

C-6262

Sub. Code

90113

B.Sc. DEGREE EXAMINATION, NOVEMBER 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. Who is known as the “Father of modern French cuisine”?
(a) Escoffier (b) Julia child
(c) Pierre Gagnaire (d) Augusta Bosuse
2. Which of the following is an objective of cooking food?
(a) To preserve the nutritional content
(b) To increase fat content
(c) To increase food waste
(d) To make food look unappealing
3. What is the purpose of a blender in the kitchen?
(a) To chop vegetables
(b) To grind spices
(c) To mix or puree liquids and solids
(d) To bake bread

4. In which cooking method is charcoal primarily used?
(a) Steaming (b) Grilling
(c) Baking (d) Deep frying
5. Which of the following is a dry-heat cooking method?
(a) Boiling (b) Steaming
(c) Grilling (d) Poaching
6. What is the first step if you suspect someone is having a heart attack?
(a) Give the person water to drink
(b) Call emergency services immediately
(c) Make the person lie down and rest
(d) Apply a cold compress to their head
7. Which of the following is a type of hard cheese?
(a) Ricotta (b) Cream cheese
(c) Brie (d) Cheddar
8. _____ is typically used as the base for making clam chowder.
(a) Chicken stock (b) Beef stock
(c) Fish stock (d) Vegetable stock
9. Which of the following is a confectionery item?
(a) Bread (b) Cupcake
(c) Croissant (d) Caramel
10. Which sugar is commonly used in making icing for cakes?
(a) Brown sugar (b) Powdered sugar
(c) Granulated sugar (d) Raw sugar

Part B

(5 × 5 = 25)

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

11. (a) Write down the ethics in kitchen.

Or

- (b) Why do we cook food?

12. (a) What are the uses of cooking fuels?

Or

- (b) Draw the cuts of Pork.

13. (a) Point out the various fire extinguishers used in Hotels.

Or

- (b) What are the common accidents in Kitchen?

14. (a) Give the recipe for 5 Liter Béchamel sauce.

Or

- (b) Discuss the Cheese manufacturing process.

15. (a) Describe the physical changes during baking.

Or

- (b) List out the various types of flour.

Part C

(5 × 8 = 40)

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

16. (a) Narrate the origin of the modern cookery.

Or

- (b) Write down the duties and responsibilities of Executive Chef.

17. (a) Broadly classify kitchen equipments.

Or

(b) Appraise the functions of salt in cookery.

18. (a) Enlist the techniques involved in the preparation of foods.

Or

(b) Analyze the various methods of heat transfer.

19. (a) How will you classify Cheese according to the texture?

Or

(b) What are the points to be considered while making Stock?

20. (a) Highlight the functions of Sugar.

Or

(b) Narrate the principles of Baking.

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90115

B.Sc. DEGREE EXAMINATION, NOVEMBER 2025

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. The provision of food and beverages to people to fulfill a social need determined by a recognized authority is known as _____
 - (a) Surface catering
 - (b) Welfare Catering
 - (c) Transport catering
 - (d) Industrial catering

2. The catering given to a large number of people at a venue of their choice is known as _____
 - (a) Fast food Outlet
 - (b) Restaurant
 - (c) Outdoor catering
 - (d) Club catering

3. _____ is the highest revenue earning outlet in F and B Service department.
 - (a) Coffee shop
 - (b) Bar
 - (c) Restaurant
 - (d) Banquet

4. _____ is otherwise known as Dummy waiter.
- (a) Side board
 - (b) Waiter who stands idle
 - (c) Waiter who does not work
 - (d) Finger bowl
5. _____ trolley serves as a visual aid to selling desserts.
- (a) Carving trolley
 - (b) Room service trolley
 - (c) Dessert trolley
 - (d) Flambe trolley
6. Slip cloth is used to _____
- (a) Carry hot dishes
 - (b) Wipe equipment
 - (c) Cover tray
 - (d) Cover soiled table cloth
7. Chef Potager is responsible for making _____
- (a) Salads
 - (b) Soups
 - (c) Pastas
 - (d) Sweets
8. _____ section is responsible to prepare coffee and tea.
- (a) Still room
 - (b) Silver room
 - (c) Hotplate
 - (d) Pantry
9. _____ is an elaborated service.
- (a) English service
 - (b) American service
 - (c) Russian service
 - (d) French
10. _____ is taken in between Breakfast and lunch.
- (a) High tea
 - (b) Brunch
 - (c) Dinner
 - (d) Supper

Part B

(5 × 5 = 25)

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

11. (a) Give a brief note on :

- (i) Coffee Shop
- (ii) Banquet.

Or

(b) Write short notes on :

- (i) Industrial Catering
- (ii) Railway catering.

12. (a) Write the sizes of any ten Glassware.

Or

(b) What do you mean by Ancillary section? Name the ancillary section of the restaurant.

13. (a) List down the Job description of F and B Manager.

Or

(b) Explain how the Housekeeping department co-ordinates with F and B Service department.

14. (a) Briefly explain the Self service.

Or

(b) Give a brief note on :

- (i) Assisted service
- (ii) Tray service.

15. (a) Write short notes on :

- (i) Continental Breakfast
- (ii) English Breakfast.

Or

(b) Compile an English Breakfast Menu.

Part C

(5 × 8 = 40)

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

16. (a) Classify the Catering establishments and explain all.

Or

- (b) Describe the functions of Kitchen stewarding.

17. (a) Classify the F and B Service equipments and explain all.

Or

- (b) Explain the order execution procedure in hot plate section.

18. (a) Draw the organizational structure of F and B Service department and explain the duties and responsibilities of all.

Or

- (b) Explain the basic etiquettes of F and B Service staff.

19. (a) Explain the different styles of service.

Or

- (b) What do you mean by Gueridon service? Explain its advantages and limitations.

20. (a) Classify Breakfast and explain all.

Or

- (b) Compile an Indian brunch menu for a post wedding function and Justify.

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90117

B.Sc. DEGREE EXAMINATION, NOVEMBER 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. Who is the head of the Housekeeping department?
 - (a) Front office Manager
 - (b) Executive Chef
 - (c) Executive Housekeeper
 - (d) General Manager

2. Which of the following is not a responsibility of Housekeeping?
 - (a) Laundry and Linen Management
 - (b) Cleaning guest rooms
 - (c) Maintaining public areas
 - (d) Preparing food for guests

3. Which type of room is specifically designed for guests with physical disabilities?
 - (a) Accessible room
 - (b) President suite
 - (c) Penthouse room
 - (d) Studio room

4. Which of the following is not a sub-department of Housekeeping?
 - (a) Laundry
 - (b) Public area cleaning
 - (c) Room cleaning
 - (d) Kitchen operations

5. Which type of cleaning is done daily in Hotels?
 - (a) Routine cleaning
 - (b) Deep cleaning
 - (c) Periodic cleaning
 - (d) Annual cleaning

6. Which cleaning equipment is used for scrubbing hard floors?
 - (a) Broom
 - (b) Feather duster
 - (c) Scrubber machine
 - (d) Dust pan

7. Which type of hotel is known for providing luxury services and high-end amenities?
- (a) Budget Hotel
 - (b) Resort
 - (c) Motel
 - (d) Luxury Hotel
8. Which type of tourism involves traveling to natural areas to enjoy wild life and landscapes?
- (a) Eco-tourism
 - (b) Business tourism
 - (c) Medical tourism
 - (d) Religious tourism
9. Which document is used to record guest reservation details?
- (a) Housekeeping checklist
 - (b) Reservation form
 - (c) Inventory report
 - (d) Room service menu
10. Which section of the front office is responsible for guest registration and assigning room?
- (a) Reception
 - (b) Concierge
 - (c) Housekeeping
 - (d) Banquet

Part B

(5 × 5 = 25)

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

11. (a) Estimate the responsibilities of Housekeeping department.

Or

- (b) Elaborate the areas of Housekeeping.

12. (a) Examine the various Guest room supplies.

Or

- (b) Analyze the responsibilities of GRA.

13. (a) Bring out the general criteria for selection of Cleaning agents.

Or

- (b) Outline the safety factors to be followed in cleaning.

14. (a) Give the benefits of Tourism.

Or

- (b) Point out the various types of ownership.

Or

15. (a) Discuss the various methods of Reservation.

Or

- (b) How will you forecast room availability?

Part C

(5 × 8 = 40)

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

16. (a) Discuss the inter departmental relationship between Housekeeping department with others.

Or

- (b) Note down the responsibilities of Housekeeping department.

17. (a) Enlist the duties and responsibilities of Executive Housekeeper.

Or

- (b) Draw the hierarchy of Housekeeping department in a large hotel and explain each level of staff.

18. (a) List out the various types of cleaning agents.

Or

- (b) Narrate the principles of cleaning.

19. (a) Explain the various types of Hotels according to location.

Or

- (b) How will you classify Tourism?

20. (a) What are the records to be maintained in the Reservation section?

Or

(b) Outline the responsibilities of Front office Manager.

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90123

B.Sc. DEGREE EXAMINATION, NOVEMBER 2025

Second Semester

Catering and Hotel Administration

BASIC FOOD PRODUCTION AND PATISSERIE – II

(2023 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 1 = 10)

Answer **all** questions.

1. It is a combination of vegetables, fruits and other ingredients served with a dressing
 - (a) dressing
 - (b) salad
 - (c) appetizer
 - (d) stock
2. Is an edible decorative item that is added to salad to give eye appeal and adds flavour
 - (a) base
 - (b) garnish
 - (c) dressing
 - (d) spread
3. Which part of egg is richest in protein and fat?
 - (a) Egg white
 - (b) Egg yolk
 - (c) Egg shell
 - (d) Whole egg
4. Egg shell is
 - (a) porous
 - (b) non-porous
 - (c) none of above
 - (d) all of the above

5. Which Indian spice mixture gets its name from the word “hot”?
- (a) Haldi (b) Mirchi
(c) Garam masala (d) Dalchin
6. Dum Gosht belongs to _____ cuisine.
- (a) Awadhi (b) Hyderabadi
(c) RajasThani (d) Kashmiri
7. UP is famous for
- (a) Kheer (b) Gajjar ka halwa
(c) Imarti (d) All of the above
8. Goan cuisine is influenced by _____ Muslim community.
- (a) Chinese (b) British
(c) Japanese (d) Portuguese
9. What is yeast termed as?
- (a) Bug (b) Virus
(c) Bacteria (d) Fungi
10. Which of the following ingredient causes Maillard reaction in bread?
- (a) Starch (b) Sugar
(c) Enzymes (d) Yeast

Part B

(5 × 5 = 25)

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

11. (a) Describe on international classical appetizers.

Or

- (b) Explain the guidelines for making salad.

12. (a) Illustrate the importance of HACCP in kitchen.

Or

(b) Write the functions of eggs in kitchen.

13. (a) Write a note on Chettinadu masala.

Or

(b) Discuss on basic yellow gravy and uses.

14. (a) Explain about festival menus with reference to kheer preparation.

Or

(b) Discuss on dum pukhet cooking techniques.

15. (a) Describe on improvers and emulsifiers.

Or

(b) Elucidate the functions of flour in bread-making.

Part C

(5 × 8 = 40)

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

16. (a) What is sandwiches? List the parts of sandwiches with types and storage procedure.

Or

(b) Define salad. Enlist and explain the types of salad with any five dressing.

17. (a) Draw an label the structure of Egg with neat diagram and elaborate the composition of egg.

Or

- (b) Discuss food contamination. List the various types of food contamination with reason.
18. (a) Describe basic gravy. List and explain any four basic Indian gravy.

Or

- (b) Write a recipes for
- (i) Vindaloo Masala
 - (ii) Sambar masala.
19. (a) Write a detail notes on Hyderabad cuisine and give the receipe Hyderabad dum biryani.

Or

- (b) Explain on Kashmiri cuisine and outline regional speciality with main course.
20. (a) Classify about wheat with milling process techniques.

Or

- (b) Describe on flour. List the different types flour used in Bakery.

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90125

B.Sc. DEGREE EXAMINATION, NOVEMBER 2025.

Second Semester

Catering and Hotel Administration

BASIC FOOD AND BEVERAGE SERVICE – II

(2023 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 1 = 10)

Answer **all** questions.

1. _____ is a variety of coffee bean
 - (a) Chicory
 - (b) Robusta
 - (c) Cherry
 - (d) Tea

2. _____ is a brand of natural spring water
 - (a) Evian
 - (b) Bisleri
 - (c) Persian
 - (d) Oh

3. _____ is a method of payment.
 - (a) Traveller's cheque
 - (b) Credit note
 - (c) Goodwill
 - (d) Bad debts

4. _____ is an example of nourishing drink
 - (a) Tea
 - (b) Coffee
 - (c) Horlicks
 - (d) Water

5. _____ is a port of Cigar.
(a) sticker (b) wrapper
(c) cutter (d) edges
6. _____ is orange flavoured liqueur.
(a) coffee (b) Kahlua
(c) Cointreau (d) Campari
7. _____ is a type of Cigar.
(a) Mohawks (b) Cohibas
(c) Kahwa (d) Grand mariner
8. _____ is a international cigarette brand.
(a) Cobra (b) Cohibas
(c) Marlboro (d) Mint
9. _____ is a type of Beer.
(a) Stout (b) Still
(c) Top full (d) Bottomless
10. _____ is a brand of red wine.
(a) Moet et Chandon (b) Grover La Reserve
(c) Sula Chenin Blanc(d) Sula Resolving

Part B

(5 × 5 = 25)

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

11. (a) Distinguish between Ala Carte vs Table De Hotel menus.
- Or
- (b) Distinguish between Fermented beverages is distilled beverages.

