

Q.9. Fill in the blanks:

- i) _____ is the staple food of Punjab.
- ii) Khewa is made out of _____.
- iii) Saffron is got from _____ of the flower called _____.
- iv) GATTE is made out of _____ flour.
- v) Vindaloo can be divided into Vinho and Alho which means _____ & _____.
- vi) _____ is used as a flavouring agent in making of Bebinca.
- vii) The word DUM literally means to _____.
- viii) Phirni is made out of _____.

(10x1=10)

Q.10. Discuss different methods of purchasing. Which method is best suited for institutional catering?

OR

Explain Standard Purchase Specialization (SPS). Write advantages of SPS with relevant examples.

(10)

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

COURSE : 4th 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. List the ingredient used for making beer. Draw a neat and clean flowchart of beer making process. (10)
- Q.2. Draw labeled diagrams of the following:
 i) Bar layout ii) Grape structure (2x5=10)
- Q.3. Differentiate between the following (**any two**):
 i) Scotch whisky & Irish whisky
 ii) White rum & Dark rum
 iii) Fermentation & Distillation
 iv) Cognac & Armagnac (2x5=10)
- Q.4. Write a short note on wine faults and vine diseases. (10)
- Q.5. Write the standard procedure for the service of red wine in a restaurant? (10)
- Q.6. Define proof. Write down formulas to calculate various proofs. (10)
- Q.7. Define aperitif. Enlist types and brand names of vermouth.
OR
 Briefly explain the main steps involved in the manufacturing of champagne. List 5 brands of champagne. (10)
- Q.8. Differentiate between liqueurs & bitters. Name five liqueurs & bitters with the base spirit, flavouring & country of origin.
OR
 Classify alcoholic beverages with two relevant examples of each. (5x2=10)
- Q.9. Answer in one line (**any ten**):
 i) Fortified wine ii) Finings iii) Dosage iv) Disgorging
 v) VDQS vi) Remyage vii) Waiter's friend viii) Kilning
 ix) Brix x) Punt xi) Lager xii) Must (10x1=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 considered the father of the champagne.
 iv) _____ is the portion of a wine in an aging barrel that is lost to evaporation.

- v) _____ are the coloring pigments in red wines.
- vi) Sake is made from _____.
- vii) Marc is also known as _____.
- viii) Gin is made from _____.
- ix) Freshly gassed beer is popularly known as _____.
- x) Isinglass is obtained from _____.

(10x1=10)

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

COURSE : 4th 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. Define PMS. Explain the criteria for the selection of PMS for a star hotel.
OR
Explain the role of information technology in hospitality sector. (10)
- Q.2. Explain front office accounting cycle practiced in hotel. (10)
- Q.3. Explain various methods of settlement of guest account.
OR
What is the procedure of settlement of bill in foreign currency? Draw a neat format for foreign currency encashment certificate. (10)
- Q.4. Define night auditing. Describe the steps involved in night audit process.
OR
Explain various credit control procedures followed during the process of reservation and registration. (10)
- Q.5. Draw the formats **(any two)**:
i) Express Check-out form
ii) High balance report
iii) Travel agent voucher (2x5=10)
- Q.6. Explain various aspects of security in the hotel.
OR
Define credit control. What are the objectives of credit control? (10)
- Q.7. Write short notes on **(any two)**:
i) Account aging ii) Express check-out iii) Visitors Tabular Ledger (2x5=10)
- Q.8. Define the following terms:
i) Late charge ii) Due back iii) Paid out to check out
iv) Cash bank v) End of the day (5x2=10)
- Q.9. Fill in the blanks:
i) EDP is known as _____.
ii) Guest who checks out without settling the bill are known as _____.
iii) Credit limit established by the hotel is known as _____.
iv) Outstanding balance = Previous balance + _____ - Credit entries.
v) _____ is the closing time of the majority of the revenue outlets.

- vi) _____ prepares the high balance report.
- vii) Amadeus is an example of _____.
- viii) _____ is a documentary evidence of a financial transaction.
- ix) Money paid by the hotel on behalf of the guest is known as _____.
- x) Non guest account is also known as _____.

(10x1=10)

Q.10. Translate the following into French:

- i) How may I assist you, madam?
- ii) Have a nice day.
- iii) I do not understand French.
- iv) Good afternoon sir, welcome to our hotel.
- v) I want the bill please.

