

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2025-2026
(Reappear-IGNOU)

COURSE : 3rd Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Food Production Operations
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. Enlist with description 10 heavy equipment needed in quantity food production.
OR
What maintenance routine would you prescribe for the equipment in your bulk food production area? (10)
- Q.2. Plan menu for a day for a residential co-ed secondary school for all the three meals, include a snack too. The budget is Rs.100/- per student.
OR
Plan a cyclic menu, for executive canteen of a large industrial unit, for lunch. (10)
- Q.3. Write short notes on **(any two)**:
i) Problems associated with off premises catering.
ii) Salient features of airline catering.
iii) What are the challenges faced by railway catering?
iv) How CPUs play important role in off premises catering? (2x5=10)
- Q.4. Write a note on Indian sweets.
OR
Enlist 10 Indian snacks from different regions with brief description of each. (10)
- Q.5. Elaborate on:
i) Indenting for bulk cooking
ii) Chettinad cuisine or Awadhi cuisine (2x5=10)
- Q.6. Discuss **(any two)**:
i) Street food of India
ii) Criteria for selecting capital equipment
iii) Importance of storage in bulk cooking (2x5=10)
- Q.7. Distinguish between **(any two)**:
i) Reactive maintenance & preventive maintenance
ii) Parsi & Bohri cuisine
iii) Curry & gravy
iv) Payesh & Sondesh (2x5=10)
- Q.8. Elaborate on the factors that determine cuisine of a region. (10)

Q.9. Match the following:

- | | |
|------------------|-----------------------------|
| i) Cheriya ulli | a) Puttu |
| ii) Thenga | b) Flower Pot |
| iii) Idooni achu | c) A bread |
| iv) Uruli | d) A dessert |
| v) Pathiri | e) Coconut |
| vi) Mutta mala | f) A type of onion |
| vii) Chircoot | g) Clam |
| viii) Rajgira | h) Butter beans |
| ix) Val | i) Used in a type of laddoo |
| x) Teesri | j) A type of pepper |

(10x1=10)

Q.10. Fill in the blanks:

- i) _____ is a green coloured rust usually found on copper metal and is a poisonous compound.
- ii) For tinning Indian cooking pots and pans a technique called _____ is used.
- iii) _____ is an alloy of tin with antimony and copper.
- iv) _____ ki kheer is rice cooked in sugarcane juice.
- v) Hamam Dusta is used for _____ small food items.
- vi) Sadhna nu Vnom is a kind of _____.
- vii) Ghau nu doodh is a preparation of _____.
- viii) TSAMAN is the word used for _____ in Kashmiri.
- ix) _____ is used to impart earthy flavour & a kind of dal preparation.
- x) Gram flour + yogurt + mustard oil + dried fenugreek leaves + turmeric + salt made in a dough in Rajasthan is called _____.

(10x1=10)

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2025-2026
(Reappear-IGNOU)

COURSE : 3rd Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Food & Beverage Service Operations
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. Classify alcoholic beverages with examples.
OR
How is Cognac produced? What is the difference between Cognac and Armagnac? (10)
- Q.2. List the ingredients used for making beer. Explain the role of each in making beer.
OR
Define proof and give formulas to calculate various proofs. (10)
- Q.3. Compare the characteristics of Old World and New World wines. List the grape varieties, and brand names of any two Old World countries and any two New World countries.
OR
Discuss the principles of Food and Wine Harmony. Explain how wine is stored and served to maintain its quality. (10)
- Q.4. Dispense bar is an important part of restaurant. Draw the labelled layout of dispense bar. (10)
- Q.5. Differentiate between:
i) Fermentation & Distillation
ii) Scotch whisky & Irish whisky (2x5=10)
- Q.6. Name five liqueurs & bitters with the base spirit, flavoring used & the country of origin. (10)
- Q.7. Neatly draw & label the following (**any two**):
i) Solera System ii) Pot still iii) Champagne bottle (2x5=10)
- Q.8. Answer in one line (**any ten**):
i) Fine Champagne ii) London Dry Gin iii) Juniper iv) Grappa
v) Dunder vi) Peat Reek vii) Charcoal Mellowing
viii) Single Cask Malt ix) Molasses x) Zubrowka xi) DOM
xii) Sake xiii) AOC xiv) Solera (10x1=10)
- Q.9. Explain in detail the classification of wines with suitable examples. (10)
- Q.10. Fill in the blanks:
i) _____ vodka comes with blade of grass inside the bottle.
ii) _____ is process of transferring wine from one cask to another.
iii) _____ is the portion of a wine in an aging barrel that is lost to evaporation.

