

**NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2010-2011**

COURSE : 1st Semester of 3-year B.Sc.
 SUBJECT : Foundation Course in Food Production - I
 TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. (a) Define Stock.
 (b) List the components of a stock.
 (c) What are the precautions to be taken while preparing stocks? (2+3+5=10)
- Q.2. (a) Classify sauces with suitable examples.
 (b) Give the recipe for preparing one litre of sauce hollandaise. (5+5=10)
- Q.3. (a) Give the classification of vegetables with two examples for each.
 (b) Give five classical cuts of vegetables with the help of a neat diagram. (5+5=10)
- Q.4. Explain the role of the following ingredients:
 (a) Sugar in cake making.
 (b) Fats used in yeast products.
 (c) Thickening agents.
 (d) Salt in bread making. (4x2 ½ =10)
- Q.5. Write short notes on any two of the following:
 (a) Aims and objectives of cooking food.
 (b) Moist methods of cooking food.
 (c) Personal hygiene of food handlers.
 (d) Dry methods of cooking. (2x5=10)
- Q.6. (a) Draw the organization chart of a kitchen in a five star hotel.
 (b) List five points on the role of the executive chef in a five star hotel. (5+5=10)
- OR**
- (a) Classify soups with suitable examples
 (b) Give the recipe for making one litre of Consommé Brunoise. (5+5=10)

Q.7. Explain **any ten** of the following terms:

- | | | |
|------------------|----------------|--------------------|
| (a) Abats | (b) Clouté | (c) Raft |
| (d) Chiffonade | (e) Mirepoix | (f) Emulsification |
| (g) Fermentation | (h) Demiglace | (i) Rancidity |
| (j) Beurre Manié | (k) En cocotte | (l) Lyonnaise |

(10x1=10)

Q.8. Give **two** derivatives/examples for **any five** of the following:

- Sauce Espagnole
- Consommé garnishes
- Salad dressing
- Dry methods of cooking
- Puree soups
- Egg preparations
- Potato preparations
- Sauce Mayonnaise
- Simple Salad
- Sauce Velouté

(5x2=10)

Q.9. With the help of a neat diagram explain the structure of an egg and give **five** uses of eggs in bakery and confectionery.

OR

Classify raising agents and explain **any two** in detail.

(10)

Q.10. A Match the following:

- | | |
|----------------|--------------------------|
| (a) Jardinière | (i) Egg yolk & cream |
| (b) Liaison | (ii) Plum cake |
| (c) Blackjack | (iii) Cuts of vegetables |
| (d) Royale | (iv) Spinach |
| (e) Florentine | (v) Savoury egg custard |

B State True or False:

- A sound stock should be boiled for a longer time.
- Food handlers should keep their nails trimmed.
- The temperature for poaching is from 92°C - 95°C.
- The ideal temperature for storing egg is 2°C.
- The effect of heat on moist carbohydrates is gelatinization.

(5+5=10)

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2010-2011

COURSE : 1st Semester of 3-year B.Sc.
SUBJECT : Foundation Course in Food & Beverage Service - I
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. Classify catering establishments with suitable industry examples under each category.

OR

Briefly describe the growth of the hotel industry in India.

(10)

Q.2. Draw the organization chart of the F&B Service department of a large 5 star hotel. List the French equivalents of the restaurant staff brigade.

(7+3=10)

Q.3. What are the various F&B outlets found in a large hotel? List the suitable forms of service in each outlet.

(7+3=10)

Q.4. Sketch the layout of a Pantry. What are the essential features of a good pantry?

OR

Explain the different methods that are used for silver cleaning.

(10)

Q.5. Draw and label the parts of a Dummy Waiter.

(10)

Q.7. Write short notes on any five:

- (a) Chef d'etage
- (b) Barker
- (c) Welfare catering
- (d) Baize
- (e) Cover
- (f) Bishop's maitre
- (g) Soup plate
- (h) EPNS

(5x2=10)

Q.8. Explain the manufacture and classification of tea,

(5+5=10)

OR

Explain the manufacture of coffee. What is laced coffee? List any six laced coffee.

(5+2+3=10)

Q.9. Classify non alcoholic beverages with a neat chart. Explain in brief "Table Waters".

