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**[5572]-101**

**B.Sc. (Hospitality Studies) (I Sem.) EXAMINATION, 2019**

**101 : BASIC FOOD PRODUCTION**

**(2008 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

**N.B. :—** (i) Attempt any *four* questions.

(ii) All questions carry equal marks.

1. (a) Classify vegetables in a neat chart format with examples. [4]  
(b) Explain the co-ordination of kitchen department with other departments. [4]  
(c) Enlist any *four* cold food holding equipments. [2]
2. (a) Enlist different types of fats and oils used in cooking. Explain hydrogenation of fat. [4]  
(b) State any *two* examples of : [4]
  - (i) Stone fruit
  - (ii) Citrus fruit
  - (iii) Fleshy fruit
  - (iv) Nuts.
- (c) Give any *two* uses of egg in cookery. [2]

P.T.O.

3. (a) Explain the following (any *four*) : [4]
- (i) Marination
  - (ii) Filleting
  - (iii) Grinding
  - (iv) Steeping
  - (v) Grating
  - (vi) Paring.
- (b) Match the following : [2]
- |             |             |
|-------------|-------------|
| Flavours    | Brinjal     |
| Anthocyanin | Carrots     |
| Chlorophyll | Cauliflower |
| Carotenoids | Broccoli    |
- (c) Give *two* advantages and *two* disadvantages of electricity used in kitchen as a fuel. [4]
4. (a) Answer the following : [4]
- (i) Give examples of any *two* Indian and *two* continental herbs.
  - (ii) Give examples of any *four* varieties of milk available in the market.
- (b) Explain any *four* points to be considered to maintain personal hygiene in the kitchen. [4]
- (c) Give *two* examples of each : [2]
- (i) Natural sugar
  - (ii) Artificial sugar.

5. (a) Give local names for the following (any *eight*) : [4]

- (i) Bengal gram
- (ii) Fenugreek leaves
- (iii) Mint
- (iv) Plum
- (v) Fennel
- (vi) Green gram
- (vii) Drumstick
- (viii) Snakegourd
- (ix) Pumpkin
- (x) Bombay duck.

(b) Explain the following terms (any *six*) : [6]

- (i) Foogath
- (ii) Rabdi
- (iii) Beating
- (iv) Khorma
- (v) Tempering
- (vi) Kabab
- (vii) Blending
- (viii) Pressing.

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**[5572]-102**

**B.Sc. (Hospitality Studies) (I Sem.) EXAMINATION, 2019**

**102 : F AND B SERVICE**

**(2008 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

**N.B. :—** (i) Answer any *four* questions.

(ii) All questions carry equal marks.

1. (A) Plan a English B/F menu. [5]  
(B) Differentiate between : [5]
  - (i) Mis-en-place and Mis-en-scene
  - (ii) Commercial and non-commercial catering establishments.
2. (A) Explain the mentioned F and B service areas (any *two*) : [5]
  - (i) Room service
  - (ii) Banquets
  - (iii) Business centre
  - (iv) Discotheques.(B) Explain interdepartmental relationship of F & B and kitchen. [5]
3. Explain the cover set up and accompaniments for the following classical dishes (any *four*) : [4×2½=10]
  - (i) Fromage
  - (ii) Caviar
  - (iii) Potted shrimps
  - (iv) Oyesters
  - (v) Agneau rôti.

P.T.O.

4. Write short notes on : [4×2½=10]
- (a) Gueridon service
  - (b) Single point service
  - (c) Hi-Tea
  - (d) Disposables.
5. (A) Explain the attributes and attitude requirements of a food and beverage personnel. [6]
- (B) Write the job description of a Sommelier. [4]
6. (A) Explain the following menu terms : [5]
- (i) Petite four
  - (ii) Brioche
  - (iii) Melba Toast
  - (iv) Cafe simple
  - (v) Petite marmite.
- (B) Differentiate between English Service and American Service. [5]

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**[5572]-103**

**B.Sc. (Hospitality Studies) (Sem. I) EXAMINATION, 2019**

**103 : BASIC ROOMS DIVISION**

**(2008 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

**N.B. :—** (i) Attempt any *two* questions from each section.

(ii) Each question carry equal marks.

(iii) Draw neat diagrams wherever necessary.

**SECTION I**

**1. Explain the following terms (any *ten*) :** [10]

(a) Cabara

(b) Public Area

(c) GRA

(d) DND Card

(e) Hand Caddy

(f) Motel

(g) Dutch Wife

(h) DL

(i) Job Description

(j) Bath-mat

(k) Brasso

(l) Valet.

P.T.O.

2. (a) Draw the 'Lay-out' of housekeeping department in Five Star Hotel. [5]
- (b) Explain the co-ordination of housekeeping department with : [5]
- (i) Engineering department
- (ii) Front office department.
3. (a) Draw an organisation structure of housekeeping department in a Large Hotel. [5]
- (b) Write short note on (any *two*) : [5]
- (i) Care and storage of cleaning agents
- (ii) Purchase criteria for cleaning equipments
- (iii) Attributes of housekeeping personnel.

## SECTION II

4. Explain the following terms (any *ten*) : [10]
- (a) FIT
- (b) Hollywood Twin Room
- (c) EP
- (d) Corporate Rate
- (e) Flotel
- (f) Valet
- (g) Walk-in
- (h) Business Hotel
- (i) Individual Key
- (j) Efficiency Room
- (k) Bermuda Plan
- (l) C/O.

5. (a) Explain any *five* manual and five automated equipments used by Front Office Department. [5]
- (b) What are the duties and responsibilities performed by the Front Office Personnel. [5]
6. (a) Explain the message handling procedure for c/out guest. [5]
- (b) Write short note on (any *two*) : [5]
- (i) Paging
  - (ii) Role of concierge
  - (iii) Key handling procedure.



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**[5572]-104**

**B.Sc. (H.S.) (I Semester) EXAMINATION, 2019**

**104 : COMPUTER FUNDAMENTALS**

**(2008 PATTERN)**

**Time : 2 Hours**

**Maximum Marks : 40**

**N.B. :—** (i) Attempt any *four* questions.

(ii) All questions carry equal marks.

1. (a) Write a short note on RAM and ROM. [2+2=4]  
(b) Give the steps to put slide timings in PowerPoint. [3]  
(c) Give the steps to sort data in Excel. [3]
2. (a) Explain the following DOS commands with example : [1+1+1=3]  
(i) Copy  
(ii) REN  
(iii) TIME.  
(b) Write a short note on mail merge in MS-Word. [4]  
(c) Explain the following features :  
Organization chart, Slide design, Animation. [1+1+1=3]
3. (a) Describe a table and its parts using diagram in MS-Word. [1+2=3]  
(b) Explain the following : [1×5=5]  
download, E-mails, spyware, broadband, browser.  
(c) What is extension of MS-Excel file ? What is default column width in worksheet ? [2]

P.T.O.

4. (a) Explain the difference between SAVE and SAVEAS command in MS-Word. [3]  
(b) Draw small diagrams of any two charts in Excel. [2×2=4]  
(c) State the importance of modem while using Internet. [3]
5. (a) Give two advantages of shopping online. [2×2=4]  
(b) Give the steps to create a table in MS-Access. [3]  
(c) Name three advantages of using cut-copy and paste in windows. [3]
6. (a) Write a note on application software and system software with examples. [3+1=4]  
(b) Explain the DIR and DATE commands of DOS. [1+1=2]  
(c) What is the file extension of an Access file ? Define table.[1+3=4]

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**[5572]-105**

**B.Sc. (Hospitality Studies) (First Sem.) EXAMINATION, 2019**

**105 : CATERING SCIENCE-I**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

**N.B. :—** (i) Question No. 1 is compulsory.

(ii) Attempt any *four* questions from Q. No. 2 to Q. No. 7.

(iii) Draw diagrams wherever necessary.

**1. Define the terms (any *five*) :** [10]

- (i) Boiling point
- (ii) Hygiene
- (iii) Food adulteration
- (iv) Boiling under pressure
- (v) Density
- (vi) Smoking point
- (vii) Evaporation.

