NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2019-2020

COURSE   :   1st Semester of 3-year B.Sc. in H&HA
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.   Classify and explain soups with examples.

(10)

Q.2.   (a)   Define stock.
        (b)   Explain the care and precaution to be taken during the preparation of stock.

(2+8=10)

Q.3.   (a)   What are the different categories of vegetables? Give two examples of each.
        (b)   Explain the pigments and their colour changes during cooking.
                                        OR
        (a)   Classify fruits with examples.
        (b)   Explain the culinary uses of fruits in cooking and baking

(4+6=10)

Q.4.   Write short notes on **any two**:
        (a)   Attitude and behaviour in the kitchen.   (b)   Techniques used in pre-preparation.
        (c)   Uniforms and protective clothing.   (d)   Various textures.

(2x5=10)

Q.5.   (a)   What is the importance of sauce in western cooking?
        (b)   Give the recipe to prepare 1 lt. of mayonnaise sauce.

(5+5=10)

Q.6.   Methods of cooking plays a vital role in the preparation of food. Explain various method and importance of each.

(10)

                                        OR
        (a)   Explain parts of salad.
        (b)   Classify and explain various salads with **two** examples each.

(5+5=10)

Q.7.   Briefly explain the following terms (**any ten**):
        (a)   Florentine   (b)   Cloute
        (c)   Mirepoix   (d)   Garnish
        (e)   Roux   (f)   Chalazae
        (g)   Fond de cuisine   (h)   Consommé
        (i)   Liaison   (j)   Braising
        (k)   Beurre manie   (l)   Knock back
        (m)   Bouquet garni   (n)   Albumin
        (o)   Blend baking   (p)   Emulsion
        (q)   Chiffonade   (r)   Mis-en-place
        (s)   Farci   (t)   Bisque

(10x1=10)

Q.8.   (a)   Draw the structure of egg and mark the parts.
        (b)   Explain the uses of egg in cookery and bakery.

(5+5=10)

Q.9.   (a)   Draw the modern staffing of Food Production department in a large hotel.
        (b)   List the duties and responsibilities of Executive Chef.

(5+5=10)

Q.10.   (a)   Classify raising agents.
        (b)   Explain the chemical raising agents.

(3+7=10)

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ROLL No.……………………………

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2019-2020

COURSE	:	1st Semester of 3-year B.Sc. in H&HA
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.   In a tabular form classify catering establishments. Explain restricted market catering in brief.
OR
What do you understand by welfare catering? Give examples and explain **any one** in detail.   (5+5=10)

Q.2.   List the hierarchy of a French and American fine dining restaurant.
OR
What are the duties and responsibilities of the senior captain?   (10)

Q.3.   Explain different operating outlets in the F&B Service department of a large hotel.   (10)

Q.4.   What are the attributes of a good waiter? Explain **any ten**.
OR
Justify the significance of interdepartmental co-operation for F&B Service   (10)

Q.5.   Classify non-alcoholic beverages. Explain different types of cocoa and malted beverages.   (5+5=10)
OR
Explain the manufacture of coffee. Write a short note on laced coffee.   (7+3=10)

Q.6.   Explain different steps involved in the manufacturing of Tea. What are the different types of tea?   (7+3=10)

Q.7.   Sketch the layout of a pantry. What are the salient features of a good pantry?   (6+4=10)

Q.8.   Write short notes on (**any four**):

(a)	Cover	(b)	Mise-en-place	(c)	A la carte
(d)	Polivit	(e)	Baize	(f)	Dummy waiter
(g)	Flatware	(h)	Crockery			(4x2 ½ =10)

Q.9.   Give the size / capacity of **any ten** of the following:

(a)	Tea cup	(b)	Hi ball glass	(c)	Dinner plate
(d)	Round dining table	(e)	Snifter	(f)	Beer goblet
(g)	Half plate	(h)	B&B plate	(i)	Height of the dining table
(j)	Serviette	(k)	Parfait glass	(l)	Collins
(m)	Old fashioned	(n)	Martini glass			(10x1=10)

Q.10.   List the French equivalent of **any five**:
A

(a) Spoon	(b) Knife	(c) Carver	(d) Black coffee	(e) Glass
(f) Plate	(g) Lounge waiter	(h) Fork	(i) Floor waiter	(j) Barker (5x1=5)

B   Match the following:

(a)	Coffee	(i)	Couverture
(b)	Steward	(ii)	Café
(c)	Plate	(iii)	Commis de rang
(d)	Cover	(iv)	Assiette
(e)	Milk	(v)	Lait
(f)	Water	(vi)	L'eau (5x1=5)

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NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2019-2020

COURSE   :   1st Semester of 3-year B.Sc. in H&HA
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.   Explain the responsibility of housekeeping in the upkeep of the hotel.
OR
Explain the inter-departmental co-ordination between housekeeping and front office in a hotel.

