

Total No. of Questions : 8]

SEAT No. :

PA-1102

[Total No. of Pages : 3

[5906]-11

**F.Y. B.Sc. (Hospitality Studies)**

**HS-101 : Food Production - I**

**(2019 Pattern) (Semester - I)**

*Time : 3 Hours]*

*[Max. Marks : 70*

*Instructions to the candidates:*

- 1) *Question No. 1 is compulsory.*
- 2) *Attempt any six questions from the Q.2 to Q.8.*
- 3) *All questions carry equal marks.*

**Q1)** Explain the following culinary terms (any 10) :

**[10]**

- a) Hygiene
- b) First aid
- c) Conduction
- d) Kitchen Brigade
- e) Cross contamination
- f) Poaching
- g) Bain Marie
- h) Shortening
- i) Skimmed milk
- j) Paysam
- k) Parboiling
- l) Vindaloo
- o) Cream
- p) HACCP

**P.T.O.**

**Q2)** Answer the following (any 5) :

**[10]**

- a) Name any 2 bi-products of corn
- b) List any 2 aims & objectives of cooking.
- c) Name any 2 principles of HACCP.
- d) Name 4 dishes made from Makhani gravy.
- e) List 2 dis-advantages of convenience food.
- f) Briefly explain any 2 sub-types of Boiling.
- g) State 4 uses of Fungi.

**Q3)** a) With the help of chart, briefly explain any 2 methods of cooking. **[5]**

b) Write 1 lit Recipe of white gravy. **[5]**

**Q4)** a) What are the duties & responsibilities of Executive chef. **[4]**

b) List any 4 point considered while using following method of cooking : **[4]**

i) Frying

ii) Baking

c) List 2 advantages of LPG & coal in Cooking Food. **[2]**

**Q5)** Write short note on following (any 4) :

**[10]**

- a) Factors influencing eating habits
- b) Microwave cooking
- c) Types of Roasting
- d) Selection criteria for Kitchen Equipments.
- e) Rendering of Fat.

- Q6)** a) Briefly explain various types of kitchen accidents and preventive measures. [5]
- b) Classify kitchen equipments by size giving two examples of each. [5]
- Q7)** a) Match the following (any 4) : [4]
- |             |             |
|-------------|-------------|
| i) Fat      | a) Parmesan |
| ii) Sugar   | b) Chervyl  |
| iii) Cheese | c) Tofu     |
| iv) Herbs   | d) Sucrose  |
| v) Soyabean | e) Lard     |
- b) Define Convenience food. State its characteristics. [4]
- c) Give the composition of Garam Masala. [2]
- Q8)** a) List any 4 points about personal hygiene & food safety. [4]
- b) List any 4 uses of Cream & Milk. [4]
- c) State the Importance of Kitchen Stewarding. [2]



Total No. of Questions : 9]

SEAT No. :

PA-1103

[Total No. of Pages : 2

[5906]-12

**B.Sc. (Hospitality Studies)**

**HS-102 : Food and Beverage Service - I**

**(2019 Pattern) (Semester - I)**

*Time : 3 Hours]*

*[Max. Marks : 70*

*Instructions to the candidates:*

- 1) *Question no. 1 is compulsory.*
- 2) *Answer any 6 from remaining questions.*

**Q1)** Explain the terms (Any five) :

**[5 × 2 = 10]**

- a) Still room
- b) Polivit
- c) QSR
- d) Room service
- e) Brunch
- f) Kiosk
- g) Supper

**Q2)** a) Classify catering establishment with examples. (Draw chart)

**[5]**

b) Explain :

**[5]**

i) Banquet

ii) Drive thru

**Q3)** a) Draw any 5 glasses and write the capacity.

**[5]**

b) What are advantages & disadvantages of disposables.

**[5]**

**P.T.O.**

- Q4)** a) List and explain 5 attributes of F & B personnel. [5]  
b) Explain inter - department relation of housekeeping and F & B service. [5]

**Q5)** Write note on following Services : [5 × 2 = 10]

- a) French
- b) Russian
- c) Carvery
- d) Buffet
- e) Self service

- Q6)** a) Write menu of full english Breakfast. [5]  
b) Draw cover setup of english breakfast. [5]

- Q7)** a) Draw organisation structure of F & B department of five star hotel. [8]  
b) Explain kitchen stewarding. [2]

- Q8)** a) Plan a Hi-tea menu. [5]  
b) Write job description of sommelier. [5]

**Q9)** Draw and explain a sideboard of a Restaurant. [10]



Total No. of Questions : 7]

SEAT No. :

PA-1104

[Total No. of Pages : 2

[5906]-13

**B.Sc. (Semester - I)**

**HOSPITALITY STUDIES**

**HS-103 : Housekeeping Operations - I**

**(2019 Pattern)**

*Time : 3 Hours]*

*[Max. Marks : 70*

*Instructions to the candidates:*

- 1) *Q. 1 is compulsory.*
- 2) *Solve any 5 questions from Q.2 to Q.7.*

**Q1)** Explain the following terms (Any 10) :

**[10]**

- a) Hollywood Twin Room
- b) Job Description
- c) DL
- d) Johnny Mop
- e) Front of the house
- f) Interconnecting Room
- g) Penthouse
- h) Florist Room
- i) DND
- j) O/C
- k) OCC
- l) Cabana

**P.T.O.**

- Q2)** a) Draw an organization chart of housekeeping in a medium size hotel. [6]
- b) Explain the coordination of housekeeping with : [6]
- i) Front Office
- ii) F & B service department
- Q3)** a) Explain any six functions of housekeeping department. [6]
- b) Define 'Job Specification'. Write the job specification for Room Attendant. [6]
- Q4)** a) Classify 'Cleaning Agents' with one example of each. [6]
- b) List down the amenities placed in standard room. [6]
- Q5)** a) Explain the duties of Guest Room Attendant. [6]
- b) Explain various sections of housekeeping. [6]
- Q6)** a) Explain the care of cleaning equipment. [6]
- b) Explain the various attributes required by Guest Room Attendant. [6]
- Q7)** a) Explain any 6 types of Room. [6]
- b) Explain the concept of Guest satisfaction and its importance towards repeat business. [6]



Total No. of Questions : 8]

SEAT No. :

PA-1105

[Total No. of Pages : 2

[5906]-14

**B.Sc. (Hospitality Studies)**

**HS-104 : Front Office Operations - I**

**(2019 Pattern) (Semester - I)**

*Time : 3 Hours]*

*[Max. Marks : 70*

*Instructions to the candidates:*

- 1) *Q. No. 1 is compulsory.*
- 2) *Answer any 6 questions from Q.2 to Q.8.*

**Q1)** Answer any 10 from the following :

**[10]**

- a) No post
- b) Due out
- c) HRA CC
- d) Lanai
- e) EP
- f) Check-out
- g) GIT
- h) Over booking
- i) CKS
- j) 6 Pm Hold
- k) Express checkout
- l) Sleeper

**P.T.O.**



- Q2)** a) Draw the organisation chart of a large hotel.  
b) Give any five types of meal plans followed in the hotel.  
[10]
- Q3)** a) Explain guaranteed & non-guaranteed reservation in detail.  
b) List & explain any five sources of reservation in detail.  
c) Explain paging in hotels.  
[10]
- Q4)** a) Explain in detail the procedure for cancellation & amendment with the required formats.  
b) Give any five duties performed by the GRF in hotels.  
[10]
- Q5)** Write any 10 rules of the house followed by the guest while staying at the hotel.  
[10]
- Q6)** a) Explain the mail & message handling procedure with the help of any one format.  
b) Explain any five types of room rates.  
[10]
- Q7)** Classify hotels on the basis of location & give example of each type of hotel.  
[10]
- Q8)** Explain the process of taking a reservation in detail & draw any one format.  
[10]



Total No. of Questions : 5]

SEAT No. :

PA-1106

[Total No. of Pages : 2

[5906]-15

F.Y. B.Sc. (Hospital Studies)

HS-109 : DEVELOPMENT OF GENERIC SKILLS

(2019 Pattern) (Semester - I)

Time : 2 Hours]

[Max. Marks : 35

Instructions to the candidates:

- 1) Question no.1 is compulsory.
- 2) Solve any 3 questions from Q.No. 2 to Q.No. 5.

