

R2739

Sub. Code

2HM2C1

B.Sc. DEGREE EXAMINATION, APRIL – 2025

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 questions by choosing the correct option.

1. The Front Desk is considered the _____ of the Hotel. (CO1, K1)
(a) Brain (b) Heart
(c) Centre Point (d) Lest Point
2. Who is the Head of Front Office? (CO1, K1)
(a) Resident Manager (b) Front Office Manager
(c) Executive (d) Captain
3. A European Plan on the Tariff is _____. (CO2, K2)
(a) Room and Breakfast
(b) Room only
(c) Full Boarding
(d) Half Boarding
4. What is the use of PBX in Front Office? (CO2, K2)
(a) Handling in House Communication
(b) Aleon tiny system
(c) Creating Guest Database
(d) None of these

5. How much GST is being charged by a Luxury Hotel?
(CO3, K3)
- (a) 12% (b) 18%
(c) 28% (d) None of the above
6. What type of Hotels Charge more for weekend stays?
(CO3, K3)
- (a) Leisure Hotels (b) Business Hotels
(c) City Based Hotels (d) Conference Centres
7. _____ acts as the in-charge of Front Office at Night.
(CO4, K4)
- (a) Night Receptionist
(b) Bell Captain
(c) Cashier
(d) Night Auditor
8. In a Night Audit all of the following are performed except _____.
(CO4, K4)
- (a) Monitor Guest Room Reference
(b) Balance Front Desk Cash
(c) Assign Room Numbers
(d) Close Current Day
9. Number of guests in Hotel _____. (CO5, K5)
- (a) Delegates (b) House Count
(c) PAX (d) Guest Number
10. Check-in guest is requested to complete _____.
(CO5, K5)
- (a) A Questionnaire
(b) A Reservation Form
(c) A Registration Form
(d) Telephone Operations

Part B

(5 × 5 = 25)

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

11. (a) Express the Job Description of Front Office Cashier.
(CO1, K2)

Or

- (b) Summarize the need for star Classification for
Hotels. (CO1, K2)

12. (a) Assess the process of Guest Cycle. (CO2, K5)

Or

- (b) Compare the different types of meal plan available
in Hotels. (CO2, K5)

13. (a) Categories the Special Rates available in Hotel
Industry. (CO3, K4)

Or

- (b) Examine the importance of Room Tariff. (CO3, K4)

14. (a) Discover the Duties of Night Receptionist. (CO3, K3)

Or

- (b) Predict the various sources of Reservation in a
Hotel. (CO3, K3)

15. (a) Describe the various types of Guest Folio. (CO5, K1)

Or

- (b) List the important step to be taken for Group
Arrival. (CO5, K1)

Part C

(5 × 8 = 40)

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

16. (a) Explain the Duties and Responsibilities of Front Office Assistant. (CO1, K2)
- Or
- (b) Illustrate any one of the Organizational Chart of Front Office Department in Large Hotels. (CO1, K2)
17. (a) Determine the Qualities of Attributes of Front Office Staff. (CO2, K5)
- Or
- (b) Assess the types of Rooms available in 5 Star Hotels. (CO2, K5)
18. (a) Examine the different Tariff Structure of the Star Hotels. (CO3, K5)
- Or
- (b) Catering the various promotional rates of Hotel Industry. (CO3, K5)
19. (a) Predict the importance of Night Audit in Front Office. (CO3, K4)
- Or
- (b) Discover how the Night Auditor Reconcile the Financial Transactions. (CO4, K4)
20. (a) Describe the VIP check in procedure followed by Luxury Hotels. (CO5, K3)
- Or
- (b) What are the various methods of settlement Quest Bills? (CO5, K3)

R2740

Sub. Code

2HM2A1

B.Sc. DEGREE EXAMINATION, APRIL – 2025

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 questions by choosing the correct option.