**2. (A) Explain the concept of Danger zone in catering industry. Mention any *two* potentially hazardous foods.** [4+1]

**(B) Define Cross-Contamination. Give any *three* ways to prevent it.** [2+3]

P.T.O.

- (C) What is the role of food standards in India ? Explain any *two* food standards in India ? Explain any *two* food standards. [2+3]
3. (A) Explain any *two* factors affecting the growth of microorganisms in food stuffs. Give any *three* uses of microorganisms in food industry. [2+3]
- (B) Define 'Food Additives'. Explain 'Food Colours' and 'Preservatives' with suitable examples. [1+4]
- (C) Define pH. Explain its importance in food industry. [1+4]
- Or*
- State the S.I. unit of length and weight. Convert 15°C to °F. [2+3]
4. (A) Explain the importance of rest recreation and exercise for a food handler. List any *two* intestinal parasites. [4+1]
- (B) Why is protective display of food necessary. List any *three* requirements needed to store food in refrigerated food storage area. [2+3]
- (C) List any *two* spoilage indicators for the following food stuffs : [5]
- (1) Milk
  - (2) Groundnuts
  - (3) Coriander Leaves
  - (4) Egg
  - (5) Cooked rice.

5. (A) Why is good health of staff important in catering industry ?  
Explain the importance of hygiene and sanitation in catering industry. [2+3]

(B) Explain the concept of HACCP in catering industry. [5]

*Or*

Explain any *five* ways to control the microbial growth in food stuffs.

(C) Mention any *two* control measures to control the following pests : [5]

(1) Ants

(2) Houseflies

(3) Cockroaches

(4) Stored grain insects

(5) Fruit flies.

6. (A) Explain any *two* natural toxins occurring in food. Mention any *three* sanitary practices to be followed by a food handler while cooking food. [2+3]

(B) Explain Browning reactions in food with examples. Give any *two* ways of prevention of undesirable browning in food. [3+2]

(C) Explain the morphology of Moulds. [5]

*Or*

Explain the direct transmission of disease.

7. (A) State any *three* points of difference between food poisoning and food infection. Why is chef cap necessary for a food handler ? [3+2]

(B) Explain 'Typhoid' food infection on the basis of :

- (1) Responsible organism [1]
- (2) Two foods involved [2]
- (3) Any *two* preventive measures. [2]

*Or*

Explain any *five* non-bacterial metal poisoning in food stuffs. [5]

(C) Mention the common food adulterant and the test to detect them in the following food stuffs : [5]

- (1) Milk
- (2) Sugar
- (3) Tea
- (4) Turmeric
- (5) Semolina.

Total No. of Questions—8]

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**[5572]-106**

**B.Sc. (H.S.) (I Semester) EXAMINATION, 2019**

**106 : COMMUNICATION SKILLS**

**(2005 PATTERN)**

**106 : COMMUNICATION FUNDAMENTALS**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

- N.B. :—**
- (i) Q. Nos. 1 and 5 are compulsory.
  - (ii) Answer any *two* from each section of the remaining questions.
  - (iii) Assume suitable data, wherever necessary.

**SECTION I**

1. (a) Define Communication. Classify types of communication with suitable example. [10]  
(b) Explain barriers to effective communication. What do you mean by physical barriers and language barriers ? [5]
2. (a) List down the advantages of written communication. [5]  
(b) What are the qualities of a good listener ? [5]
3. (a) A Front Office Assistant is not following telephone etiquettes. Draft a 'Memo' to him as a front office manager. Assume suitable data. [5]  
(b) Differentiate between Oral and Written communication. [5]
4. (a) Write short notes on : [5]
  - (i) Gestures
  - (ii) Importance of feedback in communication.  
(b) Explain any *five* points to be kept in mind while giving a presentation. [5]

P.T.O.

## SECTION II

5. Hotel Crowne Plaza, Pune has opened a speciality restaurant in their hotel. Write a letter of application along with resume for a post of captain. Assume suitable data. [15]
6. Write a report on accident which occurred in your hotel kitchen. Mention reasons for accident and give further suggestions. [10]
7. (a) Write a conversation in the form of dialogue between a captain and a guest for placing a food order. [5]  
(b) Distinguish between verbal and non-verbal communication. [5]
8. Write a letter of order as a Executive Housekeeping, placing the order for bed and bath linen for a hotel having 200 rooms. Assume suitable data. [10]



Total No. of Questions—5]

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**[5572]-201**

**B.Sc. (Hospitality Studies) (II Sem.) EXAMINATION, 2019**

**FOOD PRODUCTION PRINCIPLES**

**(2008 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

**N.B. :—** (i) Attempt any *four* questions.

(ii) All questions carry equal marks.

(iii) Neat diagrams must be drawn wherever necessary.

**1. Explain the following terms (any 10) :** [10]

- (a) Roux
- (b) Meringue
- (c) Chinois
- (d) Batter
- (e) Rechauffe
- (f) Bearre noissiette
- (g) Bouquet garni
- (h) Coulis
- (i) De-glaze
- (j) Docking
- (k) Garnish
- (l) Mirepoix.

P.T.O.

2. (a) Write short notes on (any *two*) : [4]
- (1) Roasting
  - (2) Grilling
  - (3) Tandoor.
- (b) Differentiate between Pan Frying and Shallow Frying. [3]
- (c) Factors affecting microwave Cooking (any *three*) : [3]
3. (a) Give the classification of sauces with two derivatives of any *two* mother sauces. [4]
- (b) Give the recipe of 1 litre Brown Stock. [4]
- (c) Differentiate between Accompaniment and Garnishes. [2]
4. (a) What are the different methods of Bread Making ? Explain any *two*. [5]
- (b) List any **10** International soups and their country of origin. [5]
5. (a) Give reasons for following (any *five*) : [5]
- (1) Oil is added slowly while making mayonnaise sauce.
  - (2) Temperature of liquid and Roux should be same while making sauce.
  - (3) Stock becoming cloudy.
  - (4) Hollandaise sauce cannot be refrigerated.
  - (5) Bread has to be cooled when demoulded.
  - (6) Stocks need to be started in cold water.

(b) Answer in one line (any *five*) : [5]

- (1) What do you understand by smoke point ?
- (2) What are pan gravies ?
- (3) List the non-desirable textures found in food.
- (4) Give examples of starches used in sauces.
- (5) What do you understand by Braising.
- (6) List four garnishes for consommés.

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**[5572]-202**

**B.Sc. (H.S.) (II Semester) EXAMINATION, 2019**  
**FOOD AND BEVERAGE OPERATIONS (202)**  
**(2008 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

**N.B. :—** (i) Solve any *four* questions.

(ii) *All* questions carry equal marks.

(iii) Draw diagrams wherever necessary.

1. (a) Explain the term buffet. What are the important points to be kept in mind while setting buffet. [6]  
(b) List *eight* equipments required for setup of buffet. [4]
2. (a) What is in Room Dining. [2]  
(b) Give the procedure of order taking in Room Service. [3]  
(c) Give suitable format for : [5]  
(i) Order taker sheet  
(ii) Clearance card.
3. Give classification of Alcoholic and Non-alcoholic beverages with *two* examples each. [10]
4. (a) What are the functions of a control system ? [5]  
(b) Give the flowchart of KOT/BOT. [5]
5. (a) What are the ingredients used in Beer manufacture. Explain their uses. [5]  
(b) Give difference between top fermented beer and bottom fermented beer. [3]  
(c) Explain Draught/Draft Beer. [2]

P.T.O.

6. (a) Briefly explain any *two* special KOT. [2]
- (b) Give *four* national and international brands of Beer. [4]
- (c) Explain Cider and Perry. [2]
- (d) Explain Smorgasboard. [2]

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**[5572]-203**

**B.Sc. (Hospitality Studies) (Second Semester) EXAMINATION, 2019**

**203 : ROOMS DIVISION SERVICES**

**(2008 PATTERN)**

**Time : 2 Hours**

**Maximum Marks : 40**

**N.B. :—** (i) Solve any *two* from each section.

(ii) *All* questions carry equal marks.

