

R0967

Sub. Code

2HM2C1

B.Sc. DEGREE EXAMINATION, APRIL – 2024

Second Semester

Catering Science and Hotel Management

BASIC FRONT OFFICE OPERATION

(CBCS – 2022 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 1 = 10)

Answer **all** the following objective type questions
by choosing the correct option.

1. A place where a person can get his food and accommodation is _____. (CO1, K2)
(a) Motel (b) Hotel
(c) Kiosk (d) Restaurants
2. _____ section of front office receives and welcomes the guests on their arrival at the hotel. (CO1, K2)
(a) Reception (b) Reservation
(c) Cash cabin (d) Information
3. In small hotels receptionist will handle the _____. (CO2, K2)
(a) Postings (b) Reservations
(c) Baggage (d) Bar Entry

4. The message slip is kept in the _____ with room keys for prompt delivery to the guests. (CO2, K4)
- (a) Bell desk (b) Whitney rack
(c) GRE's desk (d) Key rack
5. _____ is the room rate charged for children above five years and below twelve years of age. (CO3, K4)
- (a) Crib rate (b) Package rate
(c) Crew rate (d) Educational rate
6. The standard rate of a particular type of room is called _____. (CO3, K4)
- (a) Corporate rate (b) Government rate
(c) Introductory rate (d) Rack rate
7. The information required to fill in the guest registration can be gathered from which of the following? (CO4, K2)
- (a) Reservation Form
(b) Guest History card
(c) Both (a) and (b)
(d) None of these
8. A guest who wants a room with prior reservation is _____ guest. (CO4, K2)
- (a) Walk in (b) Check in
(c) Walk out (d) Check out
9. Booking rooms that are beyond the hotel room capacity is called _____. (CO5, K6)
- (a) Overbooking (b) Room Availability
(c) Waitlist (d) Guaranteed booking

Part C

(5 × 8 = 40)

Answer **all** questions not more than 1000 words each.

16. (a) Explain the organization chart of front office department in a hotel and explain the duties and responsibilities of front office manager. (CO1, K2)

Or

- (b) Classify based on the level of service and ownership. (CO1, K2)

17. (a) Explain the qualities and attributes of front office staff. (CO2, K2)

Or

- (b) Evaluate the front office equipments used in a Hotel. (CO2, K4)

18. (a) Classify the basis of charging tariff. (CO3, K4)

Or

- (b) Interpret about Group rate, Volume rate, Rack rate and Tour group rate. (CO3, K4)

19. (a) Identify the sources of reservation in a Hotel. (CO4, K2)

Or

- (b) Construct the night audit process in a Hotel. (CO4, K2)

20. (a) Describe about Pre-Registration activities in a Hotel. (CO5, K6)

Or

- (b) What is room assignment and foreigners registration in a Hotel? (CO5, K6)

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Sub. Code

2HM2A1

B.Sc. DEGREE EXAMINATION, APRIL – 2024

Second Semester

Catering Science and Hotel Management

Allied: BAKERY AND CONFECTIONERY

(CBCS – 2022 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 1 = 10)

Answer **all** the following objective type questions by choosing the correct option.

1. _____ is the ingredient that helps products rise
(CO1, K2)
(a) Flour (b) Leavening agent
(c) Fat (d) Sugar
2. _____ is the type of flour has the most gluten and is considered the strongest? (CO1, K2)
(a) Pastry (b) Cake
(c) Bread (d) All purpose flour
3. A sweet yeast dough laminated with fat and cut into different shapes and used chocolate, cheese or a sweet filling, known as _____ (CO2, K2)
(a) Puff pastry (b) Filo pastry
(c) Danish pastry (d) Crust pastry
4. _____ is the primary leavening agent in puff pastry. (CO2, K4)
(a) Yeast (b) soda bicarbonate
(c) Baking powder (d) Steam