1. Percentage of bran present in a wheat grain. (CO1, K1)
(a) 10% (b) 15%
(c) 13% (d) 9%
2. Name the process by which yeast changes sugar into carbon dioxide and ethyl alcohol? (CO1, K1)
(a) Kneading (b) Proofing
(c) Fermentation (d) Knocking back
3. A cookie or pastry dough with a high proportion of butter or fat to flour. Name it. (CO2, K2)
(a) Short crust (b) Short dough
(c) Short cake (d) Short butter
4. Which of the following test is used to determine the gluten strength of the dough in flour quality evaluation? (CO2, K2)
(a) Extensograph (b) Viscoamylograph
(c) Alvegraph (d) Amylograph

5. Which of the following ingredient causes maillard reaction in bread? (CO3, K2)
- (a) Starch (b) Sugar
(c) Enzymes (d) Yeast
6. Which of the following classification of cakes involves cakes which contains shortenings? (CO3, K2)
- (a) Meringue type (b) Sponge type
(c) Chiffon type (d) Batter type
7. Which of the following is not a type of puff pastry? (CO4, K4)
- (a) Quarter puff (b) Half puff
(c) Three-quarter puff (d) Full puff
8. The process of beating fat and sugar together in incorporate air is called: (CO4, K4)
- (a) Folding (b) Blending
(c) Creaming (d) Kneading
9. Which type of pastry uses a combined method of aeration? (CO5, K2)
- (a) Danish pastry (b) Puff pastry
(c) Croissants (d) Savarins
10. Egg whites whip into a better foam if: (CO5, K2)
- (a) They are at room temperature
(b) They contain some bicarbonate of soda
(c) A small amount of oil is added
(d) They are chilled

Part B

(5 × 5 = 25)

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

11. (a) List the important objectives of bakery. (CO1, K1)

Or

- (b) Describe about the types of flour and their characteristics. (CO1, K1)

12. (a) Classify the different methods of bread making. (CO2, K2)

Or

- (b) Distinguish between point mention about the bread and cake improver. (CO2, K1)

13. (a) Illustrate the various methods of biscuits making. (CO3, K2)

Or

- (b) Explain the principles involved in the preparation of Danish pastry. (CO3, K2)

14. (a) Categorise the creaming and whisking methods using cake preparations. (CO4, K4)

Or

- (b) Simplify the steps involved in preparation of birthday cakes. (CO4, K4)

15. (a) Compare the different types of mousses and shuffle. (CO5, K2)

Or

- (b) Explain about the types of icings. (CO5, K2)

Part C

(5 × 8 = 40)

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

16. (a) Draw the Structure of wheat and write the milling process of wheat. (CO1, K1)

Or

- (b) List the raw material used in bakery and confectionery. (CO1, K1)

17. (a) Define yeast and explain the characteristics of yeast. (CO2, K1)

Or

- (b) Examine the dough making process and mention the points of fermentation process. (CO2, K2)

18. (a) Summarize the different methods of making cookies. (CO3, K2)

Or

- (b) Outline the brief note on different types of pastries. (CO3, K2)

19. (a) Distinguish between the internal and external characteristics of good cake. (CO4, K4)

Or

- (b) Simplify the steps involved in preparation of Wedding cakes. (CO4, K4)

20. (a) Express the definition of meringues types and their uses. (CO5, K2)

Or

- (b) How does Coco powder used in confectionery? (CO5, K2)

R2741

Sub. Code

2HM4C1

B.Sc. DEGREE EXAMINATION, APRIL – 2025

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. Housekeeping and the front office communicate about.
(CO1, K1)
 - (a) Guest Preferences (b) Room Status
 - (c) Room Cleaning (d) All of the above
2. ————— influences travellers in booking a hotel room.
(CO2, K6)
 - (a) Internet (b) Food
 - (c) Beverage (d) Weather
3. Which of the following front office histories typically contains personal guest data, the length of stay, and the method of settlement?
(CO3, K3)
 - (a) Room rack slip
 - (b) Registration card
 - (c) Information rack slip
 - (d) Credit card voucher

