

**R7262**

**Sub. Code**

**9HM3C1**

**B.Sc. DEGREE EXAMINATION, NOVEMBER 2022.**

**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 are the functions of purchasing?
2. What are the concept of procurement?
3. Define optimal payment policy.
4. What is called optimal suppliers?
5. What is typical storage procedure?
6. Define convenience foods.
7. What is Bar control?
8. What is par stock?
9. What is cost control?
10. Define ABC analysis.

**Part B**

(5 × 5 = 25)

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

11. (a) Mention the importance of purchasing function.

Or

- (b) Write short notes on purchase specification.

12. (a) Explain the typical ordering procedure in detail.

Or

- (b) Classify beverages and explain all.

13. (a) Write short note on convince foods.

Or

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

14. (a) Mention the cost control techniques used in food and beverages.

Or

- (b) Write short notes on ABC analysis.

15. (a) Explain about the beverage cost reconciliation.

Or

- (b) Mention various types of records in food cost control.

**Part C**

(3 × 10 = 30)

Answer any **three** questions.

16. Explain the various forces affecting the distribution system.

17. Explain the principles of selection and procurement.

18. Illustrate the importance of purchase.
  19. Explain about yield management.
  20. Explain in detail about food costing techniques.
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**R7263**

**Sub. Code**

**9HM3C2**

**B.Sc. DEGREE EXAMINATION, NOVEMBER – 2022**

**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. List out the equipments used in quantity kitchen.
2. Define Menu Planning.
3. List out the Indian masalas.
4. What is staple diet?
5. Define Job description.
6. What are the duties of Kitchen stewarding?
7. Define Yield control.
8. What is Indenting?
9. Define Standard Recipe.
10. What do you mean by Portion control?

**Part B**

(5 × 5 = 25)

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

11. (a) What are the parameters for quantity food menu planning?

Or

- (b) Discuss about the Menu planning for school/college students.

12. (a) Elaborate the food prepared for festivals and occasions in India.

Or

- (b) Explain the factors affecting eating habits.

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

Or

- (b) Discuss about the garbage disposal in Hotels.

14. (a) Brief about the budgeting in quantity food production.

Or

- (b) What are the objectives of Meal Production?

15. (a) Explain about storing and controlling in Standard Recipe.

Or

- (b) Discuss about Work flow in Kitchen stewarding.

**Part C**

(3 × 10 = 30)

Answer any **three** questions.

16. Explain in details about care and maintenance of equipment in kitchen.
  17. Classify the menu into South and North Indian recipies.
  18. List out the equipments used in kitchen stewarding.
  19. Illustrate the production quality and quantity control.
  20. What are the advantages of left over utilization? Explain.
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**R7264**

**Sub. Code**

**9HM3C3**

**B.Sc. DEGREE EXAMINATION, NOVEMBER – 2022**

**Third Semester**

**Catering Science and Hotel Management**

**FRONT OFFICE OPERATIONS**

**(CBCS – 2019 onwards)**

Time : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** questions.

1. What do you mean by ‘++’ in reservation?
2. What is Turn away report?
3. List out the different types of VISA.
4. What is Errand card?
5. What are the types of vouchers used in front office?
6. What is MCV?
7. What are the modes of settlement?
8. What do you mean by early departure?
9. What is known as ‘EOD’?
10. How to calculate ‘House Count’?

**Part B**

(5 × 5 = 25)

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

11. (a) Describe the room rate designation in front office.

Or

- (b) Explain the types of rooms.

12. (a) Explain the check-in procedure of a travel agent guest.

Or

- (b) What is Post Departure activities?

13. (a) Discuss the folios and ledgers used in front office accounting.

Or

- (b) Explain the importance of 'salesmanship'

14. (a) Explain the reservation process.

Or

- (b) What do you understand by late charges?

15. (a) Write in detail about the duties and responsibilities of a night auditor.

Or

- (b) How can we handle the complaints of a guest?



**Part C**

(3 × 10 = 30)

Answer any **three** questions.

16. Draw the organizational chart of front office in a large category hotel.
17. Why communication skills and Salesmanship is essential for front office staff?
18. Elucidate the need and usage of Guest history card.
19. Write in detail about the Checkin and Checkout process of a VIP Guest.
20. How will you handle Bomb threat and theft in a hotel?

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**R7265**

**Sub. Code**

**9HM3C4**

**B.Sc. DEGREE EXAMINATION, NOVEMBER – 2022**

**Third Semester**

**Catering Science and Hotel Management**

**HOTEL ACCOUNTS**

**(CBCS – 2019 onwards)**

Time : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** questions.