**Section I**

1. (a) What are the general principles of cleaning ? [5]  
(b) Write short notes on : [5]
  - (i) Evening service procedure
  - (ii) Key control procedure.
2. (a) What are the various functions of Housekeeping control desk ? [5]  
(b) Explain the importance of Supervision. [5]
3. (a) What is the spring cleaning procedure of Banquet Hall ? [5]  
(b) Explain the lost and found procedure in detail. [5]

P.T.O.

## Section II

4. (a) Explain the following terms (any *five*) : [5]
- (i) FIT
  - (ii) Scanty Baggage
  - (iii) Meal coupon
  - (iv) Travel Agent
  - (v) CIP
  - (vi) Express check-out.
- (b) Write a short note on CRS. [5]
5. (a) Explain the pre-arrival procedure for VIP. [5]
- (b) What is rooming to a guest write in detail ? [5]
6. (a) What is the arrival procedure for FIT, explain in detail ? [5]
- (b) Points to be considered while handling credit card, write in detail. [5]

Total No. of Questions—10]

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[5572]-204

**B.Sc. (Hopit. Studi.) (Second Semester) EXAMINATION, 2019**

**204 : TRAVEL AND TOURISM**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

**N.B. :—** (i) Answer any *seven* questions.

(ii) *All* questions carry equal marks.

**1. Explain the following terms (any 10) :** [10]

- (i) Escort
- (ii) Sports Tourism
- (iii) Eco-Tourism
- (iv) MICE
- (v) VFR
- (vi) Religious Tourism
- (vii) Inbound Tourism
- (viii) Health Tourism
- (ix) Excursionist
- (x) Decimation
- (xi) Tourist
- (xii) Domestic Tourism.

**2. (a) Explain the secondary constituents of tourism in detail. [6]**

**(b) Explain 4'A's of Tourism in brief. [4]**

P.T.O.



3. (a) Explain the negative impact of Tourism. [6]  
(b) Briefly explain the various modes of Transport. [4]
4. (a) Explain different types of accommodation in Tourism. [6]  
(b) Define tour operator and types of tour operators. [4]
5. Explain the role and objective of the following : [10]  
(i) ITDC  
(ii) TAAI  
(iii) IATA  
(iv) FHRAI  
(v) WTO.
6. (a) Explain the functions of travel agent. [6]  
(b) Explain different types of package tour. [4]
7. Write short notes on (any *two*) : [10]  
(i) Growth of tourism  
(ii) Component of tour package  
(iii) Environmental impact of tourism.
8. (a) Define VISA. Explain any *five* types of VISA. [6]  
(b) Explain essential quality required for guide. [4]
9. Explain career opportunities for tourism professional. [10]
10. Plan an itinerary of 3 nights and 4 days for a group of 20 person who travelling from Pune to Hyderabad.

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**[5572]-205**

**B.Sc. (Hospitality Studies) (Second Sem.) EXAMINATION, 2019**

**205 : CATERING SCIENCE-II**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

**N.B. :—** (i) Question No. 1 is compulsory.

(ii) Answer any *four* questions from Q. No. 2 to Q. No. 7.

**1. Define the following terms (any *five*) :** [10]

- (i) Empty calories
- (ii) Health
- (iii) Oedema
- (iv) Vitamin
- (v) Protein
- (vi) Edible portion of food.

**2. (A) Give reasons :** [10]

- (i) Non-vegetarian foods are a source of good quality proteins.
- (ii) Energy requirement for a construction worker is more than that of an office executive.
- (iii) Fibres should be included in our daily diet.
- (iv) Salt should be fortified with iodine.
- (v) Oils should be stored in air-tight containers.

P.T.O.

- (B) A diet provides 2000 kcal energy. The carbohydrate content is 280g. Protein content is 100 g. Find out the fat content. [5]
3. Write short notes on (any *three*) : [15]
- (i) Importance of avoiding junk foods
  - (ii) Rancidity of oils
  - (iii) Supplementary value of proteins
  - (iv) Water balance in human body.
4. (A) Classify carbohydrates giving suitable examples. [5]
- (B) Explain the basic *five* food groups. [5]
- (C) Explain the effect of heat on proteins. Give any *four* good sources of protein. [3+2]
5. (A) Explain Vitamin C with the following headings : [5]
- *Two* important functions
  - Any *four* good food sources
  - *One* deficiency disease.
- (B) Give any *two* recommended foods and any *two* foods to be avoided for the following diseases : [10]
- (i) Diarrhoea
  - (ii) Cardiovascular diseases
  - (iii) Fever
  - (iv) Jaundice
  - (v) Diabetes mellitus.
6. (A) Define vitamin and classify them. [3+2]
- (B) List down the essential amino acids required by children. [5]

*Or*

Write a short note on cholesterol and give any *four* good food sources of cholesterol. [3+1]

- (C) Explain ill effects due to excess consumption of fats. Give any *two* functions of fats in the diet. [3+2]

7. (A) Explain calcium under the following headings : [5]

— *Two* important functions

— Any *four* good food sources

— Any *one* deficiency disease.

- (B) Give any *five* ways to preserve nutrients while cooking food. [5]

- (C) Explain the importance of sodium chloride (common salt) in our diet and give any *four* good food sources of it. [3+2]

*Or*

Plan a balanced day's diet menu for a woman aged 25 years, who prefers vegetarian food. [5]

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**[5572]-206**

**B.Sc. (Hospitality Studies) (Second Semester) EXAMINATION, 2019**

**206 : COMMUNICATION SKILLS—II**

**(Basic French for Hotel Industry)**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

- N.B. :—** (i) All questions are compulsory.  
(ii) Answers are to be written in French unless otherwise specified.

**1. (A) Complétez les phrases : [5]**

Complete the sentences :

- (1) Vous ..... (allez, va, allons) au marché.
- (2) Je ..... (parle, parlons, parlez) trois langues.
- (3) Nous ..... (mangez, mange, mangeons) un gâteau
- (4) ..... (Finissez, Finissons, Finit) le travail.
- (5) Nous ..... (avons, avez, as) une belle maison.

**(B) Écrivez la date (2 aux choix) : [2]**

Write the date in French (any two) :

- (1) Monday 25/7/2015
- (2) Friday 2/5/2000
- (3) Sunday 10/10/2016.

P.T.O.

(C) Quelle heure est-il ? (3 aux choix) : [3]

What time is it ? Write in French (any *three*) :

[Use 24 hour clock]

- (1) 7 am
- (2) 12 midnight
- (3) 4 pm
- (4) 8.15 am.

2. (A) Écrivez les nombres en lettres (6 aux choix) : [3]

Write the numbers in French (any *six*) :

- (1) 22
- (2) 5
- (3) 11
- (4) 45
- (5) 7<sup>e</sup>
- (6) 100
- (7) 83.

(B) Mettez la bonne mesure (4 aux choix) : [2]

Put in the correct measure in French (any *four*) :

[kilo/tranche/douzaine/litre/grappe]

- (1) Une ..... d'œufs.
- (2) Une ..... de pain.
- (3) Un ..... de lait.
- (4) Une ..... de raisin
- (5) Un ..... de tomates.

(C) Reliez les deux colonnes : [5]

Match the following :

**A**

**B**

- |                     |                     |
|---------------------|---------------------|
| (1) Merci           | (a) Good Night      |
| (2) Bonne Nuit      | (b) Best of luck    |
| (3) S'il vous plaît | (c) Enjoy your meal |
| (4) Bon Appétit     | (d) Thank you       |
| (5) Bonne Chance    | (e) Please          |

3. (A) Traduisez en anglais : [5]

Translate into English :

A : Allô ! Hôtel Cheval Blanc

.... Bonjour !

B : Allô ! Bonjour ! Je veux réserver une chambre à deux lits, s'il vous plaît.

