

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

COURSE : 6th Semester of 3-year B.Sc. HHA Program
 SUBJECT : Advance Food & Beverage Operations - II
 TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. Explain the different parts of bar. (10)
OR
 Enlist five glasswares with diagram and specifications used in bar.
- Q.2. Explain the duties and responsibilities of "Sommelier". (10)
OR
 What do you understand by the term "Supervision"? Why is it important in F&B outlets? (10)
- Q.3. Explain the bar opening and closing duties in a five star hotel. (10)
OR
 Explain the supervisory skills required for a restaurant manager. (10)
- Q.4. Draw any five equipment used in bar. Explain their utility in detail. (10)
OR
 Explain bar mise-en-place and mise-en-scene. (10)
- Q.5. Explain "Standard Operating Procedure" (SOP) with relevant example of a restaurant. (10)
- Q.6. What are the different methods of making cocktails? (10)
- Q.7. Differentiate between syrups and garnish with suitable examples. (10)
- Q.8. Write short notes on **(any two)**: (2x5=10)
 i) Bar rail ii) Dispense bar iii) Jigger
- Q.9. Explain the recipe, preparations and service of the following cocktails **(any two)**: (2x5=10)
 i) Pink lady ii) Side car iii) Screw Driver
- Q.10. State True or False: (10x1=10)
 i) Wine cradle used in the service of white wine.
 ii) Dispense bar is a portable bar.
 iii) Jigger is used in measuring the spirits.
 iv) In bar inventory control done on a daily basis.
 v) Tequila is served hot.
 vi) Toddy is a drink from Tamil Nadu.
 vii) "KORN" is a spirit from Germany.
 viii) Liqueurs do not have alcoholic content.
 ix) "On the rocks" means to add soda and water.
 x) Muddler is used to crush ice.

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COURSE : 6th Semester of 3-year B.Sc. HHA Program
 SUBJECT : Front Office Management - II
 TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. "Following revenue management improves the co-ordination between the front office and marketing department". Discuss. (10)
- Q.2. Discuss the low demand tactics for FIT business in hotels.
OR
 Explain the benefits of revenue management for hotels. (10)
- Q.3. Describe the history of timeshare and condominium business.
OR
 Discuss the advantages of timeshare business in India. (10)
- Q.4. How the revenue management team supports in decision making? List the role of a revenue manager. (10)
- Q.5. Write short notes on **(any two)**:
 i) Duration control ii) Capacity Management
 iii) Resort Condominium International (RCI) iv) Vacation property (2x5=10)
- Q.6. Describe role of All India Resort Development Association (AIRDA) towards monitoring and promoting timeshare business in India.
OR
 Explain different types of timeshares. (10)
- Q.7. Differentiate between "Right to Use" and "Deeded Timeshares". List different types of accommodation in timeshares. (10)
- Q.8. Give the formula for the following:
 i) Average Room Rate (ARR) ii) Revenue Per Available Room (RevPAR)
 iii) Rate spread iv) Identical yield occupancy % (10)
- Q.9. State True or False:
 i) Close to arrival is an examples of availability strategy in hotels.
 ii) MLOS stands for minimum length of stay.
 iii) BAR is the lowest rate offered to FITs.
 iv) Interval international is an example of timeshare exchange company.
 v) Right to use timeshares allow owners to sell their timeshare. (5x2=10)
- Q.10. Match the following French terms with English equivalents:
 i) Tasse a) Bed
 ii) Etage b) Cup
 iii) Lit c) Good bye
 iv) Chambre d) Floor
 v) Au revoir e) Room (5x2=10)

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COURSE : 6th Semester of 3-year B.Sc. HHA Program
 SUBJECT : Accommodation Management - II
 TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. "Provision of a clean, comfortable, safe and aesthetically appealing environment". Support the statement by elucidating the role of housekeeping department in the hotel. (10)
- Q.2. Define the terms "Safety" and "Security". Discuss the three 'Es' of workplace safety. (10)
OR
 "Prevention is better than cure". With the reference of the statement list any five guidelines for the prevention of accidents in a hotel. (10)
- Q.3. Discuss the two different methods of lighting, architectural and non-architectural lighting with examples. (10)
- Q.4. What are the elements of design? (10)
OR
 Explain the principles of design for a hotel guest room. (10)
- Q.5. Draw a neat diagram of colour wheel. Discuss in detail how colour plays an important role in interior design. (10)
OR
 Classify and explain the different types of colour schemes. (10)
- Q.6. Write short notes on **(any two)**: (2x5=10)
 i) Refurbishment ii) Accessories of a guest room
 iii) Importance of lighting iv) Built in furniture
- Q.7. What factors should be considered while selecting furniture for hotel guest room? (10)
OR
 Describe any five types of window treatments. (10)
- Q.8. List all the tasks that the executive housekeeper needs to do for an upcoming hotel property opening in three months. (10)
- Q.9. Fill in the blanks: (5x2=10)
 i) The _____ forms the base of the window.
 ii) _____ an upholstered seat, without back or arms, often used at the foot end of beds in guestroom.
 iii) Full form of MSDS is _____.
 iv) _____ is also known as binary colours.
 v) _____ is the study of people's efficiency in relation to the working environment.
- Q.10. Match the following: (5x2=10)
 i) Valance a) Rice paper
 ii) Red b) Curtain
 iii) Pile c) Floor
 iv) Terrazo d) Primary colour
 v) Shoji screens e) Face of carpet

