importance in wine production.
-

C-4755

Sub. Code

90137

B.Sc. DEGREE EXAMINATION, APRIL 2025.

Third Semester

Catering and Hotel Administration

ROOM DIVISION MANAGEMENT – 1

(2023 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 1 = 10)

Answer **all** the questions.

1. Total Room sales divided by the number of rooms sold represents.
 - (a) Rack Rate
 - (b) Average Daily Rate
 - (c) Room occupancy percentage
 - (d) None of the above
2. A Guest Folio is
 - (a) A guest report (b) A guest bill
 - (c) A guest Resume (d) A guest History
3. Main aim of guest room Inspection.
 - (a) Look after guest security
 - (b) Spot the cleaning and maintenance fault
 - (c) Both (a) and (b)
 - (d) None of the above

4. Every Room checked
 - (a) Twice a week
 - (b) Twice daily
 - (c) Once daily
 - (d) Both (a) and (b)
5. Linen used in rooms should be
 - (a) plain
 - (b) colorful
 - (c) patterned
 - (d) flower designed
6. OPL stands for
 - (a) Off premises laundry
 - (b) On premises laundry
 - (c) Off processed laundry
 - (d) Open processed laundry
7. A personal item carried by a Traveler known as
 - (a) allowance
 - (b) baggage
 - (c) baggage tag
 - (d) all the above
8. CP plans includes
 - (a) Rooms + Continental B/F
 - (b) Rooms + Lunch
 - (c) Rooms only
 - (d) Room + Breakfast + Lunch + Dinner
9. Which one of the following record of financial transactions taking place between a guest and the hotel?
 - (a) Folios
 - (b) Ledger
 - (c) Guest accounts
 - (d) Vouchers
10. Procedure for group arrivals have to be planned in advance because
 - (a) The guest are indentified by numbers
 - (b) Arrival of large at the same time means there is a pressure on the reception staff
 - (c) They pay a special discounted price
 - (d) They are known to each other

Part B

(5 × 5 = 25)

Answer ALL questions, choosing either (a) or (b).

11. (a) List down the supervisor dairy role with the sketch of the register.

Or

- (b) What is contract cleaning and explain the concept?

12. (a) Draw the layout of laundry in the medium size hotel?

Or

- (b) What is the classification of both linen with sizes?

13. (a) Explain the procedure of express check outs.

Or

- (b) How to find out the No show % of small hotels?

14. (a) What is travellers cheque and how to process it?

Or

- (b) How guest will settle their bill through Bill to company letter?

15. (a) What is the use of city ledger with examples?

Or

- (b) Explain Advance Payment during the time of reservations.

Part C

(5 × 8 = 40)

Answer ALL questions, choosing either (a) or (b).

16. (a) What is Linen Inventory and how supervisors helps department to fill the linen inventory slips?

Or

- (b) Explain the advantages and disadvantages of contract cleaning?

17. (a) Draw the layout of Linen Room with flow of uniform for the staffs.

Or

- (b) Explain five commercial laundry equipments with its uses.

18. (a) Illustrate post departure country services with an example.

Or

- (b) Your Total Room Revenue during the last 30 days was 1,01,700/- and 25 of your rooms were occupied and paid for then, you calculate your hotel average room rate is?

19. (a) Explain other payment process like RTGS/NEFT charges and voucher Maintenance in the Hotel.

Or

- (b) Explain foreign exchange procedure in depth with interest rate.

20. (a) What is account cycle creation in the Hotel Accountancy?

Or

- (b) Difference between Floor limit and House limit.

C-4756

Sub. Code

90139

B.Sc. DEGREE EXAMINATION, APRIL 2025

Third Semester

Catering and Hotel Administration

CUSTOMER RELATIONS IN HOTELS

(2023 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Section A

(10 × 1 = 10)

Answer **all** questions.

1. Body language usage is a form of _____ communication
 - (a) Written
 - (b) Oral
 - (c) Verbal
 - (d) Non-verbal
2. Empathy shown to guest complaints _____ guest retention
 - (a) Neutral effect
 - (b) Increase
 - (c) Decrease
 - (d) Fires
3. Active listening to guest complaint is a form of effective _____
 - (a) Guest handling
 - (b) Conflict resolution
 - (c) Guest satisfaction
 - (d) Feedback mechanism

4. Written communication is a form of _____ communication
- (a) Verbal communication
 - (b) Printed
 - (c) Non verbal
 - (d) Voice
5. Guest satisfaction or continued duration will ensure guest _____
- (a) Guest complaints
 - (b) Guest retention
 - (c) Guest gifts
 - (d) Guest conflict
6. Conflict resolution consists of various steps one of them is _____
- (a) group talks
 - (b) compromising
 - (c) disparity
 - (d) one sided
7. Loyalty programs are a _____ for guest retention
- (a) curve
 - (b) problem
 - (c) boon
 - (d) headache
8. Feedback mechanism is very _____ is measuring guest satisfaction
- (a) Useful
 - (b) Not helpful
 - (c) Bad
 - (d) Ugly
9. Training customer relationship executive is very _____ in handling guest satisfaction
- (a) essential
 - (b) unwanted
 - (c) not helpful
 - (d) bad
10. Compliant handling is one _____ in guest satisfaction and guest retention.
- (a) Major element
 - (b) Minor element
 - (c) Useful
 - (d) Bad

Section B

(5 × 5 = 25)

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

11. (a) What is the role of customer service executive in guest satisfaction?

Or

- (b) What are Loyalty programmes? How to enhance their efficiency?

12. (a) Define empathy. How is it useful in handling guest and staff intervention?

Or

- (b) State Verbal communications. Mention its importance in charging guest satisfaction.

13. (a) Describe strategies for effective guest compliant handling.