- iv) _____ are the coloring pigments in red wines.
- v) Aqua Vitae means _____.
- vi) Blanc de Blancs means _____.
- vii) Cider is made from _____.
- viii) Marc is also known as _____.
- ix) Gin is made from _____.
- x) Freshly gassed beer is popularly known as _____.

(10x1=10)

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2025-2026
(Reappear-IGNOU)

COURSE : 3rd Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Front Office Operations
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. Explain the term PMS. What factors should be considered while purchasing PMS for a 5 star property? Explain giving suitable examples. (2+8=10)
- Q.2. Explain the check-out procedure for a foreigner guest doing settlement in pounds and is staying on a travel agent voucher on MAP.
OR
Explain various methods of guest account settlement used in hotels during checkout. (10)
- Q.3. Explain the process of night audit in detail.
OR
Describe the duties and responsibilities of night auditor. (10)
- Q.4. Explain the procedure of handling safe deposit locker. Differentiate between in-room safe and safe deposit vault or locker. (10)
- Q.5. Differentiate between **(any two)**:
i) Allowance & Discount
ii) Travellers' cheque & Bank cheque
iii) Overage & shortage
iv) Late charge & late checkout (2x5=10)
- Q.6. Draw formats for **(any two)**:
i) Encashment certificate
ii) Allowance voucher
iii) ECO form (2x5=10)
- Q.7. Explain the following in one line:
i) OPERA ii) Cash Bank iii) Floor limit iv) Due Back
v) House limit vi) Delinquent Accounts vii) Preauthorization viii) CVGR
ix) Paid out x) City ledger (10x1=10)
- Q.8. A. State true or false:
i) Late charges are charged for late check out.
ii) Settling of guest account is called zeroing out of account.
iii) Cash bank is also known as imprest.
iv) Cash advance & paid out is same.
v) Express checkout is only provided to VIP guests.

B. Match the following:

- | | |
|-------------------|----------------------|
| i) PIA | a) PMS |
| ii) City ledger | b) GDS |
| iii) High balance | c) No post status |
| iv) Sabre | d) House limit |
| v) IDS | e) Non guest account |

(5+5=10)

Q.9. Explain the key control systems and procedures followed in a five star hotels.

OR

List the steps taken by a front desk employee in case of a bomb threat.

(10)

Q.10. A. Translate into French:

- | | | |
|------------------------|-----------------------------|-------------------------|
| i) Good Morning Madam. | ii) My room no. is 201 | iii) May I come in Sir? |
| iv) How are you? | v) Please give my room keys | |

B. What is POS? How it is helpful in automated accounting system.

(5+5=10)

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2025-2026
(Reappear-IGNOU)

COURSE : 3rd Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Accommodation Operations
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. "IHM is planning to establish an in-house laundry on the premises". Discuss the factors to be kept in mind while positioning a new laundry on the premises.

OR

Explain the nine steps of a typical wash process.

(10)

Q.2. What are the various factors an executive housekeeper should consider while purchasing room linen for a five star deluxe hotel.

OR

Draw a neat layout of linen room and explain the activity areas with traffic lanes.