A : C'est pour quand, Monsieur !

B : Pour trois nuits, du 19 au 21 janvier.

A : C'est possible. Nous avons une belle Chambre à deux lits, avec douche, au cinquième étage.

B : Cette chambre coûte combien ?

A : 100 Euros la nuit.

B : Bon, je la prends.

A : Pouvez-vous remplir cette fiche, monsieur.

B : Voilà.

A : Merci, monsieur. Voilà votre clé. Aurevoir.

(B) Nommez le chef (**5** aux choix) : [5]

Name the chef in French (any *five*) :

(1) S'occupe des potages.

(2) Prépare les gâteau, les pâtisseries.

(3) Prépare la glace.

(4) S'occupe de la gestion générale de la cuisine.

(5) Prépare les sauces.

(6) Prépare les plats de poissons, les crustacés.

4. (A) Planifiez un menu français de **5** plats en donnant un exemple de chaque plats. [5+1=6]

Plan a **5** course French Menu and give an example of each course.

(B) Nommez *deux* fruits. [2]

Name *two* fruits.

(C) Nommez *deux* fromage français. [2]

Name *two* chesses (French).

5. (A) Nommez *deux* vins de corse. [2]

Name any *two* wines of the corse region.

(B) Nommez *deux* champagnes. [2]

Name any *two* champagnes.



(C) Expliquez les termes en anglais (**6** aux choix) : [6]

Explain the terms in English (any *six*) :

- (1) Blanc d'œuf
- (2) Carafe
- (3) Du jour
- (4) Une fourchette
- (5) Une tasse
- (6) Vin de pays.

**6.** (A) Donnez les équivalents en anglais (**3** aux choix) : [3]

Give equivalents in English (any *three*) :

- (1) Ananas
- (2) Pomme
- (3) Champignon
- (4) Saumon.

(B) Donnez les équivalents en français (**3** aux choix) : [3]

Give the equivalents in French (any *three*) :

- (1) Cauliflower
- (2) Ginger
- (3) Milk
- (4) Cheese.

(C) Représentez la brigade de restaurant par un organigramme. [4]

Represent the restaurant brigade with the help of flow chart in French.

7. Expliquez les termes en anglais (**10** aux choix) : [10]

Explain the terms in English (any *ten*) :

- (1) Mijoter
- (2) Mise en place
- (3) Dégustation
- (4) Vol-au-vent
- (5) À point
- (6) Bouquet garnis
- (7) Courgettes
- (8) Du jour
- (9) Béchamel
- (10) À gros des
- (11) Guéridon
- (12) Brioche.

Total No. of Questions—5]

[Total No. of Printed Pages—2

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**[5572]-301**

**B.Sc. (H.S.) (Sem. III) EXAMINATION, 2019**

**301 : QUANTITY FOOD PRODUCTION**

**(2008 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

**N.B. :—** (i) Solve any *four* questions.

(ii) *All* questions carry equal marks.

(iii) Draw neat diagrams wherever necessary.

1. (a) Answer the following : [4]

(i) List various tools and equipments used in larder dept.

(ii) Write any *two* cake faults with their remedies.

(b) Explain the following terms (any *six*) : [6]

(i) Biryani

(ii) Mam

(iii) Dum

(iv) Braising

(v) Rogan josh

(vi) Blind Baking

(vii) Macher jhol

(viii) Recovery time.

2. (a) Write short notes on (any *two*) : [4]

(i) Sausages

(ii) Recepte balancing

(iii) Marinades, Curcs and Brines.

(b) What are criteria required for selection and storage of fish ?  
Write four points each. [4]

(c) Explain the term offals with examples. [2]

P.T.O.

3. (a) Plan a 5 course Maharashtrian menu on occasion of Ganesh Utsav and also give one line explanation. [5]  
(b) Explain various cuts of fish with diagram. [5]
4. (a) Enlist and explain any *two* methods of cake making. [3]  
(b) Draw a neat diagram showing different cuts of lamb. [5]  
(c) Explain principles of thawing. [2]
5. (a) Distinguish between Commercial and Institutional Catering. Write *four* points each. [4]  
(b) List and elaborate the factors that affect tenderness of meat. [4]  
(c) What are the criteria required for selection of poultry ? [2]

Total No. of Questions—6]

[Total No. of Printed Pages—3

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**[5572]-302**

**B.Sc. (Hospitality Studies) (III Sem.) EXAMINATION, 2019**

**302 : BEVERAGE SERVICES**

**(2008 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

**N.B. :—** (i) Draw diagrams wherever necessary.

(ii) Solve any *four* questions from the following.

1. (A) List the wine producing regions of France with *two* famous wines of each region. [6]  
(B) Explain the following champagne terms : [4]
  - (i) Degorgement
  - (ii) Liqueur d'expédition
  - (iii) Remuage
  - (iv) Agrafe.
2. (A) Define Aperitif. Classify them with examples. [5]  
(B) Write short notes on : [4]
  - (i) Storage of Cigars
  - (ii) Any *two* vine diseases.  
(C) Define liqueur. [1]
3. Answer the following : [10]
  - (1) *Two* brands of white rum
  - (2) *Two* brands of flavoured vodkas
  - (3) *Two* sherry shippers
  - (4) *Two* Indian wines.
  - (5) *Two* Indian brands of whisky.

P.T.O.

4. (A) With the help of a neat diagram, explain pot still method of distillation. [5]
- (B) Explain the following wine label laws : [5]
- (1) DOCG
  - (2) QMP
  - (3) Kabinett
  - (4) Vino da Tavola
  - (5) AOC.
5. (A) Suggest wines for the following : [5]
- (1) Stilton
  - (2) Banana Flambé
  - (3) Caviar
  - (4) Roast turkey
  - (5) Spaghetti Bolognese.
- (B) Write the base and flavour for the following liqueurs : [2]
- (1) Irish mist
  - (2) Drambuie.
- (C) Draw and label the following : [3]
- (1) Wine cradle
  - (2) Champagne stopper
  - (3) Burgundy wine bottle.

**6.** Explain the following terms (any *ten*) :

[10]

- (1) Kilhing
- (2) Maceration
- (3) Absinthe
- (4) Grappa
- (5) Distillation
- (6) Irish coffee
- (7) Agave tequila weber
- (8) Stolichnaya
- (9) Gold Rum
- (10) Sloe Gin
- (11) Deluxe whisky
- (12) Percolation.

Total No. of Questions—6]

[Total No. of Printed Pages—3

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**[5572]-303**

**B.Sc. (Hospitality Studies) (Sem. III) EXAMINATION, 2019**

**303 : ACCOMMODATION SERVICES**

**(2008 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

**N.B. :—** (i) Attempt any *two* questions from each section.

(ii) All questions carry equal marks.

(iii) Attempt both sections in same answers sheet.

(iv) Draw neat diagram wherever necessary.

**SECTION I**

**1. (a) Explain the following (any *five*) :** [5]

(i) Outsourcing

(ii) Pest

(iii) Drycleaning

(iv) Threadcount

(v) Stain

(vi) Bedbug

(vii) Kenzan.

**(b) Enlist the jobs given an contract by housekeeping.** [5]

P.T.O.



2. (a) Define First Aid. What measures are considered for safety of guest property ? [5]  
(b) Draw a layout of inhouse laundry and explain the function of any *two* laundry equipments. [5]
3. (a) Give the classification of fibres with examples of each. [5]  
(b) Write short notes on (any *two*) : [5]  
(i) Principles of flower arrangements  
(ii) Liner inventory in hotels  
(iii) Preventive measures for cockroaches in hotel.