Or

- (b) Listening to customer complaints enhance guest complaint handling. Justify.

14. (a) Define ethical considerations during guest interactions.

Or

- (b) How to turn negative experience and reviews into positive outcomes? Explain ideas and technique for effective remedies.

15. (a) What is need for customer retention? Mention few ways and strategies to implement in customer relations in star hotels.

Or

- (b) State importance of cultural values in handling diverse guest under customer service.

Section C

(5 × 8 = 40)

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

16. (a) What is the need to measure guest satisfaction? Mention few strategies to enhance delight/satisfaction.

Or

- (b) Identify and explain in detail factors affecting guest loyalty.

17. (a) Explain in detail strategies to be made or followed for effective complaint handling.

Or

- (b) Elucidate different behavioural styles among guest, how to identify and customize strategies to increase guest delight.

18. (a) Enlist and state the different non-verbal communication styles in guest handling. How does that impact in guest handling.

Or

- (b) Explain importance of having effective verbal communication.

19. (a) Explain strategies to improve non-verbal communication in detail.

Or

- (b) Why is listening to a customer so important? Explain characteristics of good listener.

20. (a) Explain strategies for improved listening to increase guest delight.

Or

- (b) Impact of customer diversity is a major game changer in handling new age guest Justify.

C-4757

Sub. Code

90143

B.Sc. DEGREE EXAMINATION, APRIL 2025.

Fourth Semester

Catering and Hotel Administration

ADVANCED FOOD PRODUCTION – II

(2023 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 1 = 10)

Answer **all** questions.

1. Classification of institutional and industrial catering is
 - (a) Non-profit oriented
 - (b) Running on breakdowns
 - (c) Subsidized
 - (d) All of the above
2. Food and beverage is a general term used in
 - (a) Serving
 - (b) Catering
 - (c) Hospitality
 - (d) None of the above
3. _____ is a document stating the requirement of goods with the quantity required along with its specification.
 - (a) Receipt
 - (b) Invoice
 - (c) Meat tag
 - (d) Indent
4. In a commercial kitchen _____ is used primarily for chopping, slicing and mixing large quantities of ingredients?
 - (a) Food processor
 - (b) Stand mixer
 - (c) Coffee Grinder
 - (d) Hand Blender

5. Which document is used to track the receipt of ordered items and verify that they match the purchase order?
- (a) Invoice
 - (b) Delivery note
 - (c) Indent form
 - (d) Purchase requisition
6. Why is it important to track the lead time of suppliers when purchasing for a quantity kitchen?
- (a) To improve the layout of the kitchen
 - (b) To ensure timely delivery and avoid stockouts
 - (c) To determine the cooking time for recipes
 - (d) To assess the quality of the kitchen equipment
7. What is a key benefit of accurate production forecasting in a kitchen?
- (a) Reduces the need for kitchen staff
 - (b) Ensures timely menu item changes
 - (c) Minimizes food waste and reduces costs
 - (d) Increases the number of menu items
8. What tool or method can assist a kitchen manager in forecasting production needs?
- (a) Customer feedback surveys
 - (b) Sales analysis tools
 - (c) Kitchen appliance manuals
 - (d) Social media trends
9. What is the primary goal of cost control in a kitchen?
- (a) To increase menu prices
 - (b) To minimize waste and reduce overall expenses
 - (c) To hire additional staff
 - (d) To expand the kitchen space

10. What is the primary purpose of creaming butter and sugar together in cake preparation?
- (a) To incorporate air and create a light, fluffy texture
 - (b) To dissolve sugar completely
 - (c) To increase the sweetness of the cake
 - (d) To make the batter thicker

Part B

(5 × 5 = 25)

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

11. (a) Describe about welfare catering.

Or

- (b) Explain about commercial catering.

12. (a) List and describe any five large equipment used in banquet kitchen.

Or

- (b) Discuss on quantity food production department.

13. (a) Describe on inventory control.

Or

- (b) Explain about purchase system of raw-materials for kitchen.

14. (a) Discuss on production forecasting.

Or

- (b) Explain about food cost.

15. (a) Discuss about principles of cake-making.

Or

- (b) Describe the role of eggs in cake-making.

Part C

(5 × 8 = 40)

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

16. (a) Enlist and explain on welfare catering and outline the important functions of hospital catering.

Or

- (b) Discuss in detail on institutions catering.
17. (a) List and explain the various electrical equipment used in quantity kitchen.

Or

- (b) Name and detail the different types of heavy equipment used in kitchen.
18. (a) Write a note on :
- (i) Spoilage
 - (ii) Standard purchase specification

Or

- (b) What is Indenting? Classify the indenting procedure and specifications for quantity kitchen.
19. (a) Write a detail note on production planning and key features for quantity kitchen.

Or

- (b) Justify the statement food cost plays vital role for maintaining profit in Bulk kitchen.
20. (a) Enlist and explain the cake making procedure with faults and remedies.

Or

- (b) Define Icing. Classify any five types of icing with examples.

C-4758

Sub. Code

90145

B.Sc. DEGREE EXAMINATION, APRIL 2025.

Fourth Semester

Catering and Hotel Administration

ADVANCED FOOD AND BEVERAGE SERVICE — II

(2023 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 1 = 10)

Answer **all** questions.

