

SUBJECT CODE: BHA101

EXAM DATE: 14.12.2023

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2023-2024

COURSE : 1st Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Foundation Course in Food Production - I
TIME ALLOWED : 03 Hours

MAX. MARKS: 60

(Marks allotted to each question are given in brackets)

SECTION – A

- Q.1. Write short notes on **(Attempt any five questions)** (3x5=15)
- a) Convection cooking
 - b) Chef uniform
 - c) Doshas in Ayurveda
 - d) Objectives of cooking
 - e) Raising agents
 - f) Thickening agents
 - g) Waste segregation
 - h) Components of salad
 - i) Role of water in Bread making
 - j) Probiotics

SECTION – B

Attempt all questions (6x5=30)

- Q.2. What are the personal hygiene standards that a professional chef should practice?
OR
Explain the attitude & behavior a chef must display while working in kitchen.
- Q.3. List down the differences between fats and oils.
OR
Draw & label the structure of wheat grain.
- Q.4. In a tabular form, enlist the mother/basic sauces along with two derivatives each.
OR
Describe the ingredients used in making stocks.
- Q.5. Classify soups with help of a chart giving suitable examples in form of a flowchart.
OR
With help of a flow chart, classify fish based on their types along with examples.
- Q.6. Illustrate ways of storing different types of vegetables.
OR
Briefly explain the various cake faults with reasons.

SECTION – C

Attempt all questions (15x1=15)

- Q.7. "The job of a modern day chef is not restricted to cooking only". Justify the statement by elaborating the duties and responsibilities of an executive sous chef of a large hotel. Also draw the classical kitchen brigade of a large hotel.
OR
What are the special cooking techniques or methods used in modern day cooking? With the help of a flow chart, explain the stages of bread making.

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2023-2024

COURSE : 1st Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Foundation Course in Food & Beverage Service - I
TIME ALLOWED : 03 Hours

MAX. MARKS: 60

(Marks allotted to each question are given in brackets)

SECTION – A

- Q.1. Write short notes on **(Attempt any five questions)** (3x5=15)
- a) Commercial catering
 - b) Vending machines
 - c) Linen room
 - d) Hollowware
 - e) Cafeteria service
 - f) Gueridon Service
 - g) Food court
 - h) Russian service
 - i) Kitchen order ticket
 - j) Pre-paid bill

SECTION – B

Attempt all questions (6x5=30)

- Q.2. Discuss the Indian concept of hospitality. OR
Describe the various types of F&B outlets.
- Q.3. Differentiate between commercial catering and non-commercial catering with suitable examples. OR
Differentiate between A` la Carte and Table d`hôte menu with examples.
- Q.4. What is the importance of Pantry in a fine dining restaurant? OR
Discuss the significance of food pick up area/hot plate point.
- Q.5. List the salient features of a good sales control system. OR
Illustrate the importance of coordination between restaurant and kitchen department.
- Q.6. Enlist the purpose of kitchen stewarding. OR
Design the hierarchy of F&B service department for a five star hotel.

SECTION – C

Attempt all questions (15x1=15)

- Q.7. List and describe in detail the 17 courses of French classical menu. Also, write two examples under each course. OR
- Hotel Indospirit is the first choice of clients looking for the perfect weekend getaway in the IT capital of India. Young hardworking youth of Bangalore looks forward to the mouth watering plethora of breakfast offered at the Karnataka Café. With over 18 varieties of Dosa and Uttapam and other south Indian delicacies, the restaurant also offers some of the best quality pancakes, muffins, sandwiches, bread rolls parfaits and

pudding. One can also order classic egg recipes such as sunny side up, crispy fried eggs, fluffy scrambled eggs, poached eggs, French omelet and perfect boiled eggs. Those fond of ham and cheese sliders, Bacon potato and egg casserole, maple bacon pie, pepperoni & chicken sausages can easily find them on the elaborate breakfast buffet. For morning energizers, variety of tea, coffee, shakes, smoothies and juices are displayed on the detailed beverage counters.

The hotel sells room with various meal plans but clearly, the breakfast is the USP of the hotel. The food and beverage service team of Karnataka café is greatly responsible for the sales of different breakfast menus and also ensuring repeat visitors.

You are an energetic trainee at Karnataka café. In the evening debriefing, the manager has instructed all the trainees to prepare detailed notes for discussion on:

- a) Different types of breakfast along with dishes served.
- b) List of cutlery, crockery, flatware & glassware required for service of breakfast in the café.