## SECTION II

4. (a) Explain the following (any *five*) : [5]  
(i) Guest Folio  
(ii) POS  
(iii) Credit Limit  
(iv) Interconnecting Room  
(v) Resort  
(vi) Late Charges  
(vii) Amenity Voucher.  
(b) Give types of accounts maintained at Hotel front desk. [5]
5. (a) Explain A.R.R. and give the formula for : [5]  
(i) Room Occupancy %  
(ii) House Count  
(iii) Overstay %

- (b) Draw and explain the format (any *two*) : [5]
- (i) Guest Registration Card
  - (ii) Discrepancy Report
  - (iii) Miscellaneous Voucher.
- 6.** (a) Write down the functions performed at Hospitality desk. [5]
- (b) Explain how will you handle the following situation as a hotel employee (any *one*) : [5]
- (i) Fire in corridor
  - (ii) Theft of guest wrist watch.

Total No. of Questions—8]

[Total No. of Printed Pages—2

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**[5572]-304**

**B.Sc (HS) (III Semester) EXAMINATION, 2019**

**304 : PRINCIPLES OF MANAGEMENT**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

**N.B. :—** (i) Q No. 1 is compulsory.

(ii) Solve any *five* questions from the remaining.

1. Write short notes on (any *four*) : [20]
  - (a) Span of Control
  - (b) Types of Communication
  - (c) Levels of Management
  - (d) Three types of decisions
  - (e) Importance of organizing.
2. Define Management. Explain Henry Fayol's contribution to Management. [10]
3. Draw and explain the leadership grid by Blake and Mouton. [10]
4. Define planning. Explain step-by-step process of planning. [10]
5. Define Co-ordination. What is the need of co-ordination ? [10]
6. What is control ? Explain the process of control. [10]

P.T.O.

7. Explain McGregor theory 'X' and theory 'Y' of motivation. [10]
8. Differentiate between :
- (1) Centralized and De-centralized Organization. [5]
  - (2) Formal and Informal Organization. [5]

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Total No. of Questions—8]

[Total No. of Printed Pages—4

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**[5572]-305**

**B.Sc. (Hospitality Studies) (Sem. III) EXAMINATION, 2019**

**305 : BASIC PRINCIPLES OF ACCOUNTING**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

**N.B. :—** (i) Attempt any *six* questions including question No. 1 which is compulsory.

(ii) Figures to the right indicate full marks.

(iii) Use of simple calculator is allowed.

**Q.1.** Following is the Trial Balance of SPACE Foundation, Pune, Prepare Trading and Profit and Loss Account for the year ended 31<sup>st</sup> March 2018, and Balance Sheet as on that date, after taking into account adjustments given below: **[20]**

**Trial Balance as on 31st March, 2018**

**Dr.**

**Cr**

PARTIULARS	₹	PARTIULARS	₹
Furniture and fittings	80,000	Capital Account	6,15,000
Plant and Machinery	3,00,000	Sundry creditors	2,10,000
Land and Buildings	5,50,000	Purchase returns	10,000
Stock as on 1-4-2017	1,40,000	Bills Payable	12,000
Salaries	55,000	Bank Loan	1,50,000
Printing and stationery	2,000	Reserve Funds	1,00,000
Cash in hand	15,000	Sales	7,10,000
Audit fees	6,000	Discount Received	4,000
Bad debts	1,500	Bank Overdraft	1,50,000
General Expenses	7,500		
Wages and salaries	25,000		
Drawings	10,000		
Advertisement	4,000		

P.T.O.

Rent rates and Insurance	12,000	
Commission	3,000	
Bills Receivable	15,000	
Travelling Expenses	2,000	
Sundry debtors	1,50,000	
Postage	1,500	
Carriage Inwards	2,000	
Investments	50,000	
Fuel and power	3,000	
Sales returns	15,000	
Discount	1,500	
Purchases	5,10,000	
	<u>19,61,000</u>	<u>19,61,000</u>

**Additional Information:**

- 1) Stock on 31<sup>st</sup> March 2018 was valued at ₹ 2, 50,000.
- 2) Salaries Outstanding ₹ 5,000.
- 3) Prepaid Insurance ₹ 2,000.
- 4) Charge depreciation on: – Plant and Machinery @ 5%, Furniture & Fittings @ 10%, Land and Buildings @ 20%.
- 5) Staff meals ₹ 2,500.

**Q. 2. Write Short Notes on (Any Two)**

**[5x2] = [10]**

- a) Double Entry Book keeping
- b) Materiality Concept in Accounting
- c) Bank Reconciliation Statement

**Q. 3. Journalise the following transactions in the books of Mr. Suresh Patel; for the month of January- 2018.**

**[10]**

**2018-January:**

1. Mr. Suresh started business with cash ₹ 3,00,000; Goods ₹ 60,000 and Furniture ₹50,000.
2. Deposited into Bank ₹ 21,000.
5. Purchased goods on cash for ₹ 40,000 and paid by cheque.
8. Purchased Machinery of ₹ 95,000 from Rohan Sales by cheque.
8. Paid ₹ 5,000 for transportation of Machinery purchased from Rohan Sales.
10. Purchased goods from M/s. Sunder & Sons for ₹ 50,000 at 2% cash discount term. Half the amount paid immediately.

14. Sold goods worth ₹ 33,000 and received a cheque.
18. Paid ₹ 24,000 by cheque to M/s. Sunder & Sons, in full settlement of their claim.
21. Withdrew ₹ 5,000 from business for personal use.
24. Distributed goods worth ₹ 1,500 as free samples.

- Q. 4.** (A) Explain Trial Balance and Types of Trial Balance [5]  
 (B) Explain in brief Capital Expenditure with any five examples [5]

- Q. 5.** Enter the following transactions in the three columns cash book of Mr. Pawar for the month of April -2018: [10]

**April -2018:**

1. Opening Cash balance ₹ 45,000, Bank Overdraft ₹ 15,000.
2. Paid to Shah by cheque ₹ 3,800 in full settlement of his Account for ₹ 4,000
5. Deposited into Bank ₹. 20,000.
8. Received a cheque of ₹ 20,000 from Kamat in full settlement of ₹20,500 and paid it into Bank.
11. Bought goods for cash ₹ 4,000 and for cheque ₹5,000
15. Drew from bank for office use ₹ 6,000
19. Amit deposited directly into Bank Account ₹ 20,000.
21. Sold for cash goods worth ₹30,000 less 5% cash discount.
26. Cash withdrawn for personal use ₹3,000.
30. Cash balance in excess of ₹ 5,000 deposited into Bank.

- Q. 6.** (A) Imprest Sytem of petty cash book and explain its advantages. [5]  
 (B) Rules of Accounting with examples [5]

- Q. 7. (A)** From the following transactions prepare necessary subsidiary books. [5]

**March, 2018:**

1. Purchased goods of ₹ 50,000 @ 7.5% trade discount from Nilesch.
7. Sold goods to Raj ₹ 30,000 @ 5% trade discount.
12. Purchased goods from Ahmed of ₹ 25,000 @ 10% trade discount
17. Returned goods to Ahmed ₹ 2,000 (Gross).
25. Sold goods to Nayan of ₹ 18,000 net value after charging 10% trade discount on an invoice price of ₹ 20,000.
30. Received an order from Mafatlal & Sons for the supply of goods worth ₹ 20,000.

**(B)** During the month of February 2018, the following functions were held at the Hotel Silver Moon, Pune:

**[5]**

**2018-February:**

9. Marriage Anniversary Party for 350 covers @ ₹ 250 per cover, Liquor and Tobacco ₹ 6,500. Account to Mr. Shankar Narayan, Bill No. 1303
14. Buffet dinner for Planet Square Academy, 400 cover @ ₹ 310 per cover, account to Mr. Khan, Bill No. 1124.
23. Private Birthday Party for 210 covers @ ₹ 375 per cover. Account to Mr. Jalan, Bill No. 4311.
28. Luncheon party for Sukanta Foundation, Pune for 300 cover @ ₹ 310 per cover. Account to Mr. Upesh Marlecha, Bill No. 996.

Prepare special functions book.

**Q. 8. Answer the following (ANY TWO)**

**[5x2] = [10]**

- (a) Needs of Hotel Accounting in Hotel Industry
- (b) Difference between Trade Discount and Cash Discount.
- (c) Balancing of Ledger



Total No. of Questions—4]

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**[5572]-306**

**B.Sc. (Hospitality Studies) (III Semester) EXAMINATION, 2019**  
**306 : HOTEL ENGINEERING**  
**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

- N.B. :—** (i) Attempt both sections on same answer sheet.  
(ii) Figures to the right indicate full marks.

