

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2025-26
(Reappear-NCHM-IGNOU)

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

MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. Define and explain the components of stock. Write the recipe for five litres of brown stock.
OR
List and explain the function of five major equipment of five star hotel. Mention the safety precautions while handling the equipment listed. (5+5=10)
- Q.2. With the help of a neat diagram explain the parts of egg. State the ideal method for storage of fresh eggs. (5+5=10)
- Q.3. How are vegetables classified? Discuss the effect of heat on vegetable pigmentation. (10)
- Q.4. Write short notes on:
i) Basic rules of personal hygiene for food handlers.
ii) Heat transfer
OR
A. Explain the different types of raising agents.
B. Give the uses of sugar in bakery and confectionary. (5+5=10)
- Q.5. Draw the chart of cooking methods. Explain the wet methods of cooking food. (10)
- Q.6. Classify sauces and give the recipe for one litre of Sauce Hollandaise. (10)
- Q.7. Explain the following terms:
i) Bouquet garni ii) Chiffonade iii) Tourant iv) Vitelline membrane
v) Black jack vi) En cocotte vii) Florentine viii) Benedict (10x1=10)
- Q.8. Draw the hierarchy of kitchen brigade of a five star hotel.
OR
Explain the classification of soup with the help of a chart. (10)
- Q.9. Differentiate between the following (**any two**):
i) Espagnole and Estouffade
ii) Beurre manie and slurry
iii) Blind baking and docking
iv) Butter and margarine (2x5=10)
- Q.10. Match the following:
i) Lard a) Rewetting of stock
ii) Bisque b) Fish stock
iii) Remouillage c) Shellfish
iv) Fumet d) Egg yolk and milk
v) Royale e) Apple
vi) Chinois f) Pork fat
vii) Paysanne g) Rind
viii) Zest h) Maitre d' hotel
ix) Waldorf i) Small square, triangle or round cuts
x) Compound butter j) Conical strainer (10x1=10)

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COURSE : 1st Semester of 3-year B.Sc. (HHA) Program
 SUBJECT : Foundation Course in Food & Beverage Service - I
 TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. Draw the scope of hospitality industry. Describe the growth of hospitality industry in India during last hundred years. (10)
- OR**
- What is welfare catering and institutional catering? Describe in detail characteristics of any one. (10)
- Q.2. What are the various sections of food & beverages department? Describe the characteristics of any two sections. (10)
- Q.3. Draw the classical restaurant brigade along with French terminology. Describe in detail the duties and responsibilities of a station head waiter and hostess. (10)
- Q.4. List the attributes of food & beverage service staff. (10)
- OR**
- Explain in detail the importance of personal hygiene for F&B service staff. (10)
- Q.5. Explain the following in brief (**any five**): (5x2=10)
- | | | | |
|-----------------------|----------------|-----------------|------------|
| i) Theme restaurant | ii) QSR | iii) Resorts | iv) Pantry |
| v) Kitchen stewarding | vi) Trancheure | vii) Plate room | |
- Q.6. List various factors to be considered while selecting and purchasing cutlery, crockery and glassware for a food & beverage outlet. (10)
- Q.7. Classify and explain non-alcoholic beverages. Give two examples for each category. (10)
- Q.8. Explain the manufacturing of tea. Explain different types of teas. (10)
- OR**
- Explain manufacturing of cocoa. Name & explain five malt beverages. (10)
- Q.9. A. Fill in the blanks:
- i) Major production of cocoa comes from _____ in West Africa.
 - ii) _____ is the size of table cloth for a square table for four in a restaurant.
 - iii) Method for polishing using Na₂CO₃ + Hot water + Perforated Aluminium sheet is called _____.
 - iv) Blend of black tea flavoured with oil from Bergamot peel is known as _____.
 - v) Alcohol based coffee made by using Tia Maria is called as _____.
- B. Match the following:
- | | |
|------------------|-----------------------|
| i) Demitasse | a) Cocktail container |
| ii) Slop basin | b) One meter square |
| iii) Coupe | c) 360 ml |
| iv) Salad oil | d) 100 ml |
| v) Collins glass | e) Tea strainer |
| | f) Napron |
| | g) Winterization |
- (5+5=10)
- Q.10. State True or False:
- i) The growth of the hotel industry in India is closely linked with the expansion of the tourism sector.
 - ii) Fast food outlets are categorized under Quick Service Restaurants in F&B operations.
 - iii) Industrial catering is a type of welfare catering provided to employees in factories and large workplaces.
 - iv) Pantry, store, and linen room are examples of ancillary departments supporting F&B operations.

