

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT  
AND CATERING TECHNOLOGY, NOIDA  
**ACADEMIC YEAR 2011-2012**

COURSE : 6<sup>th</sup> Semester of 3-year B.Sc. in H&HA  
SUBJECT : Advance Food & Beverage Operations - II  
TIME ALLOWED : 03 Hours MAX. MARKS: 100

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(Marks allotted to each question are given in brackets)

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- Q.1. Draw the organization chart of the F&B Service department of a large hotel. List the job description of a F&B Manager. (5+5=10)
- Q.2. What are the skills of a good F&B Supervisor? What are the essential traits of a good F&B Captain? (6+4=10)
- Q.3. What are the parts of a bar? Explain each in detail.  
**OR**  
Draw and label the parts of a bar. (10)
- Q.4. What are cocktails? Explain the different types of cocktails with **two** classical examples of each type. (10)
- Q.5. List **ten** equipment each under the head heavy, electric, manual used in a bar.  
**OR**  
List the opening and closing duties of a bartender. (10)
- Q.6. Write short notes on **any two**:  
(a) Common bar frauds  
(b) Types of bar  
(c) SPS for beverage purchasing  
(d) Mocktails (2x5=10)
- Q.7. Prepare a bar card for a cocktail bar located in a five star hotel. (10)

Q.8. In a tabular form, explain the following on the basis of their base, additives, glass, garnish (**any five**):

- (a) Bloody mary
- (b) Pimms No 1
- (c) Pinacolada
- (d) Rusty nail
- (e) Screwdriver
- (f) Rob Roy
- (g) Margarita
- (h) B&B

(5x 2 =10)

Q.9. Prepare the duty roster of a banquet department having **14** Stewards, **03** Captains and **01** Sr. Captain listing broadly the duties allotted to the stewards.

(10)

Q.10. Explain the following terms (**in one or two sentences each**):

- (a) Bouncer
- (b) Bar optic
- (c) Frappé
- (d) Standard recipe
- (e) Collins
- (f) SOP
- (g) Bar die
- (h) Apéritif
- (i) Speed rail
- (j) Corkage

(10x1=10)

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- Q.1. "Current Culinary trends demand intensive study of the taste and textures of food, most of Michelin Chefs have a dedicated team for the same". Examine the role of Organoleptic and Sensory evaluation in compiling a menu. (10)
- Q.2. "Geographical location has an impact on the local ingredients and the cuisine of the place itself". Comment in context to the Italian cuisine, which is the most ethnic and popular cuisine in the world. (10)
- Q.3. (a) With the help of flow chart, illustrate the production of chocolate.  
(b) What is the commonly used method of tempering chocolate? (5+5=10)
- Q.4. What is food cost? What are the objectives of Food Cost Control? (2+8=10)
- Q.5. Why do we use icings? Discuss any **three** types of icings commonly used on cakes and desserts. (4+6=10)
- OR**
- What are Frozen desserts? List and explain any **four** types. (2+8=10)
- Q.6. Write about the regional cooking schools of China. What special equipment and utensils are used that make the food of China so distinct? (6+4=10)

Q.7. Classify meringues on the basis of usage of ingredient and preparation style. What precautions will you keep in mind while making meringues?

(7+3=10)

**OR**

What are bread improvers? List and explain **four** commonly used bread improvers and their main functions.

(2+4+4=10)

Q.8. Differentiate between (**any two**):

- (a) Production planning and production scheduling.
- (b) Job description and job specification.
- (c) Forecasting and budgeting.

(2x5=10)

Q.9. Define the following (**any ten**):

- (a) Osso Bucco
- (b) Quesadillas
- (c) Calzone
- (d) Bagna cauda
- (e) Spatzle
- (f) Gazpacho
- (g) Jalapeno
- (h) Baklava
- (i) Sashmi
- (j) Nam pla
- (k) Sui Mai
- (l) Tzatziki

(10x1=10)

Q.10. What are the common external faults found in breads? How will you rectify the causes?

(5+5=10)

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**ACADEMIC YEAR 2012-2013**

COURSE : 6<sup>th</sup> Semester of 3-year B.Sc. in H&HA - **Specialisation**  
SUBJECT : Facility Planning  
TIME ALLOWED : 03 Hours MAX. MARKS: 100

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Q.1. "Guests demands and tastes play a major role in kitchen plan". Justify the statement with the help of key steps in kitchen design.

**OR**

What are the steps in designing a kitchen and describe **four** steps in detail. (10)

Q.2. "Ideas of kitchen planning layout may be kept flexible". Justify your answer with proper reasoning. (10)

Q.3. What are the shapes of commercial kitchen normally in use? Describe **two** of them with sketches.

**OR**

"Environmental conditions play vital role for the performance of living organisms". Elaborate. (10)

Q.4. What are the various types of store? Mention key points regarding layout of a good food store. (5+5=10)

**OR**

Describe works flow of a store from purchase of goods to the issuing with help of a diagram. (10)

Q.5. "The role of a storekeeper in a store of any hotel industry is very important". Describe. (10)

Q.6. Write short notes on (**any two**):

- (a) Kitchen safety
- (b) Stock level
- (c) Human engineering
- (d) Production cycle
- (e) Benefits of kitchen stewarding

(2x5=10)

Q.7. What is the importance of kitchen stewarding? Briefly narrate duties and responsibilities of kitchen stewarding staff.

(2+8=10)

Q.8. What do you understand by energy conservation? Who are the beneficiaries of energy conservation?

(5+5=10)

Q.9. What is energy audit? Define benchmark and explain its role in energy auditing.