12. (a) Explain different Coffee preparation techniques.

Or

(b) Explain various types of Water.

13. (a) Classify Alcoholic Beverages.

Or

(b) Explain importance of concept of “Suggestive selling”.

14. (a) Explain Lead time Inflow chart from Order taking to Clearance in In-room dining.

Or

(b) Explain the parts of Cigar. Name any two sizes and brand names of Cigars.

15. (a) Format 3-course French Classical menu with accompaniments.

Or

(b) Distinguish between Kitchen Order ticket-KOT.

Part C

(5 × 8 = 40)

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

16. (a) Explain different order taking methods in Food and beverage Outlets and enlist different payment methods.

Or

(b) Explain in detail the process of Beer Production in detail.

17. (a) Classify Alcoholic beverages.

Or

(b) Explain the service cycle and lead-time in In-room dining service.

18. (a) Explain non-alcoholic beverages.

Or

(b) Draw and explain the different types of In-room dining formats.

19. (a) Explain in detail different payment methods used in Food and Beverage Outlets.

Or

(b) Explain the process of Wine making with special reference to region of France.

20. (a) Elaborate Constraints of Menu Planning with respect to religious, cultural and dietary influences.

Or

(b) Format a 7 course French Classical Menu with accompaniments.

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90127

B.Sc. DEGREE EXAMINATION, NOVEMBER 2025

Second Semester

Catering and Hotel Administration

ROOM DIVISION OPERATIONS – II

(2023 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Section A

(10 × 1 = 10)

Answer **all** questions.

1. Head of department of Housekeeping is known as :
 - (a) House Keeping Manager
 - (b) Duty Manager
 - (c) Executive Room Manager
 - (d) Manager on Duty

2. For efficient functioning Housekeeping department Co-ordinates with
 - (a) Front office
 - (b) F and B Service
 - (c) Kitchen - dept
 - (d) Security

3. Who Manager the cleaning and handling of Lobby and Lift?
- (a) Room Service
 - (b) Kitchen Steward
 - (c) Public Area Attendant
 - (d) H.K. Supervisor
4. Full form of DND
- (a) Day N Day (b) Do Not Distract
 - (c) Do Not Disturb (d) Do Not Do
5. Bell desk is the section of _____.
- (a) Security (b) Kitchen
 - (c) Housekeeping (d) Front office
6. GRC stands for _____.
- (a) Guest Reception Card
 - (b) Guest Resortation Card
 - (c) Guest Registration Card
 - (d) Guest Reservation Card
7. Which of the following department is responsible for VIP amenities?
- (a) Food Production (b) IRD
 - (c) Housekeeping (d) Security

8. _____ who helps in booking cab for travelling?
- (a) Concierge (b) Receptionist
(c) Bell Man (d) House Man
9. Which of the following is recommended as a security measures for the front desk associate?
- (a) Collecting a valid photo ID proof from guest
(b) Serving tea and coffee
(c) Attending guest calls
(d) None of the above
10. If Guest Wants some supplies to be kept in the room during stay
- (a) Informing the F and B personal
(b) Make a call to front office
(c) Informing G.M.
(d) Themselves Refilling from Pantry

Section B

(5 × 5 = 25)

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

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

Or

- (b) What are the qualities of good housekeeping staff?

12. (a) Explain VIP – Pre Arrival Activities to Notify the Housekeeping department.

Or

- (b) Brief the registration process for the group with the receiving.

13. (a) Explain the spring and weekly cleaning procedure with example.

Or

- (b) Explain the following terms :

- (i) Vacant Room
- (ii) Tent card
- (iii) Lost and found.

14. (a) Explain the procedure to handle the Guest Massager.

Or

- (b) What F.O.M. does on the emergency call like Bomb threat?

15. (a) What is the Job description of concierge?

Or

- (b) How to arrange transportation to guest for his Airport Pickup and Drop?

Section C

(5 × 8 = 40)

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

16. (a) Draw the Minibar Amenities Slip and Explain the Minibar Replenishment Procedure on Dirty rooms.

Or

- (b) What is the role of control Deck and explain any five records which they use?

17. (a) How to clean the stairs and Restaurant in the Hotel and give the time chart when to be cleaned?

Or

- (b) Explain the cleaning procedure of Departure Room with Minibar Supplier?

18. (a) What is Registration process for the Walk in – FIT, with suitable examples?

Or

- (b) Explain the key card registration and distribution procedure?

19. (a) How to operate the safe deposit in the front office department?

Or

- (b) Explain the wake up call procedure with the Night auditing procedure in the hotel.

20. (a) What is Errand cards and explain how it works during the time of Arrival and departure?

Or

- (b) How to Handle Luggage for the FIT's and GIT's?
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90129

B.Sc. DEGREE EXAMINATION, NOVEMBER 2025

Second Semester

Catering and Hotel Administration

BASICS AND HOTEL ADMINISTRATION

(2023 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 1 = 10)

Answer **all** questions.

1. Which of the following tasks falls outside the typical scope of hotel administration?
 - (a) Creating marketing strategies
 - (b) Managing kitchen operations
 - (c) Conducting guest check -ins
 - (d) Performing guest entertainment activities

2. Which of the following is a strategic role of hotel administration?
 - (a) Booking reservation for guests
 - (b) Cleaning and maintaining guest rooms
 - (c) Developing and implementing business plans to increase profitability
 - (d) Serving meals to guests

3. Which of the following function and typically performed by the House keeping 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 front office department's main role is to
 - (a) Prepare meals for guests
 - (b) Oversee the hotel's finances
 - (c) Handle guest check-ins, check-out and reservations
 - (d) Clean and maintain guest rooms

5. Which department in responsible for managing financial records, budgets, and ensuring profitability?
 - (a) House keeping
 - (b) Finance and Accounting
 - (c) Food and Beverage
 - (d) Front office

6. In hotel revenue Management, what does Rev PAR stand for?
 - (a) Revenue per Available Room
 - (b) Reservation per Available Room
 - (c) Revenue per Arrived Room
 - (d) Rate per Available Reservation

7. The Human resource department in a hotel is tasked with
 - (a) Managing guest complaints
 - (b) Overseeing recruitment, training and employee welfare
 - (c) Conducting daily room cleaning
 - (d) Preparing and serving food

8. Employee retention strategies in hotel are designed to
 - (a) Increase the number of job vacancies
 - (b) Improve the quality of guest services
 - (c) Reduce employee turnover by improving job satisfaction
 - (d) Lower operational costs

9. The primary function of the sales and marketing department in a hotel is to
 - (a) Repair and maintain hotel facilities
 - (b) Manage the booking and reservations system
 - (c) Promote the hotel to attract guests and increase revenue
 - (d) Ensure guest safety and security

10. In a hotel sales, what is a "Sales lead"?
 - (a) A potential guest who has shown interest in booking
 - (b) A staff member responsible for handling reservations
 - (c) A document outlining the hotel's revenue
 - (d) A promotional discount offered to guests

Part B

(5 × 5 = 25)

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

11. (a) Discuss the scope of hotel administration.

Or

- (b) What is effective hotel administration.

12. (a) Explain about function of Revenue Department.

Or

- (b) Describe on Interdepartmental communication in hotel.

13. (a) Explain the process of financial forecasting in hotels.

Or

- (b) Examine the role of Expenses management in hotel financial management.

14. (a) Analyze the importance of employee training and development in the hotel industry.

Or

- (b) List and Explain the recruitment and selection process in hotels.

15. (a) Explain the importance of sales promotions and special offers in driving hotel booking.

Or

- (b) Examine the significance of customer relationship management (CRM) in hotel sales.

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) Draw and explain the organization hierarchy of Fivestar hotel.

Or

- (b) Elucidate in detail about various functions of front office department in luxury.

18. (a) Discuss the various methods of cost control used in hotels.

Or

- (b) Describe pricing strategy. Explain the various methods of pricing strategy in hotel.

19. (a) Write the strategies on HR managers use to attract and retain the best talent in a highly competitive industry.

Or

- (b) Discuss the significance of employee engagement and job satisfaction in the hotel industry.

20. (a) What is sales techniques. Explain the strategies for maximizing occupancy through sales Techniques.

Or

- (b) Explain the importance of sales promotions and special offers in driving hotel booking.
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C-6270

Sub. Code

90133

B.Sc. DEGREE EXAMINATION, NOVEMBER 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. In which of the following Oriental cuisines is Sushi a traditional dish?
(a) Chinese (b) Thai
(c) Japanese (d) Korean
2. Which of the following is a traditional Brazilian dish made from black beans, meat and rice?
(a) Feijoda (b) Enchiladas
(c) Poutine (d) Ceviche
3. Which of the following types of truffles is considered the most expensive?
(a) White truffle (b) Black truffle
(c) Summer truffle (d) Chocolate truffle

4. Which of the following is a common edible mushroom variety used in cooking?
- (a) Amanita muscaria
 - (b) Agaricus bisporus
 - (c) Morchella esculenta
 - (d) Psilocybe cubensis
5. What is the French term for a savory custard-filled pastry, often enjoyed as a breakfast?
- (a) Medelines
 - (b) Eclairs
 - (c) Quinche
 - (d) Soufflé
6. What is the main ingredient in the Italian dish Risotto?
- (a) Rice
 - (b) Pasta
 - (c) Potatoes
 - (d) Bread
7. What is the name of Spanish omelets made from potatoes, eggs and onions?
- (a) Frittata
 - (b) Tortilla Espanola
 - (c) Quinche
 - (d) Omelet provencal
8. What is the main ingredient in Guacamole, a popular Mexican dip?
- (a) Tomatoes
 - (b) Corn
 - (c) Avocado
 - (d) Potato
9. Which of the following is a type of bread that does not require yeast to rise?
- (a) Sourdough
 - (b) Focaccia
 - (c) Quick bread
 - (d) Baguette
10. During fermentation yeast converts _____ into Ethyl alcohol and Co₂.
- (a) Salt
 - (b) Fruit
 - (c) Air
 - (d) Sugar

Part B

(5 × 5 = 25)

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

11. (a) Write down the contemporary trends of Modern cuisine.

Or

- (b) Narrate the history of Pan American cuisine.

12. (a) Describe the role of mushroom in cookery.

Or

- (b) Examine the uses of Truffles.

13. (a) Estimate the ingredients used in French cuisine.

Or

- (b) Give the features of Italian cuisine.

14. (a) Bring out the role of ingredients in Thai cuisine.

Or

- (b) Outline the features of Spanish cuisine.

15. (a) How will you classify cookies?

Or

- (b) Differentiate Cookies form Biscuits.

Part C

(5 × 8 = 40)

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

16. (a) Draw the history of Continental cuisine.

Or

- (b) Elaborate the styles of Asian cuisine.

17. (a) Mention the classification of truffles.

Or

(b) Examine the cooking technologies of mushroom.

18. (a) What are the cooking methods used in French cuisine?

Or

(b) List out the ingredients used in Italian cuisine.

19. (a) Explain the regional cuisines of China.

Or

(b) Compile 8 Course Japanese menu and explain.

20. (a) Write down the stages involved in bread making.

Or

(b) Detail the faults bread faults and give its remedies.

C-6271

Sub. Code

90135

B.Sc. DEGREE EXAMINATION, NOVEMBER 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. Wine is obtained from _____
(a) Orange (b) Apple
(c) Grapes (d) Pineapple
2. Which one of the following constituents of grapes has yeast?
(a) Stalk (b) Skin
(c) Pulp (d) Pips
3. _____ is one of the black grapes.
(a) Riesling (b) Sylvaner
(c) Tokay (d) Zinfandel
4. In Italian Wine label the term Dolce refers to _____
(a) Sweet (b) White
(c) Black (d) Bitter

5. The word Sekt means _____
(a) Dry (b) Sparkling
(c) Blending (d) Sweet
6. Cider is a fermented drink prepared from the Juice of _____
(a) Apples (b) Grapes
(c) Pear (d) Beet
7. Vodka is originated in _____
(a) France (b) USA
(c) Russia (d) Germany
8. Which one of the following is Pastis?
(a) Grappa (b) Korn
(c) Marc (d) Ouzo
9. Rum is prepared from _____
(a) Molasses (b) Barley
(c) Rye (d) Grapes
10. _____ is a spirit flavoured with wormwood and anise.
(a) Pastis (b) Rum
(c) Absinthe (d) Vodka

Part B

(5 × 5 = 25)

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

11. (a) List any ten principal white grapes with their country of origin.
- Or
- (b) Write the difference between Sparkling wine and Fortified wine.

12. (a) Name any five producers of Madeira.

Or

(b) List down the important wine producing regions of France.

13. (a) Write a short note on “Perry”.

Or

(b) Name five brands of Cider and Perry each.