Q1) Define the following terms.

[5]

- a) Digital learning
- b) Stress
- c) Hygiene
- d) Team building
- e) Life long learning
- f) Linguistic intelligence
- h) Problem solving

Q2) a) What is the role of Ethics and moral values in personality development? [5]

b) Explain the meaning of mathematical and logical reasoning. What do you mean by social intelligence? [5]

Q3) Write short notes on (any 2) :

[10]

- a) Skimming as reading technique.
- b) Bruce Tuckman's model of team building.
- c) Techniques to manage time effectively.
- d) Gestures & Postures in communication.

P.T.O.

- Q4)** a) Explain the concept of SQ5R in reading. [5]  
b) Explain five ways to improve your writing skills. [5]
- Q5)** a) What is the importance of critical thinking while solving a problem. Explain with the help of an example. [5]  
b) What are the pre-requisites of problem solving? [3]  
c) List down the steps in Task Management. [2]



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Total No. of Questions : 8]

SEAT No. :

PA-1107

[Total No. of Pages : 2

[5906]-21

**B.Sc. (Hospital Studies)**

**HS-201 : FOOD PRODUCTION - II**

**(2019 Pattern) (Semester - II)**

*Time : 3 Hours]*

*[Max. Marks : 70*

*Instructions to the candidates:*

- 1) *Q.1 is compulsory.*
- 2) *All questions carry equal marks.*
- 3) *Solve any six questions from Q2 to Q8.*

**Q1)** Explain the following Culinary Terms (any 10) :

**[10]**

- a) Juliennes
- b) Mirepoix
- c) Starter
- d) Court bouillion
- e) Espagnole
- f) Vinaigrette
- g) Pullman
- h) Chalazae
- i) Chowder
- j) JVS Roti
- k) Gluten
- l) Laison

**Q2)** a) Classify soups giving 2 examples of each.

**[5]**

b) Give 1 lit recipe of Bechamel Sauce.

**[5]**

**P.T.O.**

- Q3)** a) What are the uses of Egg in cookery. [5]  
b) Draw & explain any 5 cuts of vegetables. [5]
- Q4)** a) What do you mean by salad? Explain its various parts. [5]  
b) Write down any 2 functions of following in Bakery & Confectionary. [5]  
i) Milk  
ii) Flour  
iii) Sugar  
iv) Baking powder  
v) Cocoa powder
- Q5)** a) Briefly explain any five types of sandwiches. [5]  
b) What points considered while Presenting Appetizers. [5]
- Q6)** a) Write short note on following (any 2) : [6]  
i) Formulas & Measurements  
ii) Glazes & Aspic  
iii) Salad dressings  
b) Briefly explain Thickening agent used in Preparing Sauces. [4]
- Q7)** a) Briefly explain various types of breads used in sandwich making. [5]  
b) What are the principles of baking. [5]
- Q8)** a) Classify vegetables giving 2 examples of each. [5]  
b) State any 2 aims & objectives of soup making. [3]  
c) How do you rectify curdled mayonnaise. [2]



Total No. of Questions : 8]

SEAT No. :

PA-1108

[Total No. of Pages : 2

[5906]-22

B.Sc. (HS)

HS - 202 : FOOD & BEVERAGE SERVICE - II

(2019 Pattern) (Semester - II)

*Time : 3 Hours]*

*[Max. Marks : 70*

*Instructions to the candidates :*

- 1) *Q. 1 is compulsory.*
- 2) *Answer any 6 from remaining.*

**Q1)** Explain terms (any ten) :

**[10]**

- a) BO7
- b) Cheque
- c) Sorbet
- d) Tisane
- e) Americano
- f) Ristretto
- g) Pilsner
- h) Hops
- i) Liqueur
- j) Mineral water
- k) Tea

**Q2)** Explain in details Triplicate checking system with flow chart.

**[10]**

**Q3) a)** Write cover for the following :

**[5]**

- i) Caviar
- ii) Escargot
- iii) Shrimp cocktail
- iv) Oyester
- v) Dessert

b) Plan a 4 course French classical menu.

**[5]**

*P.T.O.*

- Q4)** a) Classify Non Alcoholic Beverages with example. [6]  
b) Explain : [4]  
i) Cappuccino  
ii) Earl grey tea
- Q5)** a) List down 2 brands (Indian) for following : [8]  
i) Beer ii) Wine white  
iii) Whisky iv) Vodka  
v) Gin vi) Brandy  
vii) Rum viii) Red wine  
b) Define Liqueur. [2]
- Q6)** a) Write a note on service of Cigar. [4]  
b) Explain parts of Cigar. [6]
- Q7)** With help of flow chart explain beer manufacturing. [10]
- Q8)** Draw & lable Ala carte & TDH cover. [5 + 5]



Total No. of Questions : 7]

SEAT No. :

PA-1109

[Total No. of Pages : 2

[5906]-23

**B.Sc. (Hospitality Studies)**

**HS - 203 : HOUSEKEEPING OPERATIONS - II**

**(2019 Pattern) (Semester - II)**

*Time : 3 Hours]*

*[Max. Marks : 70*

*Instructions to the candidates :*

- 1) *Q.1 is compulsory.*
- 2) *Attempt any 5 from Q.2 to Q.7.*

**Q1)** Explain the following terms any 10 :

**[10]**

- a) Chamber maid
- b) Spring cleaning
- c) Vacant
- d) Turn down
- e) Grand master key
- f) Log book
- g) Lost & found
- h) Dirty dozen
- i) Checklist
- j) Briefing
- k) Dutch wife
- l) Dusset

**Q2)** a) Briefly explain general principles of cleaning.

**[6]**

b) Write the daily cleaning procedure of vacant room.

**[6]**

**Q3)** a) Describe any 05 keys handled in the hotel.

**[6]**

b) What are the different roles performed by supervisor?

**[6]**

**Q4)** a) Write a short note on :

**[6]**

- i) Evening service
- ii) Key control

b) Discuss with the neat diagram any 2 records maintained at control desk.[6]

**P.T.O.**



- Q5)** a) Explain rules of the house for staff in detail. [6]  
b) Classify Lost & Found with appropriate examples. [6]
- Q6)** a) Describe the modern bed making process. [6]  
b) Explain the process of cleaning for : [6]  
i) Swimming pool  
ii) Corridor
- Q7)** a) Explain the process of handling Lost & found for guest property. [6]  
b) Write in brief the spring cleaning process for : [6]  
i) Lobby  
ii) Restaurant



Total No. of Questions : 7]

SEAT No. :

PA-1110

[Total No. of Pages : 2

[5906]-24

F.Y. B.Sc (Hospitality Studies)

FRONT OFFICE OPERATIONS - II

(2019 Pattern) (Semester - II) (HS-204)

Time : 3 Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) Q.1 is compulsory.
- 2) Attempt any 5 from Q2 to Q7.

Q1) Explain the following terms (Any 10)

[10]

- a) VIP
- b) Lanai
- c) CRS
- d) No show
- e) Scanty baggage
- f) C Form
- g) BTC
- h) Rooming
- i) Registration Card
- j) Guaranteed reservation
- k) Sleep out
- l) Black list

Q2) a) Explain in detail the prearrival procedure for a foreigner guest.

[6]

b) Write down the process of issuing safe locker to guest.

[6]

P.T.O.

- Q3)** a) Describe the room change procedure in detail. [6]  
b) What is the process of handling express checkout? [6]
- Q4)** a) Mention the tasks performed by bell desk during checkout. [6]  
b) How does a rooming process carried out by FO staff? [6]
- Q5)** a) What are the precautions to be taken by FO staff. While handling credit card payment? [6]  
b) Explain the process of group registration at hotel. [6]
- Q6)** a) How the reservation of a black listed guest handled? [6]  
b) Write the process of taking wake up call. [6]
- Q7)** a) Explain any 03 methods of payment in detail. [6]  
b) What is the process of Advance payment for : [6]  
i) Scanty baggage  
ii) Walk in



[5906]-25

B.Sc. (Hospitality Studies)

FRENCH

(2019 Pattern) (Semester - II) (HS-209)

Time : 2 Hours]

[Max. Marks : 35

Instructions to the candidates:

- 1) Q.No. 1 is compulsory.
- 2) Attempt any 3 questions from Q.2 to Q.5.