(5x2=10)

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

COURSE : 4th 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. Discuss the planning and layout of linen room along with the activities carried out there.
OR
 Enumerate the activities carried out in the sewing room. List 10 equipment considered necessary for operations of sewing room. (5+5=10)
- Q.2. Explain the importance of uniforms in hotels. Suggest a uniform for a room attendant of an Ecotel highlighting the design, colour, cost and materials used.
OR
 What are the points to be kept in mind while selecting uniforms for hotels? Explain the uniform exchange procedure in hotels. (5+5=10)
- Q.3. What are the criteria for selection of the following articles of linen used in hotels?
 i) Towels ii) Tablecloths
 iii) Bedsheets iv) Duvets (10)
- Q.4. Define stain. How would you remove the following stains (**any four**):
 i) Perspiration ii) Lipstick iii) Rust
 iv) Ink v) Curry vi) Grass (2+8=10)
- Q.5. Discuss the use of indoor plants in hotels. Explain the care procedure of indoor plants. (10)
- Q.6. List and explain the basic materials used in flower arrangement. What points to be considered to keep flowers last longer? (6+4=10)
- Q.7. Briefly explain any three types of laundry equipment used in five star hotel laundry. Draw the laundry symbol for (**any four**):
 i) Do not tumble dry ii) Dry cleaning iii) Bleach with chlorine
 iv) Iron with high heat v) Do not wash (6+4=10)
- Q.8. Calculate the par stock of room linen required for a 150 room five star property having its own OPL. The property has 50 twin rooms, 20 double rooms and 5 suites in a tabular format as given. Justify the par you establish.

SL. No.	Linen articles	No. of rooms	No. of items per room	Par	Par stock

(10)

Q.9. Match the following:

- | | |
|--------------------|-------------------------|
| i) Stain repellent | a) Detergent feed |
| ii) Port | b) Sewing tool |
| iii) Satin | c) Trimming |
| iv) Damask | d) Dry cleaning |
| v) Set square | e) Bath towel |
| vi) Terry | f) Flower arrangement |
| vii) Perk | g) Weave |
| viii) Suzie | h) Scotch guard |
| ix) Hogarth | i) Table linen |
| x) Pruning | j) Steam inflated press |

(10x1=10)

Q.10. Fill in the blanks:

- i) _____ is a non-plant material that is included with or alongside the arrangement.
- ii) _____ is a hand held spray bottle to produce a fine mist of water droplets to keep arrangement fresh.
- iii) Extra-large towels are called _____.
- iv) _____ is the cleaning of fabric in a substantially non-aqueous liquid medium.
- v) Average life span of cotton sheet is _____ washes.
- vi) _____ stitch is used as an edging on blankets.
- vii) Other name of Javelle water is _____.
- viii) _____ are used on garments to keep plackets closed.
- ix) Vertical threads are also called _____ in a fabric.
- x) Self-service laundries are also called _____.

(10x1=10)

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

COURSE : 4th 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 control. Discuss objectives and advantages of cost control.
OR
Explain in detail various stages in the cycle of control. (10)
- Q.2. Explain the job description and job specification of a purchase manager. Enlist the duties and responsibilities for this profile.
OR
Explain in detail the procedure of receiving food items. (10)
- Q.3. Explain EOQ (Economic Order Quantity). Draw a graph showing explaining total cost, ordering cost, carrying cost and EOQ.
OR
The annual demand for a product is 600 units. Cost per unit = Rs.20 and the inventory carrying cost is 20% per annum. If the cost of one procurement is Rs.12, determine the following:
i) Economic Order Quantity
ii) No. of orders per year
iii) Time between two consecutive orders (10)
- Q.4. List and explain various methods of purchasing. (10)
- Q.5. Define SPS (Standard Purchase Specification). List its objectives and make SPS to purchase fresh tomatoes. (2+8=10)
- Q.6. Explain including formulas, various stock levels maintained in a store. (10)
OR
Draw the formats and briefly explain the use of the following (**any two**):
i) Purchase order ii) Meat tags iii) Bin card (2x5=10)
- Q.7. "Requisitions are an essential part of issuing control." Elucidate the statement. (10)
- Q.8. Draw the flow chart of food and beverage check control based on KOT and BOT. Explain the use of KOT with format. (10)

Q.9. Fill in the blanks:

- i) The main aim of receiving is to ensure that goods are received in the right _____ and quality.
- ii) The person responsible for checking incoming goods is called the _____.
- iii) The document issued by the supplier along with goods is known as _____.
- iv) A _____ is issued when goods are returned to the supplier.
- v) The _____ is a record maintained for all goods received daily.
- vi) In _____ receiving, the receiver does not know the ordered quantity in advance.
- vii) The storage area must maintain proper _____ and cleanliness for food safety.
- viii) A _____ is used to request materials from the store.
- ix) The method of continuously updating stock records is known as _____ method.
- x) A _____ ensures consistency in quality and quantity during production.

(10x1=10)

Q.10. State True or False:

- i) Purchasing control ensures that the right quality and quantity of goods are procured at the right price.
- ii) The purchase manager is not responsible for selecting suppliers.
- iii) Standard purchase specification helps in maintaining consistency in quality.
- iv) Yield refers to the total cost of food purchased.
- v) Open market purchasing involves buying goods as and when required from the market.
- vi) Economic Order Quantity (EOQ) helps in minimizing ordering and carrying costs.
- vii) Standing order purchasing is used only for one-time purchases.
- viii) Centralised purchasing means that each department purchases independently.
- ix) Carrying cost includes storage and handling expenses of inventory.
- x) Contract purchasing involves an agreement with suppliers for a specific period.

