

Seat No.	
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Total No. of Questions : 5]

[Total No. of Printed Pages : 2

[4283]-101

B. Sc. (Hospitality Studies) (Semester - I) Examination - 2012

BASIC FOOD PRODUCTION

(New 2008 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

(1) Attempt *any four* questions.

(2) All questions carry equal marks.

Q.1) Explain the following terms : (Any Ten)

[10]

- (1) Grinding
- (2) Folding
- (3) Beating
- (4) Concass
- (5) Peeling
- (6) Saffron
- (7) Garam Masala
- (8) Mashing
- (9) Pressing
- (10) Halwa
- (11) Creaming
- (12) Bronoise

- Q.2)** (A) Write down aims and objective of Cooking. [02]
(B) List any ten small equipments used in your Training Kitchen. [04]
(C) Explain the duties and responsibilities of Executive Chef. [04]
- Q.3)** (A) Draw and explain the structure of Egg in detail. [04]
(B) List and explain the types of Wheat Flour used in Kitchen. [04]
(C) Give the advantages of Electricity used as Fuel in Kitchen. [02]
- Q.4)** (A) Classify Vegetables giving at least two examples of each. [04]
(B) Explain in brief the types of Animal Fats available in Market. [04]
(C) List the different type of Natural Sugar available. [02]
- Q.5)** (A) Give four different types of Herbs and four types of spices used in Indian Food. [04]
(B) Explain in brief various types of Milk and Milk Products available in local market. [04]
(C) Explain various Colouring Pigments found in Vegetables. [02]
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Total No. of Questions : 6]

[Total No. of Printed Pages : 3

[4283]-102

B. Sc. (Hospitality Studies) (Semester - I) Examination - 2012

FOOD AND BEVERAGE SERVICE

(New 2008 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

- (1) Answer *any four* questions.
- (2) All questions carry equal marks.
- (3) Draw neat diagrams wherever necessary.

Q.1) Explain the following terms : (Any Ten)

[10]

- (1) Kiosks
- (2) Brunch
- (3) Bistvo
- (4) Gueridon
- (5) Hot Plate
- (6) Aboyeur
- (7) K.O.T.
- (8) Dummy Waiter
- (9) B.O.T.
- (10) Still Room
- (11) Coffee Shop
- (12) HiTea

- Q.2) (A) Explain use of following equipments : (Any Four) [04]**
- (a) Side Board
 - (b) Cheese Knife
 - (c) Lobster Pick
 - (d) Fish Knife
 - (e) Corn-on-the Cob Holders
 - (f) Egg Cup
- (B) Enlist necessary attributes required for F and B Personnel. [04]
- (C) List Methods of Dishwashing. [02]
- Q.3) (A) Write short notes : (Any Two) [06]**
- (a) Mis-en-place and Mis-en-scene
 - (b) Single Point Service
 - (c) English Breakfast
- (B) Explain Interdepartmental Relationship between F and B and : [04]
- (a) House-keeping
 - (b) Food Production
- Q.4) (A) Differentiate between Ala Carte and Table D'hote. [04]**
- (B) Write short notes : (Any Three) [06]
- (a) Buffet
 - (b) Gueridon Service
 - (c) American Service
 - (d) Room Service

- Q.5) (A)** Write two classic examples for following courses : **(Any Four) [08]**
- (a) Relevé
 - (b) Hors-d'oeuvres
 - (c) Farineux
 - (d) Entrée
 - (e) Fromage
 - (f) Entremets
- (B)** Draw organisation structure of Food and Beverage Department. **[02]**
- Q.6) (A)** What points to be considered while Planning a 'Menu' ? **[05]**
- (B)** Write short note on 'Supper'. **[02]**
- (C)** Give examples of Commercial and Non-commercial Catering Establishment. **[03]**
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Total No. of Questions : 6]

[Total No. of Printed Pages : 3

[4283]-103

B. Sc. (Hospitality Studies) (Semester - I) Examination - 2012

BASIC ROOMS DIVISION

(New 2008 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

- (1) Attempt **any two** from each section.*
- (2) All questions carry equal marks.*
- (3) Draw neat diagrams / charts wherever necessary.*

SECTION - I

Q.1) Explain the following terms : (Any Ten)

[10]

- (1) Maid's Cart
- (2) DND
- (3) Job Description
- (4) Twin Room
- (5) Cabana
- (6) Vacuum Cleaner
- (7) V
- (8) Dutch Wife
- (9) Sani Bin
- (10) Front Areas
- (11) Lost and Found Section

[4283]-103

1

P.T.O.

- Q.2)** (A) Explain Co-ordination of House-keeping with the following departments : **[05]**
- (a) Front Office
 - (b) Maintenance
- (B) Where are the following supplies placed in guest room ? **[05]**
- (a) Match Box
 - (b) Soap
 - (c) Bible
 - (d) DND Card
 - (e) Laundry Bag
- Q.3)** (A) Explain the responsibilities of Public Area Supervisor and GRA in Hotel. **[05]**
- (B) Write short notes : **(Any Two)** **[05]**
- (a) Cleaning Agents Selection Criteria
 - (b) Functions of House-keeping
 - (c) Job Specification

SECTION - II

- Q.4)** Explain the following terms : **(Any Ten)** **[10]**
- (1) Blacklist
 - (2) MAP
 - (3) Departure
 - (4) Pent House
 - (5) FIT
 - (6) Crib Rate
 - (7) Skipper
 - (8) Resort
 - (9) Paging
 - (10) Master Key
 - (11) Mail and Message Rack

- Q.5)** (A) Define Hotel. Draw a layout of Front Office Department. [05]
(B) Explain the role and importance of Concierge in Front Desk. [05]
- Q.6)** (A) Explain different types of Room Rates offered by Hotel. [05]
(B) Draw the organisational chart of a Large Hotel for Front Office Department. [05]
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Total No. of Questions : 5]

[Total No. of Printed Pages : 2

[4283]-104

B. Sc. (Hospitality Studies) (Semester - I) Examination - 2012

COMPUTER FUNDAMENTALS

(New 2008 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

- (1) Attempt any four questions.*
- (2) All questions carry equal marks.*

-
-
- Q.1)** (A) What is mean by Network Topology ? List and explain any four Network Topology in short. **[1+4=05]**
- (B) Explain Auto Text and Auto Correct Option in MS-Word. **[03]**
- (C) Define and explain Query in MS-Access. **[02]**
- Q.2)** (A) Write a short note on Wild Card Character in MS-DOS. **[03]**
- (B) Define Table and Records in DBMS. **[02]**
- (C) Explain the following terms : **(Any Five)** **[05]**
- (1) Search Engine
 - (2) Blog
 - (3) Dial up
 - (4) Broad Band
 - (5) Upload
 - (6) Browsers
 - (7) W.W.W.

- Q.3)** (A) Differentiate between Slide Transition and Slide Animation in MS-Power Point. [04]
- (B) Describe rules of giving a formula in MS-Excel with an example to support your answer. [03]
- (C) Explain the following terms : **(Any Three)** [03]
- (1) Desk Top
 - (2) Wall Paper
 - (3) Icons
 - (4) File
 - (5) Folder
- Q.4)** (A) Discuss disadvantages of E-commerce. [02]
- (B) Explain different types of Charts in MS-Excel. [03]
- (C) Give the importance of Primary Key in MS-Access. [03]
- (D) Give importance of Header and Footer in MS-Word. [02]
- Q.5)** Write short notes : **(Any Five)** [10]
- (a) Importance of Internet in Hospitality Industry
 - (b) Features of Computer System
 - (c) Mail Merge
 - (d) Hyper Link
 - (e) LAN
 - (f) Software
 - (g) Features of DOS
-

Seat No.	
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Total No. of Questions : 7]

[Total No. of Printed Pages : 3

[4283]-105

B. Sc. (Hospitality Studies) (Semester - I) Examination - 2012

CATERING SCIENCE - I

(New 2008 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

- (1) *Question No. 1 is compulsory.*
- (2) *Attempt **any four** from Q. Nos. 2 to 7.*
- (3) *Draw diagrams wherever necessary.*

Q.1) Define the following : (Any Five)

[5x2=10]

- (a) Sanitation
- (b) Food Poisoning
- (c) Surface Tension
- (d) Relative Density
- (e) Flash Point
- (f) Formula used to convert the temperature from Centigrade to Fahrenheit.

Q.2) (A) Explain Concept of HACCP.

(B) Explain any five factors that affect the Growth of Micro-organisms.

(C) Give any two examples of Desirable Browning and any three examples of Undesirable Browning and the ways to prevent Undesirable Browning.