5. What is the correct method to check for cake doneness?
(CO3, K4)
- (a) Insert a toothpick or cake tester
 - (b) Insert a spoon
 - (c) Top sinks in the middle
 - (d) When the center of the cake is pressed it does not spring back
6. _____ is the ingredient makes an angel food cake rise.
(CO3, K4)
- (a) Baking powder (b) Baking soda
 - (c) Beaten egg whites (d) Yeast
7. Simplify cookies are placed on a cookie sheet, you need to leave space for _____.
(CO4, K2)
- (a) Balanced flavor
 - (b) Cookie spread
 - (c) Cookie color
 - (d) Cookie classification
8. The most common mixing method to prepare cookies is the _____ method.
(CO4, K2)
- (a) Creaming (b) Two step
 - (c) One step (d) Flour first
9. A foam cake is done, it will _____.
(CO5, K6)
- (a) Cling to be sides of the pan
 - (b) Have a low volume
 - (c) Leave a small dent when tapped on top
 - (d) To spread frosting from the centre outwards
10. _____ are the main ingredients in pastry making.
(CO5, K6)
- (a) Butter, flour and sugar
 - (b) Flour, water and fat
 - (c) Lard, milk and flour
 - (d) Flour, eggs and baking power

Part B

(5 × 5 = 25)

Answer **all** questions not more than 500 words each.

11. (a) Describe the various factors of leavening agents.
(CO1, K2)

Or

- (b) List the functions of yeast in bakery product.
(CO1, K2)

12. (a) Interpret about brioche and sweet roll dough products.
(CO2, K2)

Or

- (b) Explain about faults and remedies in bread making.
(CO2, K4)

13. (a) Illustrate about fondant and butter cream.
(CO3, K4)

Or

- (b) Explain any one type of sponge cakes uses and method of preparation.
(CO3, K4)

14. (a) Interpret about characteristics of cookies. (CO4, K2)

Or

- (b) Classify about common problems in fruit pies.
(CO4, K6)

15. (a) Explain the reasons for common problems in pastry making.
(CO5, K6)

Or

- (b) Illustrate the recipe, method, and preparation of glazed petit fours.
(CO5, K6)

Part C

(5 × 8 = 40)

Answer **all** questions not more than 1000 words each.

16. (a) Describe about dough mixing, methods and techniques. (CO1, K2)

Or

- (b) List the various stages of baking. (CO1, K2)

17. (a) Explain any five types of flours used in bakery and their uses. (CO2, K2)

Or

- (b) Illustrate any five types of dough. (CO2, K4)

18. (a) Illustrate about procedure for assembling layer cakes. (CO3, K4)

Or

- (b) Explain about cake decoration. (CO3, K4)

19. (a) Interpret about the process and methods of preparation Lace Cookies and Sandwich cookies. (CO4, K2)

Or

- (b) Classify any five types of pie. (CO4, K2)

20. (a) Explain any five types of puff pastry. (CO5, K6)

Or

- (b) Interpret about manufacturing and processing of chocolate. (CO5, K6)

R0969

Sub. Code

2HM4C1

B.Sc. DEGREE EXAMINATION, APRIL – 2024

Fourth Semester

Catering Science and Hotel Management

FRONT OFFICE MANAGEMENT

(CBCS – 2022 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 1 = 10)

Answer **all** the following objective type questions by choosing the correct option.

1. What is a written record of all the transactions between a hotel and its guests called? (CO1, K1)
(a) Folio (b) Ledger
(c) Voucher (d) Guest Account
2. VTL is ————— . (CO1, K2)
(a) Type of Menu
(b) Visitors Tabular Ledge
(c) Value Table Ledger
(d) Type of Book
3. ————— is a travel that is given to employees as a reward for outstanding performance. (CO2, K1)
(a) Group tour
(b) Incentive tour
(c) Special Interest Tour
(d) Business tour

4. FFIT stands for: (CO2, K2)
- (a) Free Foreign Independent Traveller
 - (b) Foreign Free Independent Traveller
 - (c) Free Foreign Inclusive Traveller
 - (d) Foreign Free Inclusive Traveller
5. A _____ audits the hotel accounts daily at a time when the business is relatively slow. (CO3, K1)
- (a) Front office manager
 - (b) Night Auditor
 - (c) Cashier
 - (d) General Manager
6. In a fully automated hotel, the function of a key rack may be performed by: (CO3, K2)
- (a) a voice mail messaging system
 - (b) an automated check-out terminal
 - (c) a combination mail, message, and room rack
 - (d) the master console of an electronic locking system
7. The duties of delivering mail, packages and messages to guests in their rooms are performed by _____ (CO4, K1)
- (a) Door Attendant
 - (b) Bell boy
 - (c) Steward
 - (d) Housemaid

8. A guest with a confirmed reservation who has not turned up is called _____ (CO4, K2)
- (a) Lock-out (b) No-show
(c) Walk-in (d) Due-out
9. Safe deposit locker facility of hotel is provided to _____ (CO5, K1)
- (a) all visitors
(b) guests
(c) staff members
(d) only to top level management people
10. If a guest vacates his room after the check-out time, it is considered as _____ (CO5, K2)
- (a) Normal check-out (b) Late check-out
(c) Early check-out (d) Late check-in

Part B (5 × 5 = 25)

Answer **all** questions not more than 500 words each.