- v) Banquets are venues designed to serve large groups of people for events and special occasions.
- vi) Vending machines are considered a type of F&B outlet that operates without service staff.
- vii) Kitchen stewarding is responsible for cleaning, maintaining equipment, and supplying service ware to F&B outlets.
- viii) Flatware refers to items such as forks, knives and spoons.
- ix) The coffee shop in a hotel is generally open for limited hours and offers a restricted menu.
- x) Tea is classified as a stimulating beverage and has different varieties and manufacturing methods.

(10x1=10)

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COURSE : 1st Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Foundation Course in Front Office - I
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. Draw the organization chart of front office department and write the duties and responsibilities of a front office manager.
OR
Explain in detail the features of entrance and lobby of a five star hotel. (10)
- Q.2. Elaborate on various function areas of front office, also describe the personality traits of front office staff.
OR
Define tourism. Explain in detail the evolution and growth of hotels in India. (10)
- Q.3. Explain in detail the classification of hotels on the basis of size and location.
OR
What is time share? Elaborate on classification of timeshare. (10)
- Q.4. Explain in detail various types of rooms available in hotel. (10)
- Q.5. Explain in detail the functions of bell desk.
OR
Differentiate between timeshare and condominium hotels. (10)
- Q.6. How are messages handled in a five star hotel, explain in detail. (10)
- Q.7. Write short notes on:
i) Referral chains ii) Paging iii) Twin Room
iv) Importance of tourism v) Cabana (5x2=10)
- Q.8. Enlist and give use of various equipment used in automated, semi-automated and non-automated front office department. (10)
- Q.9. Give the French for:
i) Monday ii) Friday iii) June iv) Good morning
v) Thank you vi) Winter vii) It's 9 Am viii) Black
ix) Twenty x) December (10x1=10)
- Q.10. State True or False:
i) Commercial hotels are located in suburbs of city.
ii) Bonjour is French for hotel.
iii) HRACC is associated with star classification.
iv) Key card and welcome card are same things.
v) Twin rooms contains a double bed.
vi) Guest complaints are opportunities for the hotel.
vii) Room reservation rack is an important equipment of automatic hotels.
viii) Errand card is associated with housekeeping.
ix) Doorman is also called Link man.
x) Cabana is a type of front office equipment. (10x1=10)

- ii) The housekeeping control desk is usually located in the _____ of the department.
- iii) One major principle of cleaning is to work from top to _____.
- iv) Cleaning tasks carried out once or twice a year such as shampooing carpets are classified as _____ cleaning.
- v) Vacuum cleaners, rotary machines, and scrubbers are examples of mechanized cleaning _____.
- vi) The term floor seal refers to a finish that provides protection by _____ the pores of the flooring material.
- vii) Metal surfaces such as brass and copper may develop _____, which needs to be removed during cleaning.
- viii) Ceramic surfaces are non-porous and can usually be cleaned with a mild _____ solution.
- ix) The process of assigning cleaning areas and tasks to staff is known as work _____.
- x) Safety sign and warning boards are used in cleaning to prevent _____.

(10x1=10)

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

MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. Classify nutrients and describe them with one example each.
OR
What are the functions of food? (10)
- Q.2. Define energy. Explain the factors affecting the energy requirements of body. (10)
- Q.3. Write any ten functions of carbohydrates.
OR
Write and explain any ten significant points of dietary fiber. (10)
- Q.4. Describe the functions of fats in our body.
OR
Classify proteins on the basis of structure, composition and quality with one example each. (10)
- Q.5. Write one function and one food source of the following vitamins:-
Vitamin-A, Vitamin-E, Vitamin-C, Riboflavin and Niacin
OR
Enlist one effect caused due to the deficiency and one food source for the following minerals:-
Calcium, Iron, Sodium, Iodine and Fluorine (10)
- Q.6. Explain in detail the problems that occur due to the deficiency of water and how to maintain water balance in our body? (10)
- Q.7. Define balanced diet. Describe the basic food groups with two examples each. (10)
- Q.8. What is menu planning and what are the factors that influence meal planning? (10)
- Q.9. Define the following:
i) Nutrients ii) Catabolism iii) Health iv) Hollow calories
v) Collagen vi) Eczema vii) Electrolyte viii) Anti-oxidant
ix) Oedema x) Hypervitaminosis (10x1=10)
- Q.10. Match the following:
i) Calciferol a) Joules
ii) Prothrombin b) BMR
iii) Thiamine c) Roughage
iv) Folacin d) Hormones
v) Cyanocobalamin e) Kwashiorkor
vi) Cholesterol f) Aneamia
vii) PCM g) Leaf
viii) Diverticulosis h) Quinones
ix) Calorie i) Beriberi
x) SDA j) Vitamin-D (10x1=10)