[5x3=15]

Q.3) Write notes : (Any Three)

[5x3=15]

- (a) Non-bacterial Metal Poisoning
- (b) Concept of Cross Contamination and any three ways to prevent it.
- (c) Any five Food Standards in India
- (d) Importance of Protective Clothing while working in Kitchen

Q.4) (A) How would you ensure that proper personnel hygiene is maintained during Food Service ? (Give any five factors)

(B) Why is Storage of Food Essential ? List the different types of Food Storage. Explain about 'Freezer Storage'.

(C) Explain Morphology of Yeast.

[5x3=15]

Q.5) (A) What do you understand by the term 'Food Spoilage' ? Name two spoilage indicators of :

- (a) Egg
- (b) Milk
- (c) Coriander Leaves
- (d) Fish

(B) Explain 'Danger Zone'. Draw a neat labelled diagram to support your explanation of 'Danger Zone' related to Food.

(C) Name any five natural toxins present in food and name the food in which the toxin is present.

[5x3=15]

Q.6) (A) Define 'Food Additive'. Name any four food additives and state the name of the food in which the additive is used.

(B) Name the adulterant present in the following foods and a test to detect its presence :

- (a) Milk
- (b) Butter
- (c) Tea
- (d) Turmeric Powder
- (e) Semolina

(C) What are the factors to be considered for 'Protective Display of Foods' ?

[5x3=15]

- Q.7)** (A) Name any five Micro-organisms and state the role of each in Food Industry.
- (B) Discuss 'PERFRINGENS' Food Poisoning with reference to :
- (a) Name of the organism causing the above poisoning and symptoms.
 - (b) Any two foods involved.
 - (c) Preventive Measures
- (C) Why is Pest Control essential in Kitchen ? How would you control the entry of Cockroaches, Houseflies and Mosquitos in Kitchen ? **[5x3=15]**
-

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Total No. of Questions : 8]

[Total No. of Printed Pages : 2

[4283]-106

B. Sc. (Hospitality Studies) (Semester - I) Examination - 2012

COMMUNICATION FUNDAMENTALS

(New 2008 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

- (1) *Q. Nos. 1 and 5 are compulsory.*
- (2) *Answer **any two** from the remaining **three** in each section.*
- (3) *Assume suitable data wherever necessary.*

SECTION - I

- Q.1)** (A) Write a Formal Report of any Catering Event you organised to the General Manager of your hotel. **[10]**
- (B) What should you do to be a Good Listener ? **[05]**
- Q.2)** What Telephone Etiquettes must be followed in the Hospitality Industry ? **[10]**
- Q.3)** Write short notes : **(Any Two)** **[5x2=10]**
- (a) Any three situations where Oral Communication is preferable to written and any two situations where written communication is preferable to Oral in Hospitality Industry.
 - (b) Draft a notice to all employees of your organisation to assemble for the 'Send Off' party to the chef who got transferred to Delhi. Give all essentials to be put in the notice. Assuming suitable information.
 - (c) 'Selective Attention' and 'Lack of Feed Back' are two of the Barriers in Communication. Explain these barriers using relevant examples of Hospitality Industry.

Q.4) You visited an exhibition recently where the latest kitchen equipment were displayed. Draft a letter of enquiry of any five equipments you require for your kitchen. [10]

SECTION - II

Q.5) (A) Apply for the post of F and B Manager with your resumé to a five star hotel in Pune City. [10]

(B) Body Language is very important in Oral Communication. Give any one example to justify the above statement with reference to Hospitality Industry. [05]

Q.6) Draft a letter of complaint to your regular supplier informing him that the quality of the fish supplied and the fruits supplied was not good. Ask the supplier to replace them. [10]

Q.7) With the help of a flow chart, explain the 'Communication Process'. Giving any one example of any situation in a restaurant. [10]

Q.8) What factors must be considered for giving a good presentation. [10]

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Total No. of Questions : 5]

[Total No. of Printed Pages : 2

[4283]-201

B. Sc. (Hospitality Studies) (Semester - II) Examination - 2012

FOOD PRODUCTION PRINCIPLES

(New 2008 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

- (1) Attempt *any four* questions.
- (2) All questions carry equal marks.

-
-
- Q.1)** (A) Classify Sauces. Give 1 liter recipe for Hollandaise. [05]
(B) List four International Soups with their country of origin. [02]
(C) Explain Clean and Puree Soups. [03]
- Q.2)** (A) Explain any two methods of making Breads. [05]
(B) Define Stock. Write various use of Stock. [03]
(C) What are factors affecting Textures in Food ? [02]
- Q.3)** (A) Explain any two Moist Methods of Cooking Food. [04]
(B) Differentiate between : [06]
(a) Roasting and Baking
(b) Shallow Frying and Deep Frying

- Q.4)** (A) Write factors affecting Microwave Cookery. [02]
(B) What are different points considered while preparing Soups ? [03]
(C) Write the following roles of Ingredients in Bakery : [05]
(a) Fat
(b) Water
(c) Baking Powder
(d) Sugar
(e) Egg
- Q.5)** (A) List any four small and four large Equipments. [02]
(B) Explain in short Care and Maintenance of Deep Fat fryer. [02]
(C) Explain the Culinary Terms : [06]
(a) Aspic
(b) Demi Glaze
(c) Panada
(d) An gratin
(e) Knock Back
(f) Chowder
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Total No. of Questions : 6]

[Total No. of Printed Pages : 2

[4283]-202

B. Sc. (Hospitality Studies) (Semester - II) Examination - 2012

FOOD AND BEVERAGE OPERATIONS

(New 2008 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

- (1) Attempt *any four* questions.
- (2) Draw neat labelled diagrams wherever necessary.

-
-
- Q.1)** (A) Draw the classification of Alcoholic Beverage with an examples of each. **[06]**
- (B) Explain following types of Buffet : **(Any Two)** **[04]**
- (a) Finger Buffet
 - (b) Display Buffet
 - (c) Breakfast Buffet
- Q.2)** (A) Explain and draw any two forms maintained in Room Service Department. **[05]**
- (B) Explain Cycle of Service in Room Service Department. **[05]**
- Q.3)** (A) Explain the Method of Presentation of Bill. **[05]**
- (B) Draw flow chart of KOT and BOT in Restaurant Operations. **[05]**

- Q.4) (A) Explain the following terms : (Any Four) [05]**
- (a) Tisanes
 - (b) Stimulating Beverage
 - (c) Squash
 - (d) Wort
 - (e) Malt
 - (f) Grenadine
 - (g) Earl Gray
- (B) Explain Room Service Order Taking Procedure. [05]**
- Q.5) (A) Explain Top Fermentation and Bottom Fermentation of Beer. [04]**
- (B) List four International Brands of Beer. [02]**
 - (C) Define Fermentation Process. [04]**
- Q.6) (A) Differentiate between : [06]**
- (a) Duplicate KOT System and Triplicate KOT System of Order Taking.
 - (b) Ale and Lager
- (B) Explain the following terms : (Any Two) [04]**
- (a) Sake
 - (b) Perry
 - (c) Cider
-

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Total No. of Questions : 3+3]

[Total No. of Printed Pages : 2

[4283]-203

B. Sc. (Hospitality Studies) (Semester - II) Examination - 2012

ROOMS DIVISION SERVICES

(New 2008 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

- (1) Solve *any two* questions from each section.
- (2) Assume suitable data wherever necessary.

SECTION - I

- Q.1)** (A) List out the procedures to be followed during the daily cleaning of an occupied room. [06]
- (B) What are Computerized Keys ? Explain in detail. [04]
- Q.2)** (A) Explain the Procedure of Daily Cleaning carried out in the Lobby of a Five Star Hotel. [05]
- (B) Define 'Control Desk'. What are the various functions that are carried out by it. [05]
- Q.3)** (A) What is a Checklist ? State its importance in House-keeping Inspection. [04]
- (B) Define 'Evening Service'. When is it carried out and state its procedure. [06]

SECTION - II

- Q.1)** (A) Explain the procedure of checking in of a Foreigner. What are the different formats to be used ? [06]
- (B) What is the procedure of Rooming a Guest ? When is it carried out ? [04]
- Q.2)** (A) State the criteria for taking advance payment from guests. [03]
- (B) Define Guaranteed Reservations and state their advantages. [03]
- (C) What are the Pre-arrival procedures to be carried out for groups by the Front Office Department ? [04]
- Q.3)** (A) Describe in detail the check out procedure that is carried out at the Front Desk. [05]
- (B) Define 'Density Chart' and write down its advantages and disadvantages. [05]
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Total No. of Questions : 10]

[Total No. of Printed Pages : 2

[4283]-204

B. Sc. (Hospitality Studies) (Semester - II) Examination - 2012

TRAVEL AND TOURISM

(New 2008 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

- (1) *Q. No. 1 is compulsory.*
- (2) *Solve **any six** from the remaining*
- (3) *All questions carry equal marks.*

Q.1) Explain the following terms :

[10]

- (1) Out Bound Tourism
- (2) Passport
- (3) Carauans
- (4) Environmental Conservation
- (5) Business Tour
- (6) ITDC

Q.2) Define Tour Operator and explain various types of Tour Operators in Tourism.

