

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

COURSE : 5th Semester of 3-year B.Sc. in H&HA
 SUBJECT : Advance Food Production Operations-I
 TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. (a) How casing plays a major role in the preparation of sausages?
 (b) Explain the various types of casing in detail.
OR
 (a) Enlist the various components of sandwich.
 (b) Elucidate the types of sandwiches with one example of each. (5+5=10)
- Q.2. (a) Define larder and draw a layout of a typical larder section of a five-star hotel.
 (b) Make a list of equipment & utensils used in the larder section.
OR
 (a) What is 'Yield Testing'? Explain with example.
 (b) List various essential benefits of Yield Testing. (5+5=10)
- Q.3. Describe the different types of forcemeat and enlist the precautions to be taken while preparing it.
OR
 'Brine and marinades are the essential part of a Charcutiere section of any hotel'. Explain this statement with a suitable example of each. (10)
- Q.4. (a) What do you understand by 'Chaufroid'?
 (b) Explain the different methods of preparation of Chaufroid.
OR
 (a) Elucidate the preparation method of 'Pâté de foie gras'.
 (b) Discuss the precautions to keep them fresh for long after presentation. (5+5=10)
- Q.5. Differentiate between:
 (a) Mousse and soufflé
 (b) Terrine and pate
 (c) Crustacean and mollusc
 (d) Bacon and green bacon (4x 2 ½ =10)
- Q.6. 'Non-edible displays are the center of attraction in buffets and banquets'. Justify. Also discuss the various types of non-edible displays commonly used. (10)
- Q.7. Explain the following in short (**any four**):
 (a) Classification of appetizers
 (b) Use of wine in culinary
 (c) Ballotine
 (d) Tallow sculpture
 (e) Modern plating style (4x2 ½ =10)
- Q.8. List the major components of sandwich, types and the precautions to be taken while storing them. (10)

Q.9. Explain the following culinary terms in brief (**any ten**):

- | | | | |
|-----|---------------|-----|-----------|
| (a) | Bouillabaisse | (b) | Aspic |
| (c) | Fumet | (d) | Gravlax |
| (e) | Panini | (f) | Paella |
| (g) | Duxelles | (h) | Quenelles |
| (i) | Escalope | (j) | Chipolata |
| (k) | Zakuski | | |

(10x1=10)

Q.10. State True or False:

- (a) Aspic is not a produce of charcutiere.
- (b) Mille-feuille is a pastry from Scandinavian origin.
- (c) Origin of Bratwurst sausages is France.
- (d) The salmon roe on the sushi is not caviar.
- (e) Cock-e-leekie is a soup originated from Germany.
- (f) Caramelization of sugar starts at 340°F.
- (g) Pitahaya is also known as Dragon fruit.
- (h) Focaccia a sweet dish from confectionary.
- (i) Galantine is not a boneless preparation.
- (j) Morel does not belong to fungus family.

(10x1=10)

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ACADEMIC YEAR – 2019-2020

COURSE : 5th Semester of 3-year B.Sc. in H&HA
 SUBJECT : Advance Food & Beverage Operations-I
 TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. Define gueridon. Discuss its advantages and dis-advantages. (4+6=10)
- OR**
- Give standard recipe of the following:
 (i) Banana au Rhum (ii) Crêpes Suzette (5+5=10)
- Q.2. List the factors to be kept in mind while planning a restaurant. (10)
- Q.3. What do you understand by the term menu planning? State the objectives of menu planning. (10)
- OR**
- What are the constraints faced while planning menu for a speciality restaurant? (10)
- Q.4. Draw an organization chart of a banquet department of a five-star hotel. List the duties and responsibilities of a banquet manager. (10)
- Q.5. What is banquet function kit? Develop a function kit for banquet department of a five-star hotel. (2+8=10)
- OR**
- Plan a formal sit down dinner for 110 guests with 15 guests on the head table. Calculate the space area required for the set-up of the same. (10)
- Q.6. Explain the buffet service with its advantages. What are the different types of buffet layouts? (5+5=10)
- Q.7. Plan a menu for a buffet breakfast of a hotel in Delhi with tourists from Europe. (10)
- Q.8. Write short notes on **any two**:
 (a) Function prospectus
 (b) Kitchen stewarding
 (c) Toast procedure of a state banquet (2x5=10)
- Q.9. Answer in brief (**any five**):
 (a) Impulse buying
 (b) Smorgasbord
 (c) Toast master
 (d) Task rota
 (e) Lectern
 (f) Banquet secretary (5x2=10)
- Q.10. Fill in the blanks:
 (a) The standard size of a 6 cover rectangular table is _____.
 (b) Distance between the two sprigs in a banquet set up is _____.
 (c) Suggested area per guest for a sit down function is approximately _____ sq. feet.
 (d) In a formal restaurant, one server would ideally serve _____ guests.
 (e) Flambé was accidentally discovered by _____ in the restaurant called _____.
 (f) A buffet arrangement with large rotating shelves with food and drink arranged is known as _____.
 (g) Department responsible for maintaining cleanliness, hygiene and inventory management of the kitchen and F&B service back areas is _____.
 (h) A round table for banquets with 5 feet diameter will comfortably seat _____ guests.
 (i) Spirit used for flaming Crepe Suzette is _____. (10x1=10)