14. (a) List down any ten brands of London Gin.

Or

(b) Distinguish Cognac and Armagnac.

15. (a) How is Pastis different from Absinthe?

Or

(b) Explain akvavit.

Part C

(5 × 8 = 40)

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

16. (a) Explain the factors Influencing the character of Wine.

Or

(b) Describe the faults in Wines.

17. (a) Explain the classification of French Wines.

Or

(b) List any ten wine producing regions of Italy and explain each region.

18. (a) Explain the manufacturing process of Beer.

Or

(b) Explain the role of each ingredient in the production of Beer.

19. (a) Describe the production process of Malt Whisky.

Or

(b) What is Rum? Explain its production process in detail.

20. (a) How is Liqueur manufactured? Explain.

Or

(b) Name any ten herb flavor liqueurs, their base spirit, colour, and the countries of origin.

C-6272

Sub. Code

90137

B.Sc. DEGREE EXAMINATION, NOVEMBER 2025.

Third Semester

Catering and Hotel Administration

ROOM DIVISION MANAGEMENT – I

(2023 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Section A

(10 × 1 = 10)

Answer **all** questions.

1. Which of the following is an essential skill for a Housekeeping supervisor?
 - (a) Accounting skills
 - (b) Knowledge of legal regulations
 - (c) Leadership and communication skills
 - (d) Cooking skills
2. What is typically not included in contract cleaning?
 - (a) Daily housekeeping
 - (b) Deep carpet cleaning
 - (c) Providing guest amenities
 - (d) Special cleaning like post-construction
3. What laundry linen in hotels typically used for?
 - (a) Washing dishes
 - (b) Cleaning rooms
 - (c) Bedding, towels and tablecloths
 - (d) Serving food

4. Which of the following is usually included in laundry service?
 - (a) Cleaning shoes
 - (b) Dry cleaning, washing and ironing clothes
 - (c) Providing toiletries
 - (d) Preparing clothes of guests

5. What is the first step in the checkout procedure at a hotel?
 - (a) Paying the bill
 - (b) Packaging your luggage
 - (c) Returning room keys
 - (d) Completing a feedback survey

6. Who is usually responsible for reporting the house count in a hotel?
 - (a) The Hotel manager
 - (b) The front desk
 - (c) The Housekeeping department
 - (d) The Accounting team

7. What is an example of a non-traditional payment method in the hotel industry?
 - (a) Cash
 - (b) Cheque
 - (c) Bit coin
 - (d) Travelers cheque

8. Which payment method might a guest use if they want to pay without using a bank account?
 - (a) Travelers cheque
 - (b) Bank transfer
 - (c) Credit card
 - (d) Cash

9. Why is front office accounting is important for a hotel?
- (a) It ensures financial records
 - (b) It helps with guest satisfaction
 - (c) It organizes hotel staff schedules
 - (d) It promotes the hotel's services
10. What is the main job of front office accounting in a hotel?
- (a) Checking in guests
 - (b) Organizing events
 - (c) Cleaning rooms
 - (d) Handling payments and billing

Section B

(5 × 5 = 25)

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

11. (a) Outline the importance of Housekeeping department.
- Or
- (b) Discuss the pricing procedure for contract.
12. (a) Write an essay on Valet service.
- Or
- (b) Give the selection procedure of Linen.
13. (a) Write an essay on Express check-out.
- Or
- (b) Mention the components of House count.
14. (a) Draw the functions of Travelers cheque.
- Or
- (b) Enlist the procedure of accepting foreign currency.
15. (a) Explain the role and importance of front office accounting in a hotel.
- Or
- (b) Describe the role of managing a guest folio in front office accounting.

Section C

(5 × 8 = 40)

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

16. (a) Draw the advantages and disadvantages of contract cleaning.

Or

- (b) Discuss the role of supervisor in Housekeeping department.

17. (a) Outline the procedure of Dry cleaning.

Or

- (b) Draw the layout of linen room and give its features.

18. (a) What are the steps followed by front desk during early check-outs?

Or

- (b) Highlight the various statistical datas used in Front office.

19. (a) What is corporate billing? and explain in detail.

Or

- (b) Point out the ways that the hotel industry handles payment disputes.

20. (a) What is the role of Night auditor in front office accounting?

Or

- (b) List out the various folios used in front office accounting.

C-6273

Sub. Code

90139

B.Sc. DEGREE EXAMINATION, NOVEMBER 2025

Third Semester

Catering and Hotel Administration

CUSTOMER RELATIONS IN HOTELS

(2023 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 1 = 10)

Answer **all** questions.

1. Why is customer service crucial in the hospitality industry?
 - (a) it increases operational costs
 - (b) it improves guest satisfaction and loyalty
 - (c) it reduces employee workload
 - (d) it eliminates the need for marketing

2. What is the impact of poor customer relationships on hospitality business?
 - (a) Customer loyalty
 - (b) Higher customer churn and negative reviews
 - (c) Positive brand image
 - (d) More repeat bookings

3. Which segmentation method focuses on customer buying behavior?
 - (a) Demographic
 - (b) Behavioral
 - (c) Geographic
 - (d) Psychographic

4. What is the most important skill in customer interaction?
 - (a) active listening
 - (b) ignoring complaints
 - (c) speaking over the customer
 - (d) providing limited information

5. What should an employee do if they do not understand a guest's request?
 - (a) ignore the guest
 - (b) guess the answer
 - (c) politely ask for clarification
 - (d) change the topic

6. What is a key part of showing empathy?
 - (a) active listening
 - (b) ignoring emotions
 - (c) speaking quickly
 - (d) avoiding eye contact

7. What tone should you use when responding to a complaint?
- (a) angry
 - (b) sarcastic
 - (c) professional and empathetic
 - (d) dismissive
8. What is the first step in resolving a guest complaint?
- (a) interrupt them
 - (b) listen actively
 - (c) walk away
 - (d) ignore them complaint
9. Which factor most influences guest satisfaction?
- (a) cleanliness and comfort
 - (b) high room rates
 - (c) limited amenities
 - (d) lack of communication
10. Which factor has the most impact on customer retention?
- (a) customer satisfaction
 - (b) high service fees
 - (c) poor communication
 - (d) limited product offerings

Part B

(5 × 5 = 25)

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

11. (a) Classify the impact of poor customer service.

Or

- (b) Explain the good customer service in restaurants with an example.

12. (a) List down the personalized service in a luxury hotel.

Or

- (b) How can hotels adapt services for business and leisure travelers?

13. (a) Explain the benefits of market segmentation for businesses.

Or

- (b) What is the first step in handling a customer complaint?

14. (a) Why is empathy important when handling negative situations with customers?

Or

- (b) Examine the concept of reframing negative experiences.

15. (a) Explain the importance of personalized service.

Or

- (b) Differentiate the emotional engagement and customer loyalty.

Part C

(5 × 8 = 40)

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

16. (a) Explain the role of transparency in building customer trust.

Or

- (b) Discuss the importance of protecting customer data.

17. (a) Discuss the importance of offering solutions rather than excuses when addressing customer concerns.

Or

- (b) Describe the real-world scenario where a company successfully handled a difficult situation with diplomacy.

18. (a) Explain the steps in developing a CRM strategy.

Or

- (b) Discuss the impact of poor conflict resolution on guest loyalty and hotel reputation.

19. (a) Evaluate the effectiveness of personalized service in handling guest complaints.

Or

- (b) Mention the benefits of offering personalized room amenities.

20. (a) Discuss about the guest satisfaction in a hotel.

Or

(b) List out the guest satisfaction survey.

C-6280

Sub. Code

90143

B.Sc. DEGREE EXAMINATION, NOVEMBER 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. _____ is operated as a facility to staff in large factories.
 - (a) Industrial canteens
 - (b) Resort
 - (c) Airline catering
 - (d) Night club
2. Which of the following comes under commercial catering
 - (a) Welfare catering
 - (b) Hostel
 - (c) Transport catering
 - (d) Resort
3. Which team of equipment is used to keep food not on a buffet?
 - (a) Chafing dish
 - (b) Sizzling plate
 - (c) Gueridon trolley
 - (d) Full plate

4. What is the primary function of a commercial dishwasher in a kitchen?
 - (a) To cook food
 - (b) To wash dishes and utensils
 - (c) To store ingredients
 - (d) To chop vegetables

5. What is the primary purpose of creating an indent in a kitchen department?
 - (a) To determine staff schedules
 - (b) To request the purchase of ingredients and supplies
 - (c) To plan the kitchen layout
 - (d) To assess food quality

6. What is the benefit of using a Just-In-Time (JIT) inventory system in a commercial kitchen?
 - (a) Reduces storage space and minimizes waste
 - (b) Increases the number of suppliers needed
 - (c) Guarantees immediate product availability
 - (d) Requires less detailed record - keeping

7. What is the role of standardized recipe on cost control?
 - (a) To enhance the presentation of dishes
 - (b) To ensure consistency and predictability in food costs
 - (c) To reduce the time required for food preparation
 - (d) To increase the variety of menu options

8. Which document helps in tracking and controlling the cost of ingredients used in menu items?
 - (a) Purchase order
 - (b) Food cost report
 - (c) Daily sales report
 - (d) Staff roster

9. Which ingredient is commonly used in cake recipes to help the cake rise?
- (a) Baking powder (b) Vanilla extract
(c) Cocoa powder (d) Cornstarch
10. Which type of icing is commonly used for a smooth, glossy finish on cakes?
- (a) Butter cream
(b) Fondant
(c) Cream cheese frosting
(d) Royal icing

Part B

(5 × 5 = 25)

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

11. (a) Explain the challenges of menu planning.
- Or
- (b) Write a brief note on hospital catering operations.
12. (a) Explain the selection criteria of kitchen equipment.
- Or
- (b) Outline the care and maintenance of kitchen equipment.
13. (a) Write a note on principal of indenting in quantity kitchen.
- Or
- (b) Express the importance of standard purchase specification.
14. (a) Discuss on production forecasting.
- Or
- (b) Explain about importance of food cost.
15. (a) Discuss on balancing cake formula.
- Or
- (b) Explain the functions of chemical leaving agent in cake-making.

Part C

(5 × 8 = 40)

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

16. (a) What is catering industry? Elaborate the various sectors of catering industry with suitable illustration.

Or

- (b) Explain in detail on banquet operations and importance of menu planning for banquet.

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 note on :

- (i) Pilferage of materials
- (ii) Indent format with specifications

Or

- (b) Explain in detail on inventory controls with storage procedure.

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 various types of cake making methods.

Or

- (b) Define Icing. Classify the different types of Icing with examples.

C-6281

Sub. Code

90145

B.Sc. DEGREE EXAMINATION, NOVEMBER 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. The storage compartment used to store and maintain cigars is called _____.
(a) Thermidor (b) Humidor
(c) Commodore (d) Ozar
2. The Cohiba-Maduro Cigar is size _____.
(a) 3.2 inch (b) 6 inch
(c) 4 inch (d) 4.5 to 6 inch
3. Tom Collins Cocktail has _____ liquor in it.
(a) Gin (b) Rum
(c) Brandy (d) Whiskey
4. _____ is used to flamablé in a recipe of Gueridon service of Crepe Suzette.
(a) Gin (b) Vodka
(c) Whiskey (d) Brandy

5. Manhattan Cocktail is made by _____ method.
(a) Shaken (b) Blended
(c) Stirred (d) Building
6. Pina Colada cocktail is made by _____.
(a) Shaken (b) Blended
(c) Stirred (d) Built
7. In whiskey sour, the bitter used is _____.
(a) Angostura (b) Campari
(c) Amaro di (d) Aperol
8. The cocktail made and served during Christmas festivities is _____.
(a) Long Island Ice Tea
(b) Negroni
(c) Eggnogg
(d) Whiskey sour
9. The alcohol used for peach flammable is _____.
(a) Gin (b) Rum
(c) Brandy (d) Vodka
10. Peg measurer is used in _____ is a brand of red wine.
(a) Fine dine restaurant
(b) Bar
(c) Bakery
(d) Front office lobby

Part B

(5 × 5 = 25)

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

11. (a) Explain any two methods making a cocktail with recipes.

Or

- (b) What is Bar? Mention types of Bar.

12. (a) List recipes for any two
- (i) Pinacolada
 - (ii) Whiskey sour
 - (iii) Egg noggs
 - (iv) Manhattan

Or

- (b) Write short notes on any three
- (i) Zest
 - (ii) Dash of
 - (iii) On the rocks
 - (iv) Neat
 - (v) Juleps
 - (vi) Martini

13. (a) What is a Cigar? Mention parts of cigar and hazards of Smoking.

Or

- (b) Draw a hierarchy chart for 60 pax Italian fine dine restaurant.

14. (a) What are the objectives of a good layout while planning a restaurant?

Or

- (b) Write any two built type of Cocktail.

15. (a) Write recipe for Crepe suzette.

Or

(b) Write recipe for Banana au rhum.

Part C

(5 × 8 = 40)

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

16. (a) Classify the types of Bars and bar equipments in detail.

Or

(b) Explain in detail the production, storage and parts of a Cigar.

17. (a) Elucidate parts of cocktails with examples.

Or

(b) Classify cocktails with examples.