(10)

Q.10. Match the following:

- | | |
|-----------------------|------------------------------|
| (a) Restricted Market | (i) Napkin fold 7 |
| (b) Perrier | (ii) Cutlery 5 |
| (c) Fanning | (iii) Grenadine 8 |
| (d) Sniffer | (iv) Coffee 10 |
| (e) Spoon | (v) Tea 2 |
| (f) Damask | (vi) Club 1 |
| (g) The Fan | (vii) Ancillary department 9 |
| (h) Pomegranate | (viii) Brandy balloon 4 |
| (i) Plate store | (ix) Water 2 |
| (j) Robusta | (x) Table cloth 5 |
| | (xi) Flatware |

(10x1=10)

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2010-2011

COURSE : 1st Semester of 3-year B.Sc.
SUBJECT : Foundation Course in Front Office - I
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. What do you understand by the term "Intangibility of Service"? How can hotels ensure that guests receive "Standard Service" at all times?

OR

How can hotel guests be classified on the basis of "Purpose of Travelling"? How does this classification help the hotels in its planning and preparation for guest services?

(5+5=10)

Q.2. Write the job description for **any two** of the following job positions:

- (a) Front Office Manager (b) Bell Boy
(c) Front Office Assistant (d) Front Officer Cashier

(5+5=10)

Q.3. Draw an organization chart of the Front Office department in a large, full service hotel.

(10)

Q.4. Write short notes on **any five** of the following (minimum 100 words each):

- (a) Motel (b) Airport Hotel (c) Resort (d) Casino Hotel
(e) Heritage Hotel (f) Franchise Hotel (g) Spa (h) Referral group

(5x2=10)

Q.5. Differentiate between the two pairs (**any two**):

- (a) Confirmed reservation and Guaranteed reservation.
(b) Floor limit and House limit.
(c) Tariff and plan
(d) Concierge and information assistant
(e) Time share and condominium

- Q.6. Draw a neat diagram of a 5 star hotel lobby, depicting the layout of different functional areas as well as entry and exit points. Label the diagram clearly. (10)
- Q.7. List atleast **five** important equipment alongwith their illustrative diagrams (wherever possible) and describe their uses/applications in Front Office Operations. (10)
- Q.8. **A** Write the full form of the following abbreviations (**any five**):
(a) DNCO (b) CVGR (c) FHRAI (d) VNR (e) B&B
(f) IRCTC (g) HWC (h) OOO (i) FIT (j) TMC
- B** State True or False and also provide a short explanation for the choice.
(a) A twin room contains a queen-size double bed.
(b) One of the errands done by a bell boy is paging.
(c) The front desk should be overlooking the main entrance.
(d) Independent hotels, when they join a referral group, are called chain hotels.
(e) Adjacent rooms are always inter-connected. (5+5=10)
- Q.9. "Front Office is the nerve centre of a hotel's operation". Explain this statement with suitable examples. (10)
- Q.10. Outline the evolution and growth of the hotel industry, giving important developments, dates and people. (10)

SUBJECT CODE: BHM114

1/2

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NQIDA
ACADEMIC YEAR 2010-2011

COURSE : 1st Semester of 3-year B.Sc.
SUBJECT : Foundation Course in Accommodation Operations - I
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. Define Housekeeping. List out the aims and objectives and responsibilities of the Housekeeping department. (2+8=10)

OR

What is the importance of a guest room and what role do housekeeping department play to ensure guest satisfaction and repeat business? (3+7=10)

Q.2. Outline the organization chart of Housekeeping department of a medium sized hotel and explain. (10)

OR

List out the duties and responsibilities of an Executive Housekeeper and Assistant Housekeeper. (5+5=10)

Q.3. How does the Housekeeping department co-ordinate with the following departments?

- (a) Front Office (b) Maintenance
(c) Security (d) Food & Beverage

(4x2 ½ =10)

OR

Does the layout of the Housekeeping department play an important role in smooth functioning of the hotel. Justify your answer. (10)

Q.4. With the advent of new technology and software data can be stored and processed easily. How has the introduction of computers in housekeeping department benefited it? (10)

OR

List out the various manual equipment used in the housekeeping department. Also mention the care and maintenance for the same.