                                                                              (10)

Q.2.   Draw the organizational chart of a large five-star hotel with 700 guestrooms having a laundry in its premises.
OR
Draw the organizational chart of a small hotel with 60 guestrooms without a laundry. Also describe the duties and responsibilities of a guest room attendant and control desk supervisor.

                                                                              (10)

Q.3.   List the various mechanical cleaning equipment used in hotel. Explain briefly the use and the care of the different mechanical cleaning equipment used in the hotel.

                                                                          (2+8=10)
OR
What are the various types of cleaning agents used in the hotel? Explain briefly.

                                                                              (10)

Q.4.   Explain briefly the following (**any two**):
        (a)   Use of information technology in hotel
        (b)   Frequency schedules for cleaning
        (c)   Principles of cleaning

                                                                          (2x5=10)

Q.5.   Differentiate between the following (**any five**):
        (a)   Ottoman and Houseman
        (b)   Buffing and Burnishing
        (c)   EPNS and Sterling Silver
        (d)   Lacquering and Enameling
        (e)   Janitor's Trolley and Mop Wringer Trolley
        (f)   Potpourri and Diffusers
        (g)   Entomologically clean and cosmologically clean

                                                                          (5x2=10)

Q.6.   Explain the following (**any ten**):
        (a)   OOO
        (b)   OOS
        (c)   HWC
        (d)   Wi-Fi
        (e)   GRA
        (f)   GPS
        (g)   WHB
        (h)   DND
        (i)   WC
        (j)   QUATs
        (k)   EDTA

                                                                          (10x1=10)

Q.7.   Define the following (**any ten**):
   (a)   Drugget
   (b)   Guest expendables
   (c)   Saponification
   (d)   Credenza
   (e)   Parquet
   (f)   Kaolin
   (g)   Dutch's wife
   (h)   Bidet
   (i)   Bath sheet
   (j)   Upholstery
   (k)   Guest amenity

                                                                                (10x1=10)

Q.8.   How would you clean and maintain the following surface:
   (a)   Brass room number plate of guest room.
   (b)   Wooden door of guest room.
   (c)   Marble floor in hotel's lobby.
   (d)   Mirror in guest room.
   (e)   EPNS artifacts in guestrooms.

                                                                                (5x2=10)

Q.9.   Match the following:
   (a)   Forest essential   (i)   Toilet brush
   (b)   Taski R1   (ii)   Wooden surface
   (c)   Johny's Mop   (iii)   Toiletries
   (d)   Veneer   (iv)   Air freshener
   (e)   Kaolin   (v)   Bathroom cleaner
   (f)   Taski R5   (vi)   Abrasive
   (g)   Sandpaper   (vii)   Chandelier
   (h)   Promotional tent card   (viii)   Brass
   (i)   Copper + zinc   (ix)   Abrasive
   (j)   Cut glass   (x)   Publicity

                                                                                (10x1=10)

Q.10.   Fill in the blanks:
   (i)   A scale that indicated the acidity and alkalinity of substance is known as _____.
   (ii)   Short fibres that may be loosened and shed from fabric is known as _____.
   (iii)   _____ is a pleated, decorative skirting that extends around the sides and foot of a bed.
   (iv)   _____ is a pink oxide of iron used as a fine abrasive for polishing silver.
   (v)   Cots for babies are known as _____.
   (vi)   Spirits of salt is also known as _____.
   (vii)   The wheels fixed at the base or to the legs of furniture and equipment to make them mobile are called as _____.
   (viii) Murphy bed is also known as _____.
   (ix)   The lady tailors in housekeeping department are known as _____.
   (x)   _____ are textiles used for decorating furniture and making it more comfortable.
                                                                                (10x1=10)

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NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2019-2020

COURSE   :   1st Semester of 3-year B.Sc. in H&HA
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.   (a)   Define tourism.
        (b)   Discuss in detail the benefits of tourism to the destination.   (2+8=10)
                                        OR
        Outline the evolution and growth of the hotel industry mentioning various landmarks and important developments.
                                                                                                 (10)

Q.2.   Classify hotels based on location and clientele.
                                        OR
        List the various sections of front office and briefly explain the activities of each section.   (10)

Q.3.   Draw the hierarchical organisation chart of a large five-star hotel.
                                        OR
        Draw the layout of the lobby and front office of a large five-star hotel and label the various sections.   (10)

Q.4.   (a)   What is job description?
        (b)   Write the job description of a front office assistant.   (2+8=10)