[10]

Q.3) (A) Write short notes : (**Any Two**)

[06]

- (a) Role of NGO in Tourism
- (b) Multiplier Effect in Tourism
- (c) Environmental Impact in Tourism

(B) Explain any two types of VISAs.

[04]

[4283]-204

1

P.T.O.

- Q.4)** Plan an itinerary for a group of 60 college students who plan to visit Pune from Goa for a study tour for 4 days - giving details of the Budget. **[10]**
- Q.5)** Explain the role of Travel Agent in Tourism. **[10]**
- Q.6)** (A) Tourism consists of different A's – Explain. **[06]**
(B) Explain the role and objectives of following organisation : **[04]**
(a) WTO
(b) IATA
- Q.7)** Explain the Primary and Secondary Constituents in Tourism **[10]**
- Q.8)** Explain different types of Accommodation in Tourism. **[10]**
- Q.9)** Explain various documents required by a person who plans to travel abroad for a Holiday. **[10]**
- Q.10)** Explain the qualities required by a Guide in Tourism. **[10]**
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Total No. of Questions : 7]

[Total No. of Printed Pages : 3

[4283]-205

B. Sc. (Hospitality Studies) (Semester - II) Examination - 2012

CATERING SCIENCE - II

(New 2008 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

(1) Q. No. 1 is compulsory.

(2) Answer **any four** from Q. Nos. 2 to 7.

Q.1) Define : (Any Five)

[5x2=10]

- (a) Oedema
- (b) Nutrient
- (c) Hollow Calories
- (d) Vitamins
- (e) Hydrogenation of Oil
- (f) Health

Q.2) (A) Match the following nutrients in column 'A' with the deficiency disease in column 'B' :

[05]

- | 'A' | 'B' |
|-------------------|-------------------------|
| (a) Niacin | (i) Scurvy |
| (b) Vitamin 'B' | (ii) Pernicious Anaemia |
| (c) Folic Acid | (iii) Beri Beri |
| (d) Ascorbic Acid | (iv) Pellagra |
| (e) Vitamin A | (v) Night Blindness |
| | (vi) Rickets |

- (B) Give reason : (**Any Five**) **[5x2=10]**
- (a) Fruits and Vegetables should be washed before peeling and cutting.
 - (b) Dietary Fibres should be avoided by a patient suffering from Diarrhoea.
 - (c) Water Balance plays an important role in relation to Human Health.
 - (d) Vegetable Proteins are not the complete source of Protein.
 - (e) Pressuring Cooking is always advisable to Cook Food.
 - (f) We should add on extra pinch of salt during summer.
- Q.3)** (A) Describe any three functions of Carbohydrate. Give any four Food Sources of Carbohydrate. **[05]**
- (B) Explain the Supplementary Value of Protein with two examples. **[05]**
- (C) A diet provides 1,800 Kcal. Out of this 270 gm. is Carbohydrate Content. The energy provided by fat is 288 kcals. Calculate the protein content of the diet. **[05]**
- Q.4)** (A) Discuss 'Iron' under the following heading :
- (a) Any two functions **[02]**
 - (b) Any four Good Food Sources **[02]**
 - (c) Name one deficiency Disease **[01]**
- (B) Define essential Amino Acids and enlist all essential Amino Acids needed by an Adult. **[05]**
- (C) Plan a balanced lunch menu for a 18 years old adolescent boy who is a vegetarian using the basis five food groups. **[05]**
- Q.5)** (A) Explain Dehydration and what is the role of ORT in Dehydration ? **[05]**
- (B) Explain the importances of ausiding fast/junk foods. **[05]**
- (C) Give any five measures to preserve nutrients while Cooking Food. **[05]**

- Q.6)** (A) Define Rancidity of Oil. How will you prevent it ? (Any 3 ways) [05]
- (B) Define Co-agulation of Protein. Classify Proteins giving suitable examples of each. [05]
- (C) Explain basic five food groups giving suitable examples. [05]
- Q.7)** (A) List one food to be avoided and one food to be recommended for patients suffering from the following diseases : [05]
- (a) Kidney Diseases
- (b) Jaundice
- (c) Constipation
- (d) Heart Disease
- (e) Diabetes Mellitus
- (B) Explain ill effects of excess consumption of fat in the diet. [05]
- (C) Give two food sources for the following : [05]
- (a) Cholesterol
- (b) Unsaturated Fatty Acid
- (c) Calcium
- (d) Vitamin 'D'
- (e) Vegetable Oil
-

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Total No. of Questions : 7]

[Total No. of Printed Pages : 5

[4283]-206

B. Sc. (Hospitality Studies) (Semester - II) Examination - 2012

COMMUNICATION SKILLS - II

(BASIC FRENCH FOR HOTEL INDUSTRY)

(Old 2005 and New 2008 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

- (1) *All questions are compulsory.*
- (2) *Answers are to be written in French unless otherwise specified.*

Q.1) (A) Conjuguez les verbes au présent et récrivez les phrases :

(Any Five)

[05]

(Conjugate the verbes in the present tense and rewrite the completed sentences.)

- (a) Je _____ (s'appeler) Paul.
- (b) Vous _____ (ne pas arriver) en bateau.
- (c) _____ (aller) tout droit.
- (d) Nous _____ (commencer) la leçon.
- (e) (Donner) _____ vous votre adresse ?
- (f) Je _____ (finir) vite la révision.

(B) Écrivez la date : (Any Two)

[02]

(Write the date in French.)

- (a) Monday 6/7/2008
- (b) Wednesday 21/3/2001
- (c) Friday 30/1/2002

[4283]-206

1

P.T.O.

(C) Quelle heure est-il ? (Any Three) [03]

(What time is it ? Write in French.)

- (a) 6.30 a.m.
- (b) 4 p.m.
- (c) 12 noon
- (d) 10 : 10

Q.2) (A) Écrivez les nombres en lettres : (Any Six) [03]

(Write the numbers in French.)

- (a) 100
- (b) 2nd
- (c) 16
- (d) 25
- (e) 40
- (f) 1st
- (g) 70

(B) Mettez la bonne mesure : (Any Four) [02]

(Put in the correct measures in French.)

- (a) un _____ de sel
- (b) un _____ de tomates
- (c) une _____ de vin
- (d) un _____ de bière
- (e) un _____ de yaourt

(C) Liez 'A' avec 'B' et récrivez : [05]

(Match 'A' with 'B' and rewrite the correct pairs.)

'A'

'B'

- | | |
|---------------------|------------------------|
| (a) Pardon | (i) That's nice of you |
| (b) À votre santé ! | (ii) Agreed / ok |
| (c) C'est gentil | (iii) Fine, thanks |
| (d) Bien, Merci | (iv) Excuse me |
| (e) Bon, d'accord | (v) Cheers ! |

Q.3) (A) Traduisez en anglais : [05]

(Translate into English.)

À la réception de l'hôtel

La réceptionniste : Bonjour, Monsirur !

La Client : Bonjour !

La réceptionniste : Je peux vous aider ?

Le Client : Je voudrais réserver une chambre.

La réceptionniste : Veuillez remplir cote fiche, s'il vous plaît.

(B) Nommez le chef : (Any Five) [05]

(Name the Chef in French.)

- (a) Prépare les sauces
- (b) S'occupe du petit-déjeuner
- (c) Prépare les plats de poissons, les crustacés
- (d) Se charge des rôtis à la broche
- (e) Prépare le repas pour le personnel du restaurant
- (f) Prépare les glacos

- Q.4) (A)** Planifiez un menu français de 5 cours. **[5+1]**
(Plan a 5 Course French Menu.)
- (B) Nommez deux fruits. **[02]**
(Name two fruits.)
- (C) Nommez deux fromages. **[02]**
(Name two cheeses.)
- Q.5) (A)** Nommez deux vins rouges. **[02]**
(Name two red wines.)
- (B) Nommez deux vins de Bordeaux. **[02]**
(Name two Wines from the Bordeaux Region.)
- (C) Expliquez les termes en anglais : **(Any Six)** **[06]**
(Explain the terms in English.)
- (a) pétillant
- (b) bien cuit
- (c) vin de table
- (d) doux
- (e) fourchette
- (f) omelette baveuse
- (g) verre à champagne
- Q.6) (A)** Donnez les équivalents en anglais : **(Any Three)** **[03]**
(Give equivalents in English.)
- (a) chou-fleur
- (b) yaourt
- (c) vinaigre
- (d) canard

(B) Donnez les équivalents en français : **(Any Three)** [03]
(Give equivalents in French.)

