



- a) Analyse the operational and managerial challenges the company may face while adapting these new catering concepts.
- b) Suggest strategies to ensure customer satisfaction, quality control, and long-term sustainability.

(6+9=15)

**OR**

A State government decides to promote the use of millets and Indian superfoods in large-scale pilgrim catering at a famous temple town. To make the project viable, the caterers must use convenience foods for bulk production, maintain food safety standards with proper food labelling and packaging technology, and ensure that meals are nutritious, cost-effective, and acceptable to a diverse group of pilgrims.

- a) Discuss the possible benefits and challenges of implementing this initiative.
- b) Recommend measures to balance tradition, nutrition, cost-efficiency, and modern catering trends.

(5+10=15)

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NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA  
**ACADEMIC YEAR – 2025-2026**

COURSE : 3<sup>rd</sup> Semester of 3-year B.Sc. (HHA) Program  
SUBJECT : Banquet Operations  
TIME ALLOWED : 03 Hours

MAX. MARKS: 60

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(Marks allotted to each question are given in brackets)

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**SECTION – A**

- Q.1. Write short notes on **(Attempt any five questions)** **(3x5=15)**
- a) State banquet
  - b) Display Buffet
  - c) Smorgasbord
  - d) Party checklist
  - e) Host Bar
  - f) Function Diary
  - g) Cross-contamination
  - h) Contract Agreement
  - i) Sit down buffet
  - j) Quick Service Restaurants (QSR)

**SECTION – B**

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

- Q.2. What are the objectives of a good layout of an F&B outlet?  
**OR**  
What factors will you consider while purchasing equipment to run & operate a banquet for 500 pax capacity?
- Q.3. Plan a menu for 350 pax for Indian wedding (Dinner menu). Explain the menu items in one or two lines.  
**OR**  
For many outlets their menu is the “unique selling proposition”. Comment.
- Q.4. Define banquet. Describe formal banquet in your own words.  
**OR**  
What are the constraints of Menu planning? How menu planning effects the selection of equipment?
- Q.5. What is room service? Give its function in detail.  
**OR**  
What is buffet? What are the different types of buffet?
- Q.6. Discuss the importance of inventory in kitchen stewarding.  
**OR**  
Explain the process of mechanical dishwashing.

**SECTION – C**

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

- Q.7. A corporate client has booked the banquet hall of a five-star hotel to host an Annual Awards Dinner for 120 guests. The client requests: A formal banquet setup with a stage for presentations, keeping in mind the adequate visibility for all guests and efficient service circulation space for staff.  
As banquet in-charge, you are required to:  
a) Suggest the most appropriate banquet seating arrangement for this event and justify your choice.

- b) Draw a neat diagram of the proposed seating arrangement.
- c) Calculate the approximate space/area requirement for this banquet, assuming standard space allocation per guest.

**OR**

Define Gueridon Service. What are the different types of Gueridon Trolleys? Explain the advantages & disadvantages of Gueridon Service. Give recipe of one classic flambé dish.

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A foreign delegation of VIP guests is scheduled to stay at your hotel. The executive housekeeper assigns you the responsibility of supervising the readiness of their suites and adjoining public areas. During the inspection, you find:

- A cracked flower vase in the suite.
- Carpets in the corridor have noticeable stains.
- Some corners of the lobby appear neglected.

As the supervisor,

- a) Prepare an inspection module/checklist for VIP guest rooms and commonly neglected areas.
- b) Explain how guest room health management and public area inspection contribute to guest satisfaction in such situations.

(8+7=15)

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NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA  
**ACADEMIC YEAR – 2025-2026**

COURSE : 3<sup>rd</sup> Semester of 3-year B.Sc. (HHA) Program  
SUBJECT : Facility Management  
TIME ALLOWED : 2 Hours

MAX. MARKS: 30

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(Marks allotted to each question are given in brackets)

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**SECTION – A**

- Q.1. Write short notes on **(Attempt any four questions)** **(2x4=8)**
- a) Subcontracting – meaning & issues
  - b) Maintenance Planning – Benefits of computer system
  - c) Wrench time
  - d) Building codes in India
  - e) Managing & maintaining equipment
  - f) Expand any four:- AMR, CCTV, M&E, D&M, EMS, CTR
  - g) Brand Management
  - h) LEED certification

**SECTION – B**

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

- Q.2. Enlist activities required to be performed by a facility manager in building operations and maintenance.  
**OR**  
Describe SMARTER methodology for maintaining documents.
- Q.3. Describe basis of Total Productive maintenance.  
**OR**  
Discuss operational expenses and measure to control these expenses.
- Q.4. Explain controlling access to facility through electronic systems.  
**OR**  
Describe support services in reference to facility management.

**SECTION – C**

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

- Q.5. A newly constructed hotel is facing high energy costs due to inefficient lighting and HVAC systems. The management is considering adopting energy-efficient technologies and practices while also aiming to obtain a green building certification. As an energy manager, analyze the steps you would take to reduce energy consumption, implement energy-efficient practices, and prepare the property for green certification.  
**OR**  
A corporate office has decided to shift its operations to a new building in another part of the city. The management team has tasked you with overseeing the entire relocation process, including moving office equipment, arranging employee conveyance, and setting up housekeeping and catering facilities in the new premises. Describe the key steps you would take to manage this office move and ensure minimum disruptions of services.