18. (a) Plan staff requirement for 90 pax cover coffee shop.

Or

(b) Illustrate the factors to be considered while planning a restaurant.

19. (a) Plan a table-de-hotel menu for 60 pax people.

Or

(b) Write recipes for Rum Omlette and Peach Flambe.

20. (a) Discuss objectives of a good layout for F&B outlet.

Or

(b) Explain various families of cocktails with examples.

C-6282

Sub. Code

90147

B.Sc. DEGREE EXAMINATION, NOVEMBER 2025

Fourth Semester

Catering and Hotel Administration

ROOM DIVISION MANAGEMENT – II

(2023 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 1 = 10)

Answer **all** questions.

1. How often should fire drills be conducted in workplaces?
 - (a) once a year
 - (b) every six months
 - (c) once a month
 - (d) every two years

2. Which fire extinguishers is suitable for Class C fires?
 - (a) Yellow fire extinguishers
 - (b) Blue fire extinguishers
 - (c) Black fire extinguishers
 - (d) Red fire extinguishers

3. Which of the following is not a part of Hubbart formula of calculating room tariff?
 - (a) Market based pricing
 - (b) Return on investment
 - (c) Non-Room Revenue
 - (d) Operating expenses

4. How should you communicate with your guests?
- (a) Rudely (b) As per your mood
(c) Politely (d) None of the above
5. A Guest who checks In with no luggage or hand bag called
- (a) CVGR (b) VVIP
(c) Scanty baggage (d) No show
6. The Hotel Diary is a part of
- (a) Personal event diary
(b) Record of activities
(c) Reservation system
(d) Record of part events
7. _____ is a person who audits the hotel accounts during Night hours.
- (a) front office supervisor
(b) night supervisor
(c) night auditor
(d) head accountant
8. POS stands for
- (a) Point of Service (b) Point of Solution
(c) Point of Salary (d) Point of Sale
9. What completes structural Designs?
- (a) Decor
(b) Decorative design
(c) Architectural features
(d) Final look

10. What is the end product of Interior Decoration?
- (a) Masterpiece (b) Design
(c) Décor (d) Blue print

Part B

(5 × 5 = 25)

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

11. (a) What is the process of Night Auditing in the F.O.?

Or

- (b) Explain Transporrittion error with an example.

12. (a) How to improve the business through Travel agents and Tour operators?

Or

- (b) Explain Discount fixation policy adopted by any 5 Star category hotel.

13. (a) Describe SAR incentive wit its Rates Discounts?

Or

- (b) How to set Room tariff according to the Market Tolerance process?

14. (a) What is Snaglist and explain its importance in the Interior and Refurbising unit?

Or

- (b) Illustrate the different elements of Interior Design with example.

15. (a) Explain the procedure to deal with Guest complaints related to the linen.

Or

- (b) Draw the flow chart of Five safety chemicals with its types.

Part C

(5 × 8 = 40)

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

16. (a) Explain in detail about Pest, its prevention and control methods.

Or

- (b) Explain the types of extinguishers used in Hotels and explain how it helps for the electrical fire?

17. (a) Write some advantages and disadvantages of using Wallpaper.

Or

- (b) What is principal of Interior design along with soft furnishing?

18. (a) List out the eight steps of Hubbart formula.

Or

- (b) What is CVGR and explain it with example?

19. (a) Explain various sales technique process followed in Front office.

Or

- (b) How Hotels promote sales through Tent cards, websites and porters in the Hotels?

20. (a) What is Credit Balance Management card? How it helps in Night Auditing?

Or

- (b) Explain about importance of Night auditing process in the front office department.

C-6283

Sub. Code

90151

B.Sc. DEGREE EXAMINATION, NOVEMBER 2025

Fifth Semester

Catering and Hotel Administration

FOOD AND BEVERAGE MANAGEMENT

(2023 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 1 = 10)

Answer **all** questions.

1. Which of the following methods can be used to monitor beverage Consumption in a bar?
 - (a) Manual counting of bottles
 - (b) Point of sale system tracking
 - (c) Guessing based on the number of guests
 - (d) Random audits
2. What's the first step in Creating a budget?
 - (a) Compare actual results to the budget
 - (b) Analyze differences
 - (c) Set financial goals
 - (d) Allocate money to departments

3. Which of the following factors influences yield management in hotels?
 - (a) Weather conditions
 - (b) Customer preferences
 - (c) Room availability and demand
 - (d) Room decor and design

4. What does forecasting do in revenue management?
 - (a) It predicts customer needs and adjusts prices
 - (b) It sets prices for the whole year
 - (c) It tells how much to produce
 - (d) It checks if ads are working

5. What does “Menu mix” mean in menu engineering?
 - (a) The variety of ingredients used
 - (b) The most sold foods
 - (c) The cooking methods used
 - (d) The distribution of popular dishes

6. What is one way to use menu merchandising?
 - (a) Using large text for popular dishes
 - (b) Lowering prices for all dishes
 - (c) Removing unpopular dishes
 - (d) Reducing the number of dishes

7. Where should high-profit items be placed on the menu?
 - (a) In the centre to attract attention
 - (b) At the bottom of menu
 - (c) On the last page
 - (d) Everywhere

8. What is the benefit of having special sections in menu?
- (a) To confuse customers
 - (b) To fill empty space
 - (c) To make menu longer
 - (d) To highlight the special dishes and offers
9. What is the main goal of facility planning?
- (a) To make space look nice
 - (b) To add many features
 - (c) To make it expensive
 - (d) To improve how well the space works
10. What is the main job of a bar manager?
- (a) Manage staff and operations
 - (b) Design the Bar layout
 - (c) Prepare the menu
 - (d) Serve drinks to customers

Part B

(5 × 5 = 25)

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

11. (a) What are the books maintained for Beverage control?

Or

- (b) Narrate the importance of Budgetary control.

12. (a) Discuss the benefits of implementing yield management in hotel industry.

Or

- (b) Explain the concept of revenue management.

13. (a) Discuss the role of pricing in menu engineering.

Or

- (b) In which ways food cost and pricing strategies affect menu merchandising?

14. (a) Analyze the role of menu card in food service area.

Or

(b) Bring out the use of menu design to promote high-profit items.

15. (a) Enlist the functional areas of F and B service.

Or

(b) Narrate an introduction to beverage management.

Part C

(5 × 8 = 40)

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

16. (a) List out the various types of budget.

Or

(b) Give the importance's of Beverage control.

17. (a) Estimate the recent trends in food service industry.

Or

(b) Outline the concepts of dining practices.

18. (a) How does the menu engineering contribute to the profitability of a Restaurant?

Or

(b) Give the importance of menu merchandising.

19. (a) Note down the components of menu designing.

Or

(b) Elaborate the ways the menu design contribute to the overall branding.

20. (a) Discuss the importance of Inventory.

Or

(b) What are the records maintained in Bar?

C-6284

Sub. Code

90152

B.Sc. DEGREE EXAMINATION, NOVEMBER 2025.

Fifth Semester

Catering and Hotel Administration

NUTRITION AND FOOD SCIENCE

(2023 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Section A

(10 × 1 = 10)

Answer **all** questions.

1. What is the primary source of energy for the body?
 - (a) Protein
 - (b) Carbohydrates
 - (c) Fat
 - (d) Vitamins
2. What are the main functions of carbohydrates in the body?
 - (a) To build and repair tissues
 - (b) To provide energy for the body
 - (c) To regulate body temperature
 - (d) To store vitamins and minerals
3. What does Basal Metabolic Rate (BMR) refer to?
 - (a) The amount of energy required to digest food
 - (b) The energy expended during physical activity
 - (c) The energy needed to maintain basic bodily functions at rest
 - (d) The energy used by the body to regulate body temperature

4. In the human body, what molecule stores energy for short-term use and is used by cells for quick energy?
 - (a) Glucose
 - (b) ATP (Adenosine Triphosphate)
 - (c) Glycogen
 - (d) Insulin
5. Which of the following are considered macronutrients?
 - (a) Vitamins and minerals
 - (b) Carbohydrates, proteins, and fats
 - (c) Water and fiber
 - (d) Antioxidants and enzymes
6. How many calories per gram does fat provide?
 - (a) 4 calories
 - (b) 6 calories
 - (c) 7 calories
 - (d) 9 calories
7. Which of the following vitamins is essential for the absorption of calcium and the maintenance of bone health?
 - (a) Vitamin A
 - (b) Vitamin B12
 - (c) Vitamin C
 - (d) Vitamin D
8. Which mineral is essential for the production of thyroid hormones?
 - (a) Iron
 - (b) Calcium
 - (c) Iodine
 - (d) Magnesium
9. Which of the following is the primary benefit of a balanced diet?
 - (a) To improve cognitive function only
 - (b) To maintain overall health and prevent diseases
 - (c) To increase body fat
 - (d) To increase muscle mass exclusively

10. Which nutrient is essential to include in a balanced lunch to support muscle repair and growth?
- (a) Carbohydrates (b) Protein
(c) Fats (d) Fiber

Section B

(5 × 5 = 25)

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

11. (a) Define health. How is it related to overall well-being?

Or

- (b) Classify the nutrients into different groups and explain their role in the body.

12. (a) Explain the energy contribution of carbohydrates, proteins, and fats.

Or

- (b) How is it related to maintaining a healthy body weight?

13. (a) Discuss the primary sources of carbohydrates in the diet.

Or

- (b) Explain the role of cholesterol in the body.

14. (a) What are vitamins? Explain their role in maintaining good health and mention two examples of vitamins and their sources.

Or

- (b) Describe the role of water as a nutrient in maintaining health.

15. (a) Explain the importance of including different food groups in a balanced diet for maintaining good health.

Or

- (b) Explain the concept of mass food production.

Section C

(5 × 8 = 40)

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

16. (a) Explain the importance of food in maintaining good health, addressing its physiological, psychological, and social functions.

Or

- (b) Discuss the significance of a balancer diet, and how it influences the physiological, psychological, and social well-being of individuals.

17. (a) What is the Specific Dynamic Action (SDA) of food? How does it relate to the energy expenditure after eating?

Or

- (b) Explain the concept of energy balance. What health hazards are associated with being underweight and overweight?

18. (a) Discuss the importance of adequate protein intake for athletes and active individuals.

Or

- (b) Discuss the difference between saturated, unsaturated, and trans fats, and their impact on health.

19. (a) What are the differences between fat-soluble and water-soluble vitamins? Discuss their absorption, storage, and functions in the body.

Or

- (b) Discuss their sources and how they contribute to the body's energy needs.

20. (a) Briefly explain the key factors to consider when planning a nutritious and well-balanced menu for a family or institution.

Or

- (b) Discuss their influence on dietary habits.

C-6285

Sub. Code

90153

B.Sc. DEGREE EXAMINATION, NOVEMBER 2025.

Fifth Semester

Catering and Hotel Administration

TRAVEL AND TOURISM MANAGEMENT

(2023 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Section A

(10 × 1 = 10)

Answer **all** questions.

1. _____ is not a form of accommodation.
 - (a) Hotels
 - (b) Resorts
 - (c) Treehouses
 - (d) Electric cars

2. What technological development has had a major influence on the tourism industry?
 - (a) Usage of online platforms
 - (b) Focus on paper ticketing
 - (c) Limited travel agencies
 - (d) Decrease in travel options

3. DMO stands for _____
 - (a) Distance Management Organizations
 - (b) Destination Management Organizations
 - (c) Destination Mode Organizations
 - (d) Distance Mode Organizations

4. Which of the following is a type of tourist who visits a destination for relaxation purpose?
- (a) Adventure tourist (b) Cultural tourist
(c) Leisure tourist (d) Business tourist
5. Cultural sensitivity in customer service means
- (a) Ignoring preferences of the customers
(b) Discouraging cultural practices of the customers
(c) Understanding and respecting the cultural differences
(d) Mistreating the cultural backgrounds of the customers
6. _____ is an example of verbal communication.
- (a) Eye contact (b) Facial expressions
(c) Speaking clearly (d) Gestures
7. Market segmentation in tourism helps businesses to _____
- (a) Identify specific customer groups with similar needs
(b) Avoid complaints of the customers
(c) Ignore preferences of the customers
(d) Decline the customer services
8. Destination branding involves _____
- (a) Damaging destination reputation
(b) Creating a unique identity for the destination
(c) Ignoring customer feedback
(d) Declining destination image
9. Cultural tourism focuses on _____
- (a) Participating in sports activities
(b) Engaging in trekking
(c) Experiencing the traditions of a destination
(d) Visiting shopping malls

10. _____ is an important practice while visiting nature-based tourism destinations.
- (a) Waste generation
 - (b) Responsible travel
 - (c) Overconsumption of resources
 - (d) Exploitation of the tourism policies

Section B

(5 × 5 = 25)

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

11. (a) Explain the various accommodation services in the tourism industry.

Or

- (b) Elucidate the benefits of the seaway transportation system in the tourism industry.

12. (a) Explain the impacts of climate and weather patterns on destination management.

Or

- (b) Discuss the different types of tourists visiting a tourism destination.

13. (a) Explain the significance of service standards in managing customer expectations.

Or

- (b) Elaborate on the need for empathy required for tourism professionals while dealing with customers.