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COURSE : 1st Semester of 3-year B.Sc. (HHA) Program
 SUBJECT : Application of Computers
 TIME ALLOWED : 02 Hours

MAX. MARKS: 50

(Marks allotted to each question are given in brackets)

- Q.1. Draw the block diagram of a computer and explain components of a computer.
OR
 Explain the generations of computer and their features. (10)
- Q.2. Discuss the classification of software. (10)
- Q.3. Write short notes on **(any five)**:
 i) Classification of computers ii) Types of memory
 iii) Impact printers and non-impact printers iv) LAN topologies
 v) Features of windows, the operating system vi) The classification of computer languages
 vii) Data entry devices (5x3=15)
- Q.4. Fill in the blanks:
 i) Computer uses _____ language.
 ii) Mnemonics is a feature of _____ language.
 iii) _____ translates program line by line.
 iv) _____ and _____ are examples of transmission cables. (5x1=5)
- Q.5. Match the following:
 i) Spreadsheet a) Non-volatile memory
 ii) Robots b) Wild card
 iii) ROM c) Network interface card
 iv) * and ? d) MS Excel
 v) Ethernet e) Fifth generation computer (5x1=5)
- Q.6. Expand the following terms **(any five)**:
 i) ALU ii) ENIAC iii) BIOS iv) GUI
 v) LAN vi) MICR vii) WWW (5x1=5)

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COURSE : 1st Semester of 3-year B.Sc. (HHA) Program
 SUBJECT : Hotel Engineering
 TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. Define maintenance. Discuss objectives and role of hotel engineering department.
OR
 Draw organization structure of hotel engineering department of a 300 rooms hotel. (10)

Q.2. Define waste and explain different techniques of waste disposal used in five star hotel.
OR
 Classify fire and mention steps that should be taken to make a hotel more fire safe. (5+5=10)

Q.3. Calculate the amount of electricity bill for the month of December 2024 for the following electric load, if the electricity tariff is INR 10/- per kilowatt hour and also determine capacity of fuse required if voltage supply is 440 volts.

Electrical appliances	Number of Units	Operating Hours
3000 W Hot Plate Dispenser	02	6 hrs/day
1.5 KW Water Geyser	06	4 hrs/day
100 W Electric Lamps	40	16 hrs/day
40 W Fluorescent Lamps	20	12 hrs/day
2000 W Water Boiler	08	2 hrs/day

(7+3=10)

Q.4. Differentiate between the following **(any two)**:
 i) Water tap and trap
 ii) Single phase supply and three phase supply
 iii) Open circuit and close circuit
 iv) Safety and security (2x5=10)

Q.5. Answer in brief **(any four)**:
 i) Should dry ice ever be put in sealed container? Why?
 ii) Name a condition which illustrates the principle of convection.
 iii) Comment on “The safe way is the right way.”
 iv) Name the six most important parts found in all compression cycle refrigerators.
 v) Name three substances which have been used in absorption refrigerators to absorb refrigerant gas. (10)

Q.6. Explain hot water supply with the help of a neat diagram in a multi storied building.
OR
 With the help of a neat sketch, explain the functioning of window type air conditioner. (10)

Q.7. Define the following terms **(any ten)**:
 i) Fuse ii) Ampere iii) Density iv) Force v) Power vi) Latent heat
 vii) Refrigerant viii) Conduction ix) Enthalpy x) Critical temperature xi) MCB xii) Earthing (10x1=10)

Q.8. Write explanatory notes on the following **(any two)**:
 i) Effects of pollution on human health
 ii) Waste management techniques
 iii) Sewage treatment plant (2x5=10)

Q.9. Draw a neat labeled diagram of the following **(any two)**:
 i) Incandescent Lamp
 ii) Water Softener
 iii) Plunger type flushing cistern (2x5=10)

Q.10. Prepare a write up of about 300 words on Hotel Security System.
OR

Initial cost of a dishwashing machine is INR 70,000. Its resale value INR 50,000 after one year, INR 40,000 after second year, INR 30,000 after third year, and it depreciates @ 20% per annum in the remaining subsequent years. Cost of maintenance of machine is INR 2,000 in the first year, INR 4,000 after second year, INR 6,000 after third year, and it increases @ 2,000.00 annum in the remaining subsequent years. When machine is due for replacement?

(10)
