

R5886

Sub. Code

9HM1C1

B.Sc. DEGREE EXAMINATION, NOVEMBER – 2021

First Semester

Catering Science and Hotel Management

BASIC FOOD PRODUCTION

(CBCS – 2019 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define cooking.
2. What is poaching?
3. Name any five heavy equipments used in kitchen?
4. What are the Tubers and bulbs used French cooking?
5. What is raising agents?
6. Define hygiene.
7. What is Stir-frying?
8. What is broiling?
9. Define “Cilantro”.
10. Give examples for cold soup.

Part B

(5 × 5 = 25)

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

11. (a) Explain the various types of stocks.

Or

- (b) Explain different types of cooking methods.

12. (a) Write in detail about the fats and oils used in cooking.

Or

- (b) Write short notes on milk and milk by products.

13. (a) Write the importance of hygiene in kitchen.

Or

- (b) What are the special methods of cooking food?

14. (a) List out the various cereals and pulses and write its uses.

Or

- (b) What is salad? Explain different parts of salad and salad dressing.

15. (a) What is court bouillion? Explain.

Or

- (b) Explain “GAZPACHO”.

Part C

(3 × 10 = 30)

Answer any **three** questions.

16. Explain basic mother sauces and its derivatives.
17. Explain aims and objectives of cooking food.

18. Draw the organization structure of F and B production department in large hotel and explain the duties and responsibilities of all.
 19. Classify vegetables. Explain different cuts of vegetables with neat diagram.
 20. Classify soups. Write any five international soup with its receipe.
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R5887

Sub. Code

9HM1C2

B.Sc. DEGREE EXAMINATION, NOVEMBER – 2021

First Semester

Catering Science and Hotel Management

BASIC FOOD AND BEVERAGE SERVICE

(CBCS – 2019 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define discotheque.
2. Name the F and B outlets which operates 24 hrs in a hotel.
3. Expand the term RSOT.
4. Name the different types of hotels.
5. Define MIS-EN-PLACE.
6. List out any four crockeries used in serving food.
7. What is known as dummy waiter?
8. What is a "cover"?
9. Write the importance of accompaniment?
10. Name the equipments required for Tea and coffee service.

Part B

(5 × 5 = 25)

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

11. (a) What are the concept of serving food and beverage in South Indian meal?

Or

- (b) What is menu? Explain different types of menu.

12. (a) Write the duties and responsibilities of F and B manager.

Or

- (b) Draw the organization chart of F and B service department in a large hotel.

13. (a) Explain the different steps involved in laying a cover.

Or

- (b) Explain

- (i) still room
- (ii) silver room

14. (a) Explain the different types of meals.

Or

- (b) Discuss about types of breakfast.

15. (a) Explain

- (i) Mis-en-place
- (ii) Mis-en-scene.

Or

- (b) Explain briefly about the aerated drinks and health beverages.

Part C

(3 × 10 = 30)

Answer any **three** questions.

16. Classify catering establishments and explain all.
17. Explain how the F and B service department co-ordinates with other departments.
18. Explain the attributes of F and B service personnel.
19. Compile a eleven course French classical menu and explain all with its cover and accompaniments.
20. Classify beverages and explain all.

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9HM1C3

B.Sc. DEGREE EXAMINATION, NOVEMBER – 2021

First Semester

Catering Science And Hotel Management

HOUSE KEEPING MANAGEMENT

(CBCS – 2019 onwards)

Time : Three Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** the questions.

1. Define: Hotel
2. What is called Sold Out?
3. Expand: GRA, EHK.
4. Write the qualities required for housekeeping staff.
5. What is Front of the house areas?
6. Define: Amenity
7. What do you mean by Baby Sitting?
8. List out the types of keys.
9. Write the types of cockroaches.
10. What is called as pest?

Part B

(5 × 5 = 25)

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

11. (a) Write short notes on Franchise and its types.

Or

- (b) Write about the types of plans.

12. (a) Describe the coordination between Housekeeping and Front office departments.

Or

- (b) Explain the role of housekeeping in other institutions.

13. (a) Write the step by step procedure of a Checkout room cleaning.

Or

- (b) How will you clean marble and wood?

14. (a) Differentiate: Guest requests and Special requests with examples.

Or

- (b) Describe the housekeeping department Control desk operations.

15. (a) How can we prevent pests in guestrooms?

Or

- (b) What are the various types of fire extinguishers used in a hotel.