14. (a) Write the principles of tourism marketing.

Or

- (b) Describe the concept and strategies of sustainable tourism marketing.

15. (a) Discuss the role of sustainable practices in ecotourism and illustrate with examples.

Or

- (b) Describe ecological impact assessment.

Section C

(5 × 8 = 40)

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

16. (a) Explain the roles of the travel and tourism industry in the global economy.

Or

- (b) Discuss the key components of the travel and tourism industry.

17. (a) Elaborate on the geographical influences on tourism destinations.

Or

- (b) Elucidate the roles of destination management organizations.

18. (a) Discuss the various types of non-verbal communication.

Or

- (b) Write about the importance of understanding cultural differences in customer service.

19. (a) Explain the elements of the marketing mix in tourism.

Or

- (b) Highlight the influences of social media on promoting tourism.

20. (a) Elaborate on the different categories of niche tourism products.

Or

- (b) Explain the main dimensions of sustainability and their relevance to tourism.

C-6286

Sub. Code

90155

B.Sc. DEGREE EXAMINATION, NOVEMBER 2025.

Fifth Semester

Catering and Hotel Administration

**APPLICATION OF COMPUTERS IN HOSPITALITY
MANAGEMENT**

(2023 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Section A

(10 × 1 = 10)

Answer **all** questions.

1. What is the primary role of a Property Management System (PMS) in hospitality?
 - (a) Managing restaurant orders
 - (b) Managing room reservations
 - (c) Handling employee payroll
 - (d) Promoting tourism

2. Which of the following is an example of in-room technology used to enhance guest experience?
 - (a) Loyalty programs
 - (b) Smart TVs
 - (c) Reservation systems
 - (d) POS systems

3. What is the main function of a Point of sale (POS) system?
 - (a) Generating guest feedback reports
 - (b) Processing restaurant orders and payments
 - (c) Managing room inventory
 - (d) Handling guest check-ins

4. Online Travel Agencies (OTAs) help hospitality businesses by
 - (a) Offering marketing tools and commission-based bookings
 - (b) Reducing online visibility
 - (c) Limiting the number of reservations
 - (d) Providing technical support only

5. What is a key challenge of integrating technology in hospitality operations?
 - (a) Increased guest satisfaction
 - (b) High implementation and maintenance costs
 - (c) Real-time availability tracking
 - (d) Improved revenue management

6. What does inventory management in a POS system focus on?
 - (a) Guest loyalty programs
 - (b) Tracking and replenishing food and beverage stock
 - (c) Managing room availability
 - (d) Recording guest feedback

7. Which of the following is a benefit of online booking systems?
- (a) Limited pricing options
 - (b) Real-time reservation updates
 - (c) Handling only in-person bookings
 - (d) Lack of cancellation management
8. Guest satisfaction can be enhanced through
- (a) Inefficient communication
 - (b) Personalized guest services and amenities
 - (c) Delayed response times
 - (d) Outdated technology systems
9. What is the significance of feedback collection in hospitality?
- (a) Ensures real-time room availability
 - (b) Enhances guest experience and reputation management
 - (c) Increases inventory stock
 - (d) Reduces technology integration
10. Ensuring data security and privacy in guest interactions is Important because
- (a) It reduces operational costs
 - (b) It builds trust and protects sensitive guest information
 - (c) It limits the use of technology
 - (d) It encourages more payment methods

Section B

(5 × 5 = 25)

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

11. (a) Define the hospitality industry and discuss how technology has evolved in this sector.

Or

- (b) Explain the importance of computers in enhancing guest experience and operational efficiency in hospitality.

12. (a) Discuss the key functionalities of a Property Management System (PMS) in hospitality.

Or

- (b) Describe the room inventory management process and its significance.

13. (a) What is a Point of Sale (POS) system? Discuss its applications in restaurant operations.

Or

- (b) Explain how POS systems integrate with other operational areas in hospitality.

14. (a) Discuss the role of Online Travel Agencies (OTAs) in driving reservations and revenue for hotels.

Or

- (b) Explain the challenges and benefits of managing real-time availability through online booking platforms.

15. (a) Describe how technology can be leveraged to create personalized guest experiences.

Or

- (b) What measures should be taken to ensure data security and privacy in guest interactions?

Section C

(5 × 8 = 40)

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

16. (a) Discuss the significance of guest check-in and check-out processes in a PMS.

Or

- (b) Explain the role of front desk operations and guest communication in hospitality.

17. (a) How does a POS system support inventory management and payment processing?

Or

- (b) Discuss the importance of menu engineering and its impact on restaurant operations.

18. (a) Explain how online booking platforms enhance pricing management and revenue strategies.

Or

- (b) Discuss the role of cancellation management in improving guest satisfaction.

19. (a) How do loyalty programs and personalized services improve guest engagement?

Or

- (b) Explain how reputation management and guest feedback collection contribute to the success of hospitality businesses.

20. (a) What are the challenges and opportunities of integrating technology in the hospitality industry?

Or

(b) Describe the role of in-room technology in enhancing the overall guest experience.

C-6287

Sub. Code

90156 A

B.Sc. DEGREE EXAMINATION, NOVEMBER 2025

Fifth Semester

Catering and Hotel Administration

PERSONALITY DEVELOPMENT

(2023 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 1 = 10)

Answer **all** questions.

1. Which of the following is not a component of personality development?
 - (a) Communication skills
 - (b) Self-confidence
 - (c) Personal hygiene
 - (d) Memorizing facts

2. Which of the following traits is important for a well-developed personality?
 - (a) Arrogance
 - (b) Self-confidence
 - (c) Fearfulness
 - (d) Impulsiveness

3. Which action helps build confidence?
 - (a) Practicing new things
 - (b) Avoiding challenges
 - (c) Comparing yourself to others
 - (d) Thinking only about failures

4. Which of these is a sign of low self-esteem?
 - (a) Believing in yourself
 - (b) Avoiding challenges
 - (c) Setting and reaching goals
 - (d) Feeling proud of your work

5. What is the most important part of public speaking?
 - (a) Speaking very fast
 - (b) Communicating ideas clearly
 - (c) Using difficult words
 - (d) Avoiding eye contact

6. Which of these is a barrier to good listening?
 - (a) Paying full attention
 - (b) Making eye contact
 - (c) Getting distracted easily
 - (d) Asking question when needed

7. Which is a sign of low self-esteem?
 - (a) Feeling confident
 - (b) Avoiding challenges
 - (c) Being happy with yourself
 - (d) Trying new things

8. How can you improve emotional intelligence?
 - (a) Stay aware of your emotions
 - (b) React without thinking
 - (c) Ignore your feelings
 - (d) Avoid difficult situations

9. Which of these is a leadership skill?
- (a) Problem-solving
 - (b) Ignoring the team
 - (c) Working without a plan
 - (d) Avoiding responsibilities
10. Which habit helps in personal growth?
- (a) Giving up quickly
 - (b) Ignoring feedback
 - (c) Avoiding hard work
 - (d) Learning new skills

Part B

(5 × 5 = 25)

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

11. (a) Write down the significance of Personality development.
- Or
- (b) What are the factors influencing personality development?
12. (a) Write down the effects of low self-esteem.
- Or
- (b) How will you overcome self-doubt and fear?
13. (a) What do you mean by active listening?
- Or
- (b) Give the importance of Body language.
14. (a) How will you develop emotional intelligence?
- Or
- (b) Note down the ways to identify emotions.

15. (a) Examine the strategies for leadership development.

Or

(b) Illustrate the steps involved in decision making process.

Part C

(5 × 8 = 40)

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

16. (a) Give the importance of self-awareness.

Or

(b) Bring out the role of personality in life success.

17. (a) What are the factors influencing self-esteem?

Or

(b) Analyze the strategies used to build self-confidence.

18. (a) Illustrate the arts of listening.

Or

(b) Write down the effectiveness of public speaking.

19. (a) Bring out the role of emotional intelligence in leadership.

Or

(b) Highlight the various self-control techniques.

20. (a) What are the qualities required for a good leader?

Or

(b) List out the ways to create a personal Development.

C-6288

Sub. Code

90156B

B.Sc. DEGREE EXAMINATION, NOVEMBER 2025

Fifth Semester

Catering and Hotel Administration

HOTEL FACILITY MANAGEMENT

(2023 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 1 = 10)

Answer **all** questions.

1. Which of the following is a current trend in hotel facility management?
 - (a) Involving traditional maintenance only
 - (b) Implementing energy-saving technologies to reduce operational costs
 - (c) Decreasing the use of digital technologies in maintenance
 - (d) Restricting the staff in facility management

2. Which of the following sustainable practices is commonly implemented in hotel facility management?
 - (a) Using non-renewable resources in hotels
 - (b) Installing energy-efficient lighting and water-saving systems
 - (c) Reducing the use of renewable energy sources
 - (d) Avoiding waste management practices

3. Reactive maintenance means _____
- (a) Maintenance done after equipment breaks down
 - (b) Equipment cleaning only
 - (c) Maintenance done before equipment fails
 - (d) Equipment scheduling only
4. _____ is a benefit of asset tracking systems.
- (a) Equipment loss
 - (b) Equipment management and scheduling
 - (c) Equipment failure
 - (d) Equipment damage
5. _____ is used to detect fires in hotels.
- (a) Exit gates
 - (b) Smoke detectors
 - (c) Equipment shelf
 - (d) Elevators
6. PPE stands for _____
- (a) Personal Productive Equipment
 - (b) Personal Productive Elevator
 - (c) Personal Protective Elevator
 - (d) Personal Protective Equipment

Part B

(5 × 5 = 25)

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

11. (a) Explain the importance of facility management in the hotel industry.

Or

- (b) Elucidate the historical perspectives of hotel facility management.

12. (a) Explain the different cost-saving strategies through energy management in hotels.

Or

- (b) Discuss the ways to handle contract negotiations with vendors in the hotel industry.

13. (a) Write the various types of fire detection systems commonly used in hotels.

Or

- (b) Describe the significance of health and safety compliance in hotels.

14. (a) Explain the different LEED certification levels for hotels.

Or

- (b) Highlight the advantages for hotels that invest in sustainable building design.

15. (a) Elaborate on the key factors to consider when allocating resources for facility management in a hotel.

Or

- (b) Describe the process of setting KPIs for facility management activities in a hotel.

Part C

(5 × 8 = 40)

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

16. (a) Explain the responsibilities of a facility manager.

Or

- (b) Elucidate the communication skills required for effective management.

17. (a) Discuss the key challenges in tracking and managing hotel assets.

Or

- (b) Elucidate the effectiveness of energy management in hotels.

18. (a) Elaborate on the strategies to handle hotel staff-related security concerns.

Or

- (b) Explain the regulatory requirements and certifications required for hotel safety and security.

19. (a) Discuss the different types of green initiatives in hotels.

Or

- (b) Write the benefits of effective waste management and recycling programs in a hotel.

20. (a) Explain the steps in assessing the facility needs of a hotel.

Or

- (b) Discuss the roles of data analysis in the decision-making process of a hotel's facility management.
-

C-6290

Sub. Code

90157A

B.Sc. DEGREE EXAMINATION, NOVEMBER 2025

Fifth Semester

Catering and Hotel Administration

FOOD SAFETY AND QUALITY CONTROL

(2023 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 1 = 10)

Answer **all** questions.

1. What is the primary consequence of poor food safety practices?
 - (a) Higher profits for food producers
 - (b) Increase in consumer satisfaction
 - (c) Spread of foodborne diseases
 - (d) Decrease in food packaging costs

2. Why is it critical for food businesses to train employees in food safety practices?
 - (a) To reduce the cost of training
 - (b) To maintain food safety standards and prevent contamination
 - (c) To create new food products
 - (d) To increase the speed of food production

3. What is the purpose of Hazard Analysis Critical Control Point (HACCP) in food safety?
 - (a) To monitor food production costs
 - (b) To identify and prevent potential food safety hazards
 - (c) To improve food taste and appearance
 - (d) To enhance packaging design

4. What temperature range is known as the “danger zone” for bacteria growth in food?
 - (a) 0°F to 32°F
 - (b) 32°F to 50°F
 - (c) 40°F to 140°F
 - (d) 140°F to 200°F

5. What is the best practice for defrosting frozen meat?
 - (a) On the kitchen counter at room temperature
 - (b) In a microwave oven
 - (c) In the refrigerator
 - (d) In hot water

6. Which of the following is a common quality control tool used in food production to monitor and control product consistency?
 - (a) Sensory evaluation
 - (b) Social media analysis
 - (c) Machine learning algorithms
 - (d) Heat mapping

7. The presence of which chemical can lead to food quality issues such as bitterness or an off-taste?
- (a) Pesticides
 - (b) Artificial sweeteners
 - (c) Heavy metals
 - (d) Mycotoxins
8. What is the primary purpose of Good Manufacturing Practices (GMP)?
- (a) To reduce production costs
 - (b) To ensure food products are safe, effective, and of high quality
 - (c) To improve food taste and appearance
 - (d) To extend the shelf life of food products
9. Which of the following is an example of a food safety certification?
- (a) ISO 9001
 - (b) BRCGS (British Retail Consortium Global Standards)
 - (c) ISO 14001
 - (d) ISO 22000
10. What is an example of a well-known food safety certification standard used globally?
- (a) HACCP (Hazard Analysis and Critical Control Points)
 - (b) Good Manufacturing Practices (GMP)
 - (c) ISO 22000
 - (d) All of the above

Part B

(5 × 5 = 25)

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

11. (a) What do you mean by food safety? List out the importance and significance.