**Section-I**

1. Answer the following (any *two*) : [20]
  - (a) Describe VCRS system with a neat diagram.
  - (b) Give importance of maintenance department. State duties and responsibilities of maintenance engineer in a hotel.
  - (c) State importance of waste disposal in a hotel. Discuss any **3** waste disposal techniques.
2. Answer the following (any *three*) : [15]
  - (a) What is defrosting ? Mention any *four* techniques in brief.
  - (b) Explain any *two* types of maintenance with an example of each.
  - (c) Draw a neat sketch of window A/c.
  - (d) State any **3** advantages and disadvantages of contract maintenance.
  - (e) Define :
    - (i) DBT
    - (ii) Relative Humidity
    - (iii) Sensible Heat
    - (iv) Condenser
    - (v) Specific Heat.

P.T.O.

## Section-II

3. Answer the following (any *two*) : [20]

- (a) Explain any *one* water softening method with diagram.
- (b) Describe energy saving tips for Guest Room and Kitchen.
- (c) Calculate electric bill for the month of Feb, 2019 having the following electricity load :

(i)	22 W Led baton	8 No.–	6 hrs/day
(ii)	750 W Dryer	2 No.–	1 hr/day
(iii)	3000 W Heater	1 No.–	2 hrs/day
(iv)	140 W T.V.	2 No.–	4 hrs/day

The cost of electricity is Rs. 6.25 per unit.

4. Answer the following (any *three*) : [15]

- (a) Define fire. Give its symbols and classification.
- (b) Draw any **5** plumbing fixtures.
- (c) Give importance of earthing and explain any *one* earthing method with diagram.
- (d) Discuss security system in hotel for guests and their valuables.
- (e) Explain down feed cold and hot water distribution system with diagram.

Total No. of Questions—5]

[Total No. of Printed Pages—2

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**[5572]-501**

**B.Sc. (Hospitality Studies) (Sem. V) EXAMINATION, 2019**

**501 : SPECIALISED FOOD PRODUCTION**

**(2008 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

**N.B. :—** Attempt any *four* questions.

1. (a) Explain the following : [5]
  - (i) Blind Baking
  - (ii) Mousseline
  - (iii) Baklava
  - (iv) Salad nicoise
  - (v) Bouchee.
- (b) What is nouvelle cuisine and haute cuisine ? [3]
- (c) What are the advantages of convenience food ? [2]
2. (a) Classify appetizers. Explain any *two* classical appetizers. [5]
- (b) Write the recipe for making puff pastry for 1 kg of refined flour. [3]
- (c) Write the precautions to be taken while preparing sandwich. [2]
3. (a) Give the different spreads used for sandwiches and explain club and ribbon sandwich. [6]
- (b) Explain different types of savoury mousse. [4]

P.T.O.

4. (a) What is a salad ? Explain any *two* classical salads in detail. [6]
- (b) Explain the following : [4]
- (i) Fondant icing
- (ii) Butter icing.
5. (a) Define Cookies. Explain drop cookies and rolled cookies. [6]
- (b) Explain the role of flour and margarine in flour pastries. [4]

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Total No. of Questions—6]

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**[5572]-502**

**B.Sc. (Hospitality Studies) (V Sem.) EXAMINATION, 2019**

**502 : FOOD AND BEVERAGE SERVICE AND MANAGEMENT**

**(2008 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

**N.B. :—** (i) Solve any *four* questions.

(ii) *All* questions carry equal marks.

1. (A) Enlist *five* rules of mixing cocktails. [5]  
(B) Explain the following types of functions with examples : [5]
  - (i) Formal
  - (ii) Informal.
2. (A) List the types of gueridon trolleys and explain any *two*. [6]  
(B) Write a note on outdoor catering. [4]
3. (A) List the methods of mixing cocktails and explain any *two*. [6]  
(B) Elaborate on the planning cycle. [4]
4. (A) Draw and explain any *three* table seating arrangements followed in banquet functions. [6]  
(B) List *four* cocktail bar equipments with their uses. [4]

P.T.O.

- 5.** (A) What is Cost ? Explain elements of cost. [4]
- (B) Draw and state the uses of the following formats maintained in banquet department : [6]
- (i) Booking diary
  - (ii) Function prospectus.
- 6.** Write short notes on (any *four*) : [10]
- (i) Break-even
  - (ii) Cost dynamics
  - (iii) Re-order level
  - (iv) EOQ
  - (v) ABC analysis
  - (vi) Basic concept of projects.

Total No. of Questions—6]

[Total No. of Printed Pages—2

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**[5572]-503**

**B.Sc. (Hospitality Studies) (Sem. V) EXAMINATION, 2019**

**503 : ACCOMMODATION OPERATIONS-II**

**(2008 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

**N.B. :—** (i) Attempt any *two* questions from each section.

(ii) All questions carry equal marks.

(iii) Draw neat diagrams wherever necessary.

**SECTION I**

1. (a) Explain the following terms (any *five*) : [5]
- (i) Floriculture
  - (ii) Non-recyclable inventory
  - (iii) Lead time
  - (iv) Snag list
  - (v) Cashless purchasing
  - (vi) Hue.
- (b) Draw the purchase cycle in housekeeping and explain. [5]
2. (a) Explain the various types of Garden. [5]
- (b) Explain the 'selection criteria' for a 'Good Supplier'. [5]

P.T.O.

3. (a) Differentiate between (any *two*) : [5]  
(i) Capital Budget and Operating Budget  
(ii) Major Renovation and Minor Renovation  
(iii) Purchase Order and Bin Card.  
(b) Explain the principles of design. [5]

## SECTION II

4. (a) Explain the following terms (any *five*) : [5]  
(i) Guest Folio  
(ii) Repeat Business  
(iii) Credit Limit  
(iv) Transcript  
(v) Graveyard Shift  
(vi) Rev PAR.  
(b) Explain the role of Night Auditor. [5]
5. (a) Explain the role of sales and marketing department. [5]  
(b) Describe in detail the concept of 'Overbooking'. [5]
6. (a) With the help of format, explain three days room forecast. [5]  
(b) Write short note on (any *two*) : [5]  
(i) Upselling  
(ii) Return Reservation  
(iii) Benefits of Forecasting.



Total No. of Questions—8]

[Total No. of Printed Pages—6

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**[5572]-504**

**B.Sc. (Hospitality Studies) (V Sem.) EXAMINATION, 2019**

**HOTEL ACCOUNTING**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

**N.B. :—** (i) Attempt any *six* questions including Question No. 1 which is compulsory.

(ii) Figures to the right indicate full marks.

(iii) Use of pocket calculator is allowed.

1. An authorised capital of Pawan Ltd. consists of 20,000 equity shares of ₹ 100 each. Out of this company has issued 10,000 equity shares of ₹ 100 each : [20]

**Trial Balance as on 31st March 2018**

Debit Balances	₹	Credit Balances	₹
Goodwill	72,000	Share capital 6,000	
Stock	45,000	equity shares of	
Salaries	1,28,000	₹ 100 each	6,00,000
Land and Building	4,00,000	General Reserve	1,00,000
Purchases	2,40,000	Profit & Loss A/c	60,000
Bank charges	1,000	Share Premium	36,000
Machinery	1,00,000	Discount	10,400
Carriage	13,000	10% debentures	1,20,000
Rent	9,000	Creditors	80,000
Furniture	20,000	Bills payable	13,600

P.T.O.