- (a) butter
- (b) cucumber
- (c) grape
- (d) thyme

(C) Représentez la brigade de restaurant par un organigramme. [04]
(Represent the restaurant brigade with the help of a flow chart in French.)

Q.7) Expliquez les termes en anglais : **(Any Ten)** [10]
(Explain the terms in English.)

- (1) au four
 - (2) fines herbes
 - (3) carte du jour
 - (4) rôti
 - (5) dégustation
 - (6) à la broche
 - (7) fourré
 - (8) bouchée
 - (9) suprême
 - (10) au gratin
 - (11) nouvelle cuisine
 - (12) canapé
-

Seat No.	
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Total No. of Questions : 5]

[Total No. of Printed Pages : 2

[4283]-301

B. Sc. (Hospitality Studies) (Semester - III) Examination - 2012

QUANTITY FOOD PRODUCTION

(New 2008 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

- (1) Solve *any four* questions.
- (2) All questions carry equal marks.
- (3) Draw neat diagrams wherever necessary.

-
-
- Q.1)** (A) List and elaborate the factors, that affects Tenderness of Meat. [04]
(B) Classify Fish with an examples of each. [04]
(C) Name any four birds that are used as a poultry. [02]
- Q.2)** (A) Enlist and explain any three methods of Cake Making. [05]
(B) Draw a neat diagram showing different Cuts of Pork. [05]
- Q.3)** (A) Write the importance of Industrial Catering and Plan a Lunch Menu for the same. [05]
(B) What criteria required for selection of Poultry ? [02]
(C) Describe various Cuts of Poultry with their dissection. [03]
- Q.4)** (A) Write short notes : (Any Two) [04]
(a) forcemeats
(b) Marinades Cures and Brines
(c) Selection and Storage of Shellfish

[4283]-301

1

P.T.O.

- (B) What are the duties and responsibilities of Chef Garde Manger ? [04]
- (C) What do you mean by Offals ? Give an examples. [02]
- Q.5) (A) Answer the following : [2x2=04]**
- (a) List various tools and equipments used in Larder Department.
 - (b) Write any two Cake Faults with their remedies.
- (B) Explain the following terms : **(Any Six) [06]**
- (a) Brioche
 - (b) Docking
 - (c) Mussallam
 - (d) Dum Cooking
 - (e) Panch Poran
 - (f) Broiling
 - (g) Bacon
 - (h) Bibinka
-

Seat No.	
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Total No. of Questions : 6]

[Total No. of Printed Pages : 2

[4283]-302

B. Sc. (Hospitality Studies) (Semester - III) Examination - 2012

BEVERAGE SERVICES

(New 2008 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

- (1) Answer *any four* questions.
- (2) All questions carry equal marks.

-
-
- Q.1)** (A) Explain briefly German Wine Laws. **[04]**
(B) Define Fortified Wine. Name and explain the system used for Sherry Manufacturing. **[06]**
- Q.2)** Differentiate between : **(Any Two)** **[10]**
(a) Scotch Whisky and Irish Whiskey
(b) Pot Still and Patent Still
(c) Armagnac and Cognac
- Q.3)** In details explain 'Methodé Champanoise'. **[10]**
- Q.4)** Explain the following terms : **(Any Five)** **[10]**
(a) Marc
(b) Silvovitz
(c) Bittees
(d) Pernod
(e) Arrack
(f) Pastis

Q.5) (A) Give the flavouring and country of origin for following liqueurs : **[04]**

- (a) Cointreau
- (b) Benedictine
- (c) Tia Maria
- (d) Drambuie

(B) Write a short note on Cigar Storage. **[02]**

(C) Explain the following : **[04]**

- (a) Chaptalisation
- (b) Apertif
- (c) Racking
- (d) Noble rot

Q.6) (A) List two International Brands for the following : **[05]**

- (a) Tequila
- (b) Whisky
- (c) Brandy
- (d) Gin
- (e) Vodka

(B) Name the Vine growing regions of France. Mention the districts under any one region. **[05]**

Seat No.	
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Total No. of Questions : 3+3]

[Total No. of Printed Pages : 3

[4283]-303

B. Sc. (Hospitality Studies) (Semester - III) Examination - 2012

ACCOMMODATION SERVICES

(New 2008 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

- (1) Solve *any two* questions from each section.
- (2) All questions carry equal marks.
- (3) Assume suitable data wherever necessary.

SECTION - I

Q.1) (A) Explain the following terms : (Any Five)

[05]

- (1) Outsourcing
- (2) Dry Rot
- (3) Weft
- (4) Kenzan
- (5) Marking
- (6) Stain
- (7) Par

(B) Explain the characteristics of Wool Fibres.

[02]

(C) Explain the importance of the Security Department in the Hotel.

[03]

- Q.2) (A) Write short notes : (Any Four) [10]**
- (a) Advantages of Contract Cleaning
 - (b) Cause, Area of Damage and Control of House Flies
 - (c) Safety of Hotel Property
 - (d) Types of Flower Arrangements
 - (e) Discard Management

- Q.3) (A) Draw and explain the Layout of a Linen Room. [05]**
- (B) Explain two principles of Flower Arrangements. [02]**
- (C) Give the sizes of the following Linen : [03]**
- (a) Serviette
 - (b) Single Bed Sheet
 - (c) Pool Towel

SECTION - II

- Q.1) (A) Explain the following terms : (Any Five) [05]**
- (1) City Folio
 - (2) VPO
 - (3) Overbooking
 - (4) Charge Privileges
 - (5) Goplan
 - (6) Efficiency Room
 - (7) Floatel
- (B) Explain the personality traits required by a GRE. [03]**
- (C) Write a note on Cash Sheet. [02]**
- Q.2) (A) Draw and explain the following Reports : [06]**
- (a) Discrepancy Report
 - (b) GHC
- (B) Explain the procedure for handling Guest Complaints. [04]**

Q.3) (A) Explain various Record-keeping Systems in Hotels. [05]

(B) Give the formulae for the following : [05]

(a) ARR

(b) Room Occupancy Percentage

(c) House Count

(d) Rev Par

(e) Single Occupancy Percentage

Seat No.	
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Total No. of Questions : 8]

[Total No. of Printed Pages : 2

[4283]-304

B. Sc. (Hospitality Studies) (Semester - III) Examination - 2012

PRINCIPLES OF MANAGEMENT

(New 2008 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instruction :

Q. No. 1 is compulsory and solve any 5 from Q. Nos. 2 to 8.

-
-
- Q.1)** Write short notes : **(Any Four)** **[20]**
- (a) Span of Control
 - (b) Need for Co-ordination
 - (c) Types of Decisions
 - (d) Advantages of Planning
 - (e) Levels of Management
- Q.2)** Explain Contribution of F.W. Taylor to Scientific Management. **[10]**
- Q.3)** Explain Leadership Theories with the help of Managerial Grid. **[10]**
- Q.4)** Explain the Process of Communication and state various ways of improving Communication. **[10]**
- Q.5)** Explain Herzberg's Two Factor Theory of Motivation. **[10]**
- Q.6)** Differentiate between : **[10]**
- (a) Formal and Informal Organisation
 - (b) Centralized and Decentralized Organisation

- Q.7)** (A) Define Control and explain the need for Control. [05]
(B) Explain the Process of Controlling. [05]
- Q.8)** (A) Explain the importance of Morale. [05]
(B) Explain the types of Plans. [05]
-

Seat No.	
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Total No. of Questions : 8]

[Total No. of Printed Pages : 5

[4283]-305

B. Sc. (Hospitality Studies) (Semester - III) Examination - 2012

BASIC PRINCIPLES OF ACCOUNTING

(New 2008 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

- (1) Attempt **any six** including Q. No. 1 which is compulsory.
- (2) Figures to the right indicate full marks.
- (3) Use of pocket calculator is allowed.

Q.1) Following is the Trial Balance of Hotel Angat as on 31st March 2012 :

Debit Balances	Rs.	Credit Balances	Rs.
Machinery	5,00,000	Bank Overdraft	1,05,000
Goodwill	1,20,000	Capital	14,20,000
Printing and Stationery	40,000	Creditors	1,40,000
Bank Balance	1,40,000	Sales	20,58,000
Stock as on 1-4-2011	2,95,000	Bills Payable	32,000
Carriage	30,000	Interest on Investment	50,000
Vehicle	2,80,000	Return Inward	5,000
Salary	1,50,000		
Purchases	9,04,000		
Discounts	12,500		

[4283]-305

1

P.T.O.