Part C

(3 × 10 = 30)

Answer any **three** questions.

16. Explain the concept of Ownership and Affiliation.
 17. Briefly explain the duties and responsibilities of an Executive Housekeeper.
 18. Write the various types of rooms with description
 19. Describe the Lost and Found procedures with a suitable flowchart.
 20. How to prevent fire in hotels? And draw the diagram of fire extinguisher.
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9HM1C4

B.Sc. DEGREE EXAMINATION, NOVEMBER – 2021

First Semester

Catering Science and Hotel Management

HOTEL FRENCH – I

(CBCS – 2019 onwards)

Time : 3 Hours

Maximum : 75 Marks

Section A

(10 × 2 = 20)

- I. Répondez aux questions suivantes:
1. Que signifie T.T.C?
 2. Que pensent les Français à propos de l'Inde?
 3. Traduisez en anglais : Est-ce que je peux vous aider?
 4. Comment est-ce qu'on peut classer les visiteurs français en Inde?
 5. Traduisez en anglais: A votre service!
 6. Quel est le nom de famille le plus répandu en France?
 7. Est-ce que les Français aiment le calme?
 8. Traduisez en anglais : Combien de nuits vous voulez rester?

9. Traduisez en anglais : Est-ce que vous pouvez remplir cette fiche?
10. Traduisez en anglais : Est-ce que la chambre est climatisée?

Section B

(5 × 5 = 25)

II. Répondez aux questions suivantes:

11. (a) Reconstituez les phrases:
- (i) instant / s'il / plait / un / vous.
 - (ii) nuits / une chambre / trois / pour.
 - (iii) peu / je / un / français / pane.
 - (iv) taxes / 3500 / plus / roupies / les
 - (v) aider / je / vous / est-ce que / peux.

(Ou)

(b) Construisez des phrases:

Ex: remplir, cette fiche — Est-ce que vous pouvez remplir cette fiche, s'il vous plaît?

- (i) signer, ici
- (ii) écrire, votre adresse
- (iii) signer, l'addition
- (iv) noter, le nom de ce musée
- (v) compléter, la fiche

12. (a) Construisez des dialogues:

Ex: nuits, rester, 5

- Combien de nuits est-ce que vous voulez rester?

- Cinq

(i) dollars, changer, 1000

(ii) place, réserver, 3

(iii) jours, passer à Darjeeling, 4

(iv) repas piquenique, commander, 6

(v) mangues, acheter, 10

(Ou)

(b) Construisez des phrases:

Ex : je, 2 nuits — Je veux rester deux nuits.

(i) Georges, 5 jours

(ii) nous, 4 jours

(iii) ils, 1 semaine

(iv) Mme Panier, 1 mois

(v) nous, 3 nuits

13. (a) Construisez des dialogues:

Ex: une piscine — Est-ce qu'il y a une piscine? -
Oui, bien sûr.

(i) une chambre.

(ii) un garage.

(iii) un fitness center

(iv) une suite

(v) un court de tennis

(Ou)

(b) Construisez des dialogues:

Ex: une pellicule photo – Je voudrais une pellicule
– Oui, un instant, s’il vous plait.

- (i) un plan
- (ii) une brochure
- (iii) une carte de la région
- (iv) une voiture
- (v) un guide

14. (a) Complétez les dialogues en choisissant les mots en italiques:

- (i) Bonsoir, nous *avons / voudrions* une réservation.
- (ii) Bonsoir, monsieur. *Quel nom / A quel nom*, s’il vous plait?
- (iii) Bernard ... On *voudrait / a* une chambre calme.
- (iv) Bien, monsieur. Vous *avez l’êtes* la chambre no 3.
- (v) Est-ce qu’elle est *climatisée / conditionnée*.

(Ou)

(b) Construisez des phrases:

Ex: C’est un monument historique – Ce monument est historique.

- (i) C’est une ville touristique.
- (ii) C’est un palais magnifique.
- (iii) Ce sont des fruits excellents
- (iv) C’est un acteur célèbre
- (v) Ce sont des danses extraordinaires

15. (a) Complétez les phrases avec les verbes vouloir, être, avoir:
- (i) J' _____ réservation.
 - (ii) La chambre _____ climatisée.
 - (iii) Il y _____ une piscine.
 - (iv) On _____ une chambre calme.
 - (v) Est-ce que vous _____ une chambre?