(10)

Q.3. A. Explain hotel guest laundry cycle using a flow chart.
B. As a valet, what precautions will you take while handling guest garments?

(5+5=10)

Q.4. Create a 10 point checklist for controlling linen damage and pilferage in hotels.

(10)

Q.5. Differentiate between the following (**any four**):

- i) Laundry skip and laundry slip
- ii) Oasis and pin holder
- iii) Standard sizes and made to measure uniforms
- iv) Line arrangement and mass arrangement
- v) Line hire and linen purchase

(4x2½=10)

Q.6. Why are indoor plants replacing flower arrangements in hotels?

OR

What are the principles of design? Explain with reference to flower arrangement.

(10)

Q.7. The institute is organizing an Awadhi Food festival in the month of May. Design uniforms for students (male) assigned for service. Apply fabric, cost and practicality used.

OR

What are the duties and responsibilities of a seamstress in the sewing room?

(10)

Q.8. Give the correct term for the following:

- i) Japanese flower arrangement with fruits and nuts _____.
- ii) The other name for a roller press _____.
- iii) Process of removing stain from a fabric _____.

- iv) Protective covers worn on the thumb during sewing _____.
- v) Greenery added to the flower arrangement _____.
- vi) Vertical passage for transporting soiled linen to laundry _____.
- vii) Name of self service laundries _____.
- viii) Hotel linen unfit for use in circulation _____.
- ix) Chewing gum stain is classified under _____.
- x) Soap film is also known as _____.

(10x1=10)

Q.9. Define the following in short (**any four**):

- i) Linen par stock
- ii) Dry cleaning
- iii) Physical inventory
- iv) Conditioning of plant material
- v) Ikebana

(4x2½=10)

Q.10. How would you remove the following stains (**any four**):

- i) Blood stain on a hand towel
- ii) Lipstick on a white napkin
- iii) Curry stain on a table cloth
- iv) Coffee stain on a chef coat
- v) Rust on a pillow cover

(4x2½=10)

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2025-2026
(Reappear-IGNOU)

COURSE : 3rd Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Food & Beverage Controls
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. Define food cost. What are the different elements of cost? Explain them with example. (3+7=10)

OR

Enumerate the causes for high food cost in a catering establishment. (10)

Q.2. Purchasing forms a very important part in maximizing profit in a catering establishment. Explain. (10)

OR

What is standard purchase specification? Why is standard purchase specification is prepared in a good catering establishment for purchasing commodities? (3+7=10)

Q.3. Why is it important for a good catering establishment to have financially sound and reputed supplier? How does the supplier can effect an organization in terms of reputation? (5+5=10)

OR

Enumerate various methods of purchasing followed in a five star deluxe hotel. (10)

Q.4. List down and explain the steps to be followed by the receiving clerk for accepting the delivery of supply of commodities. (10)

Q.5. What do you understand by inventory? List and explain the different methods of inventory. (10)

OR

Draw the format of bin card and describe briefly how a bin card system operates. (3+7=10)

Q.6. Why volume forecasting is important for a catering establishment? What are the different stages of volume forecasting? On what basis the volume forecasting are done? (3+3+4=10)

Q.7. Write short notes on **(any two)**:
i) Standard Recipe ii) Delivery note iii) Blind Receiving (2x5=10)

Q.8. Draw a format of restaurant sales summary sheet. What are the advantages of making restaurant sale summary? (10)

OR

Pricing of a product in a hospitality organization is very important to keep a balance between the customer and the organization. Enlist and explain different methods of pricing. (10)

Q.9. State True or False:

- i) Cost control refers to the process of regulating and monitoring expenses to ensure that they do not exceed predetermined limits.
- ii) One of the main objectives of cost control is to increase expenses in order to improve food quality.
- iii) Food costing helps in determining the selling price of menu items by analyzing ingredient and preparation costs.
- iv) Purchasing control ensures that the right quality and quantity of food materials are procured at the right price and time.
- v) The Purchase Manager has no role in maintaining supplier relationships or ensuring quality standards.
- vi) Standard Purchase Specification (SPS) defines the exact quality, size, and grade of items to be purchased.
- vii) Blind receiving means receiving goods without checking the quantity or quality against any document.
- viii) The Goods Received Book is maintained to record details of all items received from suppliers.
- ix) Proper storage conditions such as temperature control and hygiene are not necessary if food items are issued quickly.
- x) The aim of store control is to prevent overstocking, minimize wastage, and ensure proper rotation of stock (FIFO).

