

R8313

Sub. Code

2HM2C1

B.Sc. DEGREE EXAMINATION, APRIL – 2023

Second Semester

Catering Science and Hotel Management

BASIC FRONT OFFICE OPERATION

(CBCS – 2022 Onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define: Hotel.
2. What is called Diplomacy?
3. What is known as Modified American Plan?
4. Expand: EP, PBX.
5. What do you mean by Fam Trip?
6. What is called Half day rate?
7. Write down the use of GHC.
8. Who is responsible for Night Auditing?
9. Define: Registration.
10. Expand: FRRO.

Part B

(5 × 5 = 25)

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

11. (a) Draw the layout of front office department.
Or
(b) Explain the classification of hotels based on Size and Location.
12. (a) Discuss about Pre-arrival in guest cycle.
Or
(b) Write the types of meal plan.
13. (a) Explain the concept of Room tariff fixation.
Or
(b) What do you mean by Twenty-four hour charging of rooms?
14. (a) Describe the various modes of reservation.
Or
(b) What do you understand by the term 'Night Audit'?
15. (a) Write about the importance of pre-arrival activities.
Or
(b) List the three types of registration records in front office.

Part C

(3 × 10 = 30)

Answer any **three** questions.

16. Describe the classification of hotels based on level of service.
17. Explain various equipment used in front office department.
18. What do you understand by the term "Room rate designation"?
19. Describe the duties and responsibilities of Night Auditor.
20. Explain the check-in procedure of VIP guests.

R8314

Sub. Code

2HM2A1

B.Sc., DEGREE EXAMINATION, APRIL – 2023

Second Semester

Catering Science and Hotel Management

BAKERY AND CONFECTIONERY

(CBCS – 2022 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What is Batter?
2. What do you mean by essential ingredients in bakery?
3. How much endosperm is present in wheat?
4. What is known as sieve?
5. Define: blind baking.
6. What is called dacquoise?
7. Define: Sponge.
8. What do you mean by the term: Whipping?
9. What is called frosting?
10. List the ingredients used for preparing mousse.

Part B

(5 × 5 = 25)

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

11. (a) What are the types of flour used in baking?

Or

- (b) Write about the uses of combi oven.

12. (a) What are bread improvers and write their role.

Or

- (b) Explain the three stages in baking.

13. (a) What is the difference between a cookie and a biscuit?

Or

- (b) Write the steps of making short crust paste.

14. (a) Describe the various components of cake.

Or

- (b) Why is cooling of cakes so crucial?

15. (a) Explain the different types of icing on cakes.

Or

- (b) Write the uses of cocoa in bakery.

Part C

(3 × 10 = 30)

Answer any **three** questions.

16. Describe the various sections of pastry kitchen with diagram.
17. What are the effects of fats and oils on the bread dough?
18. Explain the making of puff pastry.

19. Explain the different types of icings used on cakes and pastries.
 20. Describe about glazed icing, chocolate icing and fondants.
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