1. Pinacolada cocktail is made by _____ method.
(a) Built (b) Stirred
(c) Shakes (d) Blended
2. COHIBA Madura cigar is of size _____
(a) 3.2 inch (b) 4 inch
(c) 4.5 to 6.5 inch (d) 8 inch
3. The storage compartment which maintain the temperature of cigar is called
(a) HUMIDOR (b) THERMIDOR
(c) WAGON-R (d) OZAR
4. The alcohol used in Crepesuzette gueridon recipe is _____
(a) Gin (b) Vodka
(c) Brandy (d) Whiskey

5. Tom collins cocktail has mother liquor _____ in it.
 (a) Gin (b) Whiskey
 (c) Brandy (d) Rum
6. The cocktail family of Noggs which is traditionally served during season of Christmas is _____.
 (a) Bluetick (b) Eggnogg
 (c) Cakewalk (d) Fishnog
7. The bitter used in whiskey sour classical cocktail is _____.
 (a) ANGOSTURA (b) Madeira
 (c) CAMPARI (d) BITTER
8. Manhattan is _____ method style cocktail.
 (a) Shaker (b) Built
 (c) Blended (d) Stirred
9. The alcohol used in peach flambe is _____.
 (a) Gin (b) Brandy
 (c) Whiskey (d) Vodka
10. Angel's wings is _____ equipment.
 (a) Cork removal (b) Wrapper removal
 (c) Cover removal (d) Stool

Part B

(5 × 5 = 25)

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

11. (a) Explain the parts of cigar and its production.

Or

- (b) Define cocktails. Explain the parts of a cocktail with examples.

12. (a) Illustrate the different types of formal seating arrangements in banquets.

Or

- (b) Briefly explain the factors to be considered while planning a F & B outlet.
13. (a) Describe the different styles of Bar layouts.

Or

- (b) Write recipe for Peach Flambe with required equipments.
14. (a) Briefly explain the recipe of Banana Au Rum, with step by step illustration.

Or

- (b) State two classical cocktail recipes with relevant glass requirements.
15. (a) Mention any two sizes of cigars with reference to shape, color, and brand names.

Or

- (b) Mention any two blended style cocktails.

Part C (5 × 8 = 40)

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

16. (a) Plan a table d'hote menu for 50 pax cover, Indian theme restaurant.

Or

- (b) Describe the objectives of good layout while planning a F & B outlet.

17. (a) Explain in detail the different types of cocktails with examples.

Or

- (b) Describe in detail the different cocktail making methods with example.
18. (a) Plan a staff duty rota for fine dine restaurant for 60 pax cover.

Or

- (b) Plan staff hierarchy for coffee shop for 200 covers.
19. (a) What is menu planning? Elaborate on constraints of menu planning for F & B outlet.

Or

- (b) Chart out staff requirements for a lobby bar of 5 star hotel.
20. (a) Explain different types of Bar with examples.

Or

- (b) Write notes on recipes :
- (i) Old fashion
 - (ii) Ice Tea
 - (iii) Margarita
 - (iv) Martini

C-4759

Sub. Code

90147

B.Sc. DEGREE EXAMINATION, APRIL 2025

Fourth Semester

Catering and Hotel Administration

ROOM DIVISION MANAGEMENT — II

(2023 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Section A

(10 × 1 = 10)

Answer **all** questions.

1. Which of the following fire extinguishers is suitable for extinguishing class A fires
 - (a) Yellow fire
 - (b) Blue fire
 - (c) Red fire
 - (d) Green fire
2. What are the three elements of fire triangle?
 - (a) Water, fuel and oxygen
 - (b) Heat, fuel and air
 - (c) Heat, fuel and oxygen
 - (d) Water, earth and air
3. If a hotel accepts more bookings than the hotel can accommodate for a particular period, it is known as
 - (a) Occupation
 - (b) Upselling
 - (c) Over booking
 - (d) Reservations

4. Late Night registrations must be handled according to
- (a) Your mood (b) Customer mood
 - (c) Company policy (d) Anyway you want
5. S.O.P. stands for
- (a) Self operating procedure
 - (b) Standard operating procedure
 - (c) Service open procedure
 - (d) Self service operation plan
6. Which of the following is not a type of Folio
- (a) Master folio (b) Guest Folio
 - (c) Employee folio (d) Incidental folio
7. Night auditor shift usually starts from _____ sends on _____
- (a) 9:00 pm to 6:00 AM
 - (b) 11:00 pm to 8:00 AM
 - (c) 12:00 Am to 9:00 AM
 - (d) 01:00 AM to 10.00 AM
8. The Night auditor generally prepares the following reports for the management
- (a) High balance report
 - (b) Occupancy report
 - (c) Both (a) and (b)
 - (d) None of the above
9. The have count is the total number of _____ present in the hotel
- (a) Residential guests
 - (b) Staffs
 - (c) Rooms
 - (d) None of the above

10. What is interior decoration
- (a) Science (b) Art
- (c) None of the above (d) Both Art and Science

Section B (5 × 5 = 25)

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

11. (a) Explain first aid and what are the components need to be there in the first aid kit.

Or

- (b) Types of guest complaints related to the H.K. Department.

12. (a) What is the objectives of interior design along with principles?

Or

- (b) Explain post redecoration procedure with examples.

13. (a) Describe the factors which affect the room tariff.

Or

- (b) Illustrate the rule of Thump approach.

14. (a) How to increase the Average room rates during the peak hour of business?

Or

- (b) What is upselling and explain it with example.

15. (a) Elaborate the role of Night Auditor.

Or

- (b) What is out of balance in front office auditing?

Section C

(5 × 8 = 40)

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

16. (a) Describe pest control and its types with control measures.

Or

- (b) What are some examples of fire protection measures?

17. (a) Write a short account on elements of interior design.

Or

- (b) List down the equipments/furnitures need to be assigned for the guest rooms.

18. (a) What is the role of PMS in front office Tariff fixation?

Or

- (b) How membership rate has been fixed by the revenue Mgt team in hotels?

19. (a) Describe overbooking and explain what if guest is overbooked.

Or

- (b) Explain the sales promotion activities done through telephone and emails.

20. (a) What is pickup error and explain briefly?

Or

- (b) Explain about the role of night auditor with his importance.