(10x1=10)

Q.10. Match the following:

- | | |
|---------------------------|--|
| i) Portion control | a) Perishable items |
| ii) Requisition slip | b) Long self life |
| iii) Supplier rating | c) Internal control |
| iv) Transfer note | d) Subsidized |
| v) Credit note | e) Goods received |
| vi) Fruits and vegetables | f) Standing order |
| vii) Milk | g) Price, quality & delivery performance |
| viii) Employees meals | h) Expensive items |
| ix) Canned products | i) Laddle |
| x) Meat tag | j) Issuing control |

(10x1=10)

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2025-2026
(Reappear-IGNOU)

COURSE : 3rd Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Hotel Accountancy
TIME ALLOWED : 03 Hours

MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. Prepare the room department income schedule under uniform system of accounting for hotels from the following information given below:

Items	Rs.	Items	Rs.
Sales (Transient Regular)	3,75,200	Cleaning	6,672
Salaries & wages	67,300	Insurance	9,359
Commission	9,360	Payroll taxes	2,000
Uniforms	15,322	Allowances (rooms)	25,632
Linen	28,980	Other revenue	15,788
Sales (Transient groups)	1,68,200	Other operating expenses	2,700

(10)

- Q.2. What do you understand by Internal control? Discuss briefly the features of internal control.

OR

Give the format of room schedule under Uniform system of accounting.

(10)

- Q.3. A. What do you mean by Uniform system of accounting?
B. How it is helpful to the management?
C. What are the requirements to adopt this system of accounting?

(4+3+3=10)

OR

Explain the various methods to find out departmental profit.

(10)

- Q.4. From the following information prepare a balance sheet as per uniform system of accounts:-

Debit balances	Amount (Rs.)	Credit balances	Amount (Rs.)
Cash in hand	10,000	Sundry creditors	50,000
Cash at bank	1,00,000	General reserves	75,000
Kitchen equipment	50,000	Capital reserves	50,000
Land & building	1,75,000	Bills payable	35,000
Stock in trade	40,000	Debentures	75,000
Goodwill	75,000	Bank loan (long term)	90,000
Bills receivable	50,000	Outstanding rent	25,000
Sundry Debtors	1,25,000	Income tax payable	15,000
Advance salary	25,000	Share capital	1,50,000
		P/L Account	85,000
	6,50,000		6,50,000

(15)

- Q.5. What is cost allocation? State one basis for allocation of the following expenses:-

i) Depreciation of building ii) Telephone iii) Employees benefits iv) Rent
v) Interest vi) Light & Power vii) Insurance viii) Taxes

OR

Prepare the format of balance sheet under uniform system of accounts with imaginary figures for hotels.

(10)

Q.6. Differentiate between the following (**any two**):

- i) Income statement and balance sheet
- ii) Gross profit and net profit
- iii) Inter firm and Intra firm
- iv) Direct expenses and indirect expenses

(2x5=10)

Q.7. Prepare a profit & loss account under net profit method of departmental accounting for the information given below:

Particulars	Amount (Rs.)	Particulars	Amount (Rs.)
Sales		Salaries & wages	
Apartment Department	92,000	Apartment Department	9,000
Meals Department	64,000	Meals Department	7,000
Other Department	50,000	Other Department	4,000
Purchases		Unallocated expenses	
Apartment Department	20,000	General expenses	3,000
Meals Department	10,000	Advertisement	2,000
Other Department	8,000	Interest	6,000
		Repairs	1,000
		Rent	9,000

Note: Unallocated expenses are to be apportioned in the following basis:-

- i) General expenses and rent are to be apportioned equally among all the departments.
- ii) Advertisement expenses and interest expenses apportioned on the basis of sales.
- iii) Repairs to be apportioned in the ratio of 3:1:1.

