

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

COURSE	:	4 th 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)**
- Pantry Car
 - Inventory control
 - Cyclic menu
 - Practical difficulties in bulk industry
 - “Shree Anna” (Millets)
 - Food additives
 - Cloud kitchen
 - Tribal food of India
 - Indenting for bulk cooking
 - Factors that affect the staffing in a catering establishment

SECTION – B

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

- Q.2. Explain in detail the factors that affect menu planning for a commercial kitchen.
OR
Mention 6 types of Indian breads covering different regions of India. Describe each in one-two lines.
- Q.3. Discuss the factors to be considered while selecting large equipment for a banquet kitchen/commercial kitchen.
OR
Briefly elucidate the characteristics of Parsi cuisine.
- Q.4. Compare and contrast between Lucknowi & Chettinad cuisine.
OR
Discuss different types of gravies used in Indian cuisine.
- Q.5. What is wazwaan? Explain any 4 dishes that are served in a traditional wazwaan.
OR
Discuss the characteristics of marine catering.
- Q.6. What are the advantages of operating an off premises catering unit?
OR
Mention any 6 festival foods of India with a one-two line description of each.

SECTION – C

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

- Q.7. Explain the salient features of Maharashtra cuisine, considering food habits and major ingredients used. List any five specialty dishes from this region with one line description of each.
OR
Plan a weekly menu for an institutional kitchen catering to 100 students, serving breakfast & lunch with a budget of Rs.100/day.

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ACADEMIC YEAR – 2025-2026

COURSE : 4th 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)**
- a) Function catering
 - b) Finger buffet
 - c) Toast procedure
 - d) Table Plan
 - e) Tips Pool
 - f) Menu planning
 - g) Contract sheet
 - h) Flambé
 - i) Centralized room service
 - j) Food aggregators

SECTION – B

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

- Q.2. Explain the importance of briefing and the communication to other departments during function catering.

OR

What are the various types of trolleys available for food service? Explain each trolley in brief.

- Q.3. What are the advantages and disadvantages of having a gueridon service?

OR

Discuss the role of IT application in F&B service post Covid.

- Q.4. What is a buffet service? Explain the various types of buffet arrangements?

OR

List various advantages and disadvantages of buffet service.

- Q.5. Describe various types of banquet functions. Explain requirements for the each type of function.

OR

Prepare a function prospectus sheet mentioning key information's.

- Q.6. What do you understand by "in room facilities"? Explain its various types.

OR

What is gueridon service? How is it different from on the live cooking of grill rooms?

SECTION – C

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

- Q.7. A banquet manager of a hotel has received a booking request for a formal function. The host has informed that a total of 198 guests will attend the event. Out of these, 18 guests will be seated at the top table, while the remaining guests will be seated at sprigs in the banquet hall. Calculate the total space requirement and seating arrangement needed to accommodate the guests. Clearly show the steps involved in determining the space allocation for the top table and the sprig tables.

OR

A five-star hotel has been receiving frequent guest complaints regarding its room service, such as late delivery of orders, incorrect items being served, and poor service coordination. The hotel management is

concerned about the negative impact on guest satisfaction and overall service quality. As a food and beverage manager, analyze the possible reasons why the room service department often receives more complaints. Suggest suitable strategies to minimize these complaints and improve the efficiency of room service operations.

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ACADEMIC YEAR – 2025-2026

COURSE : 4th 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) Budgeting cycle
 - c) Promotional rate
 - d) Rule-of-thumb approach
 - e) Occupancy ratio
 - f) Hotel income statement
 - g) VIP guest room inspection
 - h) Role of housekeeping supervisor
 - i) Commonly neglected areas in guestroom cleaning
 - j) Artificial intelligence in hotel front office

SECTION – B

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

- Q.2. Enlist different types of budget.
- OR**
- What is budgetary control? What are its advantages?
- Q.3. Draw a sample payroll analysis form.
- OR**
- Draw a sample three-day forecast form.
- Q.4. Enlist the several types of information which can be useful in room availability forecasting.
- OR**
- Explain the formula to determine the number of rooms available for sale on any given date.
- Q.5. Illustrate the duties of a housekeeping supervisor.
- OR**
- Sketch the diagram of the 'wheel of loyalty'.
- Q.6. Outline the importance of guest loyalty programme adopted in hotels. What are its benefits?
- OR**
- What is customer-defection? How do you strategize against guest defection?