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ACADEMIC YEAR – 2019-2020

COURSE : 5th Semester of 3-year B.Sc. in H&HA
 SUBJECT : Financial Management
 TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. What is capital structure? Explain the importance of capital structure.
OR
 What is capital budgeting? How is it important in decision making? (10)
- Q.2. What is financial management? Explain the functions of financial management.
OR
 Explain financial planning and its importance. (10)
- Q.3. What is financial analysis? Explain the different types of financial analysis.
OR
 What is financial statement? Explain the different types of financial statements. (10)
- Q.4. What do you understand by working capital? Explain the factors affecting the working capital.
OR
 What is fund flow statement? Explain the objectives of fund flow statement. (10)
- Q.5. Write short notes on **any two**:
 (a) Value maximization (b) Financial plan (c) Du Pont control chart (2x5=10)
- Q.6. Distinguish between the following (**any two**):
 (a) Reserve and revenue
 (b) Over-trading and under-trading
 (c) Fund flow statement and cash flow statement (2x5=10)
- Q.7. Prepare a Statement of Changes in working capital from the following balance sheet as on 31st December:

Liabilities	2014 (Rs.)	2015 (Rs.)	Assets	2014 (Rs.)	2015 (Rs.)
Equity share capital	15,00,000/-	15,00,000/-	Cash in hand	5,000/-	10,000/-
Preference share capital	2,00,000/-	-	Cash at bank	40,000/-	50,000/-
Debentures	1,00,000/-	5,00,000/-	Bills receivable	30,000/-	80,000/-
Long term loan	1,00,000/-	3,00,000/-	Debtors	10,000/-	30,000/-
Short term loan	30,000/-	50,000/-	Land & building	12,00,000/-	15,00,000/-
Bills payable	15,000/-	10,000/-	Kitchen equipment	4,50,000/-	4,80,000/-
Outstanding expenses	10,000/-	15,000/-	Cutlery	2,20,000/-	2,25,000/-
	19,55,000/-	23,75,000/-		19,55,000/-	23,75,000/-

(10)

Q.8. Balance sheet of M/s. Maruti Ltd. as on 31.12.2018 was as follows:

Liabilities	Amount (in Rs.)	Assets	Amount (in Rs.)
Capital reserve	60,000/-	Cash in hand	10,000/-
Equity share capital	50,000/-	Short term investments	16,000/-
Profit & loss account	52,000/-	Stock	20,000/-
Creditors	26,000/-	Debtors	24,000/-
Bank overdraft	4,000/-	Furniture & fixtures	10,000/-
Taxation:	4,000/-	Plant and machinery	50,000/-
Current	4,000/-	Land and buildings	70,000/-
Future			
	2,00,000/-		2,00,000/-

From the above balance sheet, calculate:

(i) Current ratio (ii) Quick ratio (iii) Debt equity ratio (iv) Proprietary ratio

(10)

Q.9. Balance sheet of XYZ Ltd at the end of 2016 and 2017 are as follows:

