

SUBJECT CODE: BHA301

EXAM DATE: 11.11.2024

ROLL No.

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR - 2024-2025

COURSE : 3rd Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Indian Culinary Arts
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)

- Organic food
- Indian snacks
- Portion size for volume feeding
- Marine catering
- Indian breads
- Awadhi cuisine
- Ghost kitchen
- Indian super foods
- Forgotten recipes
- Kashmiri cuisine

SECTION - B

Attempt all questions

(6x5=30)

Q.2. India is known for its vibrant festivals each celebrated with unique traditions & a rich culinary focus. Choose any one Indian festival and discuss on the special dishes prepared for its celebrations.

OR
What do you understand by community cuisine? Explain any two with examples.

Q.3. Describe the distinctive aspects of Punjabi cuisine focusing on special equipment and ingredients commonly used. Name any four popular dishes of the cuisine.

OR
Examine the key features of North-Eastern Indian cuisine, highlighting the equipment & techniques used in its preparation.

Q.4. The "Farm to Table" concept is gaining popularity due to its emphasis on freshness. Explain how this approach benefits both farmers and the catering industry, highlighting its positive impact on quality, sustainability and local economies.

OR
Discuss the distinctive features of catering for pilgrims and outline the precautions needed to maintain the sanctity and respect for religious beliefs in the form of catering.

Q.5. What is the scope for growth of volume catering establishment?

OR
Compare the catering in army mess with hospital catering.

Q.6. What are the points to be kept in mind for the care and maintenance of volume cooking equipment?

OR
Compare the unique characteristics of Andhra & Maharashtrian cuisines with reference to ingredients used and methods of preparation. Provide examples of dishes to illustrate these differences.

SUBJECT CODE: BHA301 EXAM DATE: 11.11.2024

SECTION - C

Attempt all questions

(15x1=15)

Q.7. You are appointed as the head chef of a large catering service responsible for planning meals for corporate events and large-scale gatherings. The catering service focuses on delivering high-quality food while maintaining cost efficiency and minimizing waste.

- Describe how you would approach menu planning for various types of events to meet diverse client preferences and dietary requirements.
 - Considering the volume of food required, outline the principles for indenting (estimating quantities of ingredients) in bulk cooking to ensure sufficient portions without excessive leftovers.
 - Additionally, discuss how you would implement an inventory control system to manage stock effectively, reduce spoilage, and ensure a steady supply of fresh ingredients for each event.
- Use practical examples and strategies to explain your approach.

OR

You have been hired as a consultant for a catering company looking to expand its services by adopting innovative and emerging catering concepts to meet changing customer demands. The company is interested in exploring various modern trends to stay competitive in the market and appeal to diverse client bases.

- Explain your understanding of new catering concepts and how they differ from traditional catering models.
- Discuss the potential benefits and challenges associated with implementing these new concepts in a catering business.

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR - 2024-2025

COURSE : 3rd Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Banquet Operations
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)
- Dispense Bar
 - Lead time
 - Doorknob card
 - Tea cosy
 - Tonic water
 - Sucette Pan
 - Function catering
 - Home delivery
 - MICE
 - Point method

SECTION - B

- Attempt all questions (6x5=30)**
- Q.2. Draw the staff hierarchy of the banquet department in a five star hotel. Outline the duties and responsibilities of banquet manager.
- OR
- What are the key elements of service protocol at a state banquet?
- Q.3. Explain the importance of breakfast buffet in a hotel and describe its typical offering with examples.
- OR
- Explain the differences between fork buffet & finger buffet. Also list traditional items which are typically served in these types of buffets.

- Q.4. Describe the procedure for Gueridon service in a restaurant and list its advantages & disadvantages.
- OR
- Write the traditional steps followed during the toast procedure in an informal banquet.
- Q.5. Draw the format of banquet prospectus.
- OR
- Discuss the importance of inventory management in the F & B department.
- Q.6. Identify the different types of room service offered in hotels and describe the tray setups used for these services.
- OR
- The kitchen stewarding department is the backbone of the food & beverage department. Discuss.

SECTION - C

- Attempt all questions (15x1=15)**
- Q.7. As the Banquet manager at a well-known event venue, you have been tasked with organizing a formal banquet for a group of 72 guests. Provide a detailed, structured plan for the formal banquet aligning the following.

- a) Space Requirement Calculation: Based on banquet setup guidelines, calculate the total space required to comfortably accommodate 72 guests, including the head table. Consider the spacing between tables, aisle width, and guest movement to ensure an efficient and visually appealing layout.
- b) Head Table Arrangement: Design the setup for the head table to seat 12 guests, taking into account its placement relative to the rest of the tables to maintain prominence.
- c) Banquet Setup Layout: Plan the arrangement of tables and seating for the remaining 60 guests, using measurements and spacing guidelines to create a cohesive and functional setup. Consider elements like table size, chair arrangement, and pathways to ensure accessibility and a smooth guest flow throughout the event.