(15)

Q.8. Prepare an income statement of F&B department as on 31st March 2024 from the following information given below:

Particulars	Amount (Rs.)	Particulars	Amount (Rs.)
Food Sales	5,25,000	Salaries	1,50,000
Beverages Sales	1,00,000	Kitchen fuel	50,000
Food allowances	1,500	Laundry	10,000
Beverages allowances	2,500	Music	13,000
Food cost of sales	75,000	Other expenses	2,320
Beverages cost of sales	40,000	Cleaning expenses	4,000
Employees benefits	1,500		

(10)

Q.9. State True or False:

- i) Balance sheet shows financial position of the business.
- ii) Statutory audit is optional for a hotel.
- iii) Internal check is a method of internal control.
- iv) Income received in advance is a liability.
- v) Prepaid expenses is an income.
- vi) Balance sheet is a statement.
- vii) Goodwill is an intangible asset.
- viii) Net profit is sales less direct expenses.
- ix) Opening stock plus purchases minus closing stock = Cost of goods sold.
- x) Segregation of duties is a method of internal control.

(10x1=10)

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2025-2026
(Reappear-IGNOU)

COURSE	:	3 rd Semester of 3-year B.Sc. (HHA) Program	
SUBJECT	:	Food Safety & Quality	
TIME ALLOWED	:	02 Hours	MAX. MARKS: 50

(Marks allotted to each question are given in brackets)

Q.1. Discuss the general characteristics of micro-organisms important in food. Explain the intrinsic and extrinsic factors affecting their growth in food.

OR

Describe the causes and types of food spoilage with suitable examples. Explain the methods of food preservation used to prevent spoilage.

(10)

Q.2. Explain the role of micro-organisms in food fermentation. Discuss their beneficial applications in the production of dairy products, vegetable fermentation, Indian fermented foods, bakery products, and alcoholic beverages.

OR

Differentiate between food infections and food intoxications. Describe the common food-borne diseases caused by pathogenic microorganisms and outline the preventive measures to control them.

(10)

Q.3. What are Genetically Modified (GM) Foods? Discuss their advantages, potential risks, and consumer concerns related to food safety.

OR

Explain the importance of food labelling and discuss how newer trends in food packaging and technology contribute to consumer safety and product quality.

(10)

Q.4. Describe the different additives which are allowed and not allowed to be used in India.

OR

What do you understand by HACCP? Give at least ten parameters come under HACCP.

(10)

Q.5. A. State True or False:

- i) Microbial activity is one of the major causes of food spoilage, leading to undesirable changes in taste, smell, and appearance.
- ii) High-temperature preservation methods such as pasteurization help destroy harmful microorganisms and extend shelf life.
- iii) Canned foods never spoil, regardless of storage conditions or time.
- iv) Fermentation is a beneficial process carried out by microorganisms to improve flavor, texture, and preservation of foods like yogurt and pickles.
- v) Food additives are used only to make food look attractive and have no role in preservation or stability.

(5x1=5)

B. Fill in the Blanks:

- i) The toxic substances produced by molds growing on food grains and nuts are called _____.
- ii) Mixing inferior or cheaper substances with food items to increase quantity and profit is called _____.
- iii) The _____ Act was enacted in India to ensure that food products meet minimum quality standards and are safe for consumption.
- iv) _____ provides international food standards to ensure fair practices in the food trade.
- v) The quality management approach that emphasizes continuous improvement and customer satisfaction is known as _____.

(5x1=5)