Q.1 (A) Conjuguez les verbes au présent - (Any 2) (02)  
(Conjugate the verbs in Present Tense)

(1) Je \_\_\_\_ (être)<sup>un</sup> professeur.

[ 'ai / suis / sommes ]

(2) Nous \_\_\_\_ (parler) Français.

[ parlez / parlir / parlons ]

(3) Je \_\_\_\_ (finir) vite la révision.

[ finib / finis / finission ]

Q.1 (B) Écrivez la date - (Any 1) (01)  
(Write the date in French)

(1) Friday, 30 August, 2021

(2) Tuesday, 01/05/2015

Q.1 (C) Quelle heure est-il ? (Any 2) (02)  
(What time is it?)

(1) 8:40 p.m.

(2) 3:30 a.m.

(3) 1200 noon.

Q.2 (A) Planifiez un menu française de 5 cours en donnant une (05)  
exemple de chaque cours  
(Plan a 5 course French menu giving one example of each course.)

Q.2(B) Expliquez les termes en anglais - (Any 5) (05)  
(~~Explain~~ Explain the terms in English)

- |               |            |
|---------------|------------|
| (1) Du jout   | (4) Mornay |
| (2) Bien Cuit | (5) Roux   |
| (3) Zeste     | (6) Aspic  |

Q.3(A) Expliquez les termes en anglais - (Any 5) (05)  
(Explain the terms in English)

- |            |                |
|------------|----------------|
| (1) Bistro | (4) Le couteau |
| (2) Caviar | (5) La tasse   |
| (3) Frappé | (6) La nappe   |

Q.3(B) Nommez trois fruits. (03)  
(Name three names of fruits in French.)

Q.3(C) Nommez deux vins de Bordeaux. (02)  
(Name two wines from Bordeaux region)

Q.4(A) Représentez la brigade de restaurant par un organigramme. (05)  
(Represent the restaurant brigade with the help of a flow chart in French.)

Q.4(B) Écrivez les nombres en lettres - (Any 3) (03)

- |                    |        |
|--------------------|--------|
| (1) 7 <sup>e</sup> | (3) 45 |
| (2) 100            | (4) 21 |

Q.4(C) Mettez le bon mesure - (Any 2) (02)  
(Fill in the correct measure)

(rouleau / tranche / morceau)

- |                        |
|------------------------|
| (1) un _____ de sucre. |
| (2) un _____ de tissu. |
| (3) une _____ de pain. |

Q.5 (A) Donnez les equivalents en anglais - (Any 5)  
(Give the equivalents in English)

(05)

- |            |            |
|------------|------------|
| (1) Beurre | (4) Safran |
| (2) Miel   | (5) Viande |
| (3) Pomme  | (6) Poulet |

Q.5 (B) Donnez les equivalents en français - (Any 5)  
(Give the equivalents in French)

(05)

- |             |            |
|-------------|------------|
| (1) Cucumbe | (4) Dry    |
| (2) Milk    | (5) Cheese |
| (3) Grape   | (6) Rice   |



Total No. of Questions : 8]

SEAT No. :

PA-1112

[Total No. of Pages : 2

[5906]-31

**B.Sc. (Hospitality Studies)**

**FOOD PRODUCTION - III**

**(2019 Pattern) (Semester-III) (HS-301)**

*Time : 3 Hours]*

*[Max. Marks : 70*

*Instructions to the candidates:*

- 1) *Q.1 is compulsory.*
- 2) *Attempt any 5 questions from the remaining.*

**Q1) a) Explain the following terms : (Any 10) [10]**

- |                               |                      |
|-------------------------------|----------------------|
| i) Panch phoron               | vii) Dame            |
| ii) Coujons                   | viii) Menu balancing |
| iii) Crustaceans              | ix) Payasam          |
| iv) 'X' fault in bread making | x) S.P.S.            |
| v) Industrial catering        | xi) Lamination       |
| vi) Dhoklaa                   | xii) Standard yield  |

**b) Answer the following: (Any 5) [10]**

- i) Name 2 dishes from Konkan.
- ii) Define volume forecasting.
- iii) Write 4 characteristics of welfare catering.
- iv) Give 2 functions of larder department.
- v) Discuss 2 methods of cooking fish.
- vi) Elaborate 2 types of yeast dough.

**Q2) Answer the following.**

- a) Explain any 5 stages in bread making. [5]
- b) Give any 5 points to be considered when selecting fish. [5]

**P.T.O.**

**Q3)** Answer the following.

- a) Name and explain any 5 types of cookies. [5]
- b) Discuss the characteristics of Hospital catering. [5]

**Q4)** Answer the following.

- a) Explain 5 factors influencing menu planning for Indian & regional cuisine. [5]
- b) Write the merits and demerits of volume forecasting. [5]

**Q5)** Answer the following.

- a) Discuss any 5 principles of menu planning. [5]
- b) Explain any 2 methods of cake making. [5]

**Q6)** Answer the following.

- a) Draw and explain the format of indenting for quantity kitchen. [5]
- b) Explain any 2 bread making methods. [5]

**Q7)** Answer the following.

- a) List and explain 5 tools and equipments used in larder. [5]
- b) Explain the role of any 5 ingredients used in bread making. [5]

**Q8)** Answer the following.

- a) Plan a festive menu for any 1 state from below : [5]
  - i) Punjab
  - ii) Goa
- b) Define Cookies. Give any 4 characteristic features of cookie dough. [5]





Total No. of Questions : 8]

SEAT No. :

PA-1113

[Total No. of Pages : 2

[5906]-32

S.Y. B.Sc. (Hospitality Studies)

HS 302 : FOOD AND BEVERAGE SERVICE - III

(2019 Pattern) (Semester-III)

Time : 3 Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) Question No.1 is compulsory.
- 2) Solve any 6 from the remaining.

Q1) a) Define the following terms : (Any 10) [10]

- |                |                    |
|----------------|--------------------|
| i) Jigger      | vii) Angels share  |
| ii) Cobragun   | viii) Punt         |
| iii) Perry     | ix) Racking        |
| iv) Speed rail | x) Equ-de-vie      |
| v) DOCG        | xi) Chaptalization |
| vi) Campari    | xii) Punch         |

Q2) Write short note on : (any 2) [10]

- a) Food & wine harmony
- b) Storage of wine (wine cellar)
- c) Define aperitif. List 2 wine based and 2 spirit based aperitif

Q3) Differentiate between [10]

- a) Pot still & patent still
- b) Scotch whiskey & Irish whiskey

P.T.O.

**Q4)** Answer the following. [10]

- a) Define cocktails. Write eight rules of making/mixing cocktails.
- b) What is viticulture? Explain any two viticulture methods with suitable diagram.

**Q5)** a) Explain in Brief the Methode champenoise. [6]

- b) List and explain any 2 liqueur manufacturing process. [4]

**Q6)** List any two wine producing regions of the following country. [10]

- a) France
- b) Italy
- c) Spain
- d) Portugal
- e) Germany

**Q7)** a) Explain the manufacturing process of Rum in detail. [6]

- b) Draw a neat diagram of French Wine Label. [4]

OR

- b) List and explain any four vine disease. [4]

**Q8)** Answer the following.

- a) 2 Brands of champagne.
- b) 2 Brands of American whiskey
- c) 2 orange based liqueur.
- d) 2 Brands of cognac
- e) 2 wine laws of France
- f) 2 wine producer in India



Total No. of Questions : 09]

SEAT No. :

PA-1114

[Total No. of Pages :2

[5906] - 33

S.Y. B.Sc. (H.S)

**HS - 303 : ACCOMMODATION OPERATIONS - I**  
**(2019 Pattern) (Semester - III)**

*Time : 3 Hours]*

*[Max. Marks : 70*

*Instructions to the candidates :*

- 1) *Question No. 1 is compulsory.*
- 2) *Write any 6 from question 2 to 9.*
- 3) *Draw diagrams where applicable.*

**Q1)** Explain the following terms (any 10)

**[10]**

- a) Outsourcing
- b) Par stock
- c) OPL
- d) Ikebana
- e) HAZMAT
- f) Ecotel
- g) Folio
- h) ARR
- i) GHC
- j) ATG
- k) Hoselimit
- l) Overstay.