(Ou)

- (b) Complétez les phrases avec *au, en, à*
- (i) Bienvenue _____ Grande-Bretagne.
 - (ii) Bienvenue _____ Pondichéry.
 - (iii) Bienvenue _____ Etats-Unis.
 - (iv) Bienvenue _____ Jaipur.
 - (v) Bienvenue _____ Inde.

Section C

(3 × 10 = 30)

III. Répondez à trois questions au choix:

16. Jouez le dialogue : Le client dit qu'il a une réservation. L'employé confirme la réservation et souhaite la bienvenue.
17. Imaginez le dialogue: Le client veut une chambre. Il dit qu'il n'aime pas le bruit. L'employé attribue une chambre calme au client.

18. Jouez le dialogue : Le client a besoin d'une chambre double. L'employé dit qu'il reste seulement des chambres supérieures. Le client est d'accord.
 19. Imaginez le dialogue: Le client est mécontent parce que le climatiseur ne fonctionne pas. L'employé s'excuse et lui donne une autre chambre.
 20. Jouez le dialogue: Le client veut rester deux jours et demande le prix des chambres. Il veut une chambre claire. L'employé donne le prix et vante le confort des chambres.
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R5890

Sub. Code

9HM1E1

B.Sc. DEGREE EXAMINATION, NOVEMBER – 2021

First Semester

Catering Science And Hotel Management

FOOD SANITATION AND HYGIENE

(CBCS – 2019 onwards)

Time : Three Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** the questions.

1. Define Food science.
2. What is mould?
3. What is Sanitation?
4. Define the term Protective cloth.
5. What is Garbage?
6. What is Pot washing?
7. What is High risk food?
8. Give the storage temperature of Egg and Meat.
9. What is Bed bug?
10. What do you mean by Moths?

Part B

(5 × 5 = 25)

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

11. (a) Write down the scope of food science and hygiene.

Or

- (b) How does food become contaminated?

12. (a) What is personal hygiene?

Or

- (b) Name and explain the uses of various protective clothing.

13. (a) Write down the advantages and disadvantages of semi conveyor method.

Or

- (b) Mention the importance of garbage disposal.

14. (a) Give the symptoms of rod poisoning.

Or

- (b) Why do we store food?

15. (a) What are the aims of pest control?

Or

- (b) Why do we take more stress on control of Flies, Rat and Cockroaches?

Part C

(3 × 10 = 30)

Answer any **three** questions.

16. What are the factors to be considered while handling cooking utensils?
 17. Explain advantages and disadvantages of Garbage disposal.
 18. Describe the various methods of garbage disposal.
 19. What are the factors to be considered while storing foods?
 20. Examine the various pest control methods.
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R5891

Sub. Code

9HM3C1

B.Sc. DEGREE EXAMINATION, NOVEMBER – 2021

Third Semester

Catering Science and Hotel Management

FOOD AND BEVERAGE MANAGEMENT

(CBCS – 2019 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What do you mean by distribution systems?
2. What is called procurement?
3. What is purchase specification?
4. What do you mean by optimal prices?
5. What are the storage procedure?
6. What is purchase procedure?
7. Define cost control techniques.
8. Define the term “yield management”.
9. What is food costing techniques?
10. What do you mean by par stock?

Part B

(5 × 5 = 25)

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

11. (a) Write short notes on selection and procurement.

Or

- (b) How will you differentiate the organization and administration?

12. (a) Mention the purchase specification.

Or

- (b) List out the principles of selection and procurement.

13. (a) Discuss about typical storage procedure.

Or

- (b) List out the records to be kept in beverage cost control.

14. (a) Write short notes on optimal payment policy.

Or

- (b) List out the furniture, fixtures and equipments used in bar.

15. (a) Mention the various types of records in food cost control.

Or

- (b) Explain about ABC/XYZ analysis.

Part C

(3 × 10 = 30)

Answer any **three** questions.

16. Illustrate the buyers relationship with purchasing other company personnel.
17. Briefly explain about typical ordering procedure.

18. Explain the processed products and other grocery items.
 19. Mention the cost control techniques followed in dairy products and meat.
 20. Explain about tobacco cost reconciliation.
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R5892

Sub. Code

9HM3C2

B.Sc. DEGREE EXAMINATION, NOVEMBER – 2021

Third Semester

Catering Science and Hotel Management

QUANTITY FOOD PRODUCTION

(CBCS – 2019 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What is transport catering?
2. Discuss about out door catering Science.
3. Write short notes on Indian cookery.
4. What is specialty cuisine?
5. What do you mean by duty rosten?
6. What is job description?
7. What is budgeting?
8. Define standard recipe?
9. What is portion control?
10. What is indenting?