SECTION – C

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

- Q.7. A newly established hotel is planning to determine the appropriate room tariff for its guestrooms. The management wants to ensure that the pricing covers all operational costs, provides a reasonable return on investment, and remains competitive in the market. As a revenue manager, explain how the hotel can determine its room rates by applying Hubbart's formula. Provide a step-by-step account of the process involved in establishing the room tariff.

OR

A luxury hotel has recently received feedback from guests regarding the cleanliness and maintenance of its public areas such as the lobby, corridors, restrooms, and elevators. The management has instructed the housekeeping supervisor to conduct a thorough inspection to ensure high standards of cleanliness and

hygiene. Based on this situation, explain in detail the public area cleaning inspection procedures that should be carried out by the housekeeping supervisor.

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ACADEMIC YEAR – 2025-2026

COURSE : 4th 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) Facility audit
 - b) Breakdown Maintenance
 - c) Waste management
 - d) Internet of Things (IoT)
 - e) Internal Support Services
 - f) Brand management
 - g) Recycling
 - h) Degradable waste

SECTION – B

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

- Q.2. Enumerate the duties and responsibilities of a facility manager.
OR
Differentiate between preventive maintenance and routine maintenance.
- Q.3. Write the general tips for energy conservation in hotel.
OR
Explain the features of facility management software.
- Q.4. Write down the factors affecting in selection of right contractor.
OR
What are the support services required for a housekeeping department of a hotel?

SECTION – C

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

- Q.5. Explain briefly the role and importance of facility management in a hotel industry.
OR
How does it help in the performance of hotel business if the working environment is positive and comfortable?

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ACADEMIC YEAR – 2025-2026

COURSE : 4th 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) Organized retail
 - b) Hyper market
 - c) Planogram
 - d) EDLP (Every Day Low Pricing)
 - e) Loss leader pricing
 - f) Imprest Management
 - g) Franchises
 - h) POS

SECTION – B

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

- Q.2. Enumerate the key characteristics of retailing.
OR
Explain the concept of wheel of retailing theory.
- Q.3. Enlist and explain in brief any four external factors influencing pricing in retail industry.
OR
Explain any four popular store layouts in retail industry.
- Q.4. Enumerate the different emerging trends in retail industry.
OR
Illustrate any two popular locations for retail outlets.

SECTION – C

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

- Q.5. How do products evolve through the different stages of its life cycle? Please explain with the help of an example.
OR
A new retail store has recently opened in a busy shopping area. The management wants to attract more customers and improve sales by effectively applying the retail marketing mix strategies. Based on this situation, explain how the retailer can use the 7 Ps of the retail marketing mix to strengthen its market position and enhance customer satisfaction.

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ACADEMIC YEAR – 2025-2026

COURSE : 4th 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)**
- a) Food science
 - b) Nutrients
 - c) Personal hygiene
 - d) Preservatives
 - e) Causes of food spoilage
 - f) Gelatinisation
 - g) Perishable food
 - h) GMO (Genetically Modified Food)
 - i) Pest control in food industry
 - j) Organic food

SECTION – B

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

- Q.2. Briefly explain the term food chemistry.
- OR**
- What are the objectives of cooking food?
- Q.3. Classify major constituents of food essential for the maintenance of life & growth.
- OR**
- Classify the colloidal system in the food with example.
- Q.4. Enlist the characteristics and functions of protein.
- OR**
- Explain the role of fat and oil in cookery.
- Q.5. What do you know about the roles and initiatives by FSSAI?
- OR**
- What is the role of critical control point in avoiding food risks?
- Q.6. Classify and discuss the benefits of microbes in food industry with examples.
- OR**
- Discuss the role of preservatives.

SECTION – C

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

- Q.7. In the recent years, trends in food packaging has evolved drastically. According to you, what is the importance of the food packaging and the factors that influences the consumer's demand in deciding the types of packaging? Also, discuss the effect of food packaging in accordance with the environment.
- OR**
- One of the major goals of today is to improve the nutritional quality of food making it healthier. According to you, what is the importance of food to us and what are the current nutritional challenges.