Debit Balances	Rs.	Credit Balances	Rs.
Bad Debts	7,500		
Rent paid	36,000		
Insurance	75,000		
Building	4,50,000		
Wages	55,000		
Carriage Outward	22,000		
Trade Expenses	15,350		
Returns Outwards	8,000		
Drawings	1,05,000		
Advertisement	92,000		
Debtors	85,000		
General Expenses	32,000		
Cash	5,650		
Furniture	3,50,000		
Total Rs.	38,10,000	Total Rs.	38,10,000

Adjustments :

- (1) Closing Stock was valued at Rs. 1,25,000.
- (2) Charge Depreciation on Building @ 2.5%, Machinery @10% and Vehicle @ 15%.
- (3) Staff Meals amounted to Rs 15,000.
- (4) Outstanding Expenses were Wages Rs. 6,000, Salary Rs. 15,000.
- (5) Prepaid Insurance Rs. 12,500.

Prepare Trading Account, Profit and Loss Account for the year ended 31st March, 2012 and Balance Sheet as on that date.

[20]

Q.2) Write short notes : (Any Two) [10]

- (a) Realisation Concept
- (b) Balancing of Ledger
- (c) Principles of Double Entry System of Book-keeping

Q.3) Journalise the following transactions in the books of M/s. Mithun & Co. : [10]

- July 1 Started business with cash of Rs. 15,00,000 out of which Rs. 3,00,000 were borrowed from bank.
- July 3 Purchased Machinery from Bhimrao Traders of Rs. 50,000 and paid Rs. 1,000 for its Transportation.
- July 7 Purchased Furniture of Rs. 1,20,000 from M/s. Manisha Traders.
- July 10 Sold goods of Rs. 30,000 for cash payment received by cheque.
- July 15 Withdrawn goods of Rs. 3,000 for his personal use.
- July 19 Purchased Stationery of Rs. 3,000 and paid Rs. 15,000 by cheque for Insurance.
- July 22 Goods of Rs. 5,000 were distributed as free samples.
- July 24 Meena sold goods to us of Rs. 20,000 @ 10% Trade Discount and 5% Cash Discount Terms.
- July 26 Goods of Rs 15,000 were destroyed by Fire and Insurance Company admitted a claim of Rs 12,500.

Q.4) (A) Write one word or phrase or term for the following : [05]

- (a) Statement prepared to check the difference between Cash and Bank Balance.
- (b) Cash paid by Front Office of a Hotel on behalf of guest.
- (c) Explanation written below a journal entry.
- (d) An amount received by petty cashier to make the balance equivalent to imprest account for his Petty Cash Book.
- (e) Account of the Proprietor.

(B) Classify the following accounts into personal, real and nominal : [05]

- (a) Copy Rights
- (b) Prepaid Insurance
- (c) Rent Received
- (d) Capital
- (e) Carriage Outward

Q.5) Enter the following in an Analytical Petty Cash Book maintained on Imprest System : [10]

- Aug. 1 Cash in hand Rs 250.
- Aug. 1 Received a cheque from head cashier of Rs. 1,900.
- Aug. 3 Paid for Postage Rs. 130 and for Sundry Expenses Rs. 75.
- Aug. 4 Paid Conveyance to Manager Rs. 55.
- Aug. 12 Paid to Vivek Rs. 110.
- Aug. 14 Purchased Stationery of Rs. 95.
- Aug. 19 Send Telegram to Mr. Mehra Rs. 35.
- Aug. 20 Paid Coolie Charges Rs. 80.
- Aug. 26 Received from sale of old news paper and magazine Rs. 220.
- Aug. 27 Paid for Printing Bill Rs. 170.
- Aug. 30 Paid for Local Charity Rs. 250.

Q.6) Answer the following : [10]

- (a) Give two or three examples each of Capital and Revenue Expenditure.
- (b) Distinguish between Trade Discount and Cash Discount.

Q.7) (A) From the following prepare Special Functions Day Book : [05]

Feb. 1 Bill No. 215, Private Birthday Party 120 covers @ Rs. 250 per cover, Wine and Tobacco Rs. 2,350, Account to Mrs. Rajashri Mohite.

Feb. 7 Bill No. 121, Wedding Reception Party 350 covers @ Rs. 325 per cover, Wine and Tobacco Rs. 5,950, Account to Mr. Sagar.

Feb. 14 Lunch on Party of Lakhani 220 covers @ Rs. 475 per cover, Wine and Tobacco Rs. 12,790, Account to Mr. Rushab Manager, Bill No. 499.

Feb. 23 Bill No. 535 Gathering of Junior College 275 covers @ Rs. 120 per cover, Account to Ms. Gitika Secretary.

(B) From the following prepare a Trial Balance of Mrunal Traders as on 31st March, 2009 : [05]

	Rs.		Rs.
Capital	1,00,000	Discount Allowed	500
Drawings	7,000	Discount Received	200
Cash	5,000	Creditors	10,000
Bank Overdraft	8,000	Debtors	4,000
Salary	16,000	Building	55,000
Purchases	20,000	Furniture	22,700
Sales	24,000	Opening Stock	11,400
Power and Fuel	600		

Q.8) Answer the following : (Any Two) [10]

- What is Contra Entry ? Explain with the help of example.
- Give the Classification of Accounts.
- State the reasons for Sending Debit Note and a Credit Note.

Seat No.	
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Total No. of Questions : 4]

[Total No. of Printed Pages : 2

[4283]-306

B. Sc. (Hospitality Studies) (Semester - III) Examination - 2012

HOTEL ENGINEERING

(New 2008 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

- (1) Solve both the sections on separate answer sheets.
- (2) Figures to the right indicate full marks.

SECTION - I

Q.1) Answer the following : (Any Two) [20]

- (a) Explain Vapour Compression Refrigeration System with the help of neat diagram.
- (b) Draw neat sketch of Window Account. Distinguish between Central Account and Unitary Account.
- (c) Give importance of Engineering Department in Hotel. Write duties and responsibilities of Chief Engineer.

Q.2) Solve any three : [15]

- (a) Draw a maintenance chart for Swimming Pool on daily basis.
- (b) Write short note on Ammonia as a Refrigerant.
- (c) What are the sources of Water Pollution in Hotel ?
- (d) Write factors affecting Comfort of AC.
- (e) Explain the effects of Air Pollution on Human Body.

[4283]-306

1

P.T.O.

SECTION - II

Q.3) Answer any two : **[20]**

- (a) What is Hard Water ? Explain any one Water Softener in detail.
- (b) Explain classification of Fire. Give operation of any two Fire Extinguisher in detail.
- (c) Calculate the electricity bill for month of February, 2012 with following electricity consumption :

Tube Light	40 w	3 Nos.	4 hr./day
Oven	1.2 kw	2 Nos.	2 hr. 30 min./day
Music System	600 w	3 Nos.	1 hr. 15 min./day
Hair Dryer	0.9 kw	1 No.	30 min./day

The cost of electricity is Rs. 4.20 per unit.

Q.4) Answer the following : (Any Three) **[15]**

- (a) Compare Petrol to Coal as Fuels
- (b) Explain importance of Energy Conservation in Hotel.
- (c) Draw any five Plumbing Fixtures.
- (d) Write short note on 'Uses of Solar Energy in Hotel Industry'.
- (e) Explain Upfeed Cold and Hot Water Distribution System.

Seat No.	
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Total No. of Questions : 5]

[Total No. of Printed Pages : 2

[4283]-501

B. Sc. (Hospitality Studies) (Semester - V) Examination - 2012

SPECIALIZED FOOD PRODUCTION

(New 2008 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

(1) Solve *any four* questions.

(2) All questions carry equal marks.

-
-
- Q.1)** (A) Enlist the important points to be considered during Service and Presentation of Haute Cuisine. [05]
- (B) List and explain classical appatizers consisting Meat, Poultry and Fish. (two each) [03]
- (C) Mention any two disadvantages of Convenience Foods. [02]
- Q.2)** (A) Classify Pastries and explain any two with examples. [05]
- (B) Differentiate between Mousse and Mousse Line. [03]
- (C) Enlist any four spreads used in making Sandwiches. [02]
- Q.3)** (A) What is a Larder ? Write down the functions of a Larder Department. [05]
- (B) Explain in brief about Fondant and Butter Icing. [03]
- (C) What points should one consider while storing Sandwiches ? [02]

- Q.4) (A)** Explain the following Cookies in brief : **(Any Two)** [05]
- (a) Icebox Cookies
 - (b) Drop Cookies
 - (c) Rolled Cookies
- (B)** What precautions will you take while presenting an Appatizer ? [03]
- (C)** Enlist any four large equipments and its uses that are used in a Larder Department. [02]
- Q.5) (A)** What are the principles of making a Salad ? [05]
- (B)** Explain the following terms : **(Any Five)** [05]
- (1) Blind Fold
 - (2) Barquette
 - (3) Sushi
 - (4) Tacos
 - (5) Galantine
 - (6) Fricusse
 - (7) Maraschino
-

Seat No.	
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Total No. of Questions : 6]

[Total No. of Printed Pages : 2

[4283]-502

B. Sc. (Hospitality Studies) (Semester - V) Examination - 2012

FOOD AND BEVERAGE SERVICES AND MANAGEMENT

(New 2008 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

- (1) Solve *any four* questions.
- (2) All questions carry equal marks.
- (3) Draw neat diagrams wherever necessary.