**Q2)** Answer the following:

- a) Define contract and list down the jobs to be given on contract in housekeeping. **[5]**
- b) Give the preventive and control measures of the following. **[5]**
  - i) Bde Bugs
  - ii) Cockroaches

**P.T.O.**

**Q3)** Answer the following:

- a) List down the potential hazardous conditions in housekeeping department. [5]
- b) Draw the layout of laundry and describe any three sections of laundry. [5]

**Q4)** Answer the following:

- a) Explain the waste reduction programs followed by hotels. [5]
- b) List down the selection criterion of Bath linen. [5]

**Q5)** Write short notes on: (any 2) [10]

- a) Dry Cleaning
- b) Types of Pricing a contract
- c) Role of security department.

**Q6)** Answer the following:

- a) Explain the types of ledgers maintained by hotel front office. [5]
- b) Draw the format of Guest Registration Card. [5]

**Q7)** Answer the following:

- a) Enlist special personality traits of GRE. [5]
- b) Classify various types of complaints. [5]

**Q8)** Answer the following:

- a) Draw and explain cash sheet. [5]
- b) Give the formulas for the following: [5]
  - i) Rev Par
  - ii) No show %
  - iii) Understay %
  - iv) House Count
  - v) Local Occupancy %

**Q9)** Write short notes on: (any 2) [10]

- a) Explain the procedure of handling fire in the hotel.
- b) Role of hospitality desk.
- c) Credit Monitoring and Charge Privileges.



Total No. of Questions : 5]

SEAT No. :

**PA-1115**

**[5906]-35**

[Total No. of Pages : 2

**S.Y. B.Sc. (Hospitality Studies)**  
**HS 308 : COMMUNICATION SKILLS- I**  
**(2019 Pattern) (Semester - III)**

*Time :2 Hours]*

*[Max. Marks : 35*

*Instructions to the candidates:*

- 1) *Q.1 is compulsory.*
- 2) *Solve any 3 questions from Q.2 to Q.5.*

**Q1)** Define the following terms (Any 5)

**[5]**

- a) Non verbal communication.
- b) Vertical communication.
- c) Language barrier.
- d) Minutes of meeting.
- e) Travelogue.
- f) Log book.
- g) Notice.

**Q2)** a) Discuss barrier of communication related to biological and cultural barriers.

**[5]**

b) Define communication. Give the features of communication.

**[5]**

**Q3)** a) Define interpersonal communication. Give any two points of difference between:

**[5]**

- i) Vertical vs Horizontal communication.
- ii) Inter vs Intra communication.

b) Give any five points related to email etiquettes

**[5]**

**P.T.O.**

**Q4) a)** Define listening. Explain any two types of listening with example. [5]

b) You want to book a hotel room for your friend, who is arriving to Pune on 7th January, 2023. Write a letter of inquiry to a hotel, asking details about type of room and hotel facilities. [5]

**Q5) Write short notes on (Any two)** [10]

- a) Advantages & disadvantages of written communication.
- b) Body language.
- c) Essential qualities of good speaker.
- d) Use of standard hotel phrases.



Total No. of Questions : 8]

SEAT No. :

**PA-1116**

[Total No. of Pages : 3

**[5906]-41**

**T.Y.B.Sc. (Hospitality Studies)**

**HS-501 : ADVANCED FOOD PRODUCTION - I**

**(2019 Pattern) (Semester - V)**

*Time : 3 Hours]*

*[Max. Marks : 70*

*Instructions to the candidates:*

- 1) *Question No. 1 compulsory.*
- 2) *All questions carry equal marks.*
- 3) *Draw a neat diagram wherever necessary.*
- 4) *Attempt any six from questions No.2 to 8.*

**Q1)** Explain the following terms (Any Ten).

**[10]**

- a) Trussing
- b) Incineration
- c) Winnowing
- d) Kitchen Work Triangle
- e) Pig Trotters
- f) Croquettes
- g) Arrabiatta
- h) Ratatouille
- i) Phyllo Pastry
- j) Glaze
- k) Royal Icing
- l) Green meat

**Q2)** Answer in brief (any five)

**[10]**

- a) Describe two types of aging of meat.
- b) Explain custard filling & chiffon filling.
- c) Give two examples of Flaky pastry.

**P.T.O.**

- d) Differentiate between Nouvelle cuisine and Haut'e cuisine.
- e) Write a short note on flow of work.
- f) Enlist precautions for storing chocolate.

**Q3) Explain the following questions in Brief. [10]**

- a) Define Humectant with one use.
- b) Enlist two functions of Bleaching Agents.
- c) What are the two types of antioxidants? Give one example of each.
- d) What is a function of anticaking Agent.
- e) Give two examples of class I and class II preservatives.
- f) Define the term food Additives and Give two main functions of food Additives.

**Q4) Answer the following (any two) [10]**

- a) Describe any five steps of manufacturing of chocolate.
- b) Write a short note on French cuisine.
- c) Explain the method of preparation of short crust pastry.

**Q5) Answer the following (any two). [10]**

- a) Explain the methods of waste Disposal.
- b) Describe main ingredients used in icing.
- c) Name cuts of meat of lamb with suitable cooking methods.

**Q6) Answer the following (any two). [10]**

- a) Draw a layout of multi cuisine Restaurant and show the important work stations.
- b) Plan a five course menu of spanish cuisine with one line explanation.
- c) Enlist five pastry faults with precautions.



**Q7)** Write a short note on the following (any four)

**[10]**

- a) Five popular dishes of Mexican cuisine.
- b) Five ingredients used in Italian cuisine.
- c) Salient features of Nouvelle cuisine.
- d) Five principles of thawing a meat.
- e) Factors influencing kitchen designing.

**Q8)** Answer the following (any two).

**[10]**

- a) Explain the types of chocolate.
- b) Classify flour pastries with suitable examples.
- c) Describe in detail segregation of garbage and its importance.

Total No. of Questions : 7]

SEAT No. :

**PA-1117**

[Total No. of Pages : 2

**[5906]-42**

**T.Y. B.Sc. (Hospitality Studies)**

**HS-502 : ADVANCED FOOD & BEVERAGE SERVICE - I**

**(2019 Pattern) (Semester - V)**

*Time : 3 Hours ]*

*[Max. Marks : 70*

*Instructions to the candidates:*

- 1) All questions are compulsory.*
- 2) Draw neat diagrams wherever necessary.*

**Q1)** Explain the following terms (Any ten)

**[10]**

- a) RSOT
- b) BFP
- c) Flambe
- d) Budget
- e) GM Food
- f) Lead time
- g) Vegan Food
- h) Organic Food
- i) PFA
- j) Cost
- k) Suggestive selling
- l) Off Premise banquet

**Q2)** Differentiate Between (Any 2)

**[10]**

- i) Decentralized and centralized Room service.
- ii) Formal and informal Banquet.
- iii) Theatre set up and classroom set up.

**P.T.O.**

**Q3) Explain the following (Any Two) [10]**

- a) Write a detailed note on carving practices to be followed during Gueridon services.
- b) Explain the limitation of F & B control.
- c) What are the various obstacles of food cost control.

**Q4) Explain the following (Any Three) [12]**

- a) Special equipment's used on Gueridon trolley Service.
- b) Cycle of room service.
- c) Write any four objective of budget.
- d) Write any four emerging trends in F & B service.

**Q5) Answer the following (Any Three) [10]**

- a) Advantages and disadvantages of Gueridon Trolley.
- b) Molecular gastronomy in F & B service.
- c) Draw and explain any 4 records maintain in room service department.
- d) Explain any four types of trolley's.

