

SUBJECT CODE: BHA201

EXAM DATE: 14.05.2024

ROLL No.....

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

COURSE : 2<sup>nd</sup> Semester of 3-year B.Sc. (HHA) Program  
SUBJECT : Foundation Course in Food Production - II  
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) Non-dairy milk
  - b) Rigor Mortis
  - c) Standard Yield
  - d) Indian staple diet
  - e) Pasteurization of milk
  - f) Recipe writing
  - g) Laminated pastries
  - h) Cheese
  - i) Equipment used in Indian cooking
  - j) Blind baking

**SECTION – B**

Attempt all questions (6x5=30)

- Q.2. List various dairy products. Also, write the ways to store them.  
OR  
Illustrate the advantages of menu costing.
- Q.3. Differentiate between cereals and pulses with examples. Also, write the method of cooking rice.  
OR  
Name three Indian spices with their uses in traditional cooking.
- Q.4. In few lines, explain three types of Meringues.  
OR  
List and explain the selection criteria of quality meat.
- Q.5. Explain any three types of cream used in commercial kitchen or bakery.  
OR  
What is blend in spices? Write the composition of two famous Indian spice blends.
- Q.6. Draw and label the cuts of pork.  
OR  
Define short crust pastry. In short, write the method of making short crust pastry.

**SECTION – C**

Attempt all questions (15x1=15)

- Q.7. The art of making the perfect sweet or savoury start in the bakery and confectionery section of the hotel. Describe the demarcation between flour based confectionery and sugar based confectionery. List ten confectionery items and their uses in production of various bakery & confectionery food items.  
OR  
A standard recipe is a tool for inventory control. How? Write the recipe for an Indian main course dish of your choice. Also, name five Indian sweets and their origin.

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

COURSE : 2<sup>nd</sup> Semester of 3-year B.Sc. (HHA) Program  
SUBJECT : Foundation Course in Food & Beverage Service - II  
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)**
- Green tea
  - Espresso
  - Cider
  - Ethnic beverages
  - Bar equipment
  - Shapes of cigar
  - British proof
  - Flavoured vodka
  - Aquavit
  - Vermouth

**SECTION – B**

**Attempt all questions** **(6x5=30)**

- Q.2. Enumerate two types of whiskies with two brand names in each.  
**OR**  
How to pair food with wine? Justify with examples.
- Q.3. With the help of a flowchart, describe the production method of rum.  
**OR**  
Define bitter. Explain different types of bitters with two brand names in each.
- Q.4. Justify the statement "All cognacs are brandy but all brandies are not cognac." Differentiate between Cognac and Armagnac.  
**OR**  
What do you understand by the term New World Wine? Name one wine each from the New World Wines countries.
- Q.5. Give the base, flavor, colour and country of origin of Kahlua, Tia Maria, Malibu, Cointreau, Drambuie & Grand Marnier.  
**OR**  
Write the recipes of **(any two)**:  
i) Dry Martini                      ii) Old fashioned                      iii) Cosmopolitan                      iv) Bloody Mary
- Q.6: Draw a neat labelled diagram of the patent still and describe distillation process.  
**OR**  
Explain in details the various types of beer.

**SECTION – C**

**Attempt all questions** **(15x1=15)**

- Q.7. Describe the production process of wine. Classify different types of wines with examples.  
**OR**  
Explain different types of non-alcoholic beverages with the help of a classification chart. Discuss the history and manufacturing process of tea or coffee. Also, write five brand names and country of origin of the beverage of your choice.

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SUBJECT CODE: BHA205

EXAM DATE: 16.05.2024

ROLL No.....

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

COURSE : 2<sup>nd</sup> Semester of 3-year B.Sc. (HHA) Program  
SUBJECT : Foundation Course in Rooms Division Operations – II (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) Daily cleaning
  - b) Occupied guest room cleaning
  - c) Housekeeping control desk
  - d) Oriental flower arrangement
  - e) Uniform room
  - f) Stain removal

**SECTION – B**

**Attempt all questions** (5x3=15)

- Q.2. Describe the functions of:
- i) Tumble dryers
  - ii) Hydro-extractors
  - iii) Washing machines
  - iv) Suzies
  - v) Calendering machine

**OR**

Describe the factors to consider while designing an on-site laundry.