Wages	27,600	Sales	4,80,000
General expenses	11,400	Fixed Deposits	20,000
Sundry Debtors	2,57,000		
Coal, Gas and Water	10,000		
Debenture interest	6,000		
Bills Receivable	12,000		
Stationery	15,000		
Cash in hand	20,000		
Cash at Bank	1,33,000		
<b>Total</b>	<b>15,20,000</b>	<b>Total</b>	<b>15,20,000</b>

*Additional Information :*

- (1) Closing stock was valued at ₹ 65,000
- (2) Depreciate land and building @ 2.5%, Furniture @ 5% and Machinery @ 10%.
- (3) Transfer ₹ 25,000 to General Reserve.
- (4) Director's proposed 10% dividend to equity shareholders.

Prepare Trading A/c, profit and Loss A/c, profit and loss appropriation A/c for the year ended 31st March, 2018 and Balance-sheet as on that date.

**2.** Write short notes on (any two) : [10]

- (a) Advantages of Value Added Tax
- (b) Types of Budget
- (c) Importance of working capital.

3. Mr. & Mrs. Rajesh Katariya arrived and occupied Room No. 305 on E.P. @ ₹ 4,000 in “Hotel Sapt Sagar” on 17th May at 5.00 a.m. They desired to check out on 20th May at 1.00 p.m. Their charges and credit items are given below :

May 17 Charge items—Tea two cups, coffee on cup, Breakfast, telephone ₹ 75, Magazine ₹ 120, Lunch, Cigarettes ₹ 65, local tour ₹ 2,000, A.N.C., Snacks ₹ 120, Dinner, Deposited ₹ 15,000 as an advance.

18 Charge items—Tea one cup, coffee two cups, Breakfast with one guest, soft drinks ₹ 120, Newspaper ₹ 20, Lunch with one guest, A.N.T, Gift articles ₹ 500, Laundry ₹ 100, Dinner.

19 E.M.C., Breakfast, Soft Drinks ₹ 90, Railway Tickets ₹ 2,500, Lunch A.N.T., Telephone ₹ 60, Dinner, Deposited ₹ 10,000 as an advance.

20 E.M.T. one cup, E.M.C. one cup, Breakfast, Newspaper ₹ 20, Taxi Bill ₹ 350 Lunch.

Hotel Tariff—Tea ₹ 30 per cup

Coffee ₹ 40 per cup

Breakfast ₹ 200 per person

Lunch ₹ 350 per person

Dinner ₹ 400 per person

Calculate service charge @ 10% on Apartment and Food only. Checkout time 12.00 noon. It is a policy of a hotel that, if guest checks out within next two hours of scheduled check out time then not to charge apartment charges for that day. Mr. Katariya settled his bill in cash.

Prepare Guest's Weekly Bill.

[10]

4. (a) Explain the following terms : [5]
- (i) Interim dividend
  - (ii) Company
  - (iii) Budget
  - (iv) VPO
  - (v) Allowance.
- (b) Write one word, phrase or term for the following sentences : [5]
- (i) An incorporated association of an individuals which is an artificial person, created by law, having a separate entity, with a perpetual succession and a common seal.
  - (ii) A plan of action prepared in advance for each and every department of an organisation either in quantitative or monetary terms.
  - (iii) An amount paid by Front office on behalf of guest chargeable to his account.
  - (iv) Any charges may be partly or entirely eliminated by crediting the disputed charges to the guest who demands such deletion of charges.
  - (v) A dividend declared by Board of Directors of a company between two Annual General Meetings.

5. (a) From the following find out cost of food sales : [5]

Particulars	₹
Opening stock	1,20,000
Purchases of Food	6,77,000
Purchase Returns	17,000
Closing stock	1,30,000
Staff Meals	90,000
Guest Food Complimentary	45,000
Other creditors to cost	15,000
Transfer to other departments	30,000

- (b) From the following prepare Income Statement of Gift shop as per schedule no. 5 of uniform system of accounting : [5]

<b>Particulars</b>	<b>₹</b>
Revenue-parking and storage	3,56,875
Other revenue	9,000
Cost of sales	1,26,875
Wages and salaries	99,990
Employee benefits	40,355
Licenses	38,855
Operating supplies	27,750
Uniforms	56,000

6. Distinguish between (any *two*) : [10]

- (a) Equity shares and Preference shares
- (b) Allowance and Discount
- (c) Gross working capital and net working capital.

7. From the following information prepare a consolidated Income Statement as per Uniform system of accounting : [10]

<b>Particulars</b>	<b>₹</b>
(a) Revenue—	
Rooms	2,75,000
Food	1,50,000
Bar	1,25,000
(b) Cost of Sales—	
Food	60,000
Bar	37,500
(c) Pay roll Expenses—	
Rooms	68,750
Ford	30,000
Bar	37,500

(d)	Other expenses—	
	Rooms	27,500
	Food	12,000
	Bar	9,500
(e)	Undistributed operating Expenses—	
	Administration and General	1,37,500
	Advertising and Marketing	82,500
	Repairs and Maintenance	55,000
(f)	Fixed Expenses—	
	Depreciation	1,30,000
	Insurance	50,000
	Tax @ 30% of profit.	

8. Answer the following (any *two*) : [10]
- Explain characteristics of a company.
  - What are the advantages of budgetary control ?
  - State the factors affecting the working capital.

Total No. of Questions—8]

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**[5572]-505**

**B.Sc. (Hospitality Studies) (Fifth Semester) EXAMINATION, 2019**

**505 : MARKETING MANAGEMENT**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

**N.B. :—** (i) Q. No. 1 is compulsory.

(ii) Attempt any *five* of the remaining Q. No. 2 to Q. No. 8.

1. Write short notes on (any *five*) : [5×4=20]
  - (a) Product differentiation
  - (b) Social and Cultural Environment
  - (c) Channels of distribution
  - (d) Benefits of service quality
  - (e) Cost based pricing
  - (f) TPs of marketing.
2. Explain types of brands and its importance. [10]
3. Explain internal factors affecting pricing. [10]
4. Explain Alliance and Franchise and their advantages for Business. [10]

P.T.O.

5. What are the PR and Publicity tools used for marketing hotel products ? Write advantage of direct marketing. [10]
6. Explain various forms of marketing organisations. [10]
7. Draw and explain 5-GAP model. [10]
8. (a) What are the methods of measuring customer satisfaction ? [5]  
(b) Explain stages of Product Life Cycle. [5]



Total No. of Questions—6]

[Total No. of Printed Pages—2

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**[5572]-506**

**B.Sc (HS) (V Semester) EXAMINATION, 2019**

**506 : HOTEL RELATED LAWS**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

**N.B. :—** (i) Q No. 1 is compulsory.

(ii) Attempt any *three* questions from the remaining questions.

1. Write short notes on (any *two*) : [10]
  - (1) Occupational disease
  - (2) Retrenchment
  - (3) Public Analyst
  - (4) Offer and Acceptance
2. (a) Explain the remedies for breach of contract. [10]  
(b) What are the duties of buyer under Sale of Goods Act ? [10]
3. (a) Define unfair trade practice under Consumer Protection Act. [10]  
(b) Name and explain any *five* licences required to carry catering business. [10]
4. (a) Describe the important provisions related to opening and closing of Commercial Establishment. [10]  
(b) Explain the powers of food inspector under Food Adulteration Act. [10]

P.T.O.

5. (a) Discuss the important provisions under prevention and control of pollution related to water pollution control. [10]
- (b) List and explain authorized deduction from wages. [10]
6. (a) Explain in short any *two* : [10]
- (i) Strike
  - (ii) Lay off
  - (iii) Retrenchment
  - (iv) Closure.
- (b) Explain the health, safety and welfare provision under Factories Act. [10]

Total No. of Questions—5]

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**[5572]-601**

**B.Sc. (Hospitality Studies) (VI Sem.) EXAMINATION, 2019**

**601 : ADVANCE FOOD PRODUCTION**

**(2008 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

**N.B. :—** (i) Solve any *four* questions.

(ii) *All* questions carry equal marks.

**1. Explain the following terms (any 10) :** [10]

- (a) Baklava
- (b) Moussaka
- (c) Terrine
- (d) Paté maison
- (e) Tamale
- (f) Truffle
- (g) Profit rolle
- (h) Focassia
- (i) Bonesaw
- (j) Galangal
- (k) Icing glass
- (l) Noori

P.T.O.