Q.1) (A) Draw BFP for 100 pax Conference. Assume suitable data. [05]

(B) Explain the service of following dishes from Gueridon Trolley : [05]

(a) Crepe Suzette

(b) Steak Tartare

Q.2) (A) What is Cocktail ? Explain rules to be followed while making Cocktail. [05]

(B) Write short notes : [05]

(a) ABC Analysis

(b) EOQ

Q.3) Give recipe, method, glassware and garnish of the following Cocktails : [10]

(a) Bloody Merry

(b) Old Fashion

(c) Screw Driver

(d) Cuba Libre

(e) Cosmopolitan

[4283]-502

1

P.T.O.

- Q.4) Write notes :** **[10]**
- (a) Operational Phase of Control Cycle
 - (b) Margin of Safety
 - (c) Management after the Event Phase in Control Cycle
 - (d) Cost Dynamics
- Q.5) (A) Describe the role of Toast Master in :** **[04]**
- (a) Formal Banquets
 - (b) Wedding Reception
- (B) Enlist different trollies used for Gueridon Service.** **[02]**
- (C) Describe the hygiene practises observed while handling Carrington Trolley.** **[04]**
- Q.6) (A) Explain Elements of Cost.** **[06]**
- (B) Write short note on Railway Catering.** **[04]**
-

Seat No.	
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Total No. of Questions : 6]

[Total No. of Printed Pages : 2

[4283]-503

B. Sc. (Hospitality Studies) (Semester - V) Examination - 2012

ACCOMMODATION OPERATIONS - II

(New 2008 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

*(1) Answer **any four** questions. **Two** from each section.*

(2) All questions carry equal marks.

SECTION - I

Q.1) (A) Explain the following terms : (Any Five) [05]

- (1) Texture
- (2) Cornice
- (3) Lead Time
- (4) Refurbishing
- (5) Intensity
- (6) Horticulture

(B) What is a Snag List ? Explain with the help of format. [05]

Q.2) (A) Define Interior Decoration. Explain various principles of Design. [05]

(B) Explain how Cost per Occupied Room is calculated ? [05]

- Q.3)** (A) Explain the Principles of Purchasing. [05]
(B) Explain various types of Gardens. [05]

SECTION - II

- Q.4)** (A) Explain the following terms : **(Any Five)** [05]
(1) VPO
(2) Understay
(3) ARG
(4) Amendment
(5) Wash Factor
(6) City Ledger
(B) State the duties and responsibilities of Night Auditor. [05]
- Q.5)** (A) What is Overbooking ? Explain the importance of Overbooking. [05]
(B) Explain the Market Approach Method for establishing Room Rate. [05]
- Q.6)** (A) With the help of format explain Ten Day Forecast. [05]
(B) Write short notes : **(Any Two)** [05]
(a) Suggestive Selling
(b) Sales Tools used at Front Office
(c) Repeat Guest
-

Seat No.	
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Total No. of Questions : 8]

[Total No. of Printed Pages : 6

[4283]-504

B. Sc. (Hospitality Studies) (Semester - V) Examination - 2012

HOTEL ACCOUNTING

(New 2008 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

- (1) Attempt *any six* questions including Q. No. 1 which is compulsory.
- (2) Figures to the right indicate full marks.
- (3) Use of pocket calculator is allowed.

Q.1) The following is a Trial Balance extracted from the books of Hotel Shiv Sagar Ltd. as on 31st March, 2012 :

Trial Balance as on 31st March, 2012

Debit Balances	Rs.	Credit Balances	Rs.
Opening Stock	30,500	Equity Share Capital	2,00,000
Debtors	13,000	Creditors	15,000
Repairs to Machinery	1,400	Sales	1,86,800
Purchase	91,000	Bank Loan	15,000
Carriage Inwards	2,000	10% Debentures	50,000
Machinery	60,000	Outstanding Expenses	5,400
Kitchen Equipments	20,000	P and L Appropriation A/c.	50,000
Vehicle Expenses	5,800	General Reserve	10,000
Advertisement	4,700		
Furniture	50,000		
Salaries	15,200		
Wages	15,400		

Debit Balances	Rs.	Credit Balances	Rs.
Directors Fess	3,000		
Commission	3,700		
Cash	10,600		
Travelling Expenses	1,300		
Rent and Taxes	4,700		
Bad Debts	1,200		
Land and Building	1,11,100		
China, Glass and Cutlery	48,000		
Insurance	2,100		
Cash at Bank	35,000		
Debenture Interest	2,500		
Total Rs	5,32,200	Total Rs.	5,32,200

Adjustments :

- (1) The Authorized Capital is Rs. 4,00,000 divided into 4,000 Equity Shares of Rs. 100 each.
- (2) Outstanding Wages Rs. 1,400.
- (3) Insurance prepaid Rs. 100.
- (4) Make a provision for Taxation at Rs 5,000.
- (5) The Directors propose the following :
 - (i) Transfer of Rs. 10,000 to General Reserve.
 - (ii) Dividend @ 10% on Equity Share Capital.
- (6) Depreciation on Land and Building @ 2% and Furniture 5%.

Prepare Trading Account, Profit and Loss Account, Profit and Loss Appropriation Account and Balance Sheet as on that date as per the Companies Act, 1956 after taking into consideration the above adjustments.

[20]

Q.2) Write short notes on **any two** of the following : **[10]**

- (a) Types of Preference Shares
- (b) Objectives of Budgetary Control
- (c) Value Added Tax

Q.3) Following are the Transaction of Hotel Karishma Ltd. Pune. Prepare VTL for 19th December, 07 and bal. b/f from previous day is as follows : **[10]**

Room No.	Name of Guest	Time of Arrival	Plan	Rate	Bal. b/d
1004	Mr. Joshi	9.30 am	EP	4500	1600 Dr.
1009	Ms. Samiksha	6.30 pm	EP	4500	1900 Dr.
2005	Mr. & Mrs. Sanjay	3.00 pm	EP	7500	1570 Cr.

Following are the Transaction during day :

- 6.30 am Tea was served to all rooms except #2005.
- 7.00 am Newspaper Costing Rs 10 was supplied to all the rooms.
- 8.00 am Mr. Rishikesh G arrived and occupied #no. 1006 on EP @ 7500 - Front Office. Paid his Taxi Bill Rs. 425 and Rs. 25 tip to driver.
- 8.30 am B/F was served to all except #no. 1009.
- 9.30 am Laundry was charged to all rooms @ Rs. 100 per person.
- 10.30 am F/O paid Rs. 235 as Taxi Charges for room no. 1004.
- 1.00 pm All rooms had lunch.
- 3.00 pm Mr. Joshi checked out Bill to be settled by him within a week as per understanding.
- 4.30 pm Snacks were served to 1009 costing Rs. 145.
- 5.00 pm Tea was served to all room except 109.
- 5.30 pm Guest were charged for the following :

Room No.	Particular	Amt. (Rs)
1009	Telephone Call	60
1006	Cinema Tickets	240
2005	Flowers	75

- 6.00 pm Ms. Samiksha checked out after settling her bill in cash.
 7.00 pm Mr. Pardesi arrived and occupied #1003 on EP @ Rs. 4,500 and deposited Rs. 10,000 in his account.
 8.30 pm Dinner was served to all rooms. Room No. 1003 had two guest for dinner.
 9.30 pm One cup coffee was served to #no. 2005.

Tariff :

EMT/EMC	-	Rs. 45 per cup
ANT/ANC	-	Rs. 65 per cup
Breakfast	-	Rs. 180 per person
Lunch	-	Rs. 375 per person
Dinner	-	Rs. 450 per person

Calculate Sales Tax @ 10% on apartment and food items. Check out time 12.00 noon.

- Q,4)** (A) Explain the characteristics of a Joint Stock Company. [05]
 (B) State with reasons whether the following statements are **true** or **false** : [05]
 (a) Income Tax is paid by companies every year.
 (b) Debenture-holders receive interest every year.