Or

- (b) Explain the significance of ISO 22000 certification in the food industry.

12. (a) Describe the seven principles of HACCP and their importance in ensuring food safety.

Or

- (b) Elaborate the benefits and challenges of implementing HACCP in a small-scale food processing business.

13. (a) Briefly explain the role does documentation play in a Quality Control system.

Or

- (b) How can a Quality Assurance system support continuous improvement in food production? Give example.

14. (a) Explain the role of Standard Operating Procedures (SOPs) in maintaining food safety and quality.

Or

- (b) Describe the key components included in Good Manufacturing Practices (GMP) for food production.

15. (a) Briefly explain the key differences between internal and external food safety audits.

Or

- (b) Explain the role of the Food and Drug Administration (FDA) in food safety regulation.

Part C

(5 × 8 = 40)

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

16. (a) Explain the local food safety legislation impact international food trade and food safety practices.

Or

- (b) Discuss the ethical and legal implements of food safety and quality issues.

17. (a) Describe the role of Critical Control Points (CCPs) in the HACCP system and provide examples of common CCPs in a food manufacturing process.

Or

- (b) Elaborate the process of hazard analysis in food safety and explain why it is a crucial step in the HACCP system.

18. (a) Explain the importance of maintaining a clean and sanitized food production environment.

Or

- (b) Describe the relationship between food safety management and regulatory requirements in the food industry.

19. (a) Discuss the training on GMP requirements contribute to reducing the risk of foodborne illnesses in the production process.

Or

- (b) Describe the role of SOPs in preventing foodborne illnesses and ensuring food safety in production environments.

20. (a) Discuss the significance of food safety audits in the food industry. How do these audits contribute to improving food safety standards and ensuring compliance with regulations?

Or

- (b) Explain the process of obtaining a quality certificate in the food industry.
-

C-6291

Sub. Code

90157B

B.Sc. DEGREE EXAMINATION, NOVEMBER 2025

Fifth Semester

Catering and Hotel Administration

HOSPITALITY MARKETING

(2023 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 1 = 10)

Answer **all** questions.

1. What is the main goal of marketing?
 - (a) To reduce business profits
 - (b) To attract and keep customers
 - (c) To increase product costs
 - (d) To avoid competition

2. What is the purpose of hotel loyalty program?
 - (a) To reward repeat guests
 - (b) To charge guests extra
 - (c) To limit guests
 - (d) To attract new employees

3. Which of these is not a type of market segmentation?
- (a) Geographic segmentation
 - (b) Demographic segmentation
 - (c) Product segmentation
 - (d) Behavioural segmentation
4. What affects customer choices in hotels the most?
- (a) Staff uniform (b) TV ads
 - (c) Weather change (d) Hotel location
5. Which of the following is not a common pricing strategy?
- (a) Cost-plus pricing
 - (b) Penetration pricing
 - (c) Psychological pricing
 - (d) Employee pricing
6. What helps a hotel position itself well?
- (a) Avoiding marketing
 - (b) Copying other hotels
 - (c) Understanding customer needs
 - (d) Ignoring brand identity

7. Which of the following is not a type of digital marketing?
- (a) Social media marketing
 - (b) Search engine optimization
 - (c) Telemarketing
 - (d) Email marketing
8. Which of the following is not a type of distribution channel?
- (a) Direct channel
 - (b) Indirect channel
 - (c) Intensive channel
 - (d) Social media marketing
9. Which of the following feedback methods provides real-time customer opinions?
- (a) Email surveys
 - (b) Live chat support
 - (c) Monthly reports
 - (d) Printed feedback forms
10. Which sales technique focuses on building long term relationships with customers?
- (a) Hard selling
 - (b) Consultative selling
 - (c) Flash sales
 - (d) Impulse selling

Part B

(5 × 5 = 25)

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

11. (a) Write down the scope of Hospitality industry.

Or

- (b) Discuss the fundamentals of marketing in Hospitality industry.

12. (a) Note down the strategies for enhancing customer retention and loyalty.

Or

- (b) Highlight the various types of targeting strategies.

13. (a) Discover the role of Branding in Hospitality services.

Or

- (b) Explain the concept of Revenue management.

14. (a) Point out the impacts of social media in promoting Hospitality products.

Or

- (b) Narrate the role of social media in Digital marketing.

15. (a) Give the essence of Responsible tourism.

Or

- (b) How will you implement service recovery strategies?

Part C

(5 × 8 = 40)

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

16. (a) Differentiate product marketing from service marketing.

Or

- (b) Write down the scope of Hospitality marketing.

17. (a) Bring out the factors influencing consumer behavior.

Or

- (b) Analyze the ways to apply segmentation in hospitality industry.

18. (a) Describe the positioning strategies for competitive advantages.

Or

- (b) How will you design Hospitality service?

19. (a) Highlight the various promotion channels with its functions on Hospitality industry.

Or

- (b) Bring out the various types of Digital marketing.

20. (a) Write down the various ways to develop effective sales strategies of Hospitality industry.

Or

- (b) Explain the concept of Hospitality relationship management and its significance in the industry.
-

C-6292

Sub. Code

90158A

B.Sc. DEGREE EXAMINATION, NOVEMBER 2025

Fifth Semester

Catering and Hotel Administration

HOTEL ACCOUNTS

(2023 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 1 = 10)

Answer **all** questions.

1. Which of the following is not considered a revenue source for a hotel?
 - (a) Room charges
 - (b) Food and beverage sales
 - (c) Employee Salaries
 - (d) Spa and Wellness Services

2. Asset Account is an _____.
 - (a) Personal A/c
 - (b) Impersonal A/c
 - (c) Real A/c
 - (d) Nominal A/c

3. Which of the following online booking platforms focuses mainly on vacation rentals, rather than traditional hotels?
- (a) Booking.Com. (b) Expedia
(c) Airbnb (d) Agoda
4. What is the term used to describe the average price a hotel charges per room per night?
- (a) Occupancy Rate (b) ADR
(c) RevPAR (d) GOP
5. Which of the following factors affecting the cost of capital can be controlled by the firm?
- (a) Tax rates
(b) Dividend policy
(c) Level of interest rate
(d) Discount
6. Which of the following is an example of a non-alcoholic beverage?
- (a) Wine (b) Beer
(c) Coffee (d) Whiskey
7. External commercial borrowings comes under the category of
- (a) Debt Capital
(b) Capital A/c
(c) Official reserves a/c
(d) Current a/c

8. What is a capital budgeting related to?
- (a) Short term assets
 - (b) Long term assets
 - (c) Fixed assets
 - (d) Current liability
9. Which audit procedure is specifically designed to evaluate the design and operating effectiveness of internal controls?
- (a) Substantive tests
 - (b) Tests of controls
 - (c) Analytical procedures
 - (d) Recalculation procedures
10. The Auditor's documentation of internal control testing is primarily maintained in
- (a) The client's financial statements
 - (b) The working papers
 - (c) The management representation letter
 - (d) The board minutes

Part B

(5 × 5 = 25)

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

11. (a) Definition of Accounting. Explain the types of hotel accounting.

Or

- (b) Write the following transactions of Simple Journal and Ledger.

2022

- Jan. 1 Purchased goods on credit from Rakesh for Rs.2,000
- 3 Bought goods from Ramana for Rs. 1,500
- 5 Sold goods for cash Rs. 3,000
- 6 Paid into the Bank Rs. 500.

12. (a) Discuss about the ethical and legal aspects of revenue management.

Or

(b) Explain the advantages of competitive analysis.

13. (a) Classify the cost and cost control.

Or

(b) Explain the labor cost management.

14. (a) List down the Financial Management Techniques.

Or

(b) Compare the compound and present value techniques.

15. (a) Examine the internal control and audit procedures.

Or

(b) Difference between the Regulatory compliance and taxation.

Part C

(5 × 8 = 40)

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

16. (a) Differentiate the Management accounting and Financial accounting.

Or

- (b) List down the any five cash flow statements for hotels.

17. (a) How does customer segmentation help in analyzing the sales trend?

Or

- (b) Discuss the elements of hotel yield management.

18. (a) Write a short note on cost of capital.

Or

- (b) Explain the nature of inventory management.

19. (a) Examine the various types of Ratio Analysis.

Or

- (b) Discuss about the key performance of hotel's financial health.

20. (a) Explain the methods of handling tax planning.

Or

(b) Discuss the risk mitigation strategies.

C-6295

Sub. Code

90158B

B.Sc. DEGREE EXAMINATION, NOVEMBER 2025

Fifth Semester

Catering and Hotel Administration

HOSPITALITY MANAGEMENT

(2023 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 1 = 10)

Answer **all** questions.

1. Which sector of the Hospitality industry provides food and beverages?
 - (a) Lodging
 - (b) F and B services
 - (c) Travel and tourism
 - (d) Event planning

2. What is the key to handle difficult customers?
 - (a) Staying calm and professional
 - (b) Arguing with them
 - (c) Ignoring their concern
 - (d) Talking loudly over them

3. _____ is the service in which food are displayed in front of the Guest.
 - (a) Room service
 - (b) Buffet
 - (c) Table service
 - (d) American service

4. In _____ menu the foods are priced individually.
- (a) A'a carte (b) Table d'hôte
(c) Banquet (d) Cyclic
5. How can businesses manage inventory?
- (a) By keeping records of products
(b) By guessing stock levels
(c) By buying random products
(d) By not checking stock regularly
6. Why do businesses use Revenue management?
- (a) To increase profits and manage demand
(b) To reduce sales
(c) To make customers unhappy
(d) To avoid earning money
7. Which online platform is most commonly used for hotel marketing?
- (a) LinkedIn (b) Pinterest
(c) Reddit (d) Trip advisor
8. What is the first step in event management?
- (a) Planning and setting goals
(b) Inviting guests randomly
(c) Spending money without a plan
(d) Ignoring the budget
9. In the hotel guest injured due to unsafe conditions, the hotel may be held under
- (a) Contract law (b) Copyright law
(c) Negligence law (d) Trademark law

10. Why is ethics important in hospitality?
- (a) To increase prices
 - (b) To avoid paying taxes
 - (c) To reduce staff salaries
 - (d) To build trust with guests

Part B

(5 × 5 = 25)

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

11. (a) Write down the scope of Hospitality industry.

Or

- (b) Give the measurements of Guest satisfaction.

12. (a) Discuss the various concepts of Restaurant.

Or

- (b) Note down the importance of food safety in Restaurant.

13. (a) Write an essay on Concierge services.

Or

- (b) Highlight the importance of quality control in Housekeeping department.

14. (a) Detail the role of social media in marketing.

Or

- (b) Illustrate the functions of financial management.

15. (a) Mention the ethics in Hospitality industry.

Or

- (b) Write an essay on Intellectual property rights.

Part C

(5 × 8 = 40)

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

16. (a) Draw the importances of Customer service.

Or

- (b) Note down the career opportunities in Hospitality industry.

17. (a) Highlight the various types of Restaurant.

Or

- (b) Discuss the points to be considered while selecting beverages.

18. (a) Explain the check-in procedure at Hotel.

Or

- (b) Describe the importance of Revenue management in Hotel industry.

19. (a) Estimate the various marketing strategies used in Hospitality industry.

Or

- (b) Bring out the importance of Branding.

20. (a) Bring out the legal aspects of Hospitality industry.

Or

- (b) Point out the various employment law related to Hospitality industry.

C-6296

Sub. Code

90159A

B.Sc. DEGREE EXAMINATION, NOVEMBER 2025

Fifth Semester

Catering and Hotel Administration

EVENT MANAGEMENT

(2023 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 1 = 10)

Answer **all** questions.

1. What is the main goal of sustainable event management?
 - (a) Maximizing profit
 - (b) Reducing environmental impact
 - (c) Increasing attendance
 - (d) Enhancing marketing efforts

2. Which activity comes under the event management procedure?
 - (a) Risk assessment
 - (b) Product pricing
 - (c) Client negotiation
 - (d) Venue marketing

3. Which of the following is NOT part of the Five P's of marketing?
 - (a) Price
 - (b) Promotion
 - (c) Profit
 - (d) Place

4. Publicity through social media is considered:
 - (a) Expensive and efficient
 - (b) Cost-effective and far-reaching
 - (c) Inefficient and time-consuming
 - (d) Limited and costly

5. What is the most critical element when conceptualizing an event?
 - (a) Budget planning
 - (b) Understanding client objectives
 - (c) Hiring the event team
 - (d) Venue decoration

6. What is the role of EMAP in event management?
 - (a) Scheduling staff rosters
 - (b) Managing event finances
 - (c) Ensuring the smooth flow of the event
 - (d) Marketing the event

7. What is a key advantage of training event staff?
 - (a) Reducing budget
 - (b) Ensuring consistent service quality
 - (c) Minimizing the number of staff required
 - (d) Promoting the event

8. Volunteering in event management helps in:
 - (a) Increasing event costs
 - (b) Reducing the workload of full-time staff
 - (c) Decreasing the efficiency of operations
 - (d) Eliminating sponsorship requirements

9. Which of the following is an essential skill for event management?
 - (a) Financial accounting
 - (b) Multitasking
 - (c) Legal expertise
 - (d) Coding

10. Evaluating an event involves:
- (a) Maximizing expenses
 - (b) Monitoring guest behavior
 - (c) Assessing event success based on set objectives
 - (d) Conducting post-event training

Part B

(5 × 5 = 25)

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

11. (a) Define event management and discuss its importance in the hospitality and tourism industry.