11. (a) Explain the following: (CO1, K3)
- (i) City Ledger (2½)
- (ii) Guest Ledger (2½)
- Or
- (b) Elaborate on types of meal plan. (CO1, K4)

12. (a) Discuss the wake-up call procedure. (CO2, K3)

Or

(b) Elaborate on the telephone handling skills.
(CO2, K4)

13. (a) What is Night Audit? What are the functions of Night Audit? (CO3, K3)

Or

(b) Explain the night audit process. (CO3, K4)

14. (a) Write the duties and responsibilities of Guest Relations Executive. (CO4, K4)

Or

(b) Write short notes on: (CO4, K6)

(i) Guaranteed Reservation (2½)

(ii) Non-Guaranteed Reservation (2½)

15. (a) Write short notes on service-related complaints with examples. (CO5, K4)

Or

(b) Write the procedure of allotment and surrendering of safe deposit box. (CO5, K6)

Part C

(5 × 8 = 40)

Answer **all** questions not more than 1000 words each.

16. (a) Explain the various stages of guest contact with the hotel. (CO1, K4)

Or

- (b) What kinds of special room rates might a hotel offer? Discuss. (CO1, K3)

17. (a) Discuss the types of hotel guests. (CO2, K3)

Or

- (b) Elaborate on the qualities and attributes required for a front office staff. (CO2, K4)

18. (a) Write the duties and responsibilities of a Night Auditor. (CO3, K4)

Or

- (b) How can mail, message, and key racks be adapted to the use of a non-automated hotel? (CO3, K4)

19. (a) Write the job description of a Concierge. (CO4, K4)

Or

- (b) Summarize the various sources of reservations. (CO4, K6)

20. (a) Describe any two methods of guest account settlement at check-out. How are they different from each other? (CO5, K4)

Or

- (b) Write down the step-by-step procedure of check-out. (CO5, K6)
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R0970

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2HM4C2

B.Sc. DEGREE EXAMINATION, APRIL – 2024

Fourth Semester

Catering Science and Hotel Management

HOSPITALITY FRENCH — II

(CBCS – 2022 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 1 = 10)

I. Choisissez la bonne réponse:

1. Vous _____ 18 ans. (CO1, K1)
(a) As (b) avez
(c) a (d) ont
2. Il _____ étudiant. (CO2, K2)
(a) A (b) suis
(c) parle (d) est
3. A _____ heure est-ce que tu arrives? (CO3, K3)
(a) quel (b) quelle
(c) quels (d) quelles
4. _____ est le troisième jour de la semaine. (CO4, K4)
(a) mardi (b) mercredi
(c) mars (d) octobre

5. _____ est un dessert. (CO5, K5)
(a) Foie gras (b) saumon au four
(c) ananas frais (d) baguette
6. Je _____ français. (CO1, K1)
(a) Ai (b) suis
(c) parle (d) choisis
7. Il y en a plus de _____ variétés de fromage. (CO2, K2)
(a) 300 (b) 25
(c) 350 (d) 400
8. Vous êtes libre _____ jours? (CO3, K3)
(a) quel (b) quelle
(c) quels (d) quelles
9. _____ est le mois de l'année. (CO4, K4)
(a) juillet (b) jeudi
(c) mardi (d) vendredi
10. _____ est un plat. (CO5, K5)
(a) Foie gras (b) saumon au four
(c) ananas frais (d) baguette

Part B

(5 × 5 = 25)

II. Répondez à toutes les questions :

11. (a) Choisissez la meilleure réponse : (CO1, K1)
- (i) Il ————— (parler/parle) français?
 - (ii) Je vais ————— (faire/fais) une promenade.
 - (iii) Elle ————— (voudrais/voudrait) un billet aller simple.
 - (iv) Vous ————— (voulez/voulons) un café?
 - (v) Nous ————— (avez/avons) une voiture.