(4+6=10)

Q.5. Define:

- | | | |
|---------------------|------------------|----------------|
| (a) Guest Amenities | (b) Horticulture | (c) Dutch wife |
| (d) Shoe mitts | (e) Tamish | (f) Scrim |
| (g) Surfactant | (h) Silver pits | (i) Parlour |
| (j) Valet | | |

(10x1=10)

Q.6. Differentiate between:

- | | |
|---------------------------|---|
| (a) Hardwood and Softwood | (b) Guest expendables and Guest essentials |
| (c) Mitt and Rag | (d) Cylindrical and vertical vacuum cleaner |

(4x2 ½ =10)

Q.7. Match the following:

- | | |
|------------------------|--|
| (a) Bath sheet | (i) cot for babies |
| (b) Crib | (ii) small light weight vacuum cleaner |
| (c) Castors | (iii) alloy of copper and tin |
| (d) Bronze | (iv) extra large bath towel |
| (e) Brass | (v) polishing silver articles |
| (f) Burnishing machine | (vi) surface active compounds |
| (g) Terrazzo | (vii) pink oxide of iron used as fine Abrasive |
| (h) Jewelers rouge | (viii) wheels of maid's cart |
| (i) Surfactant | (ix) alloy of copper and zinc |
| (j) Dusttet | (x) flooring consisting of marble and granite |

(10x1=10)

Q.8. Write short notes on:

- | | |
|---------------------|-----------------|
| (a) Spring cleaning | (b) Floor Seals |
|---------------------|-----------------|

(5+5=10)

Q.9. Discuss the different types of polishes and their application.

(10)

Q.10. Give one word for:

- Substances that depend on their rubbing or scratching action to clean dirt and grit from hard surface.
- Substances used for destroying pathogenic micro-organisms.
- Expand OOO.
- Process of coating iron with a layer of Zinc to discourage corrosion.
- A manual cleaning equipment with a long handle used for removing excess water from hard floor.
- A term used for soft furnishings in a guest room.
- A reaction of fats and oils with an alkali to obtain soap.
- A room with two twin beds and a common head board.
- A unit comprising of wash basin and a mirror where soaps, a dental kit, shaving kit and a tooth glass are kept.
- Communication hub of the house keeping department manned 24 hours a day.

(10x1=10)

ICT CODE: BHM116

1/2

ROLL No.....

**NATIONAL COUNCIL FOR HOTEL MANAGEMENT
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ACADEMIC YEAR 2010-2011**

SE : 1st Semester of 3-year B.Sc.
ECT : Nutrition
ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Define energy. What is the unit for measuring energy in nutrition? What are the factors affecting energy requirement of a person?

(2+1+7=10)

What are the functions of protein in our body? Name essential and non-essential sources of amino acids.

(6+4=10)

Classify vitamins on the basis of its solubility. What are the sources of vitamins A and D in our body?

(4+6=10)

What do you mean by balanced diet? Plan a day's balanced diet menu for a man doing moderate work.

(3+7=10)

OR

What are the factors affecting menu planning? Plan a low cost dinner menu for your hostel and find out its nutritive value.

(5+5=10)

Discuss about the functions of water in our body. What are the visible and invisible sources of water.

(8+2=10)

What is the role of thiamine in our body? What are the deficiency diseases of thiamine?

OR

What are the functions of calcium in our body? What happens during calcium deficiency?

(8+4=10)

Q.7. What are lipids and what are their functions? Classify lipids giving examples of each.

OR

Classify carbohydrates giving examples. Draw a food pyramid and discuss the importance of cereals for the body.

(4+6=10)

Q.8. What precautions will you take in quantity food production to retain maximum nutritive value of food?

(10)

Q.9. Give brief answers for the following:

- What are the food sources of riboflavin?
- What are the deficiency diseases of vitamin D?
- What is tofu?
- Define health and nutrition.
- What is kwashiorkor?

OR

Expand the following abbreviations giving brief description of each.

- BMR
- RDA
- PUFA
- SFA
- HDL

(5+5=10)

Q.10. Fill in the blanks:

- Fluorosis is caused due to excess of _____ in water.
- Amla is a rich source of _____.
- Anaemia is caused due to deficiency of _____.
- Pellagra is a deficiency disease of _____.
- Night blindness is a sign of _____ deficiency.
- Sunshine is a source of _____.
- Bowed leg in children is a symptom of _____.
- Deficiency of iodine in the diet causes _____.
- Delay in clotting of blood is due to deficiency of _____ in the diet.
- Angular stomatitis is caused due to deficiency of _____ in the diet.