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2023-2024

COURSE : 1st Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Foundation Course in Rooms Division Operations – I (A)
TIME ALLOWED : 1½ Hours

MAX. MARKS: 30

(Marks allotted to each question are given in brackets)

SECTION – A

- Q.1. Write short notes on **(Attempt any three questions)** (2½x3=7½)
- Full service hotel
 - Non-revenue producing departments
 - HRACC
 - Company Volume Guaranteed Rate
 - Express Check-in
 - Concierge

SECTION – B

Attempt all questions (5x3=15)

- Q.2. Draw the Rooms division hierarchy of a luxury hotel.
OR
Explain the stages of guest cycle with the help of a flow diagram.
- Q.3. Describe ten types of rooms available in a five-star hotel.
OR
Explain different types of reservation and list various sources of reservation.
- Q.4. Describe the importance of uniformed services in a five-star hotel. Enlist the functions of a bell desk.
OR
Upselling is a unique room selling skill. Emphasize the concept of upselling.

SECTION – C

Attempt all questions (7½x1=7½)

- Q.5. **Scenario:** 'Harbour view conference center' is a renowned venue for hosting conferences & events of all sizes. Recently, during a high profile corporate conference, a prominent guest experienced discomfort in their hotel room, leading to a complaint-
Complaint: Keynote speaker Mr. Anderson who hold a significant presence, encountered issues that hindered his comfort & productivity during his stay at conference center. His room had issues with AC, which led to temperature fluctuations, affecting his ability to rest & prepare for presentation. He also experienced noise disturbance from nearby rooms, making it challenging for him to concentrate on his presentation. Mr. Anderson required specific equipment during conference which were initially unavailable. These issues impacted Mr. Anderson's overall experience, potentially affecting his impression of the conference center & its ability to host future events.
- If you were the front office manager of the hotel, how will you address to the problems experienced by Mr. Anderson.
 - What is the importance of root cause analysis in solving a problem?

OR

Explain various types of meal plans.

SUBJECT CODE: BHA105

EXAM DATE: 18.12.2023

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2023-2024

COURSE : 1st Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Foundation Course in Rooms Division Operations – I (B)
TIME ALLOWED : 1½ Hours

MAX. MARKS: 30

(Marks allotted to each question are given in brackets)

SECTION – A

- Q.1. Write short notes on **(Attempt any three questions)** (2½x3=7½)
- a) Out Of Order Room
 - b) Front of the house area
 - c) Attributes of housekeeping staff
 - d) Housekeeping floor pantry
 - e) Second service
 - f) Housekeeping in Railway station

SECTION – B

Attempt all questions (5x3=15)

- Q.2. Illustrate the scope of housekeeping.
OR
Briefly outline the co-ordination between housekeeping and front office.
- Q.3. Draw a labelled layout of housekeeping pantry.
OR
List the facilities for specially abled guest room.
- Q.4. What is the best way to setup a maids cart?
OR
Outline the activities carried out by housekeeping team in afternoon shift.

SECTION – C

Attempt all questions (7½x1=7½)

- Q.5. Draw the format of room status report and explain its importance.
OR
Describe the sequence and procedure of guest room cleaning.

SUBJECT CODE: BHA107

EXAM DATE: 19.12.2023

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2023-2024

COURSE : 1st Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Customer Relation Management
TIME ALLOWED : 2 Hours MAX. MARKS: 30

(Marks allotted to each question are given in brackets)

SECTION – A

- Q.1. Write short notes on (Attempt any four questions) (2x4=8)
- a) Guest
 - b) Customer Relationship Management
 - c) Loyalty Programs
 - d) Benchmarking
 - e) Key performance indicators
 - f) Customer Feedback
 - g) Customer engagement
 - h) Guest History

SECTION – B

Attempt all questions (4x3=12)

- Q.2. Explain any one type of customer and the way to deal with them.
OR
Explain customer value with relevant examples.
- Q.3. Explain any two types of benchmarking.
OR
Enlist the benefits of customer retention.
- Q.4. Discuss the elements of service excellence.
OR
Define Guest relations. Also in few lines, write its importance with respect to hotel business.

SECTION – C

Attempt all questions (10x1=10)

- Q.5. What is personalized service? Enlist the different aspects and benefits of personalization of services.
OR
What is Service culture? Draw and explain the service culture component.