- Q.5)** From the following prepare Income Statement of Hotel Green Apple for the month of September, 2008 in accordance with the uniform system of account used in hotels : [10]

Revenue	Rooms	17,50,000
	F&B	8,37,000
	Other Department	1,94,600
Pay Roll and related expenses	F&B	61,200
	Rooms	24,650
	Other Department	11,000
Cost of Sales	Rooms	1,50,000
	Other Department	4,600
	F&B	7,000

Fixed Expenses	Rent, Rates and Insurance	31,640
	Maintenance Fees	16,250
	Depreciation	10,500
Undistributed Operating Expenses	Admn. and General Exp.	44,150
	Data Processing	11,950
	Gas, Coal and Electricity	27,300
	Advt. and Marketing	14,750
	Repair and Maintenance	9,600
	Conveyance	8,180
Other Expenses	Other Department	7,560
	F&B	18,730
	Rooms	30,375

Q.6) (A) What is Working Capital ? Give the factors of affecting Working Capital. **[05]**

(B) With the help of format explain Cost of Sales. **[05]**

Q.7) (A) From the following information prepare Income Statement of Gift Shop : **[06]**

Revenue	2,30,000
Payroll Expenses	18,660
Cost of Merchandise Sold	19,500
Allowance	16,500
Salaries and Wages	18,350
Employee Benefits	6,200
Operating Supplies	1,000
Uniforms	5,700
Others	550

(B) Draw specimens for the following : **(Any Two)** [04]

(a) Schedule of Laundry

(b) Allowance Voucher

(c) Profit and Loss Appropriation Account

Q.8) Answer **any two** of the following : [10]

(a) With the help of format explain Visitors Paid Out.

(b) What are Debentures ? Explain the types of Debentures.

(c) With the help of format explain Guest Weekly Bill.

Seat No.	
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Total No. of Questions : 9]

[Total No. of Printed Pages : 2

[4283]-505

B. Sc. (Hospitality Studies) (Semester - V) Examination - 2012

MARKETING MANAGEMENT

(New 2008 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

- (1) Attempt *any seven* questions.
- (2) All questions carry equal marks.

-
-
- Q.1)** (A) Explain need, want and demand as Core Concept of Marketing. [05]
(B) How does Political Environment affect the Business ? [05]
- Q.2)** (A) Why Segmentation of Market is required ? Explain Geographical Segmentation. [4+1]
(B) Explain the advantages of Branding to the Service provider. [05]
- Q.3)** (A) Explain any two Pricing Methods used in Hotels. [05]
(B) Explain the role of Marketing Intermediaries. [05]
- Q.4)** (A) Explain PR and Publicity as Promotion Food. [05]
(B) List five duties of the Marketing Manager. [05]
- Q.5)** (A) Explain functional and geographical Organisation. [05]
(B) List and briefly write about 5 gaps identified for Service Gap. [05]

- Q.6)** (A) Explain Direct Marketing Tools. [05]
(B) What is Relationship Marketing ? What are the benefits of Relationship Marketing. [05]
- Q.7)** Differentiate between : [5+5]
(a) Product and Production Concept
(b) Goods and Services
- Q.8)** (A) Explain Marketing Intermediaries for Hotels. [05]
(B) Explain any five 'Media' used for Promotion. [05]
- Q.9)** Write notes on the following : (Any Two) [10]
(a) Franchising
(b) Product Bundle Pricing
(c) Benefits of Retaining Customer
(d) Hospitality Products
-

Seat No.	
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Total No. of Questions : 6]

[Total No. of Printed Pages : 2

[4283]-506

B. Sc. (Hospitality Studies) (Semester - V) Examination - 2012

HOTEL RELATED LAWS

(Old 2005 and New 2008 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

(1) Question No. 1 is compulsory.

*(2) Attempt **any three** from the remaining.*

Q.1) Write short notes : (Any Two) [10]

- (a) Void Contract
- (b) Unfair and Restricted Trade Practice
- (c) Lay-off
- (d) Essential of a Valid Sale

Q.2) (A) Define Free Consent. Explain essential elements of Free Consent. [10]

(B) List and explain the rights and duties of Seller and Buyer under Sale of Goods Act, 1930. [10]

Q.3) (A) What do you understand by 'Defect in Goods' and 'Deficiency in Service' under Consumer Protection Act ? [10]

(B) State the roles of Food Inspector and Public Analyst in preventing Food Adulteration under Prevention of Food Adulteration Act, 1954. [10]

- Q.4)** (A) Explain various provisions related to opening and closing hours of commercial establishment and in short explain the registration procedure for all the establishment under Bombay Shop Act. [10]
- (B) Write a note on State and Central Pollution Control Board under the Water Pollution Act. [10]
- Q.5)** Explain the following in short : (**Any Four**) [20]
- (a) Disablement under Workmen's Compensation Act
- (b) Retrenchment
- (c) Industrial Dispute
- (d) Occupational Disease
- (e) Idemnity and Guarantee
- (f) Safety Provision under Factories Act, 1948
- Q.6)** (A) List and explain in short about various Licenses and Permits required for carrying Hotel and Catering Business. [10]
- (B) Define the term 'Wages'. List and explain the Authorised Deductions from Wages under the Payment of Wages Act. [10]
-

Seat No.	
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Total No. of Questions : 5]

[Total No. of Printed Pages : 2

[4283]-51

B. Sc. (Hospitality Studies) (Semester - V) Examination - 2012

ADVANCED FOOD PRODUCTION

(Old 2005 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

(1) Solve any four questions.

(2) Figures to the right indicate full marks.

Q.1) Write short notes : (Any Four) [10]

- (a) Larder Control
- (b) Classify Appetizers giving one example of each
- (c) List any five principles of making Salad
- (d) Choux Pastry
- (e) List five uses of Icing

Q.2) (A) Classify Pastries giving two examples of each. [06]

(B) Discuss the Composition of Salad. [04]

Q.3) (A) List five types of Cookies with one example of each. [05]

(B) Explain five types of Sandwiches with the help of a sketch. [05]

Q.4) (A) Discuss the evolution and principles of Nouvelle Cuisine. [06]

(B) List any eight duties and responsibilities of Larder Chef. [04]

Q.5) Explain the following culinary terms : (Any Ten)

[10]

- (a) Fondant
 - (b) Petit Four
 - (c) Smorresbrod
 - (d) Japonnaise
 - (e) Pullman
 - (f) Bonbon
 - (g) Salami
 - (h) Brinometer
 - (i) Abats
 - (j) Barquettes
 - (k) Moussline
 - (l) Dashi
-

Seat No.	
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Total No. of Questions : 6]

[Total No. of Printed Pages : 2

[4283]-52

B. Sc. (Hospitality Studies) (Semester - V) Examination - 2012

FOOD AND BEVERAGE SERVICE AND MANAGEMENT

(Old 2005 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

- (1) Solve *any four* questions.
 - (2) All questions carry equal marks.
 - (3) Draw neat diagrams wherever necessary.
-
-

Q.1) (A) Draw Breal Fast Homger and explain the procedure for the same. [05]

(B) Explain the service of following dishes from Gueridon hvlley. [05]

(a) Banana Flambé

(b) Steak Diane

Q.2) (A) Explain following types of Buffets : [06]

(a) Finger Buffet

(b) Fork Buffet

(c) Danish Buffet

(B) Write the short notes : [04]

(a) ABC Analysis

(b) EOQ

- Q.3)** (A) Enlist different equipments used while setting Buffet. [04]
(B) Explain the Operational Cycle of an In Room Dining of Five Star Hotel. [06]
- Q.4)** Write notes : [10]
(a) Operational Phase of Control Cycle
(b) Margin of Safety
(c) Cost Dynamics
(d) Management after the event phase in Control Cycle
- Q.5)** (A) Explain Elements of Cost. [06]
(B) Write note on Time Management in In Room Dining. [04]
- Q.6)** (A) Describe hygiene practises observed while handling carrying Trolley. [05]
(B) Enlist different Trollies used for Gueridon Service. [02]
(C) Explain any three formats used in Room Service. [03]
-

Seat No.	
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Total No. of Questions : 3+3]

[Total No. of Printed Pages : 2

[4283]-53

B. Sc. (Hospitality Studies) (Semester - V) Examination - 2012

ACCOMMODATION OPERATIONS - II

(Old 2005 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

*(1) Attempt **any four** questions. **Two** from each section.*

(2) All questions carry equal marks.

SECTION - I

Q.1) (A) Explain the following terms : (Any Ten)

[10]

- (1) Yarn
- (2) Calandering
- (3) Stock Taking
- (4) Recodecoration
- (5) Penthouse
- (6) Secondary Colours
- (7) Cashless Purchasing
- (8) Form
- (9) Capital Budget
- (10) Dado
- (11) Snag List

[4283]-53

1

P.T.O.