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COURSE : 6th Semester of 3-year B.Sc. HHA Program
 SUBJECT : Food & Beverage Management
 TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. Discuss different types of costs with relevant examples.
OR
 Define cost. Explain the elements of cost with examples. (10)
- Q.2. How can menu be used as a powerful tool to promote sales in F&B operations?
OR
 What is MIS? Explain various reports generated through MIS in F&B department. (10)
- Q.3. List any ten bar frauds. Explain any two with suggestions to control it.
OR
 With a flow chart, explain the process of beverage control in a star classified hotel. (10)
- Q.4. Discuss common methods of pricing of menus followed in catering industry.
OR
 What is budgetary control? Explain the steps involved in preparing a budget. (10)
- Q.5. Define menu engineering. Illustrate classification of dishes based on menu engineering. (10)
- Q.6. What is break-even analysis? Draw a break-even chart using a suitable example. (10)
- Q.7. Explain briefly **(any five)**:
 i) Standard portion size ii) Standard recipe iii) Bin card iv) Zero budget
 v) Sales mix vi) E.C.R vii) Contribution (5x2=10)
- Q.8. List the objectives of inventory control. Distinguish between the two commonly used methods of inventory control. (10)
- Q.9. Write short notes on **(any two)**:
 i) Par stock ii) Budgetary control iii) Cost variance iv) Reorder point (2x5=10)
- Q.10. Match the following:
 i) Dented can of olives a) Breakeven
 ii) Sizzlers b) Pour brands
 iii) Semi variable costs c) Budgetary control
 iv) Low profit, high popularity d) Sales promotion
 v) Lead time e) Puzzles
 vi) High profit, low popularity f) SPS
 vii) Happy hour g) Cash cows
 viii) Cumulative food cost report h) Step costs
 ix) Cocktails i) Snowball effect
 x) Angle of incidence j) Credit memo (10x1=10)

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COURSE : 6th Semester of 3-year B.Sc. HHA Program
 SUBJECT : Facility Planning
 TIME ALLOWED : 03 Hours

MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. Explain in detail the basic design considerations of a hotel. (10)
- Q.2. With the help of a neat diagram, explain systematic layout planning (SLP). (10)
- Q.3. Discuss the facilities and services required for the classification of a five star hotel. (10)
- Q.4. Write short notes (**any two**):
 i) Network diagram
 ii) Various equipment used in store
 iii) Methods of energy conservation in hotels
 iv) Kitchen stewarding (2x5=10)
- Q.5. Write the standard purchase specification for the following equipment (**any two**):
 i) Work table with sink
 ii) Dosa plate
 iii) Tilting bratt pan
 iv) Deep fat fryer (2x5=10)
- Q.6. Highlight the major difference between PERT and CPM.
OR
 Draw a layout of store for a 300 rooms hotel property. (10)
- Q.7. Discuss merits and demerits of any three types of kitchen equipment layouts.
OR
 Draw a layout of Indian kitchen. Keeping in mind, the kitchen caters to 100 rooms and 50 pax restaurant. (10)
- Q.8. Draw a network diagram for the given project and find out the critical path.

Task	Time in Days	Predecessor
A	2	----
B	3	----
C	4	----
D	2	A
E	2	B
F	4	B
G	6	C
H	4	D
I	2	E
J	3	H, I
K	5	F, G

(10)

Q.9. Explain in one or two lines (**any five**):

i) HVAC

iv) Energy conservation

vii) Atrium

ii) Plinth area

v) Car parking

iii) Kitchen stewarding

vi) Ventilation Hood

(5x2=10)

Q.10. State True or False:

i) Heritage grand must be built before 1935.

ii) Guests with visual impairments benefit from having braille signage on guestroom doors and elevator buttons.

iii) Network crashing is the maximum time required to complete the event.

iv) Poor ergonomics effect the smooth working in kitchen.

v) Star classification of hotels in India expires after five years.

(5x2=10)