4. ————— section is called mobile front office. (CO4, K2)
- (a) Concierge (b) Valet
(c) Bell Desk (d) Cashier
5. Which of the following is a chief front office worry during the occupancy stage of the guest cycle? (CO5, K1)
- (a) Security
(b) Account Settlement
(c) Room Assignment
(d) Maintaining the guest history
6. A proper ————— should be established for a smooth payment process at the departure. (CO1, K1)
- (a) Debit (b) Credit
(c) Charge (d) Allowance
7. Front desk attendants should check a guest's ————— status before check in. (CO2, K6)
- (a) Age (b) Nationality
(c) Reservation (d) Marital
8. ————— is the audit process of taking inventory of the day's work. (CO3, K3)
- (a) Night Audit (b) Inventory
(c) Counting (d) Stocktaking
9. If a guest wants the hotel to purchase medicine from outside hotel ————— will go out and buy on behalf of the guest. (CO4, K2)
- (a) FO Cashier
(b) Chauffer
(c) Front Office Manager
(d) Bell Boy

10. _____ reports help the accounting department to compile a more extensive daily report for posting to the general ledger. (CO5, K1)
- (a) Daily transaction report
 - (b) Flash
 - (c) Arrival report
 - (d) Departure report

Part B

(5 × 5 = 25)

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

11. (a) Why is the sense of arrival important? (CO1, K1)

Or

- (b) List about the Meal plans? (CO1, K1)

12. (a) Create to a new guest arrival form? (CO2, K6)

Or

- (b) Modify your knowledge of Incentive tours. (CO2, K6)

13. (a) What are the best practices for updating and maintaining records and reports? (CO3, K3)

Or

- (b) Identify the Positioning the Front Desk. (CO3, K3)

14. (a) Generate the guest reservation form. (CO4, K2)

Or

- (b) Explain the job descriptions of bell boy. (CO4, K2)

15. (a) How to deal with lost and found items in a hotel? (CO5, K1)

Or

- (b) What is the early departure procedure? (CO5, K1)

Part C

(5 × 8 = 40)

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

16. (a) Define Guest Cycle. (CO1, K1)

Or

- (b) Why is a Store Guest Ledger important? (CO1, K1)

17. (a) Discuss about Special interest tours? (CO2, K6)

Or

- (b) Elaborate types of hotel guests? (CO2, K6)

18. (a) Development of Information rack? (CO3, K3)

Or

- (b) Discover the process involved in night auditing?
(CO3, K3)

19. (a) Outline of travel agents? (CO4, K2)

Or

- (b) Generate the reservation request form? (CO4, K2)

20. (a) What is a safe deposit in a hotel with example?
(CO5, K1)

Or

- (b) How do you ensure security in a hotel? (CO5, K1)

R2742

Sub. Code

2HM4C2

B.Sc. DEGREE EXAMINATION, APRIL – 2025

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. Tu _____ 18 ans (CO1, K1)
(a) As (b) avez
(c) a (d) ont
2. Elle _____ étudiante. (CO2, K2)
(a) A (b) suis
(c) parle (d) est
3. A _____ heure est-ce que il arrive ? (CO3, K3)
(a) quel (b) quelle
(c) quels (d) quelles
4. _____ est le deuxième 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) beguette
6. Je _____ la langue française. (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) mars (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) Ils _____(parler/parlent) français?
(ii) Je _____(faire/fais) une promenade

- (iii) Tu _____(voudrais/voudrait) un billet aller simple.
- (iv) Nous _____(voulez/voulons) un café?
- (v) Vous _____(avez/avons) une voiture.