C-4760

Sub. Code

90123

B.Sc. DEGREE EXAMINATION, APRIL 2025

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. Define Udupi Cuisine.
2. Name any four popular North Indian spices.
3. Why fish is famous in Bengali cuisine?
4. Name any four common spices used in Odia cuisine.
5. Define the term “Tempering”.
6. Name any four signature dishes of Chettinad cuisine.
7. What is Menu Engineering?
8. How is adai different from Dosa?
9. What are hors d’oeuvres?
10. Define Aspic.

Part B

(5 × 5 = 25)

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

11. (a) Why is rice a staple food in South Indian cuisine?

Or

- (b) What are the staple ingredients in North Indian cuisine?

12. (a) Explain the various spices used in Maharashtrian cuisine.

Or

- (b) Write down the significance of Goan cuisine.

13. (a) Explain the purpose of seasoning a dosa plate.

Or

- (b) Bring out the need and importance of steam generator in Indian cuisine.

14. (a) Explain the key characteristics of Portuguese cuisine that influenced Indian cuisine.

Or

- (b) Explain the different types of dosa and its significance.

15. (a) Write down the different types of force meat.

Or

- (b) Explain the various components of a salad dressing.

Part C

(3 × 10 = 30)

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

16. (a) Describe the geography of South India impact its cuisine.

Or

- (b) Describe the various cuisines of East India and their characteristics.

17. (a) Bring out the advantages and disadvantages of using a vegetable cutting machine in a commercial kitchen.

Or

- (b) Define Tandoor, and explain the role of Tandoor in Indian cooking?

18. (a) Explain the various elements to consider when planning a buffet menu.

Or

- (b) Explain the essential tools and equipment used in the Garde manger department.

C-4761

Sub. Code

90113

B.Sc. DEGREE EXAMINATION, APRIL 2025

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 are the professional ethics in the food industry?
2. What are high risk foods?
3. Which are two fastest cooking methods?
4. What fuel is used in cooking?
5. Who made the art of cookery?
6. How many cooking techniques are there?
7. Is cheese protein or fat?
8. Why is it important to preserve food?
9. What are the common terms used in baking bread?
10. What type of dough is bread?

Part B

(5 × 5 = 25)

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

11. (a) What are personal hygiene practices in food?

Or

- (b) What is the classification of baking ingredients?

12. (a) What are the five main types of fuel?

Or

- (b) How can you properly maintain kitchen equipment?

13. (a) What are five methods of food preparation?

Or

- (b) Explain the methods of cooking food grade 4.

14. (a) What are seven types of cheese?

Or

- (b) What are the five mother sauces stocks?

15. (a) Explain the importance of mixing methods in baking.

Or

- (b) What are the seven types of pastry?

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Write above the ten personal hygiene tips.

Or

- (b) What are the eight categories of baking ingredients?

17. (a) How do you maintain kitchen hygiene?

Or

- (b) Explain the any ten kitchen utensils.

18. (a) What are the advantages and disadvantages of food preservation?

Or

- (b) What are the ten baking terminologies?
-

C-4762

Sub. Code

90114

B.Sc. DEGREE EXAMINATION, APRIL 2025

First Semester

Catering and Hotel Administration

BASIC FOOD AND BEVERAGE SERVICE

(2018 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Section A

(10 × 2 = 20)

Answer **all** questions.

1. Define the term “Job Satisfaction”.
2. What is a wine waiter called?
3. Name any four Furniture used in F and B.
4. What is Specialty Restaurant?
5. Define the term “Full Breakfast”.
6. What are the 4 Parts of Menu?
7. Give any four examples for Hot Beverages.
8. Give any four examples for Cold Beverages.
9. What is Banquet Style Food?
10. What is a Buffet Party?

Section B

(5 × 5 = 25)

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

11. (a) Differentiate between Industrial Catering and Institutional Catering.

Or

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

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

Or

- (b) Write the different types of Chinaware used in Food and Beverage Department.

13. (a) Provide the 10 Principles of table Service.

Or

- (b) Mention the Factors affecting while menu Planning.

14. (a) List down the most Popular Non-Alcoholic Beverage.

Or

- (b) State the concept of In-room Dining.

15. (a) Present the various types of Buffet Styles.

Or

- (b) Draw the Format for Birthday Function Seating Plan.

Section C

(3 × 10 = 30)

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

16. (a) Explain the different types of Catering Establishments.

Or

- (b) Discuss the Organizational Structure of Food and Beverage Department.

17. (a) Enumerate the Components of Menu Design.

Or

- (b) Assess the points to be considered while lying of the Table.

18. (a) Describe the 13 Course French Classical Menu.

Or

- (b) Discuss the Factors be considered while Planning a Buffet.
-

C-4763

Sub. Code

90123

B.Sc. DEGREE EXAMINATION, APRIL 2025

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 the term “Adventure tourism”.
2. What is Eco tourism?
3. What is Resorts?
4. Define the term “Condominums”.
5. What do you mean by Adjoining rooms.
6. Define the term “Receptionist”.
7. Write short notes on hotel reservation.
8. What is overbooking?
9. What is Upselling?
10. Write brief about registration.

Part B

(5 × 5 = 25)

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

11. (a) Explain about various benefits of tourism.

Or

- (b) Summarize about various Inbound and Outbound tourism.

12. (a) Explain about referral hotels, franchise and management contracts.

Or

- (b) Summarize about ownership based on the size of the hotel.

13. (a) Summarize about various types of plan in a Hotel.

Or

- (b) Explain the front office coordinates with other department in a hotel.

14. (a) Summarize about importance of reservation in a hotel.

Or

- (b) Explain about various types of reservation in a hotel.

15. (a) Explain about various types of plans in a hotel.