Liabilities	31 st March 2016 (in Rs.)	31 st March 2017 (in Rs.)
Accounts payable	15,000/-	20,000/-
Notes payable	25,000/-	10,000/-
Other current liabilities	10,000/-	15,000/-
6% bonds	-	20,000/-
Profit and loss account (retained earnings)	80,000/-	1,10,000/-
Mortgage	-	10,000/-
Shares	50,000/-	50,000/-
TOTAL:	1,80,000/-	2,35,000/-
Assets	31 st March 2016 (in Rs.)	31 st March 2017 (in Rs.)
Cash	10,000/-	5,000/-
Marketable security	10,000/-	-
Inventory	70,000/-	1,05,000/-
Receivables	30,000/-	40,000/-
Fixed assets	1,00,000/-	1,40,000/-
Accumulated depreciation	(-) 40,000/-	(-) 55,000/-
TOTAL:	1,80,000/-	2,35,000/-

You are required to prepare a statement of changes in working capital and fund flow statement.

(10)

Q.10. Rank the following projects in the order of their desirability according to the Net Present Value Method:

Project	Year 1 – (Rs)	Year 2 - (Rs)	Year 3 - (Rs)	Year 4 - (Rs)	Year 5 - (Rs)
A	5000	10000	10000	3000	2000
B	20000	10000	5000	3000	2000

Initial investment:

Project A - Rs. 20000

Project B - Rs. 30000

Discount rate 10%

Present value Rs.1/- @10% (discount factor) using present value tables:

Year1	Year 2	Year 3	Year 4	Year 5
0.909	0.826	0.751	0.683	0.621

(10)

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ACADEMIC YEAR – 2019-2020

COURSE : 5th Semester of 3-year B.Sc. in H&HA
SUBJECT : Accommodation Management-I
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. Define planning. What are the different types of planning? Elaborate with example. (3+7=10)
- Q.2. "The management functions of planning, organizing, leading and controlling are widely considered to be the best means of describing the manager's job". Explain how a manager establishes control within the department. (10)
- Q.3. Define method study. State the purpose of conducting a method study. What are the steps involved in conducting a method study? Explain briefly. (2+3+5=10)
- OR**
- What is work measurement? What is the purpose of conducting work measurement? Explain **three** different methods with appropriate formula/calculation to conduct work measurement. (2+2+6=10)
- Q.4. Differentiate between:
(a) Performance standard and productivity standards
(b) Training and orientation
(c) Wholesale and Retail buying techniques **OR**
- How would you handle the following situations?
(a) Pesticides sprayed in eyes by accident
(b) A staff fell from staircase and injured ankle
(c) A child walked in the hotel with bleeding nose. (3x5=15)
- Q.5. Calculate number of GRA (Guest Room Attendant) required for a 300 room five-star hotel for all shifts at an average occupancy level of 70% and draw a duty roaster. (3+7=10)
- Q.6. Some of the housekeeping guest room attendants are working in the company for 15 years approximately who are also reluctant to update themselves and accept the changes in the organization. As a housekeeper what will be your course of action to update/train them and retain them? Explain with designing two days appropriate training plan. (10)
- Q.7. There are numerous methods and materials with the most effective training techniques available to help you. Prepare and equip employees to better do their jobs. As per you, what are the best method (**any three each**) for on-the-job and off-the-job training in housekeeping department? **OR**
- What is waste management? State **five** different types of waste which is generated in hotel and provide solution for cutting down on such waste. (10)
- Q.8. Write short notes on **any two**:
(a) Centralized purchasing (b) Capital budget (c) Job specification (2x2 ½ =5)
- Q.9. What are the pricing methods in case an organization is planning to use some contract services for the hotel? **OR**
- 'LEED certification depends on a 100 points scoring'. What is LEED? What are the different categories a hotel can earn these points from? Explain briefly each category with appropriate examples. (10)
- Q.10. What is the role of the housekeeping department in conservation of energy and water for a hotel? (10)

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ACADEMIC YEAR – 2019-2020

COURSE : 5th Semester of 3-year B.Sc. in H&HA
SUBJECT : Front Office Management-I
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. (a) Explain the various sub-sections of front office module of a Property Management System.
(b) Briefly explain Fidelio/IDS Hotel Management System stating its advantages and dis-advantages. (5+5=10)

OR

Elucidate the various features of Amadeus. Analyse the advantages of GDS for generating room reservations in hotel operations. (10)

- Q.2. What are the **three** main approaches to establishing room rates? Explain.