OU

- (b) Conjuguez le verbe << choisir >> au présent:
(CO1, K1)

- 12. (a) Conjuguez le verbe << commander>> au futur:
(CO2, K2)

OU

- (b) Conjuguez le verbe << prendre >> au présent:
(CO2, K2)

- (i) Je ne _____ pas de sucre, merci.
- (ii) Les enfants _____ des céréales
- (iii) Tu _____ un vin avec moi?
- (iv) Est-ce que vous _____ un jus de fruit?
- (v) Nous ne _____ pas d'œufs.

- 13. (a) Mettez au négatif: (CO3, K3)

- (i) Il y a un savon.
- (ii) Le restaurant sert de l'alcool.
- (iii) La climatisation fonctionne.
- (iv) Je parle français.
- (v) Il y a une chambre.

OU

- (b) Complétez avec les expressions <<Bon ou Bonne>>:
(CO3, K3)

- (i) _____ appétit.
- (ii) _____ travail.
- (iii) _____ voyage.
- (iv) _____ jour.
- (v) _____ soirée.

14. (a) Reconstituez les phrases : (CO4, K4)

- (i) Instant/s'il / plaît /un /vous
- (ii) Nuits/ chambre/ trois/ pour /une
- (iii) Sûr / oui /bien
- (iv) Ai/ une /j'/ réservation
- (v) Nom /vous /quel/ s' il /à/plaît?

OU

- (b) Conjuguez le verbe << demander>> au présent:
(CO4, K4)

15. (a) Complétez les phrases avec le verbe << être>> au futur simple : (CO5, K5)

- (i) Notre représentant _____ à l' aéroport.
- (ii) Je _____ absent toute la journée.
- (iii) Vous _____ avec un couple de touristes suisses
- (iv) Vos billets _____ reconfirmés sans problème
- (v) Est-ce que nous _____ seuls pour cette excursion?

OU

(b) Complétez avec le pronom personnel sujet :
(CO5, K5)

- (i) Je me présente : _____ suis Nathalie Rappeneau.
- (ii) _____ as raison.
- (iii) _____ appelons Martine.
- (iv) _____ allez bien?
- (v) _____ est française.

Part C

(5 × 8 = 40)

III. Répondez à CINQ des questions :

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

- (i) Bonjour, madame.
- (ii) Je suis votre chauffeur.
- (iii) Lisez ce journal !
- (iv) Je vous demande pardon.
- (v) Ouvrez la fenêtre !
- (vi) Vous aimez le vin.
- (vii) Donnez-moi un verre!
- (viii) On va au restaurant.

OU

(b) Écrivez le dialogue entre les clients et Maitre d'hôtel.
(CO1, K3)

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

- (i) Monet / m'appelle /je _____
- (ii) Une salade / moi /sera / ça / pour _____
- (iii) A 10h00/ change / bureau de / ouvre / le

- (iv) Monsieur / désolé / suis /je _____
- (v) Pas / fonctionne / climatisation / ne / la

- (vi) Complet / l'hôtel / madame / est _____
- (vii) Est / monsieur / fermé / restaurant / le _____
- (viii) Nécessaire /je / madame / le / fais _____

OU

- (b) Préparez un menu français pour le déjeuner.
(CO2, K3)

- 18. (a) Traduisez en anglais: (CO3, K3)

- (i) Il n'y a pas de savon dans la salle de bains.
- (ii) Excusez-moi, monsieur. Est-ce que vous pouvez répéter?
- (iii) Je suis désolé, monsieur. Je fais le nécessaire tout de suite.
- (iv) Bonsoir, Est —ce que vous avez une chambre?
- (v) Excusez- moi, madame, Est-ce que vous pouvez épeler votre nom?
- (vi) je n'ai pas de savon dans ma salle de bains.
- (vii) Le client prend un jus de tomate sans sauce Tabasco
- (viii) Bonsoir, Je m'appelle François Dupont. J'ai une réservation.