1. Mention the rule for Real Account.
2. Write any two advantages of Double Entry System.
3. What is Guest Ledger?
4. What do you understand by Narration?
5. State any two limitations in preparing a Trial Balance.
6. Define “ Trial Balance”.
7. Write a short note on Subsidiary Books.
8. What is Petty Cash Book?
9. What is meant by Gross Profit? How it is ascertained?
10. List out any two differences between Trading Account and the Profit and Loss Account.

**Part B**

(5 × 5 = 25)

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

11. (a) Write a short note on
- (i) Money Measurement Concept
  - (ii) Business Entity Concept.

Or

- (b) List out the advantages of Accounting.
12. (a) Enter the following transactions in the books of Mr.Mohan.

2019

Jan

- 1. Started business with Rs.25, 000
- 2. Deposited into Bank Rs.23,500
- 3. Purchased furniture by issuing cheque Rs.2,000
- 4. Cash purchases Rs.5,000
- 5. Sold goods to Ragul Rs.150
- 6. Goods worth Rs.250 taken from the shop for personal use.

Or

- (b) Distinguish between Journal and Ledger.
13. (a) What is a Trial Balance? What are the objectives of Preparing a Trial Balance.

Or

- (b) Prepare a specimen form of Trial Balance.

14. (a) Enter the following transactions in the purchase book and Sales book of Mr. Kumar

Particulars	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 information ascertain gross profit and net profit:

Stock at opening	2,400	Purchases	15,205
Sales	20,860	Closing Stock	3,840
Return outwards	185	Return inward	860
Carriage inwards	524	Manufacturing Wages	2,800
Manufacturing wages outstanding	96	Loss due to fire	1,000
Indirect expenses	200		

Or

- (b) How does a Trial Balance differ from a Balance Sheet?

**Part C**

(3 × 10 = 30)

Answer any **three** questions.

16. Explain the rules of the Double Entry system.
17. Journalise the following transactions and post them in the ledger as on 31<sup>st</sup> December, 2019.

		Rs.
2019 Dec 1	Mr.Malaichamy started a business with capital	50,000
2	He purchased furniture for cash	5,000
3	He bought goods on credit from Vishnu	8,000
14	He sold goods to Alagar	5,000
15	He received cash from Alagar	3,000
18	He purchased goods for cash	12,000
27	He sold goods for cash	8,000
28	He paid rent	1,200
31	He paid Vishnu on account	3,000

18. Explain Purchase return Book and Sales Return Book.
19. From the under mentioned balances extracted from the books of a trader on 31<sup>st</sup> March, 2019 Prepare a Trial Balance as on 31<sup>st</sup> March 2019:

	Rs.		Rs.
Cash in hand	4, 800	Plant and Machinery	1,20,000
Capital	4,00,000	Sales	5,00,400
Purchases	4,40,000	Furniture and Fittings	30,000
Bills payable	44,000	Bad debts reserve	4,400
Opening stock	70,000	Bills receivable	40,000
Sundry debtors	2,00,000	Rent and taxes	20,000
Sundry creditors	28,000	Salaries	20,000
Wages	32,000		

20. Explain about the accounting software used in Hotels.

**R7266**

**Sub. Code**

**9HM3E2**

**B.Sc. DEGREE EXAMINATION, NOVEMBER – 2022**

**Third Semester**

**Catering Science and Hotel Management**

**PRINCIPLES OF TOURISM**

**(CBCS – 2019 onwards)**

Time : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** the questions.

1. What do you mean by 'DESTINATION'?
2. Define 'Recreation'.
3. Give two examples of Tourism Product.
4. Name two famous tourism destination in Tamil Nadu.
5. Define adventure tourism.
6. What is outbound tourism?
7. What are cruise ships?
8. Define surface transport.
9. Expand WTO.
10. Expand ASTA.

**Part B**

(5 × 5 = 25)

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

11. (a) Discuss the importance of tourism in India.

Or

- (b) Write short notes on types of tourists.

12. (a) Give a detailed note on the characteristics of Tourism industry.

Or

- (b) Explain the tourism product production system.

13. (a) Write short notes on inbound and outbound tourism.

Or

- (b) Write in detail about historical tourism.

14. (a) Explain the significance of 'Bus-Tour'.

Or

- (b) Discuss the characteristics of Tourist transportation.

15. (a) Write in detail, the functions of WTO.

Or

- (b) Discuss the role of IATA.

**Part C**

(3 × 10 = 30)

Answer any **three** questions.