OR

Draw a ten-day sample forecast form. (10)

- Q.3. Differentiate between:

- | | |
|-------------------------------------------|---------------------------------|
| (a) Overstay and stay over | (b) BAR and rack rate |
| (c) RevPAR and RevPAC | (d) Package rate and group rate |
| (e) Operating ratios and occupancy ratios | |
- (5x2=10)

- Q.4. Explain the various stages of budget cycle with examples from Front Office department.

OR

List the advantages and dis-advantages of 'Budgeting'. (10)

- Q.5. Define the following (**any four**):

- | | |
|-------------------------------------|----------------------------|
| (a) Yield percentage | (b) Cost per occupied room |
| (c) Rooms division income statement | (d) Percentage of no-show |
| (e) Budget variance analysis | |
- (4x2 ½ =10)

- Q.6. Explain different types of budgets with examples. (10)

- Q.7. (a) Explain the importance of budgetary control.
(b) Describe in brief the various steps of zero base budgeting. (5+5=10)

- Q.8. (a) Illustrate the **seven** functions of management using a diagram.
(b) List the key points under functions of management pertaining to front office department of a hotel. (5+5=10)

- Q.9. Using the following data, calculate the rooms availability for Hotel Sharma for 1st December. Mention the rooms' availability forecast formula:

Total number of guest rooms	:	500
Number of reservations generated	:	275
Estimated percentage of no-show	:	8%
Number of estimated overstay	:	4%
Number of estimated understay	:	3%
Number of out of order rooms	:	18
Total number of stays overs	:	100
Total number of expected departures	:	10

(10)

Q.10. Fill in the blanks:

- (a) World span and Sabre are examples for _____.
- (b) _____ is the process of predicting events and trends in business.
- (c) A rate that includes a guest room in combination with other event or activities is _____.
- (d) An occupancy ratio derived by dividing net room revenue by the number of guest is _____.
- (e) Costs that remain constant in the short run even though sales volume varies is _____.
- (f) _____ is also known as bottom up approach.
- (g) _____ rates are offered by new hotels or hotels providing new services to the market.
- (h) Hubbart formula helps us to determine the _____ per room.
- (i) _____ do not cause any loss of revenue but in full occupancy causes problem in guest check in.
- (j) Budget that is prepared for the acquisition of assets of the organization is known as _____ budget.
(10x1=10)

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

COURSE : 5th Semester of 3-year B.Sc. in H&HA
SUBJECT : Strategic Management
TIME ALLOWED : 02 Hours MAX. MARKS: 50

(Marks allotted to each question are given in brackets)

- Q.1. Discuss the concept of external environment with relevant examples. (10)
- Q.2. Explain BCG Matrix with neat diagram in detail. **OR**
Explain SPACE Matrix with neat diagram in detail. (10)
- Q.3. Define strategy. List the characteristics of a good mission statement. **OR**
List the various approaches adopted while developing strategies. Explain **any two** approaches in brief. (5)
- Q.4. Differentiate between backward integration and forward integration strategy. **OR**
Explain diversification strategy in detail with its sub-categories. (5)
- Q.5. Write short notes on the following (**any two**):
(a) Advantages of formal policies (b) Styles of leaderships
(c) Marketing policy (d) Need of environmental analysis (2x ½ =5)
- Q.6. With a neat diagram, explain McKinsey's framework. (5)
- Q.7. Match the following:
(a) Turn around (i) New market new product
(b) Conglomerate (ii) Resource reallocation
(c) Market penetration (iii) Continuous losses
(d) Stability (iv) Existing product
(e) Liquidation (v) No profit (5)
- Q.8. Fill in the blanks:
(a) _____ is where the organization wants to go from where it is at present.
(b) The process of translating, putting into action or execution of strategy is known as _____.
(c) _____ is the process of identifying and evaluating an organization's specific characteristics, including its resources, capabilities, core competencies.
(d) _____ diversification is also known as heterogeneous diversification.
(e) _____ matrix is developed on determining attractiveness scores for various strategies. (5x1=5)