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NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA  
**ACADEMIC YEAR – 2025-2026**

COURSE : 3<sup>rd</sup> 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) Retailing
  - b) Vending Machines
  - c) Supply chain management
  - d) Customer Relationship Management
  - e) Hypermarket
  - f) Franchising
  - g) General Merchandise
  - h) Flea Market

**SECTION – B**

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

- Q.2. List the duties & responsibilities of a store manager.  
**OR**  
Highlight the principles of retail management.
- Q.3. What is the role of technology in modern retail management?  
**OR**  
Explain the concept of store layout and its importance.
- Q.4. Explain the different formats of retail management providing example of each.  
**OR**  
Explain the role of 'Imprest Management' in ensuring effective cash control in retail organization.

**SECTION – C**

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

- Q.5. A new retail company plans to open a fashion and lifestyle store in a metropolitan city. The management has shortlisted two locations: one inside a popular shopping mall and another on a high-footfall high street. They also evaluating different store layout designs to maximize customer movement and product visibility.
- a) Discuss the factors the management should consider while evaluating the two locations.
  - b) Suggest the most suitable type of store layout for such a lifestyle store with justification.
  - c) Explain how the use of a planogram can improve sales and customer experience in this store.
- OR**
- A mid-sized supermarket chain plans to expand into a new city. The management wants to design an effective retail pricing strategy to compete with large national players while also ensuring profitability. They are also considering various promotions and events to attract the local target market.
- a) Explain retail pricing strategy that the supermarket can adopt in this competitive scenario.
  - b) How can understanding consumer buying behaviour help in designing promotions and events for this store?
  - c) Suggest one market penetration strategy that the supermarket can apply for successful entry.

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NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA  
**ACADEMIC YEAR – 2025-2026**

COURSE : 3<sup>rd</sup> Semester of 3-year B.Sc. (HHA) Program  
SUBJECT : Food Science, Nutrition & Hygiene  
TIME ALLOWED : 03 Hours

MAX. MARKS: 60

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(Marks allotted to each question are given in brackets)

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**SECTION – A**

- Q.1. Write short notes on **(Attempt any five questions)** **(3x5=15)**
- RDA
  - Colloids & true solutions
  - Food Microbiology
  - Functions of food label
  - Functional foods
  - Rancidity & Reversion
  - Functions of protein
  - Danger Zone
  - Dextrinization
  - HACCP

**SECTION – B**

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

- Q.2. Explain retro gradation and gelatinization process of starch with examples.  
**OR**  
Discuss the use of fats and oils in food preparation.
- Q.3. Elucidate the role of water in maintaining the vital functions of human body.  
**OR**  
Describe the importance of vitamins & minerals in our body with examples.
- Q.4. Microorganisms are not always harmful. Describe six beneficial roles of microbes in food industry.  
**OR**  
Enlist the various techniques of food preservation. Discuss any two in detail, highlighting how they prevent food & spoilage.
- Q.5. Discuss the role and functions of FSSAI.  
**OR**  
Define critical control points (CCPs). Describe the role of CCPs in ensuring food safety during food production & service.
- Q.6. What steps should be taken for controlling pests in food preparation & storage area?  
**OR**  
Differentiate between organic food & genetically modified (GM) food highlighting their advantages & concerns.

**SECTION – C**

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

- Q.7. While developing a new line of ready-to-eat breakfast cereals made from rice, wheat, and corn, the following issues were observed:
- The texture of the cereal changed significantly after cooking.
  - Different starches (from rice, wheat, and corn) showed varied thickening properties.

- The marketing team wants to highlight the health benefits and functional uses of carbohydrates in the product.

Answer the following:

- a) Classify carbohydrates with suitable examples relevant to this product.
- b) Explain the effects of cooking on starch and how it might affect the texture of the cereals.
- c) Discuss the types of starches used in rice, wheat, and corn, and their role in the final product quality.

**OR**

Balanced diet is extremely essential for healthy life. Elucidate this statement discussing the importance of balanced diet. What factors are kept in mind while planning a balanced diet?

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NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA  
**ACADEMIC YEAR – 2025-2026**

COURSE : 3<sup>rd</sup> Semester of 3-year B.Sc. (HHA) Program  
SUBJECT : Business Communication  
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)**
- Functions of business communication.
  - Grapevine
  - How is expository writing different from narrative writing?
  - Proof-reading
  - Effective memo writing
  - Office memorandum
  - Formal & Informal business report
  - Steps involved in writing a routine business report
  - E-mail etiquette
  - Positive & negative impact of communication technology at workplace

**SECTION – B**

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

- Q.2. Differentiate between audio conferencing, video conferencing & web conferencing. Explain how each can be effectively applied in business communication.

**OR**

List & explain the 7 C's of communication and their role in forming a message to be delivered verbally.