Part B

(5 × 5 = 25)

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

11. (a) Describe the special emphasis on quantity food production.

Or

- (b) Discuss about menu planning for industrial workers and canteens.

12. (a) Explain in detail about diet kitchen.

Or

- (b) Explain about regional cooking and factors affecting eating habits.

13. (a) Write the importance of kitchen stewarding.

Or

- (b) Write the job description of kitchen stewarding.

14. (a) List out the equipment found in kitchen stewarding department.

Or

- (b) What are the disadvantages of left over utilization?

15. (a) Write short notes on meal production.

Or

- (b) Write the importance of portion control.

Part C

(3 × 10 = 30)

Answer any **three** questions.

16. Elaborately explain the modern development in kitchen equipment manufacturing and its maintenance.
 17. Explain various cooking styles from different states under geographical location in Indian cookery.
 18. Draw the organizational Hierarchy of kitchen personnel and explain their duties and responsibilities.
 19. Explain the importance of kitchen stewarding department.
 20. Explain the importance of portion control and standard recipe.
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Sub. Code

9HM3C3

B.Sc. DEGREE EXAMINATION, NOVEMBER – 2021

Third Semester

Catering Science And Hotel Management

FRONT OFFICE OPERATIONS

(CBCS – 2019 onwards)

Time : Three Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** the questions.

1. Define: Front Office
2. Expand DFIT, FFIT.
3. What are the four stages of Guest cycle?
4. List out the different types of passports.
5. What is called City ledger?
6. What do you mean by Floor limit?
7. What is called Post departure?
8. What are the modes of payment?
9. What is BTC?
10. Who is called 'Skipper'?

Part B

(5 × 5 = 25)

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

11. (a) Write about the types of meal plans.

Or

- (b) Draw the reservation form and explain.

12. (a) How to handle telephone calls in reception?

Or

- (b) Write about the attributes of front office personnel.

13. (a) Discuss the purpose of front office accounting system.

Or

- (b) Explain Credit control in front office.

14. (a) Describe the types and modes of reservation.

Or

- (b) Write about the Sources of reservation.

15. (a) Explain: Safe Deposit facility in front office.

Or

- (b) Write the process of pre-arrival.

Part C

(3 × 10 = 30)

Answer any **three** questions.

16. Explain the various equipments used in front office.
 17. Explain the Check-in procedure in fully automated hotels.
 18. Discuss Guest folio and its types.
 19. Discuss the procedure for settling the guest folios.
 20. Elucidate the night audit process in detail.
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Sub. Code

9HM3C4

B.Sc. DEGREE EXAMINATION, NOVEMBER – 2021

Third Semester

Catering Science And Hotel Management

HOTEL ACCOUNTS

(CBCS – 2019 onwards)

Time : Three Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** the questions.

1. What is Going Concern Concept?
2. State the rule for Nominal Account.
3. What is the purpose of maintaining daily food cost sheet?
4. What is a Ledger Account?
5. State any two merits of preparing a Trial Balance.
6. What is a suspense Account?
7. Mention the types of Subsidiary Books.
8. Write a brief note on Purchases Return Book.
9. Explain the meaning of Direct expenses with examples.
10. Why Balance Sheet is prepared?

Part B

(5 × 5 = 25)

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

11. (a) Enumerate accounting and its objectives.

Or

- (b) Explain the Classification of Accounts.

12. (a) Journalise the following in the books of Mr.Shankar.

2019, Oct 1	Received cash from Siva	75,000
7	Paid cash to Sachin	45,000
10	Bought goods for cash	27,000
12	Bought goods on credit from Deva	48,000
15	Sold goods for cash	70,000

Or

- (b) Difference between Single Entry Systems Vs Double Entry Systems.
13. (a) Prepare a specimen form of Trial Balance.

Or

- (b) Explain the objectives of Trial Balance.
14. (a) Enter the following transactions in the purchase book and Sales book of Mr. Kumar

Particular	Rs.
Purchased goods from Balu	30,000
Sold goods to Swamy	15,000
Bought goods from Town	3,500
Sold goods to Thenali	10,500
Sold goods to Jeyaraman	750
Bought goods from Rajesh	9,000
Sold goods to Shanthi	900

Or

- (b) Explain the advantages of Subsidiary Books.