2. (a) Plan a five course Mexican menu with one line explanation. [5]  
(b) Classify Frozen desserts ? Give various types of office cream. [5]
3. (a) Write step by step process of making pat  . [5]  
(b) List any 10 ingredients pertaining to Italian cuisine. [5]
4. (a) Explain the manufacturing process of chocolate. [5]  
(b) Explain any *two* garbage disposal methods. [5]
5. (a) Draw a layout of a speciality kitchen. [5]  
(b) Give the hierarchy of a kitchen stewarding department of a five star hotel and list various functions of kitchen standarding department. [5]

Total No. of Questions—6]

[Total No. of Printed Pages—2

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**[5572]-602**

**B.Sc. (Hospitality Studies) (VI Semester) EXAMINATION, 2019**  
**ADVANCED FOOD SERVICES AND MANAGEMENT-602**  
**(2008 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

**N.B. :—** (i) Attempt any *four* questions from the following.

(ii) *All* questions carry equal marks.

(iii) Draw diagram wherever required.

(iv) Figures to the right indicate full marks.

1. (A) Explain the coffee shop and speciality Restaurant in brief.  
Explain the planning of speciality Restaurant with respect to  
the following : [8]  
(a) Location  
(b) Sources of Finance  
(c) Records Maintained.
- (B) List any *four* heavy duty equipments used in bar. [2]
2. (A) Explain the different parts of Bar. [6]  
(B) List any *six* licenses required to open a restaurant and explain  
any *one*. [4]
3. (A) Explain the following Budgets : [5]  
(a) Labour Cost Budget  
(b) Cash Budget.
- (B) What are the basic characteristics of Fast Food and Popular  
Catering ? [5]

P.T.O.

4. (A) Explain the Catering Policy for Fine Dining Restaurants with respect to the following : [6]  
(a) Types of Customers  
(b) Style of Service.  
(B) As a Restaurant Manager explain which training methods you will implement to train your staff. [4]
5. (A) Explain the Financial Policy for the Industrial catering. [6]  
(B) Explain the following terms (any *four*) : [4]  
(a) Task Analysis  
(b) Wine Bar  
(c) Franchisor  
(d) Optic Measure  
(e) Budget.
6. (A) Draw the following Cellar and Bar format : [4]  
(a) Ullages and Breakages Record  
(b) Credit Memo  
(c) Beverage Requisition  
(d) Inter Bar Transfer.  
(B) Write down the objectives of Budget. [3]  
(C) Being a F and B Manager plan and explain any *two* sales Promotion Techniques for the Restaurant. [3]

Total No. of Questions—6]

[Total No. of Printed Pages—2

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**[5572]-603**

**B.Sc. (HS) (Sixth Semester) EXAMINATION, 2019**

**SPECIALISED ACCOMMODATION MANAGEMENT**

**(2008 PATTERN)**

**Time : 2 Hours**

**Maximum Marks : 40**

**N.B. :—** (i) Answer any *four* questions.

(ii) All questions carry equal marks.

1. (a) With the help of an organizational chart, explain the role of sales and marketing department ? [5]  
(b) Explain any *three* colour schemes. [3]  
(c) List four types of architectural lighting. [2]
2. (a) Explain different types of carpet with two examples each. [5]  
(b) As a housekeeping personnel how can one adopt eco-friendly practices in the department ? [5]
3. Write short notes on any *four* of the following : [10]  
(i) Care of soft furnishings  
(ii) Softwares used in hotels  
(iii) Importance of MICE  
(iv) Furniture management in guest rooms  
(v) Importance of Revenues forecasting.

P.T.O.

4. (a) With help of neat diagram draw and explain the following : [6]
- (i) Room status report
  - (ii) Revenue report.
- (b) List and explain any *four* types of bathroom fixtures. [4]
5. (a) Explain the points to be kept in mind while planning a linen room of a five stars hotel. [6]
- (b) Define yield management and state its importance. [4]
6. (a) Explain the following terms : [5]
- (i) Floor seal
  - (ii) ARR
  - (iii) Rev par
  - (iv) Lumen
  - (v) Blinds
  - (vi) Skylight window.
- (b) Define MIS and explain the benefits of MIS in hotels. [5]



Total No. of Questions—8]

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**[5572]-604**

**B.Sc. (HS) (VI Sem.) EXAMINATION, 2019**

**604 : TOTAL QUALITY MANAGEMENT**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

**N.B. :—** (i) Question No. 1 is compulsory.

(ii) Attempt any *five* questions from the remaining.

1. Write short notes on (any *four*) : [20]
  - (i) Five principles of deming
  - (ii) Quality plan
  - (iii) EMS
  - (iv) Investor in People
  - (v) Brainstorming.
2. Explain five 'S' philosophy of kaizen in detail. [10]
3. Why customer satisfaction is important ? Explain any *two* methods of measuring customer satisfaction. [10]
4. Explain the concepts of : [10]
  - (a) B.P.R.
  - (b) Process mapping (5W 1H).

P.T.O.

5. Explain core concepts of TQM. [10]
6. Explain Energy and Waste management in TQM. [10]
7. (a) Explain cost of quality. [5]  
(b) Any *five* principles of HACCP. [5]
8. (a) Explain any *two* core values of Japanese management. [5]  
(b) Write the importance of communication in TQM. [5]

Total No. of Questions—8]

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**[5572]-605**

**B.Sc. (Hospitality Studies) (VI Sem.) EXAMINATION, 2019**

**605 : HUMAN RESOURCE MANAGEMENT**

**(2005 AND 2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

**N.B. :—** (i) Attempt *six* questions in all.

(ii) Q. No. 1 is compulsory.

1. Write short notes on the following (any *four*) : [20]
  - (a) Need for Human Resource Planning.
  - (b) Functions of Trade Unions.
  - (c) Importance of Employee Training.
  - (d) Different components of Wages.
  - (e) Fringe Benefits and their purpose.
  - (f) Job analysis and its purpose.
  - (g) Different types of transfers.
2. (a) Explain the term Recruitment. [5]  
(b) What are different sources of Recruitment ? [5]
3. (a) Explain the terms—Training and Development. [5]  
(b) What are different methods of Training ? [5]
4. (a) Explain the terms—Job Evaluation and Job Description. [5]  
(b) What are the objectives of Job Evaluation and Job Description ? [5]

P.T.O.

5. (a) What are general causes of Grievance ? [5]  
(b) Describe standard Grievance Redressal Procedure. [5]
6. What is Collective Bargaining ? Explain in brief the procedure of Collective Bargaining. [10]
7. Explain any *two* of the following : [10]  
(a) Causes of labour turnover  
(b) Purpose of performance appraisal  
(c) Need for HRM in service industry  
(d) Causes of indiscipline.
8. (a) Explain various steps involved in the selection process. [5]  
(b) What are different types of Interviews ? [5]

Total No. of Questions—8]

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**[5572]-606**

**B.Sc. (Hospitality Studies) (Sixth Semester) EXAMINATION, 2019**

**606 : ENTREPRENEURSHIP DEVELOPMENT**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

**N.B. :—** (i) Answer any *seven* questions.

(ii) *All* questions carry equal marks.

1. Define “Entrepreneurship” and “Entrepreneur”. What are the characteristics which can make a person a successful entrepreneur ? [10]
2. Explain the important elements to be considered while preparing a project report with reference to entrepreneurship. [10]
3. What are the 4C’s of the Entrepreneurial process ? Explain. [10]
4. Write notes on : [5+5]
  - (a) Budgeting
  - (b) Analysis of survey data.

P.T.O.

5. What is SWOT ? Why is SWOT important ? What are the steps involved to identify the “opportunities” by an entrepreneur ? [10]
6. Why do entrepreneurs fail ? Explain any *five* reasons. [10]
7. What is market survey ? Explain the principles of market survey. [10]
8. What is resource mobilisation ? Explain the various ways of collecting long-term and short-term funds. [10]