OU

- (b) Conjuguez le verbe « ouvrir » au présent: (CO1, K1)
12. (a) Écrivez les mois de l'année. (CO2, K2)

OU

- (b) Conjuguez les verbes au présent: (CO2, K2)
- (i) Elles ————— (parier) français?
 - (ii) Je ————— (s'appeler) Rahul.
 - (iii) Il ————— (être) indien.
 - (iv) Est-ce que vous ————— (avoir) une voiture ?
 - (v) Nous ————— (être) de Madurai.

13. (a) Mettez au négatif: (CO3, K3)
- (i) La climatisation fonctionne. _____.
 - (ii) Je pane français. _____.
 - (iii) Il y a un savon. _____.
 - (iv) Le restaurant sert de l'alcool. _____.
 - (v) Il y a tine chambre. _____.

OU

- (b) Complétez avec les expressions « Bon ou Bonne » : (CO3, K3)
- (i) _____ soir.
 - (ii) _____ nuit.
 - (iii) _____ voyage.
 - (iv) _____ jour.
 - (v) _____ soirée.

14. (a) Retrouvez les mots : (CO4, K4)
- (i) vibenneue. _____
 - (ii) vetoiur _____
 - (iii) tachnéne _____
 - (iv) harcfufue _____
 - (v) ournob _____

OU

- (b) Comment vous remplissez la fiche dans un hôtel: (CO4, K4)

15. (a) Écrivez les jours de la semaine. (CO5, K5)

OU

- (b) Conjuguez le verbe « prendre » an présent: (CO5, K5)

Part C

(5 × 8 = 40)

III. Répondez à CINQ des questions :

16. (a) Traduisez en anglais : (CO1, K2)

M. Henri : Bonsoir, Nous avons une réservation.

Réceptionnaire : Bonsoir, monsieur À quel nom, s'il vous plait?

M. Henri : Henri.

Réceptionnaire : Un instant, s'il vous plait! [...] c'est exact.

Une chambre double pour trois nuits?

M. Henri : oui, On voudrait une chambre calme.

Réceptionnaire : Bien [...] Vous avez la chambre n4, côté piscine

M. Henri : Ah, il y a une piscine. Est -ce que la chambre est climatisée?

Réceptionnaire : oui, bien sûr !

OU

(b) Écrivez le dialogue pour commander votre repas dans le restaurant. (CO1, K3)

17. (a) Reconstituez les phrases : (CO2, K2)

(i) Monsieur / désolé / suis / je _____.

(ii) Complet / l'hôtel / madame / est _____.

(iii) Est / monsieur / fermé / restaurant / le _____.

- (iv) Servons / ne / pas / nous / d'alcool _____
- (v) Suite / occupe / m'en / tout de / je _____.
- (vi) A 10h00 / change / bureau de / ouvre / le _____.
- (vii) Nécessaire / je / madame / ne / fais _____.
- (viii) Pas / fonctionne / climatisation / ne / la _____.

OU

- (b) Écrivez le dialogue pour réserver une chambre pour deux nuits. (CO2, K3)
18. (a) Traduisez en anglais : (CO3, K3)
- M. Girard : Bonjour, J'ai une réservation.
- Réceptionnaire : Bonjour, monsieur. À quel nom, s'il vous plaît?
- M. Girard : Girard.
- Réceptionnaire : [.....] c'est exact, Bienvenue, Monsieur Girard.
- Mme. Dupont : Bonsoir, Je m'appelle François Dupont. J'ai une réservation.
- Réceptionnaire : Excusez- moi, madame, Est- ce que vous pouvez épeler votre nom?
- Mme. Dupont : D.U.P.O.N.T.
- Réceptionnaire : Merci [].

OU

- (b) Écrivez le dialogue pour réserver une table dans le restaurant chinois pour quatre personnes. (CO3, K4)

19. (a) Associez les noms et les explications : (CO4, K4)
- (i) le fish tikka – c'est tine sorte de galette.
 - (ii) le paratha – ce sont des morceaux de poisson cuits dans le tandoori.
 - (iii) le byriani – ce sont des boules de fromage blanc pressé, dans du sirop.
 - (iv) le romali roti – c'est un consommé à base de tamarin, de dal...
 - (v) le masala dosa – c'est une sorte de lentilles cuites avec de la crème.
 - (vi) le makhni dal – c'est tine crêpe de riz fourrée avec des légumes.
 - (vii) le rasam – c'est une sorte de galette très fine.
 - (viii) le rasgulla – c'est un plat de riz parfumé aux épices, avec de la viande ou des légumes.