15. (a) From the following figures, Prepare the Trading Accounts of AH Ltd., for the year ending December 2019.

Opening stock (Jan 1,2019)	3,000	Factory rent	750
Goods purchased (Dec 31,2019)	15,000	Goods sold	30,000
Wages paid	1,500	Purchase returns	1,500
Coal, water	1,500	Sale returns	3,000
Power	750	Foreman's salary	2,250
Carriage Inwards	2,250	Closing stock	7,500

Or

- (b) Briefly explain the accounting software used in Hotels.

Part C

(3 × 10 = 30)

Answer any **three** questions.

16. Briefly explain the Accounting Concepts.
17. Journalise the following transactions and Post them in the Ledger.

December 1	Dhoni started business with a capital of	Rs. 2,50,000
2	He purchase furniture for	Rs. 15,000
3	He bought goods on credit from Kohli for	Rs. 18,000
14	He sold goods to Raina for	Rs.25,000
15	He received cash from Ashwin	Rs. 3,000
18	He purchased goods for cash	Rs. 12,000
27	He sold goods for cash	Rs. 1,000
28	He paid rent	Rs. 11,200
31	He paid kumar	Rs. 33,000

18. From the under mentioned balances, prepare a Trial Balance as on 31.12.2019

	Rs.		Rs.
Opening stock	35,000	Machinery	60,000
Salaries	20,000	Sundry creditors	24,000
Sundry debtors	50,000	Purchases	1,20,000
Wages	16,000	Cash	1,200
Sales	2,01,200	Furniture	15,000
Rent	10,000	Bills receivable	20,000
Capital	1,00,000	Bills payable	22,000

19. Enter the following transactions in the proper subsidiary books of M/s Vinoth. 2019.

May 1	Bought goods from Karthik	Rs. 1,500
2	Sold goods to Murugan	Rs. 1,400
5	Senthil sold goods to us Rs. 1,000, trade discount 10%	
14	Sold goods to Kumaran	Rs. 1,200
18	Purchased goods from Kandan	Rs. 2,000
19	Received goods returned by Murugan	Rs. 1,400
20	Returned goods to Senthil worth	Rs. 90
30	Goods returned by Kumaran	Rs. 120

20. Prepare a specimen of Final Accounts.

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9HM3E2

B.Sc. DEGREE EXAMINATION, NOVEMBER – 2021

Third Semester

Catering Science And Hotel Management

PRINCIPLES OF TOURISM

(CBCS – 2019 onwards)

Time : Three Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** the questions.

1. Define Tourism.
2. Who is a Visitor?
3. What do you mean by Intangible product?
4. What is Flora?
5. What is Conventions?
6. Define Senior tourism.
7. What is Indrail pass?
8. What is Hovercraft?
9. Expand the term ICAO
10. Detail the origin of PATA.

Part B

(5 × 5 = 25)

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

11. (a) Narrate the historical development of tourism industry.

Or

- (b) How do tourist destinations differ from one another?

12. (a) Give the elements of tourism products.

Or

- (b) Explain the Tourism product life cycle.

13. (a) Write an essay on Sports and Adventure tourism.

Or

- (b) Draw the advantages of Historical tourism.

14. (a) Examine the major airway systems of the World.

Or

- (b) Narrate the history of Water transport.

15. (a) Outline the functions of UFTAA.

Or

- (b) Write down the history of WTO.

Part C

(3 × 10 = 30)

Answer any **three** questions.

16. Differentiate Recreation tourism from Leisure tourism.
17. Draw the components of Tourism industry.

18. Give the various types of Tourism.
 19. Write an essay on Surface transport.
 20. Enumerate the aims and objectives of IATA
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R5896

Sub. Code

9HM5C1

B.Sc. DEGREE EXAMINATION, NOVEMBER 2021.

Fifth Semester

Catering Science and Hotel Management

ADVANCED FOOD PRODUCTION

(CBCS – 2019 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Name two popular dishes from Czechoslovakia.
2. What is the staple food of middle Eastern Cuisine?
3. What is a Chinese cruet?
4. What are the regions that come under Middle east?
5. Name any two Pasta dishes.
6. Define Bresaola.
7. Define Aspic.
8. What is a Canapé?
9. Define Panada.
10. What is a Chaud Froid?

Part B

(5 × 5 = 25)

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

11. (a) Name any five popular ingredients used in French cuisine and give the description for the same.