OU

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

19. (a) Associez la colonne A avec la colonne B: (CO4, K4)

A		B
(i) de l' eau	–	fraîches
(ii) une salade	–	grillée
(iii) l'alu gobi	–	fraîche
(iv) Le chicken masala	–	ce sont des pommes de terre et des choux-fleurs cuits avec des épices
(v) une entrecôte	–	fumé
(vi) le seekh kebab	–	c'est un curry de poulet
(vii) du saumon	–	composée
(viii) des pâtes	–	c'est une sorte de saucisse de mouton cuite dans le tandoori

OU

- (b) Préparez un menu indien pour le petit déjeuner.
(CO4, K4)

20. (a) Écrivez un dialogue pour réserver une table dans le restaurant français pour huit personnes. (CO5, K5)

OU

- (b) Écrivez un dialogue pour commander votre diner dans le restaurant français. (CO5, K5)

R2743

Sub. Code

2HM4A1

B.Sc. DEGREE EXAMINATION, APRIL – 2025

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. What is the desirable sugar content of the grapes required for the wine production. (CO1, K1)
(a) 2-5% (b) 5-10%
(c) 10-14% (d) 14-20%
2. Chaptalization is ————— (CO1, K1)
(a) Adding sucrose
(b) Adding grape juice
(c) Adding sugar to wine before botting
(d) Adding grape juice to wine before botting
3. Sherry is a type of ————— (CO2, K2)
(a) Wine (b) Beer
(c) Brandy (d) None of this

4. Bock beer is prepared from _____ (CO2, K2)
(a) Roasted germinated barley seeds
(b) Rice
(c) Wheat
(d) Grapes
5. The yeast generated during the fermentation of beer is generally separated by _____ (CO3, K4)
(a) Centrifugation (b) Filtration
(c) Cell disruption (d) All of these
6. Which of the following beer is obtained from the top-fermented system? (CO3, K4)
(a) Brown ale (b) Bock beer
(c) Eisbock (d) Doppelbock
7. Base for margarita cocktail is (CO4, K2)
(a) Vodka (b) Rum
(c) Tequila (d) Gin
8. Which well-known cocktail is made of vodka and tomato juice. (CO4, K2)
(a) Bloody mary (b) Harvey wall banger
(c) Manhattan (d) White lady
9. What type of glass should you use to serve brandy? (CO5, K1)
(a) Snifter (b) Shot
(c) Rolly polly (d) High ball
10. What is the mist? (CO5, K1)
(a) Drink served over the crushed ice
(b) A flaming drink
(c) Drinks mixed with bitters
(d) Drinks which are chilled before serving

Part B

(5 × 5 = 25)

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

11. (a) List out the factors affecting the quality of wine.
(CO1, K1)

Or

- (b) Classify the important characteristics of wine.
(CO1, K1)

12. (a) What are the principles following for wine
production.
(CO2, K2)

Or

- (b) Illustrate the wine production production laws.
(CO2, K2)

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

Or

- (b) Name the production of popular brands of beer.
(CO3, K4)

14. (a) What are the types of rum? (CO4, K2)

Or

- (b) How does the production of whisky? (CO4, K2)

15. (a) Categorise the different methods of cocktail making.
(CO5, K1)

Or

- (b) Define mock tails and components of mock tails.
(CO5, K1)

Part C

(5 × 8 = 40)

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

16. (a) Explain the classification of wines. (CO1, K1)

Or

- (b) Name the common grape varieties used in making wine.
(CO1, K1)

17. (a) List out wine process and production regions of germany. (CO2, K2)

Or

- (b) Illustrate the types of wines with matching foods.
(CO2, K2)

18. (a) Examine the manufacturing process of champagne. (CO3, K4)

Or

- (b) Explain about the different uses of ingredients for beer production. (CO3, K4)

19. (a) Classify the production of gin and its types. (CO4, K2)

Or

- (b) Compare the international and domestic brand names of all spirits. (CO4, K2)

20. (a) Define cocktails and explain the components of cocktails. (CO5, K1)

Or

- (b) What are the equipments and tools required for cocktail making? (CO5, K1)