OU

- (b) Écrivez le dialogue pour commander un repas français dans le restaurant. (CO4, K4)
20. (a) Construisez des dialogues comme l'exemple: (CO5, K4)

EX. : Il y a, une chambre libre.

→ Je suis désolé, monsieur, mais Il n'y a pas de chambre libre.

- (i) Il y a, un taxi en ce moment.
- (ii) Il y a, une autre chambre.
- (iii) Il y a, des Dunhill.
- (iv) Il y a, un message pour vous.
- (v) Il y a, une bière Heineken.
- (vi) Il y a, des fromages.
- (vii) Il y a, un jus de tomate.
- (viii) Il y a, des frites.

OU

- (b) Ecrivez une lettre au chef de l'hôtel pour annuler une réservation d'une chambre dans l'hôtel de Fortune. (CO5, K5)

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2HM4A1

B.Sc. DEGREE EXAMINATION, APRIL 2024.

Fourth Semester

Catering Science and Hotel Management

Allied - BEVERAGE SERVICE

(CBCS – 2022 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 1 = 10)

Answer all the following objective type questions by choosing the correct option.

1. Wine is obtained from fermented: (CO1, K1)
(a) Apple (b) Grape
(c) Plums (d) Pear
2. _____ wines have CO₂ which gives the wine the effervescence or sparkle. (CO1, K1)
(a) Sparkling (b) Fortified
(c) Still (d) Tonic
3. Most aromatized wines have the flavour of _____. (CO2, K2)
(a) Quinine (b) Mint
(c) Thyme (d) Pepper
4. Palomino grapes are used in the production of _____. (CO2, K2)
(a) Sherry (b) Port
(c) Madeira (d) Marsala

5. The deep curve at the bottom of champagne bottle known as _____ (CO3, K4)
 (a) Estufa (b) Punt
 (c) Pupitres (d) Mead
6. French name of wine waiter is called _____. (CO3, K4)
 (a) Commi de rang (b) Chef de etage
 (c) Trancheur (d) Sommelier
7. Wines made from Cabernet Sauvignon of Medoc are good choice for: (CO4, K2)
 (a) Aperitif (b) Fish
 (c) Veal (d) Beef
8. Corona is a beer from: (CO4, K2)
 (a) Mexico (b) U.S.A.
 (c) Netherlands (d) Germany
9. The base in a cocktail is: (CO5, K1)
 (a) Juice (b) Bitters
 (c) Aerated water (d) Alcoholic drink
10. All kinds of alcoholic beverages are collected from: (CO5, K1)
 (a) Dispense bar (b) Still room
 (c) Hot plate (d) Restaurant

Part B (5 × 5 = 25)

Answer **all** questions not more than 500 words each.

11. (a) What is wine? What are the various methods of naming the wine? (CO1, K2)
- Or
- (b) List any three white grapes and write their characteristics. (CO1, K2)

12. (a) Write about any three important wine-producing regions of France. (CO2, K3)

Or

- (b) List any three wine regions of Germany and write their characteristics. (CO2, K4)

13. (a) Examine the styles of champagne. (CO3, K4)

Or

- (b) What is beer? What are the ingredients necessary for making beer? (CO3, K3)

14. (a) Explain the production of vodka. (CO4, K3)

Or

- (b) Explain the types of gin and explain their characteristics. (CO4, K2)

15. (a) What are Cocktails? Write about any two Champagne based Cocktails. (CO5, K2)

Or

- (b) Write short notes on Mocktails. (CO5, K3)

Part C (5 × 8 = 40)

Answer all questions not more than 1000 words each.

16. (a) How do you classify wines? Explain. (CO1, K3)

Or

- (b) Discuss the factors influencing the quality of the wine. (CO1, K2)

17. (a) Name any 3 wine producing regions of Italy and explain each briefly. (CO2, K2)

Or

- (b) Explain the classification of French wines. (CO2, K3)

18. (a) Explain the different methods of making champagne. (CO3, K4)

Or

- (b) What are the basic types of beer? Examine. (CO3, K4)

19. (a) Write about any five liqueurs, their base spirit, colour, and the countries of origin (CO4, K3)

Or

- (b) Differentiate between Cognac and Armagnac. (CO4, K4)

20. (a) Give the detailed recipe of the following cocktails: (CO5, K3)

(i) Brandy Alexander

(ii) Bloody Mary

Or

- (b) Name any ten bar equipment and tools necessary for making mixed drinks and also write their uses. (CO5, K2)