(10x1=10)

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

COURSE : 4th 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. Explain briefly (**any five**):
- | | | |
|---------------------|----------------------|----------------------|
| i) Current assets | ii) Depreciation | iii) Owners' Equity |
| iv) General reserve | v) Net profit method | vi) Retained earning |
- (5x2=10)

- Q.2. Prepare an income statement under Net Profit Method of departmental accounting from the following information:

Sales:

Restaurant	8,00,000
Banquet	8,00,000
Bar	4,00,000

Cost of Sales:

Restaurant	2,50,000
Banquet	1,00,000
Bar	75,000

Salaries & wages:

Restaurant	50,000
Banquet	25,000
Bar	10,000

Power & Fuel:

Restaurant	20,000
Banquet	20,000
Bar	5,000

Unallocated expenses:

Advertisement	1,10,000
Repairs & maintenance	50,000
Administration expenses	25,000
Rent, rates taxes	50,000
Insurance	20,000
Interest	25,000
Depreciation	30,000

Note: Unallocated expenses are to be apportioned to the departments in the following ways:

- i) Advertisement and repairs & maintenance to be apportioned as restaurant 40%, banquet 40%, Bar 20%.
- ii) Rent, rates, taxes to be apportioned equally to the respective departments.
- iii) All the other expenses in the ratio of sales turn over.

OR

What do you mean by statutory audit? Explain its importance over internal audit.

(10)

- Q.3. Define internal control. Explain briefly the features of internal control.

(10)

- Q.4. Explain non-operating expense and income with relevant example.

(10)

Q.5. Prepare a rooms department income schedule under uniform system of accounting for hotels from the following information:

Sales:

Transient	4,00,000
Regular	2,50,000
Salaries & wages	22,000
Contract cleaning	15,550
Uniforms	10,000
Linen	10,250
Insurance	12,000
Allowance (Rooms)	20,000
Operating supplies	15,000
Reservations	1,000
Other operated departments	3,000

OR

Explain the importance of uniform system of accounting for the hotel industry.

(10)

Q.6. Prepare a balance sheet according to the format prescribed in the uniform system of accounting for hotels from the following trial balance of Sun & Sand hotel.

Liabilities	Amount (Rs.)	Assets	Amount (Rs.)
Share capital	1,25,000	Fixed assets	1,00,000
Preference share capital	50,000	Stock	2,50,000
Profit & Loss A/c	1,10,000	Debtors	1,50,000
Debentures	2,00,000	Investments	60,000
Bills payable	75,000	Cash	50,000
Tax payable	50,000		
	6,10,000		6,10,000

OR

What do you mean by departmental accounting? Explain the advantages of this system.

(10)

Q.7. Prepare an income statement of a hotel in accordance with uniform system of accounts from the following information as on 31st March 2025:

Net Sales:

Rooms	25,00,000
Food & Beverage	12,50,000
Telephones	3,00,000
Other departments	1,50,000

Cost of sales:

Food & Beverage	3,75,000
Telephone	1,25,000
Other departments	35,000

Payroll & other related expenses:

Rooms	1,75,000
Food & Beverage	1,40,000
Telephone	70,000
Other Departments	5,000
Administrative & general	55,000
Marketing	30,000
Property operation & maintenance	35,000
Rental and other income	1,00,000

<u>Other expenses:</u>	
Rooms	1,00,000
Food & Beverage	90,000
Telephone	5,000
Other departments	12,000
Administration & general	50,000
Marketing	45,000
Property operation & maintenance	35,000
Energy cost	1,75,000

<u>Fixed Charges:</u>	
Rent	50,000
Property tax	20,000
Insurance	45,000
Depreciation	75,000
Income tax	75,000

Profit on sale of fixed assets 1,00,000.

(20)

Q.8. Write the difference between the following:

- i) Gross profit method and Net profit method
- ii) Income statement and Balance sheet

(2x5=10)

Q.9. State True or False:

- i) Goodwill is an intangible asset.
- ii) Opening stock + Purchases – Closing stock = Cost of goods sold.
- iii) Net profit is sales less direct expenses.
- iv) Outstanding expenses is an income.
- v) Income received in advance is a liability.
- vi) Balance sheet is a statement.
- vii) Allocation of expenses is done in gross profit method.
- viii) Gross profit method is also known as kitchen profit.
- ix) Statutory audit is optional for a hotel.
- x) Income statement shows financial position of the business.

(10x1=10)

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

COURSE : 4th 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. Explain different types of food additives used in hotel industry. (10)
- Q.2. Discuss various factors affecting the growth of micro-organisms in food. (10)
OR
What measures should be taken to preserve food for a longer time period? (10)
- Q.3. Define food hazard. Enumerate the general categories of hazards associated with food. (10)
OR
What is food adulteration? Discuss different types of adulteration. (10)
- Q.4. What are the different sources of food contamination? (5)
OR
Discuss various methods accepted by hotels for waste disposal. (5)
- Q.5. Expand the following (**any five**): (5x1=5)
i) TQM ii) WTO iii) BIS iv) FPO
v) AGMARK vi) ISO vii) GMP
- Q.6. Explain basic principles of HACCP. (5)
- Q.7. Write short notes on (**any two**): (2x2½=5)
i) Food infection ii) Fermentation iii) Genetically modified foods