**Q6) a) Draw and explain any four types of banquet setting plans. [8]**

OR

- b) Prepare a function prospectus for 150 Pax conference of Infoys Assume Suitable data.

**Q7) a) Write service procedure of Crapi Suzett'e from Gueridon Trolley. (Equipment, Ingredients, procedure, cover & service) [10]**

OR

- b) Describe labour cost budget and overhead cost budget.



Total No. of Questions : 6]

SEAT No. :

[Total No. of Pages : 2

**PA-1118**

**[5906]-43**

**B.Sc. (Hospitality Studies )**

**HS - 503 : ADVANCED ACCOMMODATION OPERATIONS - I  
(2019 Pattern) (Semester - V)**

*Time : 3 Hours ]*

*[Max. Marks : 70*

*Instructions to the candidates:*

- 1) Questions from both sections are compulsory.*
- 2) Draw neat diagrams & formats wherever necessary.*

**SECTION - I**

**Q1)** Explain the following terms (Any 5)

**[5×1=5]**

- a) Emphasis
- b) Formal Balance
- c) Rock Garden
- d) Water Garden
- e) Capital Budget
- f) Lead time
- g) Usage rate

**Q2)** Write short note on (Any 3)

**[3×5=15]**

- a) Budgetary control.
- b) Refurbishing
- c) Concept of ROL
- d) Interior Decoration

**P.T.O.**

**Q3)** Write down the following (Any 3)

**[3×5=15]**

- a) Explain the elements of design.
- b) Discuss the core and maintenance of out door plants.
- c) Explain the difference between capital expences and operating expences.
- d) Draw the format of bin card and explain in brief.

## **SECTION - II**

**Q4)** Explain the following terms (Any 5)

**[5×1=5]**

- a) City account
- b) Over booking
- c) Cross selling
- d) Market Tolerance
- e) Rev PAR
- f) Up selling
- g) OTA

**Q5)** Write the short note on (Any 3)

**[3×5=15]**

- a) Role of Night Auditor
- b) Sales tools
- c) Market based pricing
- d) Room forecasting

**Q6)** Write down the following (Any 3)

**[3×5=15]**

- a) Define night auditor Report and draw its format.
- b) Explain the role of front office personnel in maximizing occupancy.
- c) Explain Rule of thumb approach.
- d) Discuss the basis of room tariff fixation.



Total No. of Questions : 5]

SEAT No. :

**PA-1119**

[Total No. of Pages : 2

**[5906]-45**

**T.Y. B.Sc. (Hospitality Studies )**

**HS - 508 : COMMUNICATION SKILLS - II**

**(2019 Pattern) (Semester - V)**

*Time : 2 Hours ]*

*[Max. Marks : 35*

*Instructions to the candidates:*

- 1) *Q. No.1 is compulsory.*
- 2) *Attempt any 3 from Q. No. 2 to Q. No. 5.*

**Q1)** Explain the following terms (Any 5)

**[5]**

- a) Self Esteem
- b) Internal Motivation
- c) Team work
- d) Career
- e) Personality Trait
- f) Stress
- g) Time Management

**Q2)** Explain in Brief Any 2

**[10]**

- a) Write a note on importance of creating a career path.
- b) Define Team work. Explain the Do's & Dont's of Team work.
- c) Explain SWOT Analysis.

**Q3)** Explain in Brief Any 2

**[10]**

- a) Define Stress Management. Name & Explain any 2 Stress Management Techniques.
- b) List any 5 time robbers and how can one get rid of them?
- c) Explain in brief the success story of Virat Kohli.

**P.T.O.**

**Q4) Explain in Brief Any 2**

**[10]**

- a) Explain the techniques for analysing a case study.
- b) Differentiate between inspiration and motivation.
- c) Importance of using Audio Visual Aids in presentation.

**Q5) Explain in Brief Any 2**

**[10]**

- a) Explain the various benefits of Positive Attitude.
- b) Name & Explain the elements of personality.
- c) Name & Explain the causes of stress.

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Total No. of Questions : 5]

SEAT No. :

PA-1120

[Total No. of Pages : 3

**[5906]-46**  
**T.Y. B.Sc. (H.S.)**  
**HS - 509 : BASIC ACCOUNTANCY SKILLS**  
**(2019 Pattern) (Semester - V)**

*Time : 2 Hours ]*

*[Max. Marks : 35*

*Instructions to the candidates:*

- 1) *Question No.1 is compulsory.*
- 2) *Attempt any three questions from Q. No. 2 to Q. No. 5.*
- 3) *Use of simple calculator is permitted.*
- 4) *Figures to the right indicate full marks.*

**Q1)** Rewrite the following statements and state whether they are True or False.  
(Any 5) **[5×1=5]**

- a) Journal is the principal book of accounts.
- b) Capital account is personal account.
- c) Goodwill is a tangible asset.
- d) Purchase of machinery is debited to Machinery A/c.
- e) Special Functions Book is prepared in agricultural sector.
- f) Bank of Maharashtra is real account.
- g) Accounting year is of ten months.

**Q2) a)** Journalise the following transactions in the books of Babloo Enterprises.  
**[5]**

- |      |    |   |
|------|----|---|
| 2022 | 1  | Babloo started business with cash ₹20,000.                            |
| May  | 5  | Opened a current account in Bank of Baroda by depositing cash ₹5,000. |
|      | 10 | Purchased goods for cash ₹3,000.                                      |
|      | 15 | Purchased stationery of ₹500.   |
|      | 22 | Babloo 100 withdrew cash ₹500 for personal use.                       |

**P.T.O.**



- b) Fill in the blanks. [3]
- \_\_\_\_\_ is a brief explanation written in every journal entry.
  - Trial Balance checks the \_\_\_\_\_ accuracy of the books of accounts.
  - Trading Account reveals \_\_\_\_\_ profit/loss.
- c) Do you agree or disagree with the following. [2]
- Capital + Liabilities = Assets
  - Staff meals is an asset.

**Q3)** Write short notes on: (any two) [2×5=10]

- Classification of Accounts.
- Balancing of Ledger Accounts.
- Advantages of Guest Weekly Bill.

**Q4)** a) From the following balances, prepare a Trial Balance as on 31<sup>st</sup> March 2022 of Saarthi Enterprise. [5]

Particulars	Amount (₹)	Particulars	Amount (₹)
Creditors	60,000	Purchases	3,10,000
Machinery	2,10,000	Commission received	5,000
Sales	5,60,000	Drawings	43,000
Debtors	95,000	Advertisement	72,000
Capital	1,55,000	Goodwill	50,000

- b) Prepare a Guest Weekly Bill with help of details given below. [5]
- Name of Guest : Mr. & Mrs. Deshmukh Room No. 405 @ ₹15,000 per day on EP. EMT/EMC - ₹75 per cup/ANT/ANC-₹60 per cup. Breakfast- ₹200 per person Lunch - ₹275 person & Dinner - ₹375 per person.
- GST @ 18% on Rooms & 12% on Food & Beverages is charged.
- Check in on 16<sup>th</sup> November 2022 @ 5.45 a.m.
- Check out on 17<sup>th</sup> November 2022 @ 11.45 a.m.

The details of transactions are as follows:

16<sup>th</sup> November :- EMT, Breakfast for one person, Newspapers ₹25, Lunch, Cigarettes ₹80, Cinema Tickets ₹850 Deposited ₹11,000.

17<sup>th</sup> November :- EMT, Breakfast, Telephone ₹50, Laundry ₹120 & Train tickets ₹900.

Mr. Deshmukh settled the bill in cash on check out.

**Q5)** The following is a Trial Balance of Sujata Enterprises as on 31<sup>st</sup> March 2022.[10]

Debit Balances	₹	Credit Balances	₹
Opening			
Stock	55,000	Capital	4,00,000
Building	5,50,000	Loan from SBI	2,00,000
Machinery	3,00,000	Creditors	90,000
Purchases	10,60,000	Sales	20,73,000
Bad debts	6,000		
Salaries	1,10,000		
General Expenses	25,000		
Rent	30,000		
Insurance	14,000		
Advertisement	60,000		
Wages	2,00,000		
Carriage Inwards	28,000		
Debtors	3,00,000		
Cash in hand	25,000		
	27,63,000		27,63,000

Adjustment:

- a) Closing stock was valued at ₹75,000 prepare Trading A/c & Profit & Loss A/c for the year ending 31<sup>st</sup> March 2022 & a Balance sheet as on that date.