OR

Imagine that you are an entrepreneur looking to open a new food and beverage (F&B) outlet in a busy urban area. With the initial concept in mind, you now need to focus on specific planning aspects to ensure a successful launch and efficient operation.

- Case Study Question:
- Identify and discuss the factors you would need to evaluate when planning the launch of an F&B outlet.
 - What factors would you consider in determining the space requirements for different sections of the outlet, such as kitchen, dining area, storage, and staff areas?
 - What criteria would you use to select kitchen equipment, crockery, glassware, hollowware, and cutlery for your outlet?

SUBJECT CODE: BHA305

EXAM DATE: 14.11.2024
ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2024-2025

COURSE : 3rd Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Rooms Division Management - 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) Planning
 - b) Corporate Rate
 - c) Capital Budget
 - d) Budgetary Control
 - e) No show
 - f) ARR (Average Room Rate)
 - g) Role of housekeeping supervisor
 - h) VIP room inspection
 - i) Concept of customer loyalty
 - j) Loyalty bonds

SECTION – B

Attempt all questions

(6x5=30)

- Q.2. What is forecasting? Discuss the significance of demand forecasting for business hotels.
OR
Explain the market competition approach for establishing room rates.
- Q.3. Define budget. List the various advantages & disadvantages of budget.
OR
Briefly explain the budget cycle.
- Q.4. How does the Room Division Income Statement evaluate the performance of front office operations?
OR
Develop a detailed inspection checklist for a VIP room.
- Q.5. Enumerate the duties and responsibilities of housekeeping supervisor.
OR
What steps can be taken by the hotel to maintain the health and cleanliness of their guest room?
- Q.6. What strategies can hotel adopt to encourage guest loyalty?
OR
How does AI enhance the guest experience during their stay at a luxury hotel?

SECTION – C

Attempt all questions

(15x1=15)

- Q.7. Hotel Grand International is an upcoming 150 rooms property projected to cost \$10,00,000. The average occupancy is 50%. Hotel is financed with a loan of \$7,00,000 at 20% interest rate per annum. \$3,00,000 is contributed by owner at desired rate of return 20% per annum. Income tax to be charged is 20% per annum. Other data include: - Property tax \$1,00,000, Depreciation - \$75,000, Insurance \$25,000, undistributed operating expenses - \$50,000, Income from room service - \$1,00,000, loss from spa - \$50,000, Direct operating expenses per occupied room - \$20. Calculate the Average Room Rate.

OR

Enumerate the various information required for forecasting room revenue along with their formulae. Also draw a neat format and explain the significance of a 03 days forecast form.

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2024-2025

COURSE : 3rd Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Facility 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) Financial Planning
 - b) Preventive Maintenance
 - c) Non-renewable energy
 - d) LEED Certification
 - e) Vendor Performance Criteria
 - f) Brand Management
 - g) Office Relocation
 - h) Facility audit

SECTION – B

Attempt all questions **(4x3=12)**

- Q.2. Define the concept of facility management and its relevance in hotel operations.
OR
What are the major components of an effective facility management strategy?
- Q.3. What best practices we can adopt for energy efficient hotel operations?
OR
Illustrate the significance of managing services to ensure guest satisfaction and operational efficiency.
- Q.4. Propose a plan of action to combat a specific type of emergency in a hotel.
OR
Enlist the duties & responsibilities of a facility manager.

SECTION – C

Attempt all questions **(10x1=10)**

- Q.5. What are the various types of softwares used in building management system? Explain in details the application and advantages of IoT.
OR
You are the facility manager of a 40 rooms resort which offers luxury stay to the guests. The resort is constructed near a tribal village, adjacent to a protected forest area. The resort aims to provide modernized curated guest experience while being environmentally responsible & respectful to the local community. The management has tasked you to develop a comprehensive waste management plan to address the challenges & opportunities faced by the resort in the existing setup. The design of waste management must outline the types of waste generated by resort, the way to minimize the waste generated and engaging local tribal villagers in the waste management efforts to further protect the environment.

SUBJECT CODE: BHA308

EXAM DATE: 18.11.2024

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2024-2025

COURSE : 3rd Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Retail 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) Unorganized Retail Sector
 - b) Differential pricing
 - c) Supermarket
 - d) Specialty Stores
 - e) Imprest Management
 - f) E-retailers
 - g) Penetration pricing
 - h) POS

SECTION – B

Attempt all questions (4x3=12)

- Q.2. Describe any four elements of visual merchandising.
OR
Enlist the duties and responsibilities of a retail store manager.
- Q.3. Describe any four important store layouts of retail industry.
OR
Define planogram. Enlist the importance of planogram in retail stores.
- Q.4. Explain any four internal factors influencing pricing in retail industry.
OR
Define sales promotion & list down any two objectives of sales promotion.