- Q.2)** (A) State the characteristic of Linen. List down the use of Linen in the Hotels. [05]
(B) Explain any five methods of Purchasing. [05]
- Q.3)** (A) What are the various elements of Design ? Explain any two in detail. [05]
(B) What is Operating Budget ? Explain various components of Operating Budget. [05]

SECTION - II

- Q.1)** Explain the following terms : **(Any Ten)** [10]
- (1) Repeat Business
 - (2) House Limit
 - (3) Overstay
 - (4) Rev. PAR
 - (5) No Show
 - (6) Float
 - (7) Night Auditor
 - (8) Credit Limit
 - (9) Rack Rate
 - (10) Lead Time
 - (11) Allowance
- Q.2)** (A) Write short notes : **(Any Two)** [05]
- (a) Upselling
 - (b) Attributes required by Front Office Personnel
 - (c) Night Audit
- (B) Explain various methods of establishing Room Rates. [05]
- Q.3)** (A) State the importance of Forecasting. List down various Data required for Forecasting. [05]
(B) Explain any two methods of Selling at Front Office. [05]

Seat No.	
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Total No. of Questions : 5]

[Total No. of Printed Pages : 2

[4283]-601

B. Sc. (Hospitality Studies) (Semester - VI) Examination - 2012

ADVANCED FOOD PRODUCTION

(Old 2005 and New 2008 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

(1) Attempt *any four* questions.

(2) Figures to the right indicate full marks.

-
-
- Q.1)** (A) What is Galantine ? Explain the preparation method of Galantine. [05]
(B) Classify Frozen Desserts. Explain 'Sherbets' in detail. [05]
- Q.2)** (A) Enlist special features with respect to Ingredients Methods and Preparation Styles of Asian Cuisine. [05]
(B) Enlist the Sixteen Stages involved in Processing of Chocolate. [05]
- Q.3)** (A) What information is required while Planning and Designing a Kitchen of a Five Star Hotel ? [05]
(B) Explain any five factors influencing selection of Commercial Equipments. [05]
- Q.4)** Write short notes : (Any Two) [10]
(a) Mexican Cuisine
(b) Importance of Kitchen Stewarding
(c) Burial
(d) Courverture

Q.5) (A) Write about any two Toppings and Fillings in detail. [04]

(B) Explain the following Culinary terms : (Any Six) [06]

- (a) Carambola
 - (b) Coca
 - (c) Mortadella
 - (d) Moussaka
 - (e) Satay
 - (f) Sushi
 - (g) Duxelle
 - (h) Foie Gras
 - (i) Black Pudding
-

Seat No.	
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Total No. of Questions : 6]

[Total No. of Printed Pages : 2

[4283]-602

B. Sc. (Hospitality Studies) (Semester - VI) Examination - 2012

ADVANCED FOOD SERVICES AND MANAGEMENT

(New 2008 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instruction :

Answer any four questions.

-
- Q.1)** (A) Explain three Catering Considerations of a Fast Food Outlet. [06]
(B) List four advantages of Franchising to Franchiser. [04]
- Q.2)** (A) Determine 7P's of popular catering establishment and advice about success strategies in Marketing them. [05]
(B) Write in detail the role of Furniture Designer in Themed Restaurants. [05]
- Q.3)** (A) Draw and explain four Bar Records. [08]
(B) Write short notes : [02]
(a) Dispence Bar
(b) Cigar Bar
- Q.4)** (A) Explain any two Licenses required for operating a Restaurant Cum Bar Operation. [06]
(B) Differentiate Sales Budget from Cost Budget. [04]
- Q.5)** (A) Explain Contract Catering. [04]
(B) What are the Catering Facilities that are available in a Industrial Area ? [06]

Q.6) (A) Write short notes : **[06]**

(a) Sales Mix

(b) RAIS

(c) APC

(B) Explain the importance of F and B Staff Training. **[04]**

Seat No.	
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Total No. of Questions : 6]

[Total No. of Printed Pages : 2

[4283]-603

B. Sc. (Hospitality Studies) (Semester - VI) Examination - 2012

SPECIALIZED ACCOMMODATION MANAGEMENT

(New 2008 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions :

- (1) Solve **any four** questions out of six.
- (2) All questions carry equal marks.
- (3) Assume suitable data wherever necessary.

Q.1) (A) Explain the following terms : (Any Five) [05]

- (1) Monochromatic Colour Scheme
- (2) Swags
- (3) Forecast
- (4) Diffused Light
- (5) Ranch Windows
- (6) Wilton Carpets
- (7) ARR

(B) Plan the Colour Scheme of a Hotel Suite Room. [05]

Q.2) (A) Classify Floorings. Explain the points to be borne in mind while selecting a Flooring. [06]

(B) Write short notes : (Any Two) [04]

- (a) Role of Sales and Marketing in Hotel Industry
- (b) Care of Soft Furnishings
- (c) Importance of Yield Management

- Q.3)** (A) Explain various aspects in Planning of MICE. [06]
(B) Explain various Waste Reduction Programmes which could be adopted in the House-keeping Department. [04]
- Q.4)** (A) With the help of a Layout, explain various functions carried out in an OPL. [06]
(B) Explain the importance of a Lighting Plan in Hotel Designing. [04]
- Q.5)** (A) Draw and explain the following Reports : [06]
(a) Guest History Card
(b) Revenue Report
(B) Explain the importance of MIS in the Hotel Industry. [04]
- Q.6)** (A) Draw and explain any three types of Curtains. [06]
(B) Give the sizes of the following furniture : [04]
(a) Coffee Table
(b) Single Bed
(c) Bed Side Table
(d) Four Seater Square Dinning Table
-

Seat No.	
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Total No. of Questions : 9]

[Total No. of Printed Pages : 2

[4283]-604

B. Sc. (Hospitality Studies) (Semester - VI) Examination - 2012

TOTAL QUALITY MANAGEMENT

(New 2008 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

(1) *Q. No. 1 is compulsory.*

(2) *Solve **any five** questions from remaining.*

Q.1) Write notes : (Any Four)

[20]

- (a) Thoughts of Quality Guru - JURAN
- (b) QMS ISO 9001 : 2000
- (c) Problem Solving Tool : Brain Storming
- (d) Quality Circles
- (e) Internal Customer
- (f) Investors in People

Q.2) Explain steps to success in Measuring and Managing Customer Satisfaction.

[10]

Q.3) Define Quality. Explain Core Concepts of TQM.

[10]

Q.4) What is an Innovation and Diligence according to Core Values of Japanese Management.

[10]

Q.5) Explain 5'S' Philosophy of Kaizon.

[10]

[4283]-604

1

P.T.O.

- Q.6)** With reference of 'Green Service Quality' explain the 'Waste Management' and 'Energy Management'. **[10]**
- Q.7)** Write detail note on 'Business Process Re-engineering'. **[10]**
- Q.8)** "Effective Communication Leads to achieve good quality." Justify. **[10]**
- Q.9)** What are different 'Costs of Quality' ? Explain in detail. **[10]**
-

Seat No.	
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Total No. of Questions : 9]

[Total No. of Printed Pages : 2

[4283]-605

B. Sc. (Hospitality Studies) (Semester - VI) Examination - 2012

HUMAN RESOURCE MANAGEMENT

(New 2008 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

- (1) Solve **any seven** questions.*
- (2) All questions carry equal marks.*

-
-
- Q.1)** Define Selection Process. Explain various types of Interviews. **[10]**
- Q.2)** Define Trade Unions. State various objectives of Trade Unions. **[10]**
- Q.3)** Define Human Resource Planning. What are the various steps in the Human Resource Planning Process ? **[10]**
- Q.4)** Write the Job Description for a Duty Manager in the Hotel. **[10]**
- Q.5)** Explain any four methods of Training used in Hotels. **[10]**
- Q.6)** Define Grievance. What are the various causes of Grievances in Hotels ? **[10]**
- Q.7)** Describe various factors influencing the Wage and Salary. **[10]**
- Q.8)** Explain the Process of Selecting Employee in an Organisation. **[10]**

Q.9) Write short notes : (Any Two)

[10]

- (a) Functions of Workers Participation
 - (b) Importance of Induction
 - (c) Preventing Labour Turnover
-

Seat No.	
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Total No. of Questions : 9]

[Total No. of Printed Pages : 1

[4283]-606

B. Sc. (Hospitality Studies) (Semester - VI) Examination - 2012

ENTREPRENEURSHIP DEVELOPMENT

(New 2008 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

- (1) Answer **any seven** from the following.
- (2) All questions carry equal marks.

-
-
- Q.1) Write short notes : (Any Two) [10]**
- (a) Two types of Entrepreneurs
 - (b) Principles of Market Survey
 - (c) Importance of Entrepreneurship in a Growing Economy
- Q.2) What is SWOT ? Discuss its importance while starting a Café. [10]**
- Q.3) How would you as an Entrepreneur Mobilize the following resources ? [10]**
- (a) Finance
 - (b) Manpower
- Q.4) State and explain the Internal and External Sources of Finance. [10]**
- Q.5) What is a Project Report ? State its contents. [10]**
- Q.6) What are the issues or problems faced by Women Entrepreneurs ? [10]**
- Q.7) Explain the steps in the Entrepreneurial Process. [10]**
- Q.8) Discuss the qualities required for becoming a Successful Entrepreneur. [10]**
- Q.9) State and explain the techniques for Gathering Information. [10]**

[4283]-606/1