ॐ ॐ ॐ

Total No. of Questions : 6]

SEAT No. :

**PA-1121**

[Total No. of Pages : 2

**[5906]-51**

**T.Y. B.Sc. (Hospitality Studies)**

**HS 602 : ADVANCED FOOD PRODUCTION - II**

**(2019 Pattern) (Semester-VI)**

*Time : 3 Hours]*

*[Max. Marks : 70*

*Instructions to the candidates:*

- 1) *All questions are compulsory.*
- 2) *Figures to the right indicate full marks.*
- 3) *Draw neat diagram wherever necessary*

**Q1) Explain the following terms (Any ten)**

**[20]**

- a) Granite
- b) Function prospectus
- c) Food sampling
- d) Wasabi
- e) Sambol
- f) Cantonese cuisine
- g) Dolmas
- h) Kunafa
- i) Roulade
- j) Gammon
- k) Casing of Fibre
- l) Sales Mix

**Q2) Solve any two:**

**[10]**

- a) Explain in detail the preparation of Ballantine.
- b) Write a brief explanation of lebanese cuisine with emphases on Ingredient & Equipments.
- c) Write short note on kitchen Larsons with the other departments in Hotel.

**Q3) Solve any two**

**[10]**

- a) Differentiate between still desserts & churn desserts with at least one examples of each.
- b) Write in Detail "Testing of New Equipments" for recipe Trials.
- c) Give details of various force meats used in working saussages.

**P.T.O.**

**Q4) Solve any two:** [10]

- a) Plan a Moroccan Menu explaining the dishes in details.
- b) Explain stages of budget making.
- c) Give details steps in make a pati.

**Q5) Solve any two** [10]

- a) Explain the process of purchasing and Explain four types of purchasing.
- b) Give in detail at least 5 types of pudding and explain them.
- c) Give the importance of standardized recipes and give the standardized recipe of veg. Fried Rice.

**Q6) Solve any two:** [10]

- a) Give a five course Japanese menu with explanation.
- b) Explain any five International saussages and give their country of origin.
- c) Enlist any five pricing methods and explain them.



Total No. of Questions: 8]

SEAT No. :

**PA-1122**

**[5906]-52**

[Total No. of Pages : 3

**T.Y.B.Sc. (Hospitality Studies)**

**HS-603 : ADVANCED FOOD & BEVERAGE SERVICE-II**

**(2019 Pattern) (Semester-VI)**

*Time : 3 Hours]*

*[Max. Marks : 70*

*Instructions to the candidates:*

- 1) *Question No. 1 is compulsory.*
- 2) *Attempt any 6 questions from questions No. 2 to 8.*

**Q1)** Explain the following terms (Any 10).

**[10]**

- a) Task analysis
- b) Lounge bar
- c) Purchase order
- d) Sous-vide
- e) Convenience food
- f) Galley
- g) Rimmer
- h) Cook-Freezer
- i) Sales summary
- j) variable cost
- k) Pantry car
- l) Franchising

**Q2)** Answer the following: (Any 2)

**[10]**

- a) Draw and explain any 3 formats used in a specialty restaurant.
- b) Write down characteristics of fast-food sector.
- c) Write down the equipment required in the bar, with use of each.

**Q3)** Explain the following (Any 2)

**[10]**

- a) Discuss the planning of a bar with respect to:
  - i) Location
  - ii) Design & atmosphere
- b) What is training? Explain why training is vital for F&B personnel?
- c) What type of catering facilities available in railway catering? Explain.

**P.T.O.**

**Q4) a)** Explain the following performance measurement criteria for a catering outlet: [5]

- i) Sales mix
- ii) Index of productivity
- iii) Seat turnover
- iv) Elements of costs
- v) Average spending power

**b)** Discuss the advantages of Franchising to Franchisee [5]

**Q5)** Answer the following (Any 2) [10]

- a) Explain the parts of bar
- b) List and explain any 5 licenses required to open a coffee shop
- c) You as a restaurant manager have to plan 5 different sales promotion techniques for your restaurant (Assume suitable data wherever necessary)

**Q6)** Explain the following: [10]

- a) Explain food production styles in hotels and quality restaurants.
- b) Write down characteristics of transport catering.

**Q7)** Answer the following (Any 3)

- a) Plan a duty roster for a restaurant having 60 covers, serving lunch & dinner. [5]
- b) Explain the logistics involved in airline catering. [3]
- c) Explain out sourcing in industrial catering. [2]

**Q8)** Answer the following.

**[10]**

- a) What is bin card?
- b) What is Boston shaker?
- c) Define cover
- d) Write down accompaniments for smoked salmon.
- e) Name the Indian Michelin star chef, who owns a 'Junoon' restaurant in USA.
- f) Define Aboyeur
- g) Name India's first Michelin star chef
- h) Give two examples of Entremets
- i) Give two examples of Blue cheese
- j) Can vodka be served with caviar (Write Yes/No)



Total No. of Questions: 7]

SEAT No. :

**PA-1123**

**[5906]-53**

[Total No. of Pages : 2

**T.Y.B.Sc. (Hospitality Studies)**

**HS-604 : ADVANCED ACCOMMODATION OPERATIONS-II**

**(2019 Pattern) (Semester-VI)**

*Time : 3 Hours]*

*[Max. Marks : 70*

*Instructions to the candidates:*

- 1) *Question No. 1 is compulsory.*
- 2) *Attempt any five questions from Q.No. 2 to Q.No.7*

**Q1)** Explain the following terms (Any 10).

**[10]**

- a) ADR
- b) Casement window
- c) Room status report
- d) High risk report
- e) Roman blinds
- f) EMS
- g) Tone
- h) Valances & swags
- i) POS
- j) SMERF
- k) Safety lighting
- l) Primary colours

**Q2)** Explain the following. (Any Two)

**[12]**

- a) Characteristics of Hard Flooring.
- b) Classification of lighting on the basis of source.
- c) Any 6 types of windows.

**Q3)** Answer the following. (Any Two)

**[12]**

- a) Explain the selection criteria of PMS.
- b) Describe 2 softwares used in the hotel with their USP.
- c) Elaborate on any 3 tools of revenue maximization.

**P.T.O.**



**Q4) Differentiate between (Any Two).** **[12]**

- a) Fluorescent light & Filament light.
- b) ARR & Rev par.
- c) Carpet & wooden flooring.
- d) MLOS and CTA.

**Q5) Write a short note on (Any Two).** **[12]**

- a) Group Attrition.
- b) Concept of revenue management.
- c) Role of accessories in room decor.
- d) Types of colour scheme.

**Q6) a) Explain the importance of yield management with its formula.** **[6]**

b) Describe the Potential High Demand Tactics used in revenue management. **[6]**

**Q7) a) Draw the layout of a single room as per the scale & give standard measurements of.** **[6]**

- i) Double bed
- ii) Coffee table
- iii) Bedside table

b) Classify the 'wall coverings' & explain the functions of wall coverings. **[6]**



Total No. of Questions : 8]

SEAT No. :

**PA-1124**

[Total No. of Pages : 2

**[5906]-54**

**T.Y. B.Sc. (Hospitality Studies)**

**HS - 608 : ENTREPRENEURSHIP DEVELOPMENT**

**(2019 Pattern) (Semester - VI)**

*Time : 3 Hours ]*

*[Max. Marks : 70*

*Instructions to the candidates:*

- 1) *Question No.1 is compulsory.*
- 2) *Attempt any 6 questions from Q.2 to Q.8.*
- 3) *All questions carry equal marks.*

**Q1)** Explain the following terms (any 10):

**[10]**

- a) AGMARK
- b) SWA SHAKTI
- c) NABARD
- d) SWOT
- e) B-Plan
- f) CSR
- g) Venture
- h) Budget
- i) Resource mobilization
- j) Ownership
- k) Feasibility study
- l) FDA

**Q2) a)** Explain any five distinguishing characteristics of a successful entrepreneur.

**[5]**

b) Describe the concept of entrepreneurial failure and pitfalls according to Peter Drucker.