Or

- (b) Summarize about any five records and registers maintained in a hotel.

Part C

(3 × 10 = 30)

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

16. (a) Illustrate about various types of tourism in a Hotel.

Or

- (b) Classify based on the size of the location in a Hotel.

17. (a) Illustrate about various sources of reservation in a hotel.

Or

- (b) Discuss in detailed notes on Arrival and Departure list, No-show, Reservation form, FIT and GIT.

18. (a) Explain about Pre-registration activities in a hotel.

Or

- (b) Interpret about layout of front office department in a hotel.

C-4764

Sub. Code

90124

B.Sc. DEGREE EXAMINATION, APRIL 2025

Second Semester

Catering and Hotel Administration

BASIC ACCOMMODATION OPERATIONS

(2018 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define the term "Housekeeping".
2. What is Tailor shop?
3. Write brief about cleaning agent.
4. Name any four manual equipments.
5. What do you mean by Elevators (or) Escalators?
6. Write brief about shopping arcade.
7. Write short notes on VIPs.
8. What is guest floor?
9. What do you mean by Job order.
10. Write brief about Lounge.

Part B

(5 × 5 = 25)

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

11. (a) Explain the job description of floor supervisor and store keeper.

Or

- (b) Describe the layout of housekeeping department in a Hotel.

12. (a) Explain the various points to be considered while selecting cleaning agents.

Or

- (b) Explain the method of using vacuum cleaning promptly.

13. (a) Mention the difficulties of cleaning a public areas.

Or

- (b) Summarize the operational areas of housekeeping department.

14. (a) Explain about Bed Making Procedure.

Or

- (b) Explain about second service and freshen up service.

15. (a) Explain about Bath robe and wash and change.

Or

- (b) Construct the sauna bath and sewing kits.

Part C

(3 × 10 = 30)

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

16. (a) Describe the role of housekeeping in the hospitality industry.

Or

- (b) Explain the coordinates housekeeping with other department in a hotel.

17. (a) Interpret about various points to be considered in care and maintenance of cleaning equipments.

Or

- (b) Evaluate about daily, periodic and special cleaning schedules and records.

18. (a) Explain about preparing a red slip and key handling procedures.

Or

- (b) Interpret about Grand Master key, Evening service, Maid's cart, Par stock and Tent card.

C-4765

Sub. Code

90132

B.Sc. DEGREE EXAMINATION, APRIL 2025

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 are food additives?
2. What is mislabelling?
3. What is menu planning?
4. What is WHO standard?
5. What are adulterants?
6. What is choux pastry?
7. What is Gateaux?
8. How to make Ganache?
9. What are cold desserts?
10. What is petits four?

Part B

(5 × 5 = 25)

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

11. (a) Bring out the importance of food standards in food Production.

Or

- (b) Discuss about need to inculcate food standards in food Production.

12. (a) Explain the characteristic of Italian cuisine.

Or

- (b) Explain the method of cooking in French cuisine.

13. (a) Discuss about the special ingredients in Chinese cuisine.

Or

- (b) Explain the courses of menu in Japanese cuisine.

14. (a) Give the classification of salads with examples.

Or

- (b) Give the preparation methods of galantines and mousses.

15. (a) Write the importance of planning a diet.

Or

- (b) Explain the factors influencing food intake and food habits.

Part C

(3 × 10 = 30)

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

16. (a) Enumerate about various methods of cooking with suitable examples.

Or

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

17. (a) Elaborate on classification of Horsd'oeuvres with examples.

Or

- (b) Explain the Thai cuisine ingredients and the methods of cooking followed.

18. (a) Elaborate on food groups and balanced diet.

Or

- (b) Write the methods of potato preparations of your choice.
-

C-4766

Sub. Code

90133

B.Sc. DEGREE EXAMINATION, APRIL 2025

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. How is sparkling wine made?
2. Name any four varieties of white grapes.
3. List any four whisky brand names with countries.
4. What are the primary base ingredient for rum and gin?
5. How does the flavor of Feni compare to other spirits?
6. Differentiate a liqueur and a spirit.
7. What is a classic Martini made of?
8. Write the purpose of a jigger.
9. What is passive smoking?
10. How does the color of a cigar wrapper indicate?

Part B

(5 × 5 = 25)

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

11. (a) Mention the various sizes of Champagne bottles.

Or

- (b) Name any six red and white Italian wines.

12. (a) What the difference between aging a spirit in oak barrels and stainless steel tanks?

Or

- (b) Write the history of brandy.

13. (a) How are liqueurs classified based on their sweetness level?

Or

- (b) Explain the history and evolution of liqueurs.

14. (a) Distinguish between a pub and a tavern.

Or

- (b) Describe the different type of glassware used in cocktail making.

15. (a) Examine the various shapes and sizes of cigars available, and how they influence the smoking experience.

Or

- (b) Discuss the challenges and complexities of producing handmade cigars compared to machine-made cigars.

Part C

(3 × 10 = 30)

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

16. (a) Compare and contrast the classification systems of major wine-producing countries, such as France, Italy, and German.

Or

- (b) Explore the history and production of Scotch whisky including the different regions of Scotland and their unique styles.
17. (a) Examine the impact of liqueurs on cocktail culture and discuss how they have been used to create classic and contemporary drinks?

Or

- (b) What are the challenges and opportunities facing independent bars in the age of large corporate chains? Explain in detail.
18. (a) Discuss the long-term health consequences of smoking, including its impact on the cardiovascular, respiratory, and digestive systems.

Or

- (b) Analyze the role of marketing and branding in shaping consumer preferences for alcoholic beverages.
-

C-4767

Sub. Code

90136

B.Sc. DEGREE EXAMINATION, APRIL 2025.