Q.5.   Write short notes on **any two**:
        (a)   Chain hotels   (b)   Boutique hotels
        (c)   Room rack   (d)   Concierge   (2x5=10)

Q.6.   List the various types of hotel rooms available in a star hotel. Briefly describe any **five**:   (10)

Q.7.   Give step-by-step procedure followed by the bell desk for handling:
        (a)   Scanty baggage guest
        (b)   Left luggage   (5+5=10)

Q.8.   Differentiate between the following (**any five**):
        (a)   Front of the house and back of the house.
        (b)   Door attendants and valet parking attendants.
        (c)   Overstay and stayover.
        (d)   Skipper and DNCO.
        (e)   Fixed time-share and floating time-share
        (f)   No-show and walk-in
        (g)   Referral group and Franchise.   (5x2=10)

Q.9.   Define the term 'time-share'. Discuss the various methods of use of time-share and the advantages of time-share
        hotels.   (10)

Q.10.   Match the following and French terms with their English meaning::
        (a)   Mercredi   (i)   Thank you
        (b)   Bon jour   (ii)   August
        (c)   L'été   (iii)   Wednesday
        (d)   Salle de bains   (iv)   Summer
        (e)   S'il vous plait   (v)   Room
        (f)   Aout   (vi)   Please
        (g)   Cinq   (vii)   See you soon
        (h)   Chambre   (viii) Five
        (i)   A bientot   (ix)   Good morning
        (j)   Merci   (x)   Bathroom
                                                                                                 (10x1=10)

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NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2019-2020

COURSE   :   1st Semester of 3-year B.Sc. in H&HA
SUBJECT   :   Hotel Engineering
TIME ALLOWED   :   03 Hours
MAX. MARKS: 100
_____
(Marks allotted to each question are given in brackets)
_____

Q.1.   (a)   Draw an organizational chart of a maintenance department of a large hotel.
        (b)   Mention **five** activities undertaken for preventive maintenance.
                                                                                        (5+5=10)
OR
Name fuels used in hotel industry. What are the advantages and disadvantages of solid, liquid and gaseous fuel?
                                                                                        (10)

Q.2.   Draw a labeled diagrams of gas burner and describe L.P.G.
                                                                                        (5+5=10)
OR
Write a detailed note about different types of lights.
                                                                                        (10)

Q.3.   Write about sources and types of water. How would you convert temporary and permanent hard water to soft water?
                                                                                        (3+7=10)
OR
Enlist **five** types of refrigerants used. Explain the functioning of window type air conditioner.
                                                                                        (4+6=10)

Q.4.   Write short notes on **any two**:
        (a)   Cold water cistern swimming pool.
        (b)   Central air-conditioning.
        (c)   Fire extinguisher
        (d)   Sewage treatment
                                                                                        (2x5=10)

Q.5.   Explain in brief (**any ten**):
        (a)   Air pollution   (b)   Sullage
        (c)   Ignition temperature   (d)   Class 'C' fire
        (e)   Humidification   (f)   R-717
        (g)   Coupling / Union   (h)   V.I.R.
        (i)   M.C.B.   (j)   H.R.C.
        (k)   Closed circuit   (l)   B.T.U.
                                                                                        (10x1=10)

Q.6.   Calculate the electricity bill for the month of September 2019 having the following electric loads:

100 W bulbs	10 Nos.	6 Hrs. / Day
60 W fans	10 Nos.	5 Hrs. / Day
3 KW heater	05 Nos.	5 Hrs. / Day
6 KW / boiler	02 Nos.	5 Hrs. / Day

Cost of electricity energy is Rs.4/- per unit.
                                                                                        (10)

Q.7.   List and explain various audio visual equipment used in hotels.

(10)

Q.8.   **A**   Match the following:
(a)   Solid fuel   (i)   Incandescent lamp
(b)   Tungsten   (ii)   Zero potential
(c)   Earthing   (iii)   Helium
(d)   Yellow colour   (iv)   Air conditioner
(e)   Compressor   (v)   Coal

B   State True or False:
(a)   'EXIT' sign indicates entry door.
(b)   U.P.S. stands for un-interrupted power source.
(c)   The flow of electron is called current.
(d)   The intensity of heat energy is denoted by temperature.
(e)   Class 'D' fire is due to gases.

(5+5=10)

Q.9.   Define pollution. Explain different types of pollution.
                                                    OR
What is contract maintenance? What are the advantages and dis-advantages? What are the various types of contracts used?

(10)

Q.10.   Fill in the blanks:
(a)   _____ is better than cure.
(b)   _____ is a substance that produces useful heat or power when burnt.
(c)   L.P.G. is a mixture of _____ and _____.
(d)   Measurement of light is given in _____.
(e)   _____ is an effect of fuel, heat and oxygen.
(f)   An agreement between two party enforceable by law is _____.
(g)   O.H.P. stands for _____.
(h)   Closed circuit television is a form of _____ equipment.
(i)   The hotel is concerned with the _____ of the guest.
(j)   An equipment replaced due to incapable of meeting the increasing demand is a replacement because of _____.