Or

- (b) List down ten dishes from the Arabian Cookery.

12. (a) Write a note on Szechwan style of cooking.

Or

- (b) Differentiate Indian cuisine and Chinese cuisine.

13. (a) Write a note on the types of Olive oil used in Italian cuisine.

Or

- (b) What are the various steps involved in pasta production? Explain.

14. (a) Name five equipments used in Larder kitchen and explain.

Or

- (b) Draw the organisation chart of the larder department.

15. (a) List down the different types of marinades.

Or

- (b) What are the types of force meat?

Part C

(3 × 10 = 30)

Answer any **three** questions.

16. Explain in detail about the East European cuisine.
 17. Explain in detail about the various regional cooking of Chinese Cuisine.
 18. What are the major characteristics of Italian Cuisine?
 19. Draw the Layout of Larder and explain in detail.
 20. Explain in detail about force meat and the production method.
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R5897

Sub. Code

9HM5C2

B.Sc. DEGREE EXAMINATION, NOVEMBER – 2021

Fifth Semester

Catering Science And Hotel Management

ADVANCED FOOD AND BEVERAGE SERVICE

(CBCS – 2019 onwards)

Time : Three Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** the questions.

1. Define Formal Banquet.
2. What is corkage?
3. What is the objective of menu engineering?
4. Define Flambé service.
5. What do you mean by suspicious package?
6. Define the term “Gueridon”.
7. What is Point-of-Sale?
8. What is Credit Memo?
9. Define Overhead Cost.
10. What is the use of Returns Book?

Part B

(5 × 5 = 25)

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

11. (a) List out and explain the various equipment required to organise banquet function.

Or

- (b) Explain the different types of service offered in banquets.

12. (a) What are the points to be kept in mind while doing gueridon service?

Or

- (b) State the advantages and disadvantages of gueridon service.

13. (a) How would you deal with an intoxicated guest in restaurant?

Or

- (b) What are the proper ways of handling guest complaints?

14. (a) Explain the procedure for storing beverages in cellar room.

Or

- (b) What are the records maintained in cellar room? Explain.

15. (a) Write down the various factors to consider while planning menu for a restaurant?

Or

- (b) Bring out the procedure for receiving beverages in hotel.

Part C

(3 × 10 = 30)

Answer any **three** questions.

16. Draw the format of function prospectus and highlight its significance.
 17. List out and explain the types of trolley used in food and beverage service department
 18. Discuss the emergency procedures for dealing with bomb threats in hotel.
 19. Describe the features of Cellar room and highlight its significance.
 20. Explain the different kinds of budget and its significance.
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R5898

Sub. Code

9HM5C3

B.Sc. DEGREE EXAMINATION, NOVEMBER – 2021

Fifth Semester

Catering Science And Hotel Management

ACCOMMODATION OPERATION

(CBCS – 2019 onwards)

Time : Three Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** the questions.

1. Define: Eye for detail in attributes.
2. What is called Diplomacy
3. Define — Graveyard Shift.
4. What is known as 'Laissez Faire'?
5. What do you mean by 'Green Building'?
6. Define: Ecotels
7. What do you mean by HRM?
8. List the external sources of recruitment.
9. Write the types of training
10. What is called as appraisal.

Part B

(5 × 5 = 25)

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

11. (a) Write short notes on Personal qualities of housekeeping staff.

Or

- (b) Explain the term: Division of Work.

12. (a) Differentiate Scheduled Maintenance and Routine Maintenance.

Or

- (b) Explain the role of housekeeping in other institutions.

13. (a) What is meant by water conservation?

Or

- (b) Write short notes on biodegradable products.

14. (a) Explain the Advantages and disadvantages of internal source of recruitment.

Or

- (b) Differentiate: Orientation and Induction.

15. (a) Describe the types of training.

Or

- (b) What is called as time and motion study?

Part C

(3 × 10 = 30)

Answer any **three** questions.

16. Explain the steps that have to be carried out in starting up of new property.
 17. Brief the role of housekeeping department in Hospitals.
 18. Write a note on emerging trends in housekeeping today.
 19. Describe the selection process of staff for housekeeping dept in a hotel.
 20. Discuss the various appraisal systems followed in hotels.
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R5899

Sub. Code

9HM5C4

B.Sc. DEGREE EXAMINATION, NOVEMBER – 2021

Fifth Semester

Catering Science And Hotel Management

Allied: HOSPITALITY INDUSTRY

(CBCS – 2019 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** the questions.