16. Explain any five important tourist destinations in India.

17. Discuss in detail the characteristics of Tourism products.

18. Write in detail about any five types of tourism with examples.
  19. Write an essay on 'Water Transport'.
  20. Discuss in detail, the functions of PATA.
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**R7267**

**Sub. Code**

**9HM5C1**

**B.Sc. DEGREE EXAMINATION, NOVEMBER – 2022**

**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. What are the regions that come under the cast European cookery?
2. Name two popular dishes from Scandinavian.
3. Name two methods of Chinese cooking.
4. What do you understand by the word mediterranean cuisine?
5. Name any two types of cheese from Italy.
6. Define Salumi.
7. Define charcuterie.
8. What do you mean by the word curing?
9. Define Aspic.
10. Name any two types of Panada.

**Part B**

(5 × 5 = 25)

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

11. (a) List down five special equipments and in French cuisine and give the description for the same.

Or

- (b) Write a note on the various spices used in Arabian Cookery.

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

Or

- (b) What are the characteristics of Thai cuisine?

13. (a) Write a note about the special ingredients in Italian cuisine.

Or

- (b) Name any five pasta and give the description.

14. (a) Name any five specialty larder dishes and explain.

Or

- (b) List down the care and maintenance of larder equipments.

15. (a) List down the uses of Panada.

Or

- (b) Write a note on marinade.

**Part C**

(3 × 10 = 30)

Answer any **three** questions.

16. Explain in detail about chaud froid.
  17. Explain in detail about the duties and responsibilities of a larder chef.
  18. What are the salient features of Italian cuisine?
  19. Explain in detail about Mexican cuisine.
  20. Explain how would you plan for an Arabian food festival, do necessary assumptions.
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**R7268**

**Sub. Code**

**9HM5C2**

**B.Sc. DEGREE EXAMINATION, NOVEMBER – 2022**

**Fifth Semester**

**Catering Science and Hotel Management**

**ADVANCED FOOD AND BEVERAGE SERVICE**

**(CBCS – 2019 onwards)**

Time : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** questions.

1. Who is a banquet sommelier?
2. What is the role of a Toastmaster in banquets?
3. Define Standard Recipe.
4. Mention any four alcohol used in guéridon trolley.
5. What do you mean by intoxicated guest?
6. What is caviar?
7. Define Par Stock.
8. What is standard purchase specification?
9. What is the use of Bin Card?
10. Define Sales Budget.

**Part B**

(5 × 5 = 25)

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

11. (a) What are the factors to consider while planning the requirements of the banquet staff? Explain.

Or

- (b) Explain different types of banquet function and their significance.

12. (a) Describe the various special equipment used in gueridon service.

Or

- (b) Explain the advantages of using menu engineering.

13. (a) How to deal with bomb threats in a hotel? Explain.

Or

- (b) How do you dealing with a suspicious items or packages found in restaurant?

14. (a) What are the points to remember while purchasing liquor and beverages for hotel?

Or

- (b) Bring out the need and importance of Cellar in hotel industry.

15. (a) Explain the various stages in the preparation of Budget.

Or

- (b) Write down the different methods of purchasing beverages in hotel.

**Part C**

(3 × 10 = 30)

Answer any **three** questions.

16. Describe the different types of seating arrangements in banquet.
  17. Discuss the various activities taken place in Mise en place and Mise en scene for gueridon service.
  18. What are the common special needs request by the guest in restaurant? How to handle it?
  19. List out and explain the significance of various controls and records found in Cellar room.
  20. What is Menu merchandising? Highlight the major constraints of Menu Planning.
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**R7269**

**Sub. Code**

**9HM5C3**

**B.Sc. DEGREE EXAMINATION, NOVEMBER – 2022**

**Fifth Semester**

**Catering Science and Hotel Management**

**ACCOMMODATION OPERATION**

**(CBCS – 2019 onwards)**

Time : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** questions.

1. Why honesty is required for housekeeping staff?
2. What is called personal attributes?
3. Write the different shift timings in housekeeping.
4. What is known as 'Laissez Faire'?
5. What do you mean by 'LEED' Certification in hotels?
6. How the consumption of guest supplies can be reduced in housekeeping?
7. What do you mean by HR planning?
8. Define: Orientation.
9. Define: Motion Study.
10. What is known as training?

**Part B**

(5 × 5 = 25)

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

11. (a) Write the importance of attributes for housekeeping staff members.

Or

- (b) Explain about Division of labour.

12. (a) Describe about facility management in companies.

Or

- (b) Explain the importance of housekeeping in hospitals.

13. (a) What is meant by Recycle process in hotels?

Or

- (b) Explain about the recent trends in ecofriendly products in housekeeping.

14. (a) Write in detail about the sources of recruitment.

Or

- (b) Differentiate about the Selection and Recruitment in HRM.

15. (a) Describe the need for training in HRM.

Or

- (b) write about the process of appraisal.

**Part C**

(3 × 10 = 30)

Answer any **three** questions.