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ACADEMIC YEAR – 2025-2026

COURSE : 4th 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)**
- a) Downward vertical communication
 - b) Horizontal communication
 - c) Proofreading
 - d) Prewriting
 - e) Cover letter
 - f) Memorandum
 - g) Ethical web browsing
 - h) Web conferencing
 - i) Parts of a report
 - j) Summary of reports

SECTION – B

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

- Q.2. Explain the concept of persuasive writing and discuss the key techniques used to make persuasive communication effective.
- OR**
- What is grapevine? Explain the importance of grapevine in a business set up using examples.
- Q.3. What is the importance of written communication in business set-ups?
- OR**
- Explain the various types of business messages.
- Q.4. What are the various types of office memorandum?
- OR**
- You have received a job offer letter from XYZ hotel. Write a letter of acceptance to the HR manager. Assume all necessary details.
- Q.5. Explain the steps in writing business reports.
- OR**
- Outline the format to write a resume for job applications.
- Q.6. List any six netiquettes in business communication.
- OR**
- What are the criteria for selecting appropriate communication technology for business communication?

SECTION – C

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

- Q.7. Describe the type of writing used in the following cases **(any three)**:
- i) Advertisements
 - ii) Writing recipes
 - iii) Writing diaries
 - iv) Writing memoirs
- OR**

A company has recently received several complaints from its clients stating that the emails and letters sent by the organization are unclear, poorly structured, and sometimes misunderstood. As a result, the company is facing communication gaps and dissatisfaction among clients.

As a communication expert, analyze the situation and explain the principles of effective business correspondence that the company should follow to improve its written communication with clients.

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ACADEMIC YEAR – 2025-2026

COURSE : 4th 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) Accounting equation
 - b) Format of ledger
 - c) Generally Accepted Accounting Principles
 - d) Classification of accounts
 - e) Users of accounting information
 - f) Journal
 - g) Trial balance & its objectives
 - h) Types of financial statements
 - i) Advantages of uniform system of accounting
 - j) Departmental accounting

SECTION – B

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

- Q.2. State True or False:
- i) In departmental accounting only revenue producing departments are considered.
 - ii) Capital = Assets – Liabilities.
 - iii) Sundry creditors is a current liability.
 - iv) Goodwill is a tangible asset.
 - v) Construction of building is a revenue expenditure.
 - vi) Cash withdrawn by the owner of the business for his own use is called drawings.

OR

What are the different methods of preparing departmental accounts?

- Q.3. Classify the following as personal account, real account and nominal account:
- i) Ramu
 - ii) Machinery
 - iii) Rent received
 - iv) State Bank of India
 - v) Cash
 - vi) Commission paid

OR

Prepare trial balance from the following ledger balances:

Particulars	Amount (Rs.)
Capital	45000
Cash in hand	5500
Direct expenses	5000
Discount received	300
Carriage outwards	3500
Purchases	49700
Sales	59400
Creditors	15000
Buildings	50000
Opening stock	6000

- Q.4. Write the difference between ledger and journal.

OR

List the difference between trial balance and balance sheet.

Q.5. Explain the classification of assets.

OR

Describe capital and revenue expenditure with examples.

Q.6. Journalise the following transactions:

May 1 2022 Mr.X started business with cash Rs.1,00,000/-

May 5 2022 Paid rent by cash Rs.5,000/-

May 6 2022 Sold goods for cash Rs.20,000/-

OR

Write short notes for the following accounting terms (**any two**):

i) Transaction

ii) Capital

iii) Drawings

SECTION – C

Attempt all questions

(15x1=15)

Q.7. Prepare departmental income statement from the following information:

Particulars	Restaurant	Banquet	Bar
Sales	50000	30000	20000
Cost of Sales	15000	6000	3500
Wages + Salaries	8000	2500	1000

Unallocated expenses:

Office expenses 1500

Head Office expenses 2000

Fixed charges 1200

Interest 1000

Note: Unallocated expenses to be apportioned amongst departments on the basis of sales.

OR

Explain double entry system of accounting and write the golden rules of debit and credit aspects of the three types of accounts.