SECTION – C

Attempt all questions (10x1=10)

- Q.5. Outline the essential duties & responsibilities of store opening staff, including pre-opening checks security protocols and customer preparation.
OR
Define Product's Life Cycle. Describe the distinct stages of a Product's Life Cycle.

SUBJECT CODE: BHA309

EXAM DATE: 19.11.2024
ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2024-2025

COURSE : 3rd Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Food Science, Nutrition & Hygiene
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)**
- Food label
 - Critical Control Point
 - Shortening
 - Food microbiology
 - Food processing
 - Balance diet
 - Food preservation
 - Genetically Modified Food
 - Novel food
 - Dietary supplements

SECTION – B

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

- Q.2. Enumerate various factors affecting growth of microbes in food.
OR
What are the major sources of water to our body? Explain by giving suitable examples.
- Q.3. Explain the uses of different types of flavours with suitable examples.
OR
Outline the hygiene practices followed in railway catering.
- Q.4. Illustrate the latest trends of food packaging.
OR
Summarize the uses of popular fats and oils.
- Q.5. Explain the benefits of different types of micro-organisms in food processing industry with suitable examples.
OR
List and explain the various sources of food contamination. Also, suggest ways to prevent them.
- Q.6. Classify carbohydrates on the basis of saccharides.
OR
Describe the effects of cooking on starches with suitable examples.

SECTION – C

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

- Q.7. Discuss in detail how implementing Good Manufacturing Practices (GMP) & Good Hygiene Practices (GHP) can prevent food borne illnesses. Give examples of how these practices can be adopted by small-scale food businesses such as QSR (Quick Service Restaurants). Specify on GMP and GHP suggested by FSSAI.
OR
Define vitamins and classify them. Differentiate between fat soluble and water-soluble vitamins. List any ten measures which will help in retaining vitamins while cooking.

SUBJECT CODE: BHA311
 Q.6. Prasad Pictures Ltd. constructed a cinema house and incurred the following expenditures during the year ended 31.12.2003.

- a) Second hand furniture purchased worth Rs. 3,00,000
- b) Expenses in connection with obtaining a license were Rs. 30,000
- c) Fire insurance, Rs. 2,500 was paid on 1st January 2003 for one year.
- d) During the first week after the release of the cinema, free tickets worth Rs. 30,000 were distributed to increase the publicity of the cinema house.
- e) The manager's salary for the year was Rs. 60,000.
- f) Rs. 600 wages paid for installation of plant.

Classify the above transactions into capital, revenue and deferred revenue expenditures.

OR

What are the advantages of Uniform System of Accounts?

SECTION - C

(15x1=15)

Attempt all questions

Q.7. From the following, prepare trading and profit & loss account and balance sheet, as on March 31, 2023.

Particulars	Amount (Rs.)	Particulars	Amount (Rs.)
Machinery	27,000	Capital	60,000
Sundry debtors	21,600	Bills payable	2,800
Drawings	2,700	Sundry creditors	1,400
Purchases	58,500	Sales	73,500
Wages	15,000		
Sundry expenses	600		
Rent and taxes	1,350		
Carriage inwards	450		
Bank	4,500		
Opening stock	6,000		
Closing stock as on March 31, 2023	Rs. 22,400		

OR

The ABC Company Ltd. operates a 35 room hotel in Pune. You are required to prepare the Income Statement of hotel under uniform system of hotel accounts:

Particulars	Amount (Rs.)	Particulars	Amount (Rs.)
Room Department		News Stand	
Net sales	2,93,000	Sales	30,000
Salaries	24,500	Cost of Sales	20,000
Employees meal	5,000	Payroll and related expenses	5,000
Uniform	1,400	Telephones	
Laundry	32,000	Sales	10,000
Linen	10,000	Payroll and related expenses	5,000
China and Glass	1,100	Other expenses	1,000
Cleaning supplies	8,500	Marketing	
Miscellaneous	5,000	Payroll	35,000
Food & Beverage Department		Other expenses	5,000
Net sales (food)	1,80,000	Property Maintenance	
Cost of sales (food)	54,000	Payroll	10,000
Salaries	10,000	Other expenses	2,000
Uniform	1,600	Cost of fuel, light & heat	10,000
Staff meals	1,000	Other General Expenses	
Kitchen fuel	3,500	Ground rent	
Contract cleaning	5,000	Interest	50,000
Bouquet expenses	2,000	Depreciation	10,000
Beverage sales	1,00,000	Other items	25,000
Cost of sales (Beverage)	50,000	Profit on sale of asset	50,000
		Income tax rate	40%

ROLL No.