- Q.3. Convert this neutral message to a persuasive one for the reception staff. "We will implement AI at the hotel reception to support guest services and improve check-in, check-out, information process and follow through". Explain the use of words that make the message persuasive.

**OR**

Draft an advertisement for the "festival package" on MAP during Diwali, to be shared in a newspaper. Festival duration: 25.10.25 to 30.10.25

- Q.4. Proofread and correct the following sentences:
- The hotel staff was very attentive and ensure that all guests needs was meet during the Diwali celebration.
  - Guests can enjoy a variety of dishes including traditional sweets which is prepared by our expert chefs in the kitchen.

**OR**

Using the appropriate format, draft an acceptance letter to the HR manager of Hotel Paradiso, for confirming your Industrial training.

- Q.5. What is the standard format of a "minutes of meeting"? Explain in short.

**OR**

What are the main parts of a business report? Describe how each part contributes to the overall effectiveness of the report.

- Q.6. Explain the difference between audio & video conferencing including advantages and disadvantages of each method.

**OR**

How can outline product marketing strategies utilize technology to enhance customer engagement in the hospitality industry?

**SECTION – C****Attempt all questions****(15x1=15)**

- Q.7. Hotel Hanso is a five star hotel located in the heart of a tier-one city. The management has decided to introduce “paperless office” procedures, to help curb global environmental problems. You are tasked with implementing the procedures in the front office department. What are the communication tools you are likely to suggest to be used in the following situations and their merits & demerits?
- a) Communication during check-in/check-out procedure at reception.
  - b) Formal communication within the front office department.
  - c) Receiving of applications for job openings at the front office.

**OR**

Write a short story describing in detail your visit to hill station, detailing the journey, places to visit and the food habits of that particular area.

This short story is your entry for a competition, where the best story will be uploaded on a reputed travel blog.

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NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA  
**ACADEMIC YEAR – 2025-2026**

COURSE : 3<sup>rd</sup> 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**

- Q.1. Write short notes on **(Attempt any five questions)** **(3x5=15)**
- a) Assets, Liabilities & Capital
  - b) Objectives of accounting
  - c) Journalising
  - d) Ledger posting
  - e) Limitations of trial
  - f) Capital expenditure
  - g) Balance sheet
  - h) Current liabilities
  - i) Departmental accounting
  - j) Uniform system of accounting

**SECTION – B**

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

- Q.2. Distinguish between personal accounts and real accounts.

**OR**

Write a note on double entry system of accounting.

- Q.3. List the advantages of journal.

**OR**

How is journal different from ledger?

- Q.4. List the objectives of preparing a trial balance. Why trial balance is important in accounting system?

**OR**

Classify the following into capital, revenue and deferred revenue expenditure:

- a) Purchased a machinery for Rs.2,00,000.
- b) Salaries paid to the staff Rs.10,000.
- c) Paid Rs.3,00,000 for advertisement to launch a new product in the market.
- d) Paid Rs.10,000 as installation charges for the new machinery purchased.
- e) Paid Rs.30,000 as commission for purchasing a new land.
- f) Incurred Rs.1,00,000 for air conditioning of the office of the general manager.

- Q.5. Distinguish between current assets and fixed assets of a hotel.

**OR**

Distinguish between trading account and profit & loss account.

- Q.6. Write the various advantages of departmental accounting.

**OR**

Prepare the food & beverage department income schedule under the uniform system of accounting from the following information extracted from the books of Karim's Restaurant for the period ended 31<sup>st</sup> March, 2024:

Particulars	Amount (Rs.)	Particulars	Amount (Rs.)
Food Sales	4,80,000	China and Glassware	50,000
Beverage Sales	5,20,000	Linen	40,000
Food Allowances	30,000	Kitchen fuel	10,000
Beverage	20,000	Bar license	30,000
Cost of food sales	1,50,000	Band and music	20,000
Cost of Beverage sales	1,70,000	Insurance	60,000
Salaries and wages	80,000		

**SECTION – C****Attempt all questions****(15x1=15)**

- Q.7. What do you mean by uniform system of accounting? Discuss the various difficulties in implementing this system in hotels.

**OR**

Prepare a Trading and Profit & Loss Account and a balance sheet of Baba Restaurant for the year ended 31<sup>st</sup> March, 2024 from the following information:

Debit Balances	Amount (Rs.)	Credit Balances	Amount (Rs.)
Purchases	1,44,800	Sales	2,69,000
Opening Stock	53,200	Discount received	650
Salaries	8,000	Sundry creditors	15,000
Discount allowed	600	Capital	76,000
Rent	5,100		
Insurance	800		
Carriage outwards	900		
Sundry debtors	40,000		
General expenses	2,000		
Cash at bank	3,900		
Bad debts	3,500		
Furniture	10,000		
Plant & Machinery	75,000		
Wages	8,350		
Drawings	4,500		
<b>Total</b>	<b>3,60,650</b>	<b>Total</b>	<b>3,60,650</b>

Additional Information: The closing stock as on 31<sup>st</sup> March, 2024 was Rs.45,500.

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