Or

- (b) Explain the concept of sustainable event management with examples.

12. (a) Outline the steps involved in conceptualizing an event.

Or

- (b) What are the key roles and responsibilities of an event team?

13. (a) Discuss the significance of event planning in hotels.

Or

- (b) How can promotional strategies enhance event marketing? Provide examples.

14. (a) Describe the methods of event publicity and their respective advantages.

Or

- (b) What factors affect the selection of an event venue?

15. (a) Explain the importance of staging in event management.

Or

- (b) Discuss the objectives and significance of protocol in special events.

Part C

(5 × 8 = 40)

Answer **all** the questions, Choosing either (a) or (b)

16. (a) What is the process of preparing rosters for event staff?

Or

- (b) Highlight the role of education and training in event staff management.

17. (a) Discuss the significance of job descriptions and specifications in recruitment.

Or

- (b) How can volunteering benefit both event organizers and volunteers?

18. (a) Explain the purpose of monitoring and controlling in event management.

Or

- (b) How is event success measured and evaluated?

19. (a) Discuss the components of an event management checklist.

Or

- (b) What are the career opportunities available in the field of event management?

20. (a) List and explain the essential skills required to excel in event management.

Or

- (b) Describe the various departments in an event management company and their roles.

C-6297

Sub. Code

90159B

B.Sc. DEGREE EXAMINATION, NOVEMBER 2025.

Fifth Semester

Catering and Hotel Administration

BAR MANAGEMENT

(2023 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 1 = 10)

Answer **all** questions.

1. How can you stop liquor theft in a Bar?
 - (a) Install security cameras
 - (b) Hire more security
 - (c) Give discounts to staff
 - (d) Check inventory regularly

2. What was the name of drinking establishments in ancient Rome?
 - (a) Taverns
 - (b) Pubs
 - (c) Tabernae
 - (d) Inns

3. What is the area where bartenders prepare and serve drinks?
 - (a) Customer lounge
 - (b) Back bar
 - (c) Bar counter
 - (d) Service area

4. Which of the following is not a reason for bar inventory shortages?
- (a) Over-pouring by bartenders
 - (b) Customer complaints
 - (c) Theft by employees
 - (d) Spillage or breakage
5. Fermented grape juice is called as _____
- (a) Brandy
 - (b) Whisky
 - (c) Wine
 - (d) Tequila
6. Which of this drink is classified as carbonated beverage?
- (a) Orange juice
 - (b) Coffee
 - (c) Tea
 - (d) Cola
7. Why do bars conduct interviews?
- (a) To scare applicants
 - (b) To reject people quickly
 - (c) To check skills and experience
 - (d) To decide salaries
8. Why is customer service important in a bar?
- (a) It helps attract and keep customers
 - (b) It makes the job easier
 - (c) It allows bartender to work less
 - (d) It helps staff avoid complaints
9. Which of the following is not a part of branding?
- (a) Logo design
 - (b) Customer service
 - (c) Random product pricing
 - (d) Brand managing

10. What is the main goal of financial decisions?
- (a) To make informed financial decisions
 - (b) To spend money freely
 - (c) To increase debts
 - (d) To avoid saving money

Part B

(5 × 5 = 25)

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

11. (a) Narrate the history of Modern Bar.

Or

- (b) What are the concepts of Bar business?

12. (a) Bring out the role of software's in Bar inventory control.

Or

- (b) Draw the layout of Bar.

13. (a) How do you create a well-rounded cocktail menu that appeals to diverse tastes?

Or

- (b) What are the trends in Beverage industry?

14. (a) Mention the essential skills that bar staff should be trained in.

Or

- (b) Give the on boarding procedure for bar staff.

15. (a) Note down the importance of Budgeting.

Or

- (b) Bring out the advantages of Financial planning.

Part C

(5 × 8 = 40)

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

16. (a) Analyze the cost structure of a Bar.

Or

- (b) Point out the revenue streams and cost structure of Bar.

17. (a) Outline the techniques involved in bar stock control.

Or

- (b) Estimate the points to be considered while designing Bar.

18. (a) What are the key principles of mixology in crafting cocktails?

Or

- (b) Broadly classify alcoholic beverages.

19. (a) What are the stages involved in the Recruitment process?

Or

- (b) Mention the techniques involved in providing exceptional customer service.

20. (a) Highlight the common KPIs relevant to Hotel industry.

Or

- (b) Point out the advertising techniques followed in Bar.

C-6299

Sub. Code

90114

B.Sc. DEGREE EXAMINATION, NOVEMBER 2025

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 "Job Description".
2. What is called Chef de Reng?
3. Name any 4 Linen used in F & B Service.
4. Name any 4 Special Equipment used in F & B.
5. What food is in Continental Breakfast?
6. What is Cart Style Service?
7. Expand: RSOT.
8. What are the 6 sequences of Service?
9. What is Banquet Menu?
10. Name the types of Buffet Services.

Part B

(5 × 5 = 25)

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

11. (a) Write the different type of Catering Outlet.

Or

- (b) Point out the Advantages of Railway Catering.

12. (a) Present the various types of Bar Available in Hotel Industry.

Or

- (b) List down the Crockery Items of Food and Beverage Service.

13. (a) Write the Factors Responsible in Menu Planning.

Or

- (b) Highlight the importance of Menu in Restaurants.

14. (a) What are the different types of vouchers in Hotels.

Or

- (b) Write the various types of Alcoholic Beverages.

15. (a) Give the Booking Procedure for a Function in Hotel.

Or

- (b) Draw the Format of Specific Theme Dinner Seating Plan.

Part C

(3 × 10 = 30)

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

16. (a) Enumerate the Duties and Responsibilities of Food and Beverage Manager.

Or

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

17. (a) Examine the Food and Beverage Service Tools and Equipment and their uses.

Or

- (b) Narrate the cycle of Food and Beverage Operation.

18. (a) Explain the various types of Menu in Food and Beverage Service.

Or

- (b) Elucidate the Common Hot and Cold Beverages of India.
-

C-6300

Sub. Code

90123

B.Sc. DEGREE EXAMINATION, NOVEMBER 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 "Tourism".
2. What is Medical tourism?
3. What is Hotel?
4. Define the term "Resorts".
5. What do you mean by front office?
6. Define the term 'Cabana'.
7. Write short notes on online reservation.
8. What is amendment?
9. What is group reservation?
10. Write brief about rooming a guest.

Part B

(5 × 5 = 25)

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

11. (a) Explain about recreational tourism and business tourism.

Or

- (b) Summarize about any five important tourists places in India.

12. (a) Explain about evolution and growth of hotel industry in India.

Or

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

13. (a) Explain about various front office special equipments used in a hotel.

Or

- (b) Interpret about attributes of good receptionist in a hotel.

14. (a) Summarize about central reservation system and global distribution system.

Or

- (b) Explain the reservation records and group reservation.

15. (a) What do you mean by guest registration card? Draw a neat perform of guest registration card.

Or

- (b) Summarize about knowledge of room locations and blocking of rooms in a hotel.

Part C

(3 × 10 = 30)

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

16. (a) Illustrate about historical background of hospitality industry.

Or

- (b) Classify based on the levels of service in a Hotel.

17. (a) Illustrate about types of operations in a hotel.

Or

- (b) Discuss in detailed notes on layout of front office.

18. (a) Draw the organization chart of front office department in a luxury hotel. Explain the duties and responsibilities of guest relation officer and front office supervisor.

Or

- (b) Interpret about pre-registration activities in a Hotel.
-

C-6305

Sub. Code

90132

B.Sc. DEGREE EXAMINATION, NOVEMBER 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 standards?
2. What is adulterant?
3. What is menu?
4. What are international dishes?
5. Give the types of spongy cakes?
6. What is choux pastry?
7. What is fondant?
8. How to make truffle?
9. What are specialty meats?
10. What are accompaniments?

Part B

(5 × 5 = 25)

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

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

Or

- (b) Discuss about the types of desserts.

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

Or

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

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

Or

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

14. (a) Give the cold sauces with examples.

Or

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

15. (a) Write the importance of classical vegetable accompaniments.

Or

- (b) Explain the factors to be considered while panning diet.

Part C

(3 × 10 = 30)

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

16. (a) Enumerate about various methods of preparing icing.

Or

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

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

Or

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

18. (a) Elaborate on food habits and intake influence balanced diet.

Or

- (b) Write the importance of balanced and imbalanced diet.
-

C-6306

Sub. Code

90133

B.Sc. DEGREE EXAMINATION, NOVEMBER 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. Name some Indian wine.
2. What is viticulture?
3. List any four beer brands with countries.
4. Say something about 'Toddy'.
5. What do you mean by malting?
6. Which fruits are typically used to make slivovitz?
7. Write the uses of muddler.
8. What is a cocktail bar?
9. Name a common respiratory disease linked to smoking.
10. How should cigars be stored?

Part B

(5 × 5 = 25)

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

11. (a) Explain what factors to consider when selecting a wine to pair with a dish.

Or

- (b) Mention some of the key differences between red wine and white wine production.

12. (a) Compare and contrast the factors that contribute to the taste and character of different vodka brands.

Or

- (b) What is the primary base ingredient for gin, tequila, beer, brandy and scotch?

13. (a) Describe the role of herbs, spices and fruits in liqueurs flavoring.

Or

- (b) State the exploration and evolution of rum.

14. (a) Discuss the importance of fresh ingredients in cocktail making.

Or

- (b) Enlist the various types of shakers available and when to use each one in detail.

15. (a) Elaborate the importance of proper cigar storage, including ideal humidity and temperature levels.

Or

- (b) Describe the different methods used to ferment tobacco leaves, and how they affect the final flavor of the cigar.

Part C

(3 × 10 = 30)

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

16. (a) Analyze the impact of wine classification on consumer perception, pricing, and market segmentation.

Or

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

17. (a) Compare and contrast the production processes of absinthe, ouzo and other anise - flavoured spirits, highlighting their unique characteristics.

Or

- (b) Discuss the evolution of bars from ancient times to the modern bar. What were the key factors that influenced these changes?

18. (a) Explain the cigar-making process, from harvesting tobacco leaves to the final product.

Or

- (b) Analyze the impact of technology and innovation on the alcoholic beverage industry.
-

C-6307

Sub. Code

90136

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

1. What is meant by essential nutrients?
2. Define nutrition.
3. What is BMR?
4. Mention the health hazards associated with overweight.
5. Define macronutrients.
6. Mention the dietary sources of cholesterol.
7. Give the sources of vitamin D
8. What are the functions of water?
9. Give the nutritional significance of idli and sambar.
10. What is a balanced meal?

Part B

(5 × 5 = 25)

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

11. (a) Explain the classification of nutrients.

Or

(b) Explain the roles of food.

12. (a) Distinguish between over nutrition and under nutrition.

Or

(b) Define energy. Mention the ways to maintain energy balance.

13. (a) Explain the role of proteins in maintaining health.

Or

(b) Give the definition and functions of fats.

14. (a) Write a note on vitamin A.

Or

(b) Give the nutritional significance of iron.

15. (a) Define and discuss the importance of a balanced diet.

Or

(b) Discuss the effects of cooking on the nutritional value of foods.

Part C

(3 × 10 = 30)

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

16. (a) Highlight the factors affecting nutritional requirements.

Or

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

17. (a) What is the role of water in the diet?

Or

- (b) Write a note on the recent developments in food service.

18. (a) What are the various factors affecting meal planning?

Or

- (b) Write an evaluation of the health and nutritional implications of fast foods.
-

C-6308

Sub. Code

90142

B.Sc. DEGREE EXAMINATION, NOVEMBER 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 “Natural fibres”.
2. What is damask?
3. What do you mean by bath linen in hotel?
4. Write brief about bath towels and hand towels.
5. What is linen hire?
6. Write brief about uniform room.
7. What do you mean by Laundry?
8. Write brief about washing machine.
9. Give any four examples for flowers used in flower arrangement.
10. Define the term “Pest control”.

Part B

(5 × 5 = 25)

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

11. (a) Describe the characteristics of natural fibres?

Or

- (b) Summarize about calico, brocade, rayon and velvet used in hotels.

12. (a) Classify table linen and their sizes uses in hotels.

Or

- (b) Explain any three records maintained in linen room.

13. (a) Explain about purchase of quality and quantity linen.

Or

- (b) Interpret about linen room attendant routine records maintained in a hotel.

14. (a) Summarize about stages in wash cycle.

Or

- (b) Explain the duties and responsibilities of floor supervisor.