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. Name the different nutrients essential for growth and development.
2. Define health.
3. Explain SDA.
4. Mention the dietary sources of energy.
5. What are polysaccharides? Give one example.
6. Give any two functions of lipids.
7. What are the dietary sources of folio acid?
8. What is the role of sodium in the diet?
9. Define balanced diet.
10. What are the nutrients present in junk food?

Part B

(5 × 5 = 25)

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

11. (a) Explain the various functions of food.

Or

- (b) Explain macronutrients with examples.

12. (a) Define energy. Explain the sources of energy.

Or

- (b) Explain BMR and SDA.

13. (a) Enumerate the role of dietary fibre in the diet.

Or

- (b) Explain the functions of protein.

14. (a) Discuss the classification of vitamins.

Or

- (b) Highlight the functions of calcium.

15. (a) Discuss the nutritional requirements of an adolescent girl.

Or

- (b) Plan a healthy breakfast for an adult and discuss its nutritive value.

Part C

(3 × 10 = 30)

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

16. (a) Give the classification of nutrients with examples.

Or

- (b) Enumerate the factors affecting the energy requirements.

17. (a) What is meant by energy balance? Discuss the problems faced due to the loss of energy balance.

Or

- (b) Discuss the functions and sources of lipids.

18. (a) Plan a one day's meal for a pregnant woman and justify your choice of items.

Or

- (b) Discuss the nutritive value of a pizza and state whether it is a wise choice for dinner of a school going child.

C-4768

Sub. Code

90142

B.Sc. DEGREE EXAMINATION, APRIL 2025.

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 the term “Flanelette fabrics”.
2. What is glass fibre?
3. Write brief about Linen.
4. Name any four bath linen.
5. What do you mean by Linen room?
6. Who is Tailor?
7. Write short notes on hydro extractor.
8. What is calendar machine?
9. What is flower arrangement?
10. Write brief about Ikebana.

Part B

(5 × 5 = 25)

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

11. (a) Explain the uses of textile fabrics in hotels.

Or

- (b) Give a detailed account on synthetic fibre with examples.

12. (a) Explain any five bed linen used in hotels.

Or

- (b) Explain about purchase specification of linen items.

13. (a) Summarize about activities of linen room.

Or

- (b) Explain about equipment in the linen room.

14. (a) Explain about role of laundry agents.

Or

- (b) Explain about collection and delivery of laundry.

15. (a) Explain any three styles of flower arrangement.

Or

- (b) Explain the different types, prevention and control of pests.

Part C

(3 × 10 = 30)

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

16. (a) Classify fibres and explain on the origin and characteristics of fibres.

Or

- (b) Discuss in detailed notes on natural fibres used in Hotels.

17. (a) Illustrate about purchase specification and calculating material required for soft furnishings.

Or

- (b) Draw a neat layout of linen room and explain its activities.

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

Or

- (b) Interpret about methods of flower arrangement followed in hotel industry.

C-4769

Sub. Code

90143

B.Sc. DEGREE EXAMINATION, APRIL 2025.

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 service”.
2. What is E-mail?
3. Who is Bell boy?
4. Define the term “Left luggage”.
5. What do you mean by folios?
6. Define the term “Voucher”.
7. Write short notes on cross referencing.
8. What is supplementary transcripts?
9. Who is skipper?
10. Name any four examples of settlement of bills.

Part B

(5 × 5 = 25)

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

11. (a) Explain about safe deposit boxes and lost and found procedure in a Hotel.

Or

- (b) Summarize about fire accidents and bomb threats in a Hotel.

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

Or

- (b) Summarize about job descriptions of bell captain.

13. (a) Summarize any three types of folios in a Hotel.

Or

- (b) Explain the job description of front office cashier.

14. (a) Summarize about verify room rates and verify no-show reservations.

Or

- (b) Explain the role of Night auditor.

15. (a) Explain about various check out procedures in a Hotel.

Or

- (b) Differentiate between travel agency account and bad cheque account.

Part C

(3 × 10 = 30)

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

16. (a) Illustrate about guest relations, mail and message handling procedure in a Hotel.

Or

- (b) Discuss in detailed notes on front office security systems in a Hotel.

17. (a) Illustrate about providing information to groups, baggage handling and escorting guests to their rooms.

Or

- (b) Discuss in detailed notes on computer billing and maintenance of accounts in a Hotel.

18. (a) Explain about check out and settlement procedures in a hotel.

Or

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

C-4770

Sub. Code

90145

B.Sc. DEGREE EXAMINATION, APRIL 2025.

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. Define the term “Maintenance”.
2. Why BMS is needed?
3. How do you break a Fire Triangle?
4. Name any Four Types of Fuels.
5. Define the term “Relative Humidity”.
6. What is Electricity?
7. How does Resistance Affect Current?
8. What is Voltage?
9. What are the Five Stages of Water Treatment?
10. What cycle does Air Condition Work?

Part B

(5 × 5 = 25)

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

11. (a) Write the Functions of Maintenance Department in Hotel.

Or

- (b) Differentiate between Preventive Maintenance and General Maintenance.

12. (a) Write short note on “Fire Fighting of Equipment”.

Or

- (b) Present the types of Fuels used in Kitchen in Hotels.

13. (a) List out the Precautions to be taken while Handling Gas.

Or

- (b) Write the Importance of Gas in Hotel Industry.

14. (a) Differentiate between Insulators and Conductors.

Or

- (b) Write the components of Electrical Circuits.

15. (a) Provide the various water treatment involves in Swimming Pool of a Hotel.

Or

- (b) Write the Hot Water Supply Systems in Hotels.

Part C

(3 × 10 = 30)

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

16. (a) Analyse the Role of Maintenance Department in Hotel.

Or

- (b) Examine the Principles of Fire Extinguishing Methods.