(10x1=10)

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2010-2011

COURSE : 1st Semester of 3-year B.Sc.
SUBJECT : Hotel Engineering
TIME ALLOWED : 03 Hours

MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. (a) Explain the difference between preventive maintenance and break down maintenance. Mention **four** activities undertaken under preventive maintenance.
(b) What is contract? State the essential requirements of a contract.
OR
(a) Draw an organizational chart of maintenance department of a 200 room hotel.
(b) List **five** important duties and responsibilities of Chief Engineer.
(5+5=10)
- Q.2. Write detailed note about window air conditioners with the help of neat sketch.
OR
Explain vapour compressor and vapour absorption systems of refrigeration.
(10)
- Q.3. What are the different types of fuels used in the hotel industry? State their merits and demerits.
(10)
- Q.4. (a) Explain briefly **two** types of water closets.
(b) List different types of traps with their neat diagram.
(5+5=10)
- Q.5. Describe various types of fires. Explain the importance and functions of fire detectors.
OR
Explain different types of pollution.
(10)
- Q.6. Discuss briefly the steps that should be taken by hotels to prevent accidents, slip and falls.
(10)

Q.7. Define the following:

- (a) Fuses
- (b) Relative Humidity
- (c) Water taps
- (d) Elevators
- (e) Overhead projector
- (f) Watt
- (g) Sensors
- (h) Thermostat
- (i) MCB
- (j) Short circuit

(10x1=10)

Q.8. Discuss how maintenance department is related to other departments of a hotel?

(10)

Q.9. Write short notes on any two:

- (a) Earthing
- (b) Fire extinguishers
- (c) Air-conditioning
- (d) Gas Bank

(2x5=10)

Q.10. What is hardness of water? Describe different types of hardness and explain methods of reducing hardness by base exchange method.

OR

Explain the circumstances under which equipment are replaced.

(10)

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2010-2011

COURSE : 1st Semester of 3-year B.Sc.
SUBJECT : Application of Computers
TIME ALLOWED : 02 Hours MAX. MARKS: 50

(Marks allotted to each question are given in brackets)

Q.1. What is Data Processing? Differentiate between Data and Information. Which one is more useful and why? Explain.

(2+3+5=10)

OR

Define computer system. List the various units of computer system and describe their functions with the block diagram.

(10)

Q.2. What do you mean by GUI? Explain its features.

(10)

Q.3. Differentiate between the following (any two):

- (a) Star and Ring Topology
- (b) Slide and Spread sheet
- (c) RAM and ROM
- (d) System software and application software.

(2x2 ½ =5)

Q.4. How many types of storage are normally there in the storage unit of a computer system? Justify their need.

(5)

OR

Give DOS commands to perform the following:

(Assume that your command prompt is C:\)

- (a) Display all directories of root directory
- (b) Display the status report of the disk
- (c) Copy a file ABC from C:\IHM directory to C:\NOIDA directory
- (d) Move a file XYZ from C:\IHM directory to D Drive
- (e) To delete all the files having extension DOC.

(5x1=5)

Q.5. Match the following:

- | | |
|---------------------------|--------------------------------|
| (a) *and ? | (i) Fifth Generation computers |
| (b) Operating system | (ii) System software |
| (c) Ethernet | (iii) Wild Card |
| (d) Robots | (iv) Joystick |
| (e) Point and Draw Device | (v) Network interface card |

(5x1=5)

Q.6. State True or False:

- (a) Machine language is consisting of 0's and 1's.
- (b) DOS is GUI.
- (c) Secondary storage is Permanent Memory.
- (d) Digital computers running on vacuum tubes are known as First Generation computers.
- (e) Operating system is an interface between user and computer system.

(5x1=5)

Q.7. Expand the following terms:

- (a) E-mail (b) MAN (c) HDD (d) BIOS (e) OCR

(5x1=5)

Q.8. Fill in the blanks:

- (a) The bar is known as _____ which you can see at the bottom of the desktop.
- (b) Default extension for MS-PowerPoint file is _____.
- (c) A file consists of slides is called as _____.
- (d) HLL stands for _____.
- (e) _____ accept input directly through the monitor by detecting the touch of a finger.

(5x1=5)

OR

What are the steps to create a Macro for Page Border in MS-Word file?

(5)