16. What are the steps to be followed while building a hotel in project stage?

17. Explain the role of housekeeping in contract services.



18. Discuss about the measures taken to reduce and recycle in housekeeping.
  19. Describe the various methods in external sources of recruitment.
  20. Explain the various types of training given to employees.
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**R7270**

**Sub. Code**

**9HM5C4**

**B.Sc. DEGREE EXAMINATION, NOVEMBER – 2022**

**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 Transit Hotel.
2. Name any four supplementary accommodation.
3. What is Studio Room?
4. Who is a Bell Boy?
5. Define the term “Mocktail”.
6. What do you mean by refreshing drinks?
7. Name any four types of flower arrangement.
8. What is Lost and Found?
9. What are the modes of reservation in hotel?
10. Define CRS.

**Part B**

(5 × 5 = 25)

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

11. (a) Write down the growth and development of Taj Group of hotels.

Or

- (b) State the advantages and disadvantages of Franchise hotels.

12. (a) Sketch the organisation structure of Front office department in large hotel.

Or

- (b) Describe the features of Suite room and Pent house.

13. (a) Explain the different types of menu and its importance.

Or

- (b) Highlight the importance of staff training in hotel industry.

14. (a) Bring out the role and importance of housekeeping control desk.

Or

- (b) Explain the different types of keys used in hotel and its significance.

15. (a) Write down the various tools and equipment found in front desk.

Or

- (b) State the differences between guaranteed and non-guaranteed reservation.

**Part C**

(3 × 10 = 30)

Answer any **three** questions.

16. Discuss the classification of hotels on the basis of location with suitable example.
  17. Describe the functions of various sections in Front Office department.
  18. Discuss briefly about the classification of catering establishment.
  19. Elaborate the standard operating procedure for bed making in star hotel.
  20. List out and explain the different types of vouchers used in front office department.
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**R7271**

**Sub. Code**

**9HM5E1**

**B.Sc. DEGREE EXAMINATION, NOVEMBER – 2022**

**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 the term 'MARKET'.
2. Define market segmentation.
3. What is Branding?
4. Give two examples of social media.
5. Write 2 advantages of advertising.
6. Why is advertisements important for hotels?
7. What are customer referrals?
8. Define packages.
9. What is seasonal marketing?
10. How is Instagram helpful in hotel marketing?

**Part B**

(5 × 5 = 25)

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

11. (a) Discuss the concept of marketing.

Or

- (b) Write in detail the basis of market segmentations.

12. (a) Discuss about product life cycle.

Or

- (b) What are the various types of pricing?

13. (a) Write the steps involved in advertising new year celebration in a hotel.

Or

- (b) List out the various advantages of advertising.

14. (a) Write a note on International marketing.

Or

- (b) How has the emergence of Global marketing impacted travellers?

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

Or

- (b) Discuss about the seasonal marketing.

**Part C**

(3 × 10 = 30)

Answer any **three** questions.

16. Discuss in detail the methods and scope of marketing.

17. Explain the various types of media.

18. Explain the various promotional activities undertaken to boost the hotel business.
  19. Describe how the usage of social media has impacted the hotel marketing in India.
  20. Share some newer trends in Hotel Marketing.
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**R7272**

**Sub. Code**

**9HM5S2**

**B.Sc. DEGREE EXAMINATION, NOVEMBER – 2022**

**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. Define the term “Creative Event.
2. What is an Event Protocol?
3. What is venue Feasibility?
4. What is Trade Fair?
5. Name any Four International Exhibitions.
6. Expand: ITPO
7. What is Convention Centre?
8. Define the term ‘Protocol’.
9. What is menu planning?
10. What does mean Live Event?

**Part B**

(5 × 5 = 25)

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

11. (a) Write the Nature and Scope of Event Management.

Or

- (b) Write the various types of Event Management.



12. (a) List out the Catering Tools and Equipment and their uses.

Or

- (b) Prepare a model Checklist for Wedding Caterer.

13. (a) Write about various Leisure Events.

Or

- (b) List some of the Necessary Event Decoration materials.

14. (a) Write the Infrastructure Required for MICE Industry.

Or

- (b) Highlight the factors to be considered while organizing celebrities for event.

15. (a) Write the characteristics of an effective Event Planner.

Or

- (b) What are the challenges facing the Event Management Companies.

**Part C**

(3 × 10 = 30)

Answer any **three** questions.

16. Explain the factors to be considered for site selection for an Event.
17. Discuss the importance of infrastructure in Event Management.
18. Comment: Budget is an essential part of Event Management.
19. Narrate the Benefits of Technology in Event Planning.
20. Describe the Latest Trends in Promotion of an Event.