17. (a) Discuss the precautions should be taken while using Gas as a Fuel in the Hotel Industry.

Or

- (b) Outline the Safety Precautions in Electrical Engineering Department.

18. (a) Explain the various types of Fuses and Circuit Breakers.

Or

- (b) Enumerate the different types of Water Purification Process.
-

C-4771

Sub. Code

90151

B.Sc. DEGREE EXAMINATION, APRIL 2025.

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. Define the term “Management”.
2. What is Administration?
3. What are the Advantages of Planning?
4. Define the term “Corporate Planning”.
5. What is Scalar Chains?
6. What is Authority?
7. What is Job Enrichment?
8. Name the Training Methods of Management.
9. What are the characteristics of Control?
10. Give examples for Communication Networks.

Part B

(5 × 5 = 25)

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

11. (a) Enlist the Functions of a Manager.

Or

- (b) Write the Social Responsibilities of a Business.

12. (a) Write the various types of Planning in Management.

Or

- (b) Mention the Objectives of Planning and Brief it.

13. (a) State the advantages of Organisation and Brief it.

Or

- (b) Present the objectives and characteristics of an Organisation.

14. (a) What is motivation? Explain any two types of Motivational Theories.

Or

- (b) Write the barriers for effective communication.

15. (a) Differentiate between Direct Control and Preventive Control.

Or

- (b) Write the problems associated with the Control Systems.

Part C

(3 × 10 = 30)

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

16. (a) Explain the various functions of Management.

Or

- (b) Analyse the Principles of Effective Planning.

17. (a) Describe the various techniques of Decision Making in Management.

Or

- (b) Enumerate the emerging concepts in Organization.

18. (a) Discuss the different styles of Leadership.

Or

- (b) Narrate the importance of Strategy Formulation.

C- 4772

Sub. Code

90152

B.Sc. DEGREE EXAMINATION, APRIL 2025

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 standard purchase specification?
2. List any four perishable and non – perishable food items.
3. Define FIFO.
4. How to display food in a restaurant?
5. Write the benefits of Rechauffe.
6. What is portion control?
7. Identify the names of any two alcoholic and non-alcoholic beverages.
8. What are included in the wine list?
9. Define forecasting.
10. Tell about lounges.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain the various methods of purchasing.

Or

- (b) How to plan a kitchen spaces for commercial hotels?

12. (a) What are the precautions to be taken while storing food?

Or

- (b) Describe the importance of menu planning in a restaurant.

13. (a) Mention the advantages and disadvantages of sous vide.

Or

- (b) Define food costing. How is food cost calculated?

14. (a) Enlist and explain the various types of records maintained by bar.

Or

- (b) State the frauds committed by a bartender while billing guests.

15. (a) Write the characteristics of a good budget.

Or

- (b) Discuss the concept of restaurant revenue management.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Differentiate cook chill systems and cook freeze systems and explain its advantages and disadvantages in detail.

Or

- (b) Explicate the standard procedure for storing food and beverage in detail.
17. (a) Explain the various sections of the kitchen and its functions in detail.

Or

- (b) Examine how does menu engineering define the profitability and popularity of a menu item?
18. (a) Illustrate how new technology is transforming the Food and Beverage Industry.

Or

- (b) What are the ways by which guests may steal items from an establishment? What are the various technological advancements by which such thefts can be reduced? Explain in detail.
-

C-4773

Sub. Code

90153

B.Sc. DEGREE EXAMINATION, APRIL 2025

Fifth Semester

Catering and Hotel Administration

ACCOMMODATION MANAGEMENT

(2018 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** the questions.

1. Define Refurbishing.
2. What is Swags?
3. State the word Greek oblong.
4. Write the short term on fore case forms.
5. List out any 5 decorative accessories.
6. What is property management system?
7. Expand HRP.
8. Explain Various facilities and services offered by hotel.
9. What is Recreational Facilities?
10. What is an accident?

Part B

(5 × 5 = 25)

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

11. (a) Differentiate between linoleum and pinoleum.

Or

- (b) Discuss the elements and principles of design.

12. (a) What are design principles for planning the layout of a guestroom in a hotel?

Or

- (b) List ten potential hazards in housekeeping and ways to deal with them.

13. (a) Describe the concept and importance of yield. Management.

Or

- (b) What are the objectors of Training?

14. (a) Discuss the security from theft in housekeeping department.

Or

- (b) Explain briefly the potential high and low demand tactics.

15. (a) What are your responsibilities as an employee to ensure safety in the workplace?

Or

- (b) Discuss the team spirit in housekeeping.

Part C

(3 × 10 = 30)

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

16. (a) Briefly explain any five techniques to carry out time and motion studies.

Or

- (b) Discuss the capital and operations budget for front office.

17. (a) What are the advantages and disadvantages of outsourcing of Housekeeping?

Or

- (b) Write in detail “Market condition approach”.

18. (a) Differentiate between capital budget and operating budget.

Or

- (b) Enumerate the yield management team.
-

C-4774

Sub. Code

90155A

B.Sc. DEGREE EXAMINATION, APRIL 2025

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. Name the traditional foods consumed in china.
2. What is a teriyaki?
3. What is a wok?
4. Mention the ingredients in Manchow soup.
5. Give the use of cream cheese in baking.
6. Which type of icing has a soft texture?
7. What is a gelato?
8. Define icecream.
9. Give the role of stabilizers in icecream.
10. What is Bain Marie?

Part B

(5 × 5 = 25)

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

11. (a) Discuss the history of British cuisine.

Or

- (b) Discuss the common ingredients and recipes of Portuguese cuisine.

12. (a) List five famous foods in Mexican cuisine and give their ingredients.

Or

- (b) Discuss the specialties of Arabian cuisine.

13. (a) Write a note on the different types of icings.