1. Define Motel.
2. Name any four international chain hotel.
3. Define the term “Lobby”.
4. What is the duty of a concierge?
5. Define Industrial Catering.
6. What is A la carte Menu?
7. Name any 8 standard supplies provided in guest room.
8. What is the use of Grand master key?
9. Define Guaranteed reservation
10. Give some examples for VIP amenities.

Part B

(5 × 5 = 25)

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

11. (a) Explain the different types of ownership in hospitality industry.

Or

- (b) Bring out the classification of hotel on the basis of clientele.

12. (a) Explain the different types of plan and its significance.

Or

- (b) Write down the major responsibilities of front office department in hotel.

13. (a) Describe the different types of food and beverage services in hotel industry.

Or

- (b) Write a short note on transport catering.

14. (a) Bring out the personality traits of housekeeping personnel.

Or

- (b) Explain the importance of flower arrangement in hotel.

15. (a) Write down the different modes and sources of reservation in front office.

Or

- (b) Draw the format of guest registration card.

Part C

(3 × 10 = 30)

Answer any **three** questions.

16. Draw and explain the organizational structure of large hotel.
17. List out and explain the different types of rooms and highlight its features.
18. Describe the classification of beverages with suitable examples.
19. Discuss the duties and responsibilities of an Executive housekeeper in large hotel.
20. Explain the different steps involved in the process of guest check out in hotel.

R5900

Sub. Code

9HM5E1

B.Sc. DEGREE EXAMINATION, NOVEMBER – 2021

Fifth Semester

Catering Science and Hotel Management

HOTEL MARKETING

(CBCS – 2019 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define marketing.
2. What is market segmentation?
3. Define 'product'.
4. What do you mean by 'branding'?
5. Define advertising.
6. Give few examples of products that require advertisement.
7. Who is a 'sales person'?
8. What is meant by 'discount'?
9. Define 'hotel'.
10. Write any two duties of a marketing manager.

Part B

(5 × 5 = 25)

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

11. (a) Discuss the importance of marketing in general.

Or

- (b) Write short notes on 'societal marketing concept'.

12. (a) Write short notes on 'people' as an important element of marketing mix.

Or

- (b) Discuss the role of 'social media' in marketing.

13. (a) Write a note on the aims of advertising.

Or

- (b) Explain the advantages of advertising.

14. (a) List out nay five benefits of sales promotion.

Or

- (b) Discuss the attributes of a sales person.

15. (a) Write short notes on hotel marketing mix.

Or

- (b) List out nay five activities performed by a hotels marketing department.

Part C

(3 × 10 = 30)

Answer any **three** questions.

16. Write an essay on various marketing concepts.

17. Explain the various types of media.

18. Discuss the pre-testing and post-testing methods of advertising.
 19. Explain the various types of sales persons.
 20. Give an account on the recent trends in hotel marketing.
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R5901

Sub. Code

9HM5S2

B.Sc. DEGREE EXAMINATION, NOVEMBER – 2021

Fifth Semester

Catering Science and Hotel Management

EVENT MANAGEMENT

(CBCS – 2019 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Give two examples for cultural events.
2. Define Adventure event.
3. What is a capital Budget?
4. Define Job Responsibility.
5. What is a special event?
6. Define function check list.
7. Define convention center.
8. Who is an event Co-ordinator?
9. Name any two softwares used in event management.
10. Define event planning.

Part B

(5 × 5 = 25)

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

11. (a) What are the duties and responsibilities of an event manager?

Or

- (b) Write a note about the various records maintained in event management.

12. (a) What are the points to be noted while decision making?

Or

- (b) Why is record keeping important for event management?

13. (a) What is the scope of career as wedding planner?

Or

- (b) What are the skills required for a wedding planner?

14. (a) Explain in detail about adventure events.

Or

- (b) Explain in detail about Road shows.

15. (a) How does live show enhance marketing?

Or

- (b) Plan a Italian theme dinner for 50 pax.

Part C

(3 × 10 = 30)

Answer any **three** questions.

16. Explain in detail about the various types of events.
 17. Explain in detail about the career prospective of a wedding planner.
 18. Explain in detail about the various models of travel.
 19. Explain in detail about the Technical staff needed for event management.
 20. Explain in detail about the various live events conducted by government of Tamil Nadu for covid prevention.
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