- Q.3. Explain the use of:
- i) Fabric detergents
  - ii) Bleach
  - iii) Antichlor
  - iv) Acid agents
  - v) PERC

**OR**

How would you process the stain removal of **(any five)**:

- i) Tea/coffee
- ii) Chocolate
- iii) Egg
- iv) Grass
- v) Ball point ink
- vi) Shoe polish

- Q.4. Explain the standard lost & found procedure with help of lost found register.

**OR**

Classify keys and explain key control procedure with help of key control register.

**SECTION – C**

**Attempt all questions** (7½x1=7½)

- Q.5. You are the executive housekeeper of the hotel and are assigned with designing the systems and processes for the efficient handling of the guest laundry.  
Draw a flowchart to signify the handling of the guest laundry from request ("Please collect my laundry") to delivering fresh laundry back to the guest.

**OR**

List the principles of flower arrangement. Draw and explain different types/styles of flower arrangements.  
Also, write the suitable place to display them.

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SUBJECT CODE: BHA205

EXAM DATE: 16.05.2024

ROLL No.....

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

COURSE : 2<sup>nd</sup> Semester of 3-year B.Sc. (HHA) Program  
SUBJECT : Foundation Course in Rooms Division Operations – II (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)
- a) Hotel POS
  - b) Late check-out
  - c) Night audit
  - d) Average Daily Rate
  - e) Account aging
  - f) Hotel surveillance system

**SECTION – B**

**Attempt all questions** (5x3=15)

- Q.2. What is yield? Explain domestic occupancy percentage and foreigner's occupancy percentage with formula used.

**OR**

What do you mean by the term accident? Explain the cause of accidents and the ways to prevent them.

- Q.3. Define "kiosk" in front office? Explain the departure procedure in semi-automated systems.

**OR**

With the help of a flow chart, explain the night audit procedure.

- Q.4. What is front office accounting system? Describe its purpose.

**OR**

Differentiate between:

- i) Folio and ledger
- ii) Guest allowance voucher and cash receipt voucher

**SECTION – C**

**Attempt all questions** (7½x1=7½)

- Q.5. What is mobile app check-out? Discuss in detail the various modes of payment accepted in a five star hotel.

**OR**

What is "Charge Privileges"? Explain step by step the creation and maintenance of guest accounts.

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SUBJECT CODE: BHA207

EXAM DATE: 17.05.2024

ROLL No.....

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

COURSE : 2<sup>nd</sup> Semester of 3-year B.Sc. (HHA) Program  
SUBJECT : Hotel Security  
TIME ALLOWED : 02 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) Entry & Exit Manning
  - b) Advantages of mock fire drill
  - c) Natural disaster
  - d) Security communication system
  - e) Baggage scanning
  - f) Employee security training
  - g) Key control procedure
  - h) Cyber crime

**SECTION – B**

Attempt all questions (4x3=12)

- Q.2. Differentiate between safety & security with suitable examples.  
OR  
Illustrate the ways by which the hotel ensures peripheral security.
- Q.3. List the duties & responsibilities of a security personnel.  
OR  
What are the security procedure for:  
i) Scanty baggage guest ii) Guest with suspicious behaviour
- Q.4. Describe the various types of locks found in a hotel.  
OR  
Explain the VIP security procedures followed in a hotel.

**SECTION – C**

Attempt all questions (10x1=10)

- Q.5. What is a comprehensive emergency situation response plan? List the steps and guidelines for effective management of such situations. How to handle a bomb threat situation and draw the bomb threat form?  
OR  
What is fire safety? What are the fire safety procedure that should be adopted by an employee in a fire emergency situation? Elaborate the functions of commonly used fire safety and fire fighting equipment found in a hotel.