**[5]**

**Q3) a)** Explain steps involved in manpower planning while formulating an organisation plan.

**[5]**

b) Define Job description and explain it in detail.

**[5]**

**P.T.O.**

- Q4)** a) Write any 5 points mentioning problems faced by women entrepreneurs. [5]  
b) Explain the program for promoting women entrepreneurship (any 1) [5]  
i) Rashtriya Mahila Kosh  
ii) Federation of Indian Women Entrepreneur
- Q5)** a) Differentiate between Entrepreneur and Intrapreneur. [5]  
b) Explain the concept of start-ups. [5]
- Q6)** a) Explain any 5 sources of finance while starting a new venture. [5]  
b) Write the importance of “diversification” as a growth strategy. [5]
- Q7)** Enlist and write 2 sentences each of the legal compliances required to be met for doing business in India. [10]
- Q8)** Write a note on following hospitality entrepreneur:- [10]  
i) Jayanti Kathale and  
ii) JRD Tata

OR

Prepare a project report on selling “Pav Bhaji” in your college premise.



Total No. of Questions : 7]

SEAT No. :

**PA-1125**

**[5906]- 55**

[Total No. of Pages : 2

**T.Y.B.Sc. (Hospitality Studies)**  
**HS 609 : PRINCIPLES OF MANAGEMENT**  
**(2019 Pattern) (Semester - VI)**

*Time :3 Hours]*

*[Max. Marks : 70*

*Instructions to the candidates:*

- 1) *Q.1 is compulsory.*
- 2) *Attempt any 5 from Q.2 to Q.7.*

**Q1)** Write short notes on (Any 5)

**[20]**

- a) Importance of controlling.
- b) External factors affecting the management.
- c) Characteristics of a Good Leader.
- d) Advantages of planning.
- e) Modern day management theory.
- f) Downward communication.
- g) Span of control.

**Q2)** Explain the various 'Barriers' to communication.

**[10]**

**Q3)** Define 'Motivation'. Explain 'Maslow's theory of need Hierarchy.

**[10]**

**Q4)** Define 'Planning'. Explain any five advantages and any 5 disadvantages of planning.

**[10]**

**P.T.O.**

**Q5) a)** Define 'Staffing'. Explain 'Delegation' and 'Departmentalization'. **[5]**

b) Define 'Controlling'. Explain the process of controlling. **[5]**

**Q6) a)** Define 'Leadership'. Explain any two styles of Leadership. **[5]**

b) Define 'Coordination'. Explain the 'Need of coordination'. **[5]**

**Q7)** Define 'Decision Making'. Explain the types of decision. **[10]**



Total No. of Questions : 6]

SEAT No. :

**PA-1126**

**[5906]- 56**

**[Total No. of Pages : 2**

**T. Y. B.Sc. (Hospitality Studies)**  
**HS 610 : TOURISM OPERATIONS**  
**(2019 Pattern) (Semester - VI)**

***Time :3 Hours]***

***[Max. Marks : 70***

***Instructions to the candidates:***

- 1) Attempt all questions.***
- 2) Figures to the right indicate full marks.***

***Q1)*** Define the terms with example. (Any -10)

**[20]**

- a) Itinerary
- b) Visa
- c) Tourism
- d) Travel agent
- e) Tour
- f) Visitor
- g) MTDC
- h) Passport
- i) Tour operator
- j) Escorts
- k) NGO
- l) Destination

***Q2)*** Answer the following. (Any- 5)

**[10]**

- a) Explain the types of travel agent.
- b) Explain the political impact of Tourism.
- c) Explain 2 Government tourism organisation.
- d) Explain Tour packaging.
- e) Name different documents require to travel abroad.
- f) Define the objectives of DoT.

***P.T.O.***

**Q3)** Answer the following.

- a) Explain the primary constituents of Tourism. [5]
- b) Name different travel motivators of Tourism. [3]
- c) Define sports tourism. [2]

**Q4)** Answer the following.

- a) Explain the functions and objectives of TAAI. [5]
- b) Explain 3 secondary constituents of Tourism. [3]
- c) Write short note on history of Tourism. [2]

**Q5)** Answer the following. (Any- 2) [10]

- a) Explain in brief functions of travel agent.
- b) Explain the environmental impact of Tourism.
- c) Explain the 4 'A's of Tourism.

**Q6)** Answer the following (Any- 2). [10]

- a) Explain the qualities require for Guides & Escorts.
- b) Explain the types of package tour.
- c) Explain the 5 types of visa in details.



Total No. of Questions : 5]

SEAT No. :

**PA-1127**

[Total No. of Pages : 2

**[5906]-57**

**T.Y. B.Sc. (Hospitality Studies)**

**HS - 611 : HOTEL RELATED LAW**

**(2019 Pattern) (Semester - VI)**

*Time : 3 Hours]*

*[Max. Marks : 70*

*Instructions to the candidates:*

- 1) Attempt all the Questions.*
- 2) Figures to the right indicate full marks.*

**Q1) Define the following terms (Any Five):**

**[10]**

- a) Unpaid Seller
- b) Discharge
- c) Consumer
- d) Strike
- e) Closure
- f) Void contract
- g) Industry
- h) POSH

**Q2) Write short notes (Any Two):**

**[10]**

- a) General principles of food safety.
- b) Essential Elements of Contract.
- c) Importance of GST in Hospitality.
- d) Importance of FSSAI.

**P.T.O.**



**Q3)** Answer the following (Any Three):

**[15]**

- a) Procedure for applying and Renewal of Restaurant Licenses.
- b) What is Breach of Contract?
- c) Duties of Partner.
- d) General principles of Food Safety.
- e) Any five provision Regarding Air Pollution.

**Q4)** Answer any two:

**[20]**

- a) Explain Internal Committee under POSH with diagram.
- b) Differentiate between welcome and unwelcome move.
- c) What is Bombay Shops and Establishment Act, 1948?
- d) What are Duties of the Inspector under Bombay Shops and Establishment Act.

**Q5)** Answer the following (any three):

**[15]**

- a) What are the Rights of Partner?
- b) Describe Partnership Act.
- c) Describe the Role of Employee and Employer under sexual harassment of women at workplace.
- d) Provision Related to Export of Foods.
- e) Explain any five standard deductions from the wages.



Total No. of Questions : 5]

SEAT No. :

**PA-1128**

[Total No. of Pages : 2

**[5906]-58**

**T.Y. B.Sc. (HS)**

**HS - 612 : FOOD SCIENCE**

**(2019 Pattern) (Semester - VI)**

*Time : 2 Hours]*

*[Max. Marks : 35*

*Instructions to the candidates:*

- 1) *Q1 is compulsory.*
- 2) *Solve any Three from Q2 to Q5.*

**Q1)** Define the following terms (Any 5):

**[5]**

- a) Hygiene.
- b) Food Adulteration.
- c) pH.
- d) Boiling point.
- e) Cross contamination.
- f) Density.
- g) Foam.
- h) Evaporation.

**Q2)** a) Define cross contamination with 2 examples and 2 preventive measures.[5]

b) Define food spoilage. Explain 2 spoilage indicators for the following (any 2): **[5]**

- i) Egg
- ii) Fish
- iii) Canned food
- iv) Spinach

**P.T.O.**

**Q3) a)** Write a note on Browning Reaction. Explain desirable and un-desirable browning in food with one example of each. [5]

b) Mention any six guidelines and rules for storage of all food stuffs. [3]

c) Explain the concept of danger zone. [2]

**Q4) a)** Explain importance of Hygiene and Sanitation in food industry. [5]

b) Why pest control is necessary? Give 2 control measures for Rats, House flies. [5]

OR

Explain the concept of HACCP in the catering industry.