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
 ACADEMIC YEAR - 2024-2025

COURSE : 3rd Semester of 3-year B.Sc. (HHA) Program
 SUBJECT : Hotel Accounting Skills
 TIME ALLOWED : 03 Hours
 MAX. MARKS: 60

(Marks allotted to each question are given in brackets)

SECTION - A

(3x5=15)

Q.1. Write short notes on (Attempt any five questions)

- a) Net worth
- b) Liabilities
- c) Golden rules of accounting
- d) Deferred Revenue Expenditure
- e) Direct Expenses
- f) Closing Stock
- g) Balance sheet
- h) Indirect expenses
- i) Cost allocation
- j) Operated Departments under USAO

SECTION - B

(6x5=30)

Attempt all questions

Q.2. What do you mean by business entity concepts?

OR

- Write the difference between (any two):
- a) Capital Expenditure and Revenue Expenditure
- b) Trade Discount and Cash Discount
- c) Fixed Liabilities and Current Liabilities

Q.3. Explain (any two):

- a) Monetary Transactions
- b) Solvent
- c) Fictitious Assets

OR

Identify the users of financial information and explain their purpose for using it.

Q.4. Journalise the following transactions:

- Jan 1 Paid to Mr. Raj Rs. 950 in full settlement of his account of Rs. 1,000
- Jan 2 Received from Mr. Kumar Rs. 1,200 in cash and allowed him discount Rs. 300
- Jan 3 Sold goods to Mr. Rohit on price Rs. 10,000 trade discount 20% and cash discount 10%

OR

Explain accounting assumption (any two):

- a) Accounting Period Assumption
- b) Going Concern Assumption
- c) Accounting Entity Assumption

Q.5. Classify the following items into real, personal and nominal accounts:

- a) State Bank of India
- b) Purchases
- c) Electricity Charges
- d) Goodwill
- e) Dividend
- f) Copyright

OR

Explain the advantages of Double Entry Book-Keeping system.

SUBJECT CODE: BHA310

EXAM DATE: 22.11.2024

ROLL No.

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2024-2025

COURSE	3 rd Semester of 3-year B.Sc. (HHA) Program	MAX. MARKS: 60
SUBJECT	Business Communication	
TIME ALLOWED	03 Hours	

(Marks allotted to each question are given in brackets)

SECTION – A

- Q.1. Write short notes on (Attempt any five questions) (3x5=15)
- Grapevine Communication
 - Narrative writing
 - Expository writing
 - Letter of recommendation
 - Apology letter
 - Persuasive writing
 - Memorandum
 - Plagiarism
 - Reader Centric approach
 - Brochure

SECTION – B

- Attempt all questions** (6x5=30)
- Q.2. Explain the various types of formal business communication.
OR
Elaborate the principles of effective communication.
- Q.3. Describe the stages of writing a business message.
OR
Develop a notice for residential guests for a limited-time promotion of the spa and wellness center of a hotel.
- Q.4. Explain any three types of office memorandum.
OR
Design an advertisement highlighting the unique features of the Indian fine dining restaurant at a luxury hotel in Rajasthan.
- Q.5. Write an article on – Top three things to do in a destination of your choice.
OR
Differentiate between formal and informal reports. Also prepare a formal report on the training needs of a hospitality intern to be submitted to the training coordinator.
- Q.6. Discuss any six e-mail etiquettes crucial for formal communication.
OR
Briefly describe two types of conferencing that uses technology based communication tools and explain their significance in the hotel industry.

SECTION – C

- Attempt all questions** (15x1=15)
- Q.7. The Hotel Grand Indigo is a luxury hotel dealing with 80% foreign clients and 20% domestic clients. The hotel has always followed traditional styles of marketing strategies such as, word-of-mouth, local advertisements and partnership with renowned travel agencies.

However, with increasing competition from both local hotels, international hotel chains and online travel agents (OTAs), the hotel management decided to adopt more dynamic and accessible digital marketing strategies.
The primary reason for the shift from traditional to digital marketing is to increase booking through better visibility and direct customer interaction. To do this, the hotels marketing team needs to evaluate and select the appropriate communication technology to reach a broader audience, through social media and other online platforms.

In this regard you have been assigned to give a formal presentation on:

- What are the various types of social networking platforms, their significance, and how can hotels effectively market their products online through these platforms?
- List the factors to be considered while selecting appropriate communication technology for the hotel business.
- Highlight the positive and negative effects of communication technology at the hotel's workplace environment.

OR

Answer the following:

- Explain the importance of a resume in securing a training opportunity.
- Design a resume tailored for an industrial training interview organized by your institute.
- Prepare a cover letter that you can submit for a Walk-In industrial training interview at a hotel.