SUBJECT CODE: BHA108

EXAM DATE: 19.12.2023

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2023-2024

COURSE : 1st Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Employability Skills
TIME ALLOWED : 2 Hours

MAX. MARKS: 30

(Marks allotted to each question are given in brackets)

SECTION – A

- Q.1. Write short notes on (Attempt any four questions) (2x4=8)
- Formal leader
 - Non-verbal communication
 - Team
 - Intra-group
 - SWOT Analysis
 - Career Vision
 - Reputation
 - Internal recruitment

SECTION – B

Attempt all questions

(4x3=12)

- Q.2. In between 'employee-oriented and production-oriented jobs', which one is likely to give better results and why?
- OR
- Define interpersonal relationships. Briefly describe the benefits of interpersonal relationships in an individual's life.
- Q.3. Elaborate on the importance of listening.
- OR
- Discuss the importance of time management in career development.
- Q.4. Write in few lines, the four different types of power that a leader possesses.
- OR
- Discuss the effective interview techniques.

SECTION – C

Attempt all questions

(10x1=10)

- Q.5. Difference in opinion, poor communication, inadequate training and lack of equal opportunities at workplace often leads to conflict amongst the staff. In such condition, what is the importance of conflict management? Also, write five common conflict management styles practiced in progressive hotels to overcome such issues and create a positive work environment.
- OR
- Explain the concept of 'Prioritization' at workplace. Describe at least 5 points to manage time effectively.

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2023-2024

COURSE : 1st Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Communication Skills - I
TIME ALLOWED : 03 Hours MAX. MARKS: 60

(Marks allotted to each question are given in brackets)

SECTION – A

- Q.1. Write short notes on **(Attempt any five questions)** (3x5=15)
- a) Paralanguage
 - b) Barriers to communication
 - c) Audience analysis
 - d) Evaluative listening
 - e) Empathic listening
 - f) Note Making
 - g) Communicative use of artifacts
 - h) Proxemics
 - i) Pronunciation
 - j) Lateral communication

SECTION – B

Attempt all questions

(6x5=30)

- Q.2. Explain any three barriers to listening and ways to overcome them.
OR
What are the points to be kept in mind while receiving a phone call?
- Q.3. List the essential qualities of a good speaker.
OR
Effective listening is considered as a tool for accuracy. Describe any three levels of listening.
- Q.4. Discuss the elements of kinesics.
OR
Illustrate the purpose of communication.
- Q.5. With help of a flow diagram, explain model of communication.
OR
Explain the common phonetic difficulties.
- Q.6. Write the dialogues between hotel receptionist and walk-in guest requesting for room booking with modified American plan.
OR
Make sentences to bring out the meaning of the following:
a) Bye/Buy b) Ate/Eight c) Pear/Pair

SECTION – C

Attempt all questions

(15x1=15)

- Q.7. You have been selected to represent your institute in International Food Innovation Expo in Delhi. You have to address a gathering of 300 participants on Innovation in food sustainability. Explain the ways by which you will structure your speech for the event.
OR
Poor body language, lack of eye contact, monotony in speech and inappropriate dressing often discourage productive conversations. Justify the statement. Also, write ways of effective communication at workplace.

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2023-2024

COURSE : 1st Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Environmental Studies
TIME ALLOWED : 03 Hours

MAX. MARKS: 60

(Marks allotted to each question are given in brackets)

SECTION – A

- Q.1. Write short notes on **(Attempt any five questions)** (3x5=15)
- a) Environmental Studies
 - b) Mangroves
 - c) Aquatic ecosystem
 - d) Soil erosion
 - e) Rainwater Harvesting
 - f) Family welfare programme
 - g) Noise pollution
 - h) Acid rain
 - i) Ex-situ conservation
 - j) Non-renewable resources

SECTION – B

Attempt all questions

(6x5=30)

- Q.2. Name the types of grasslands in India and two animal species found in these grasslands.
OR
Define global warming. List five problems related to global warming.
- Q.3. Explain the causes and effects of deforestation.
OR
Define ecological pyramid. Explain what ecological succession is.
- Q.4. Write in detail on Environmental Protection Act.
OR
Explain the concepts of disaster management.
- Q.5. Explain poaching of animals with suitable examples. Also, elaborate on poaching of wildlife.
OR
Discuss the role of information technology on environment & human health.
- Q.6. Illustrate biodiversity at Global, National and local level.
OR
Explain the role of equitable use of resources in sustainable development.

SECTION – C

Attempt all questions

(15x1=15)

- Q.7. There is a view that all our problems and domination over nature started when we started practicing agriculture about 10,000 years ago. Examine this view and give arguments in favour and against of it.
OR
Our liquid planet glows like a soft blue sapphire in the hard-edged darkness of space. There is nothing else like it in the solar system. It is because of water. How water is important in our life? Explain the causes, effects and control measures of water pollution in detail.