**Q5) a)** Define food adulteration. Name the adulterant and test to detect in the following foods: [5]

i) Milk

ii) Turmeric

iii) Saffron

iv) Semolina

b) Differentiate between food poisoning and food infection. [5]



Total No. of Questions : 10]

SEAT No. :

**PA-3500**

[Total No. of Pages : 2

**[5906]-61**

**First Year B.Sc. (Hospitality Studies)**

**HS - 103 & HS - 104 : HOUSEKEEPING OPERATIONS &**

**OFFICE OPERATIONS - I**

**HS-103 : Rooms Division Techniques (HS)**

**(2016-2019 Pattern) (Semester - I)**

*Time : 3 Hours]*

*[Max. Marks : 70*

*Instructions to the candidates:*

- 1) *Both the sections are to be attempted in the same answer sheet.*
- 2) *Q.No. 1 and Q.No. 6 are compulsory.*
- 3) *Out of remaining questions attempt any three questions from each section.*

**SECTION - I**

**Q1)** Explain the following terms (Any 5) **[5]**

- a) GRA
- b) VIP
- c) GMK
- d) Log book
- e) Room check-list
- f) Twin Room

**Q2)** a) Classify Cleaning Equipment with one example of each. **[5]**

b) Explain any 5 functions of Housekeeping Department. **[5]**

**Q3)** a) Explain the co-ordination of Housekeeping Department with **[5]**

- i) Engineering department and
- ii) Accounts department

b) Explain any 5 attributes of Housekeeping personnel. **[5]**

**Q4)** a) Explain the cleaning procedure for V.I.P. room. **[5]**

b) Explain any 5 records maintained by control desk. **[5]**

**Q5)** Write short note on (Any 2) **[10]**

- a) Dirty dozen
- b) Computerized keys
- c) Turndown service
- d) Lost and Found procedure for guest articles.

**P.T.O.**

## **SECTION - II**

**Q6)** Explain the following terms (Any 5) [5]

- a) Pent house
- b) Black list
- c) CIP
- d) Motel
- e) FIT
- f) Cabana

**Q7)** a) Explain any 5 duties of Bell desk. [5]

b) Explain the meal plans offered by the hotel. [5]

**Q8)** a) Explain any 5 equipment used at the Front Desk. [5]

b) Explain the pre-arrival procedure for a VIP guest. [5]

**Q9)** a) Explain the message handling procedure. [5]

b) Define “Express Check-out” and explain the procedure. [5]

**Q10)**a) Explain the difference between Travelers Cheque and Personal Cheque. [5]

b) Explain the classification of hotels on the basis on its location with one example of each. [5]

**x x x**

Total No. of Questions : 5]

SEAT No. :

**PA-3518**

[Total No. of Pages : 2

**[5906]-62**

**S.Y. B.Sc. (Hospitality Studies)**

**HS-206 : SCIENCE OF HOTEL ENGINEERING**

**(2016 Pattern) (Semester - I)**

*Time : 2 Hours]*

*[Max. Marks : 40*

*Instructions to the candidates:*

- 1) *Question 1 is compulsory.*
- 2) *Attempt any four out of 5.*
- 3) *All questions carry equal marks.*

**Q1) Write briefly on (Any five).**

**[5×2=10]**

- a) Control of noise pollution.
- b) Breakdown maintenance.
- c) Need of Replacement of equipments.
- d) Care of domestic refrigerator.
- e) Types of fuels.
- f) Prevention of Accidents.

**Q2) Answer any two.**

**[2×5=10]**

- a) Components of an A/c.
- b) Any two water purification method used in hotels.
- c) Ammonia as a refrigerant.

**Q3) Answer any two.**

**[2×5=10]**

- a) Differentiate between window A/c & split A/c.
- b) What is importance of Earthing?
- c) Explain various AV equipments used in a Meeting Room?

**P.T.O.**

**Q4)** Answer any two.

**[2×5=10]**

- a) Explain the concept of 3Rs.
- b) Write the components of Escalator.
- c) What are various types of fuses.

**Q5)**

**[2×5=10]**

- a) Explain VCC through a Block diagramm.
- b) Calculate electricity bill for July 2019. The rate per unit is Rs. 4.

		Qty	watt	hours
i)	Fans	3	4 kW	8 hrs
ii)	A/c	4	10 kW	10 hrs
iii)	Minimum	2	75 W	3 hrs
iv)	Geezer	1	100 W	3 hrs

**x x x**

Total No. of Questions : 4]

SEAT No. :

**PA-3523**

[Total No. of Pages : 2

**[5906]-63**

**T.Y. B.Sc. (Hospitality Studies)**

**HS-305 : HOSPITALITY MARKETING MANAGEMENT**

**(2016 Pattern) (Semester - III)**

*Time : 3 Hours]*

*[Max. Marks : 40*

*Instructions to the candidates:*

- 1) *All questions are compulsory.*
- 2) *All questions carry equal marks.*

**Q1) Solve Ten questions.**

**[10]**

- a) Social Media.
- b) Product Philosophy.
- c) Geographic Segment.
- d) Direct Marketing.
- e) Franchising.
- f) Cost plus pricing.
- g) Point of Sale.
- h) Internal Marketing.
- i) Wants & Needs.
- j) Promotion.

**Q2) Solve any two out of three.**

**[10]**

- a) What is PLC? Give importance of the same in Hospitality Industry.
- b) Write a detailed note on consumer Behaviour Model.
- c) Explain the Social & Cultural Environment.

**P.T.O.**



**Q3)** Solve any two (5 marks each)

**[10]**

- a) Describe alliances & its benefits.
- b) Explain any five sales promotion tools used in Hotels.
- c) List down 7p's of marketing & explain any one P.

**Q4)** Solve any two questions (5 marks each)

**[10]**

- a) Explain 5 types of pricing methods.
- b) Write a note on need for market Segmentation.
- c) Explain or levels of distributions by giving suitable examples.

**x x x**

Total No. of Questions : 6]

SEAT No. :

**PA-3530**

[Total No. of Pages : 1

**[5906]-64**

**B.Sc. (Hospitality Studies)**

**HS-404 : TOTAL QUALITY MANAGEMENT**

**(2017 Pattern) (Semester - IV)**

*Time : 2 Hours]*

*[Max. Marks : 40*

*Instructions to the candidates:*

- 1) *Solve any four questions.*
- 2) *All questions carry equal marks.*
- 3) *Figures to the right indicate full marks.*

**Q1) Write note on : (any two) [10]**

- a) Cost of Quality
- b) Brainstorming session.
- c) Importance of ISO & EMS.

**Q2) Explain any 10 principles proposed by Deming. [10]**

**Q3) Explain '5s' philosophy of Kaizen. [10]**

**Q4) What are types of customers? Explain tools to measure customer satisfaction. [10]**

**Q5) Define Quality. Give Benefits & Barriers of TQM. [10]**

**Q6) a) Write note on "Quality Circles". [5]**

b) Explain core values on Japanese Management. [5]

**x x x**

Total No. of Questions : 7]

SEAT No. :

**PA-3531**

[Total No. of Pages : 1

**[5906]-65**

**B.Sc. (Hospitality Studies)**

**HS-405 : HUMAN RESOURCE MANAGEMENT**

**(2016 Pattern) (Semester - IV)**

*Time : 2 Hours]*

*[Max. Marks : 40*

*Instructions to the candidates:*

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

- Q1)** a) Explain determinants of good compensation policy. [5]  
b) Give measures to reduce organisational conflicts. [5]
- Q2)** a) Explain collective Bargaining in short. [5]  
b) Write short note on performance appraisal. [5]
- Q3)** a) Give any five causes of labour turnover. [5]  
b) Discuss Fringe benefits in short. [5]
- Q4)** a) Discuss any five internal sources of recruitment. [5]  
b) Give any five functions of HR department. [5]
- Q5)** a) Give any five types of interviews. [5]  
b) Explain role of HR manager in Hotel industry. [5]
- Q6)** a) Discuss any five off the job training methods. [5]  
b) Give any five advantages of job description. [5]
- Q7)** a) Give any five advantages of orientation & induction. [5]  
b) Write a short note on selection process. [5]

**x x x**