(5+5=10)

Q.10. State whether the following statements are True or False:

- (a) Centralised kitchen consumes higher energy.
- (b) Water treatment helps to conserve water.
- (c) Par stock is not so important for bars.
- (d) Perpetual inventory stock gives instant figure of stock position.
- (e) Fire-fighting equipment is not essential for kitchen.
- (f) A chef should be consulted before designing a kitchen.
- (g) Kitchen area should not have flexi pattern.
- (h) Colour selection has an important role in kitchen designing.
- (i) Noise becomes a leading cause of high sickness rates.
- (j) Training plays a vital role in energy conservation.

(10x1=10)

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- Q.1. Hospitality industry uses different pricing methods. Discuss in detail. (10)
- Q.2. What is menu engineering and how on the basis of menu engineering various items are categorized? (10)
- Q.3. Explain **any five**:
- (a) NCR
  - (b) ABC analysis
  - (c) Margin of safety
  - (d) Fixed cost
  - (e) EOQ
  - (f) POS
- (5x2=10)
- Q.4. Briefly state different stock levels used in a hotel store room.  
**OR**  
Explain how menu acts as a marketing tool for a hotel. (10)
- Q.5. Differentiate between (**any two**):
- (a) Perpetual inventory and Physical inventory
  - (b) Controllable cost and uncontrollable cost
  - (c) Overhead variance and food cost variance
- (2x5=10)
- Q.6. Define Budgetary control and enlist various steps involved in budgetary control with its advantages. (10)

Q.7. With the help of a graph, explain BEP analysis.

**OR**

Write in detail the elements of a cost and how cost is ascertained in a hotel.

(10)

Q.8. Write short notes on **any two**:

- (a) Bar frauds
- (b) Standard recipe
- (c) PV ratio

(2x5=10)

Q.9. Briefly explain beverage control and various methods used in a hotel to control beverages with the help of a flow chart.

(10)

Q.10. State True or False:

- (a) Cost indicates the amount of expenditure incurred on to the business either in actual or notional.
- (b) Ounce system is used to control beverages.
- (c) Par stock is also called emergency stock.
- (d) Master budget is prepared by the ultimate integration of separate functional budgets.
- (e) The objective of beverage stock taking is to minimise pilferage.
- (f) Break-even point is the point of sales volume at which total revenue is not equal to total costs.
- (g) Management information system provides information support for decision making in the organization.
- (h) Menu items low in the menu mix and high in gross profit margins are called puzzles in menu engineering.
- (i) A good menu should be acceptable to guests and must ensure profits for the management.
- (j) The economic order quantity is that inventory level which minimises the total or ordering and carrying costs.

(10x1=10)

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Q.1. Mention the objectives of Yield management, justifying its applicability to rooms division.

**OR**

Explain what are the various techniques used by Front Office to maximize yield?

(10)

Q.2. Enlist all the formulae required to measure yield.

(10)

Q.3. Discuss the role of yield management team in enhancing room revenue.

**OR**

Enlist the potential high and low demand tactics, hotels use to increase their yield.

(10)

Q.4. Write short notes on **any two**:

- (a) RCI
- (b) Yield Management Software
- (c) Government's role to promote Time Share in India
- (d) Advantages of Time Share

(2x5=10)

Q.5. Explain the concept of Time Share and briefly describe the various types of Time Share.

**OR**

Discuss the growth of Time Share in India and highlight the contribution of the industry.

(10)

Q.6. What is Break Even Analysis? Explain how it can be used in rooms division to maximize revenue, suggesting the role of non-room revenue.

(10)

Q.7. Hotel Palm View has 300 lettable rooms and operates on 80% occupancy with an Average Room Rate of `5000/-. If the Tariff is revised to `6000/-, then the occupancy dips to 70%. The Marginal Cost per room is `200/- and the Non-room revenue per guest is `600/-. Identify whether it is financially advisable to increase the tariff or not. **(show all the calculations clearly)**. (10)

Q.8. Explain the following briefly:

- |                          |                    |                         |
|--------------------------|--------------------|-------------------------|
| (a) Displacement         | (b) Rate Spread    | (c) ADR                 |
| (d) Wash Factor          | (e) PASR           | (f) Upselling           |
| (g) RevPAR               | (h) Rate Potential | (i) Contribution Margin |
| (j) Equivalent Occupancy |                    |                         |

(10x1=10)

Q.9. **A** Translate the following into English:

- (a) - Je suis venu seul.  
 (b) - Appelez moi un taxi, s'il vous plait.  
 (c) - Bon soir. Parlez vous anglais Monsieur?  
 (d) - Bonjour Madame, Est-ce que vous avez une chambre?  
 (e) - Quel est le prix de cette chambre par jour?

**B** Translate the following into French:

- (a) - Please give me the bill.  
 (b) - These are my suitcases.  
 (c) - I have reserved a room for two nights.  
 (d) - Here is the key for you. Sign here please.  
 (e) - Do you have a cheaper room?

(5+5=10)

Q.10. Fill in the blanks:

- (a) Yield management is based on \_\_\_\_\_ & \_\_\_\_\_.  
 (b) \_\_\_\_\_ means selling rooms at a price lower than the rack rate.  
 (c) The % of Actual Average rate and Potential Average rate is termed as \_\_\_\_\_.  
 (d) Rooms are an extremely \_\_\_\_\_ product.  
 (e) During peak season, the policy should be to \_\_\_\_\_ the average room rate.  
 (f) \_\_\_\_\_ is the cost incurred whether a room is sold or not.  
 (g) Losses incurred because of Discounting can be offset by \_\_\_\_\_ revenue.  
 (h) \_\_\_\_\_ in simple words means overbooking.  
 (i) \_\_\_\_\_ yield involves calculations of different combinations of occupancy and actual rate, resulting in similar yield.  
 (j) \_\_\_\_\_ = Avg. room rent - Marginal Cost per room. (10x1=10)

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IHM SHIMLA