Or

- (b) Differentiate icings and toppings.

14. (a) Discuss the classification of frozen deserts.

Or

- (b) Write the steps in the preparation of ice cream.

15. (a) Give the recipe for the preparation of German Sauerbraten.

Or

- (b) Give the recipe for the preparation of French Bouillabaisse.

Part C

(3 × 10 = 30)

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

16. (a) What are the major cooking utensils used in Spanish and Portuguese cuisine?

Or

- (b) Highlight the methods of cooking in Chinese cuisine.

17. (a) Discuss the staple food and recipes of Scandinavia.

Or

- (b) Write a note on the Oriental cuisine.

18. (a) Differentiate the various types of meringue.

Or

- (b) Write a note on the different types of ice cream.
-

C-4775

Sub. Code

90155B

B.Sc. DEGREE EXAMINATION, APRIL 2025

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. Who are the food and beverage service personnel?
2. What type of Organisation is a restaurant?
3. Why are outlets used?
4. Write about two categories of the F and B industry?
5. What is the full form of bar?
6. What is the type of bar?
7. Which alcohol is strong?
8. What is Cuba Libre?
9. What are the top 5 alcohols?
10. What are the 4 types of cocktails?

Part B

(5 × 5 = 25)

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

11. (a) What is the importance of organizational structure of food and beverage department?

Or

- (b) What are the four types of organizational structure?

12. (a) Explain the types of food outlets.

Or

- (b) Discuss about commercial food outlets.

13. (a) What are the types of bar drinks and explain?

Or

- (b) How to classify bars?

14. (a) Manhattan - Recipe, Preparation and Service.

Or

- (b) Explain the Recipe of Noggs.

15. (a) What is a good mixed drink at a bar?

Or

- (b) What are the phases of F and B control?

Part C

(3 × 10 = 30)

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

16. (a) Explain about Job Description and Job Specifications.

Or

- (b) Write in details about the Food and Beverage Staff Organization

17. (a) Write about a Standard Operating Procedure in F and B Department.

Or

- (b) Explain the types of Bar.

18. (a) What are the ten most popular mixed drinks?

Or

- (b) Explain the Classification of cocktails.
-

C– 4776

Sub. Code

90155C

B.Sc. DEGREE EXAMINATION, APRIL 2025

Fifth Semester

Catering and Hotel Administration

HOUSEKEEPING

(2018 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What is housekeeping SOP?
2. Write about safety rules of housekeeping department.
3. What are decorative accessories?
4. Why are interior accessories important?
5. What is a guest room floor plan?
6. How do you layout a guest room office?
7. What is house break up in housekeeping?
8. What is the golden rule of housekeeping?
9. What is the housekeeping supplies inventory?
10. What is a staffing guide in housekeeping?

Part B

(5 × 5 = 25)

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

11. (a) Why safety and security is important in the housekeeping department?

Or

- (b) Explain the 5S in housekeeping.

12. (a) How to arrange decorative items?

Or

- (b) Explain any five examples of decorative.

13. (a) How to prepare a guest room?

Or

- (b) What is the guest room system?

14. (a) What is 3 room occupancy status?

Or

- (b) Define the double sharing room.

15. (a) What are the materials used in housekeeping?

Or

- (b) Explain any five equipment of housekeeping.

Part C

(3 × 10 = 30)

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

16. (a) What are the seven standards of housekeeping?

Or

- (b) Explain the seven elements of interior design.

17. (a) How many steps are in guest room cleaning?

Or

- (b) Explain the standard contents of a guest room

18. (a) What is the significance of soft openings or trial runs during the countdown for a new property?

Or

- (b) How to recruit housekeeping staff?
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C-4777

Sub. Code

90155D

B.Sc. DEGREE EXAMINATION, APRIL 2025

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. Write the concept of capacity management?
2. What are the key factors affecting hotel room rates?
3. List the common types of timeshare ownership.
4. Define timeshare.
5. State some common causes of accidents in hotels.
6. What is first aid?
7. Where the front desk is typically located in a hotel?
8. State the essential elements of a bell desk layout.
9. Enlist the primary function of a bell desk in a hotel.
10. What is an Eva floor in a hotel?

Part B

(5 × 5 = 25)

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

11. (a) What are the ethical considerations in yield management?

Or

- (b) How can the front office contribute to demand generation efforts during low demand periods?

12. (a) Explain the concept of timeshare exchange programs and their impact on front office operations.

Or

- (b) Describe how front office staff contributes to increasing timeshare sales and owner satisfaction?

13. (a) Write the importance of CCTV surveillance in hotel security.

Or

- (b) Discuss how the front office effectively communicate security protocols to guests?

14. (a) Explain how can a hotel bathroom layout be designed to meet the needs of guests with disabilities?

Or

- (b) What are the benefits of implementing work ergonomics in a hotel front office?

15. (a) How does hotel room design impact guest satisfaction? Explain in short.

Or

- (b) Explain how can fittings and fixtures be selected and installed to meet the needs of guests and hotel staff?

Part C

(3 × 10 = 30)

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

16. (a) Elaborate the following terms:

- (i) Capacity management
- (ii) Discount allocation
- (iii) Duration control.

Or

- (b) How can front office staff optimize room rates, inventory management and upselling strategies for timeshare owners and guests? Explain in detail.

17. (a) What kind of training programs should be implemented to equip employees with the necessary skills to handle security incidents? Discuss in detail.

Or

- (b) Describe the factors that influence room dimensions in hotel design, including bed size, furniture, and amenities.

18. (a) Explain what yield management strategies can be employed to optimize room rates and maximize revenue during periods of high demand, while avoiding overbooking and maintaining a competitive edge?

Or

- (b) Compare and explain the role of Government and Industry to improve the timeshare and condominium concept in India.
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