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

COURSE : 2<sup>nd</sup> Semester of 3-year B.Sc. (HHA) Program  
SUBJECT : Sustainable Tourism  
TIME ALLOWED : 02 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)
- Sustainable tourism
  - Swachh Bharat Mission
  - Responsible tourism
  - Green building
  - Resource conservation
  - Carbon food print
  - Single-use plastic
  - LEAF Certification

**SECTION – B**

Attempt all questions (4x3=12)

- Q.2. Why sustainability is essential for the growth of tourism? Enlist the benefits of sustainable management.  
OR  
Why do you think it is important to conserve and protect wild life?
- Q.3. Enumerate ways of analyzing the cost benefit of sustainable practices in a hotel.  
OR  
Mention the impact of sustainable practices on national economy.
- Q.4. "Reduce pollution to protect environment"-Justify the statement with supporting examples.  
OR  
How does the ECOTEL certification benefit its members?

**SECTION – C**

Attempt all questions (10x1=10)

- Q.5. "The future of tourism depends on the choices we make today." Do you agree with the statement? Validate your statement by focusing the role of hotels and the changing trends in terms of promoting sustainable tourism and making choices.  
OR  
Intangible cultural heritage is transmitted from generation to generation promoting cultural diversity and human creativity.  
In significance to this statement, discuss the characteristics of intangible cultural heritage.

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SUBJECT CODE: BHA209

EXAM DATE: 21.05.2024

ROLL No.....

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

COURSE : 2<sup>nd</sup> Semester of 3-year B.Sc. (HHA) Program  
SUBJECT : Communication Skills - II  
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) Pronunciation
- b) Stress
- c) Pitch
- d) Communication
- e) Selective listening
- f) Pronoun
- g) Preposition
- h) Monophthong
- i) Diphthong
- j) Homophone

**SECTION – B**

**Attempt all questions**

(6x5=30)

Q.2. Discuss the traits of a good listener.

**OR**

List & explain the steps for identifying the control idea in reading a passage.

Q.3. What are the attributes of a good public speaker?

**OR**

Explain any three strategies for reading comprehension.

Q.4. Write simple ways of disagreeing with colleagues at work place. Also, discuss ways to motivate co-workers with positive dialogues.

**OR**

What are the points to be kept in mind while attending a call?

Q.5. Define jargons with examples related to hotel industry. Write ways to overcome language barrier.

**OR**

Discuss the importance of phonetics.

Q.6. "Preach what you practice and believe". Comment your views.

**OR**

Choose the right option in the following sentences:

- i) The girl did not take the compliment/complement kindly.
- ii) He was prosecuted/persecuted brutally for a minor crime.
- iii) Cancer is an invidious/insidious disease, it kills you silently.
- iv) The Prime Minister has been apprised/appraised of the latest developments in the state by the Chief Minister.
- v) Don't sound so moribund/morbid; it is not good to be so pessimistic in life.
- vi) Mr. Kapoor died in a rail collision/collusion.

SECTION - C

Attempt all questions

(15x1=15)

- Q.7. Draft a dialogue between an employer and an employee regarding leave availed by the employee without prior permission. Also, issue an office order to inform employees to follow standard procedure for availing leaves at office.

OR

Discuss the importance of spoken English in this competitive world. What do you understand by the term debate? List down the do's and don'ts while preparing a debate & delivering it.

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

COURSE : 2<sup>nd</sup> Semester of 3-year B.Sc. (HHA) Program  
SUBJECT : Basics of Tourism  
TIME ALLOWED : 02 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)
- Inbound tourism
  - International tourism
  - Travel agent
  - Escort
  - Excursionist
  - Rural tourism
  - Guide
  - Space tourism

**SECTION – B**

**Attempt all questions**

(4x3=12)

- Q.2. Explain any two constituents of primary tourism in detail.  
OR  
Explain various types of tourism.
- Q.3. Illustrate the role beaches play as a tourism product of India. Name any two popular beaches of India.  
OR  
Describe eco-tourism. Provide an outline of its basic principles.
- Q.4. Briefly explain the activities of WTO.  
OR  
Describe the role played by intermediaries of tourism.

**SECTION – C**

**Attempt all questions**

(10x1=10)

- Q.5. You are a member of Yuva Tourism Club. Your team has been given an opportunity to address the potential market regarding the emerging trends of tourism. Outline the key features of various alternative tourism so as to bring awareness amongst the consumers/people.  
OR  
It is said that presenting an article in educational newspapers helps in reaching out young generation. It not only provide them quick ideas/information but also motivates them for their career selection. Write an article highlighting the various departments of hotel industry and the positive impact that tourism plays on a global level.

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