15. (a) List out and explain the different types of equipment used in flower arrangement.

Or

- (b) Summarize about different condition in growing plant material.

Part C

(3 × 10 = 30)

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

16. (a) Give a detailed account on methods of construction of fibres.

Or

- (b) Illustrate about advantages and disadvantages of man-made fibres.

17. (a) Classify bed linen and bath linen and their sizes uses in hotels.

Or

- (b) Discuss in detailed notes on purchase specification for linen items.

18. (a) Discuss in detail about decorations during various occasions used in hotels.

Or

- (b) Interpret about various pest control commonly found in hotels.
-

C-6309

Sub. Code

90143

B.Sc. DEGREE EXAMINATION, NOVEMBER 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. Write brief about Business centre in front office.
2. What is Wake up calls?
3. What is concierge?
4. Define the term "Baby sitting".
5. What do you mean by Guest folios?
6. Define the term "Ledger".
7. Write short notes on verifying the night audit.
8. What is daily transcripts?
9. What is bad cheque?
10. Write brief about telephone calls.

Part B

(5 × 5 = 25)

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

11. (a) Explain about guest relations and log book in a Hotel.

Or

- (b) Summarize about handling guest complaint procedure in a hotel.

12. (a) Explain the job description of Bell captain.

Or

- (b) Summarize about Errand cards in a Hotel.

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

Or

- (b) Interpret about guest account and non-guest account in a hotel.

14. (a) Summarize about role of the night auditor.

Or

- (b) Explain the objectives of Night audit.

15. (a) Explain about functions of check-out and settlement.

Or

- (b) Summarize about departure procedures in a hotel.

Part C

(3 × 10 = 30)

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

16. (a) Illustrate about Telephone services, key controls, room key security systems in a Hotel.

Or

- (b) Discuss in detailed notes on safe deposit boxes, lost and found and emergency procedures 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 miscellaneous services in a Hotel.

18. (a) Illustrate about method of settlements of bills in a hotel.

Or

- (b) Interpret about collection of accounts in a Hotel.
-

C-6310

Sub. Code

90145

B.Sc. DEGREE EXAMINATION, NOVEMBER 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. What is Hotel engineering?
2. Define the term “predictive Maintenance”.
3. Name any four Types of Fuels.
4. What is a Catering Fuel?
5. Write the Benefits of LPG for Hotel.
6. Expand: CNG, LPG.
7. What are Electrical Fuses?
8. What are Insulators?
9. What is Water Hardness and pH?
10. Define the term “Softening Water”.

Part B

(5 × 5 = 25)

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

11. (a) Write the Importance and Maintenance Department in Hotel Industry.

Or

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

12. (a) Present the various types of Fuel used in Catering Industry.

Or

- (b) Write the Fire Safety Procedures followed in Hotels.

13. (a) Write the various types of Gas used in Hotel Industry.

Or

- (b) Provide the importance of LPG Bank in the Hotels.

14. (a) Write the different types of Electrical Circuits.

Or

- (b) Write the various types of Lighting in Hotels.

15. (a) Write the various types of Water Treatment Plants.

Or

- (b) Give the importance of Water Distribution System in a Hotel.

Part C

(3 × 10 = 30)

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

16. (a) Draw the Hotel Engineering Department Organizational Chart.

Or

- (b) Elucidate the Role of Hotel Maintenance Department in Luxury Hotels.

17. (a) Explain the various types of Fire Extinguisher used in Hotel Industry.

Or

- (b) Bring out the guidelines to good practice of LPG Cylinder.

18. (a) Discuss the Basic Electrical Safety rules of Hotel Industry.

Or

- (b) Describe the Hot Water Distribution System in a Hotel.
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C-6311

Sub. Code

90151

B.Sc. DEGREE EXAMINATION, NOVEMBER 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 Management.
2. What do you mean by Top Level Management?
3. Define Planning.
4. What is MBO?
5. What is Scalar Principle?
6. What do you mean by Span of Control?
7. Define Staffing.
8. What do you mean by the term "Job Specification"?
9. What is Gangplank?
10. What do you mean by "TQM"?

Part B

(5 × 5 = 25)

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

11. (a) Management is a Science or Art. — Discuss.

Or

- (b) Write the social responsibility of business ethics.

12. (a) Explain the Nature of Planning.

Or

- (b) Write any five advantages of Decentralisation.

13. (a) Define organisation. Distinguish between Formal and Informal Organisation.

Or

- (b) What is Centralisation? Explain the advantages of Centralisation.

14. (a) What do you mean by “Training”? Write the needs and methods of training.

Or

- (b) Distinguish between oral and written communication.

15. (a) Write a short notes on Techniques of Control.

Or

- (b) Define controlling. Write the importance of control.

Part C

(3 × 10 = 30)

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

16. (a) Explain Henry Fayol's Principles of Management.

Or

- (b) Explain the planning process in detail.

17. (a) Explain Maslow's hierarchy of Needs Theory.

Or

- (b) Explain the barriers to effective communication. How can the barriers be removed?

18. (a) Define leadership. Explain the different leadership styles.

Or

- (b) Explain the various techniques of co-ordination.
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C-6312

Sub. Code

90152

B.Sc. DEGREE EXAMINATION, NOVEMBER 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 Par stock?
2. What do you mean by standing order purchase?
3. What is Transfer note?
4. What is Bin Card?
5. What do you mean by Cost Control?
6. Define Yield.
7. What is standard receipt?
8. What do you mean by "Rechauffe"?
9. What is Ullage?
10. What is Menu Engineering?

Part B

(5 × 5 = 25)

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

11. (a) Draw the layout of a large quantity Kitchen.

Or

- (b) Write the advantages of standard purchase specifications.

12. (a) Write a note on Dry storage and cold storage.

Or

- (b) Write the storage temperature of the following :

- (i) Meat
- (ii) Poultry
- (iii) Fish
- (iv) Melon
- (v) Frozen foods

13. (a) Differentiate cook chill system and cook freeze system.

Or

- (b) Briefly explain the basic elements of cost.

14. (a) Write the objectives of Menu Engineering.

Or

- (b) List out various levels of stock and explain any two of it.

15. (a) Write the features of Restaurant revenue management system.

Or

- (b) Briefly explain the F and B service outlets in a star hotel.

Part C

(3 × 10 = 30)

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

16. (a) Draw the flow chart of purchasing procedure and explain all.

Or

- (b) What is food cost? Explain various methods of calculating and factors affecting the food cost.

17. (a) What is Pricing? Explain the various methods of pricing.

Or

- (b) Explain different records maintained in a bar.

18. (a) List out the different types of Bar frauds usually occurs in bar and explain the method of overcoming those fraud.

Or

- (b) What do you mean by inventory control? Explain the important techniques of inventory control system.
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C-6315

Sub. Code

90153

B.Sc. DEGREE EXAMINATION, NOVEMBER 2025.

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. Write the forecast formula.
2. Define budget.
3. What is revenue management?
4. Write a detailed note on basic concepts of marketing in hotel.
5. What is recruitment? Explain with example.
6. Explain various types of room rates offered by hotel.
7. Write a note on computer application in hotel.
8. What do you mean by term inventory?
9. Define LED.
10. What is sauna?

Part B

(5 × 5 = 25)

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

11. (a) Discuss the steps involved in a typical refurbishment program.

Or

- (b) What are the Advantages and disadvantages of budgeting?

12. (a) Suggest various types of budget and budget cycle.

Or

- (b) Discuss the factors affecting budget planning.

13. (a) Explain in brief note on capacity management.

Or

- (b) What are the benefits and types of training?

14. (a) Explain briefly the elements of designs to be followed to achieve goods interior design.

Or

- (b) Classify various applications of yield management in hotel industry.

15. (a) Illustrations the components of a swimming pool system.

Or

- (b) Discuss the “key control is the first step towards preventing theft”.

Part C

(3 × 10 = 30)

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

16. (a) What are the various types of outsourcing contracts in hotel?

Or

- (b) Write short notes on :
- (i) income statements
 - (ii) par
 - (iii) duty roster
 - (iv) work schedules
 - (v) staffing guide.

17. (a) Explain the different methods of purchase in a hotel.

Or

- (b) Discuss the “Rule of thermo approach.”

18. (a) What are the advantages of contracting out housekeeping services?

Or

- (b) Enumerate in energy and water conservation in housekeeping department.
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C-6316

Sub. Code

90155A

B.Sc. DEGREE EXAMINATION, NOVEMBER 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. Mention the ingredients used commonly in the Mediterranean cuisine.
2. What is focaccia?
3. What is the national soup of china?
4. What is the Ibrik used for?
5. What is a glaze?
6. Give the use of caramelized onion.
7. What is mochi?
8. What are emulsifiers?
9. What is meant by medium peak?
10. What is the role of salt in meringue?

Part B

(5 × 5 = 25)

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

11. (a) What is the historical background of Mexican cuisine?

Or

- (b) Discuss the delicacies and specialities of Spain.

12. (a) Explain the Chinese regional cooking style.

Or

- (b) Write a note on the equipments used in Chinese cooking.

13. (a) Discuss the uses of icings.

Or

- (b) What are toppings? Give their types and uses.

14. (a) Define —

(i) emulsifier

(ii) thickener

(iii) clarifier

Or

- (b) Give the method of preparation frozen custard.

15. (a) Give the names and uses of different additives used in ice cream preparation.

Or

- (b) What are the different types of frozen deserts?

Part C

(3 × 10 = 30)

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

16. (a) Explain the methods of preparing any three Portuguese traditional recipes.

Or

- (b) Differentiate sorbet and sherbet. Give the methods of preparation.

17. (a) Define frozen deserts. Discuss their types.

Or

- (b) Write a note on the preservatives and additives used in ice cream preparation.

18. (a) What is a meringue? Give the recipe for the preparation of French meringue.

Or

- (b) Discuss the different methods used in the preparation of icecream.
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C-6322

Sub. Code

90155B

B.Sc. DEGREE EXAMINATION, NOVEMBER 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. What are food and beverage skills?
2. What is food and beverage receptionist?
3. What are the strengths of food and beverage supervisor?
4. Why is SOP important in food and beverage outlet?
5. Definition of a bar.
6. What is a bar checklist?
7. Full form of KOT and BOT.
8. What is bar settings?
9. Is a mixed drink stronger than beer?
10. What is a mixed drink alcohol?

Part B

(5 × 5 = 25)

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

11. (a) What are the duties and responsibilities of a food and beverage attendant?

Or

- (b) How to prepare a duty roaster?

12. (a) What are the five standard operating procedures?

Or

- (b) How do you manage a food and beverage department?

13. (a) Explain the opening duties of a bartender?

Or

- (b) Why importance of bar in food and beverage department?

14. (a) Write any five cocktail is best for beginners.

Or

- (b) How do I choose a cocktail?

15. (a) Why is the White Lady famous?

Or

- (b) Difference between Tom Collins and John Collins.

Part C

(3 × 10 = 30)

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

16. (a) Explain the Duties and Responsibilities of food and beverage manager?

Or

- (b) How to be a good supervisor in a restaurant?

17. (a) Write about a bar closing checklist and important procedures?

Or

- (b) What are the ten most popular cocktails in the world?

18. (a) Write about any ten of the most popular cocktails that will always be in style?

Or

- (b) What are the ten most popular mixed drinks?
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C-6324

Sub. Code

90155D

B.Sc. DEGREE EXAMINATION, NOVEMBER 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. What do you understand by yield?
2. Write the objective of discount allocation.
3. How is timeshare different from traditional hotel accommodation?
4. What are the common types of timeshare ownership?
5. Mention some security threats faced by hotels.
6. How can the front office handle guest complaints about security?
7. What the features are of disable guest room?
8. Tell about back office of a hotel.
9. Why is work ergonomics important in a hotel front office?
10. What are the essential elements of a hotel bathroom?

Part B

(5 × 5 = 25)

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

11. (a) Explain the benefits of Yield Management.

Or

- (b) How does yield software help in optimizing room rates?

12. (a) Describe the classification of Timeshare Properties in brief.

Or

- (b) What specific strategies can be implemented to create a differentiated experience for timeshare owners?

13. (a) Discuss the importance of security training for front office staff.

Or

- (b) Explain how can the front office coordinate with other hotel departments and local authorities during emergencies?

14. (a) Describe the key features of an efficient bell desk layout, including storage and counter space.

Or

- (b) How can a hotel bathroom layout be optimized for disabled guest comfort and safety?

15. (a) What are the key considerations for selecting fittings and fixtures in a hotel?

Or

- (b) Mention some common mistakes to avoid when designing a front desk layout.

Part C

(3 × 10 = 30)

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

16. (a) Explicate how can yield software be used to measure the effectiveness of different pricing strategies?

Or

- (b) Discuss the challenges and opportunities of timeshare business in detail.

17. (a) Analyze the impact of technology in enhancing hotel security in detail.

Or

- (b) Explain what are the latest trends and design elements in hotel bathroom layouts, and how can they be incorporated into a hotel's design?

18. (a) Describe the role of Government to improve the concept of timeshare/condominium in India.

Or

- (b) Illustrate how can an Eva floor be designed to complement the overall aesthetic and layout of a hotel's lobby and front office?
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