(10x1=10)

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NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR - 2019-2020

COURSE	:	1st Semester of 3-year B.Sc. in H&HA	
SUBJECT	:	Nutrition	
TIME ALLOWED	:	03 Hours	MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1.   Discuss the various functions of food.   (10)

Q.2.   A non-vegetarian meal provides 20 gm. protein, 20 gm. fat and 120 gm. of carbohydrates. Calculate the calories provided by this meal:
Sources of Energy:
Protein   -   4 Kcal / gm.
Carbohydrates   -   4 Kcal / gm.
Fats   -   9 Kcal / gm.

Calculate the BMI (Body Mass Index) of a man weighing 65 kg. having height 155 cm. Specify and discuss on the obesity of the man.   (5+5=10)
OR
Define BMR and list the factors affecting BMR.   (10)

Q.3.   What are the various functions of carbohydrates in our body?
OR
What is the function of protein in our body? How can the quantity of protin be improved in food?   (10)

Q.4.   Classify vitamins and enumerate the functions of Vitamin A in the body alongwith its important source.
OR
List the general functions of minerals in our body.   (10)

Q.5.   Explain the role of water in maintaining the water balance of the body.   (10)
Q.6.   What is balanced diet? Classify food into various groups.   (10)

Q.7.   What measures should be taken in mass food production to retain maximum nutritive value of food?
OR
List **ten** popular items on a typical Indian restaurant menu, which are suitable for a diabetic individual.   (10)
Q.8.   List the various categories of convenience foods giving suitable example for each category.   (10)
Q.9.   **A**   Match the following:

(i)	Beri-Beri	(a)	Vitain C
(ii)	Anaemia	(b)	Iodine
(iii)	Goitre	(c)	Vitamin D
(iv)	Scurvy	(d)	Iron
(v)	Rickets	(e)	Vitamin B

B   Define the following terms:

(i)	SDA	(ii)	Malnutrition
(iii)	Health	(iv)	RDA
(v)	Thawing		

                                                                                              (5+5=10)

Q.10.   Fill in the blanks:
(a)   Energy is measured in _____.
(b)   Vitamin D is gained from _____.
(c)   The only sugar required by brain is _____.
(d)   _____ is a disease caused by deficiency of Vitamin A.
(e)   Excessive loss of water results in _____ while accumulation of water in extracellular space is called _____.
(f)   The basic building blocks of proteins are called _____.
(g)   Loss of appetite due to psychological disturbance is called _____.
(h)   Feeling of satisfaction and fullness and not feeling hungry till the next meal is called _____.
(i)   _____ is a disease caused by deficiency of calcium in children.   (10x1=10)

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NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2019-2020

COURSE	:	1st Semester of 3-year B.Sc. in H&HA
SUBJECT	:	Application of Computers
TIME ALLOWED	:	02 Hours

MAX. MARKS: 50

(Marks allotted to each question are given in brackets)

Q.1. What are the elements of a computer system? Explain in detail with example.
OR
Explain the generations of computer. List the advantages and disadvantages of each generation.

(10)

Q.2. Write short notes on **any two** of the following:
(a) Operating system   (b) Network topology   (c) Types of networks

(2x5=10)

Q.3. Expand the following:
(i) GIGO   (ii) ISP   (iii) MICR   (iv) JPEG   (v) AI

(5x1=5)

Q.4. Give **two examples** of each (**any five**):
(a)   Secondary storage devices   (b)   Cable
(c)   Non-impact printers   (d)   Windows operation
(e)   Utility software   (F)   Network interface card

(5x1=5)

Q.5. Draw and explain the block diagram of a computer.
OR
Draw and explain the parts of a typical window.

(5)

Q.6. Differentiate between the following (**any two**):
(a) Data and information   (b) RAM and ROM   (c) High level language and low level language

(2x 2 ½ =5)

Q.7. Give DOS commands for **any five** of the following:
(a)   To format a disk   (b)   To view the contents of a file
(c)   To create a file   (d)   To check bad sectors and errors in files
(e)   To delete an empty directory   (f)   To display the version of the operating system
(g)   To compare a disk with another disk

(5x1=5)

Q.8. State True or False:
(a)   Dot matrix is an example of non-impact printer.
(b)   Extension of MS-Word file is .TXT
(c)   Antivirus is an example of utility software.
(d)   Joystick is an input device.
(e)   FORMAT is an external command.

(5x1=5)

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