

(2004FBS15)

B.Sc (H&HA) DEGREE (CBCS) EXAMINATION,
MARCH/APRIL 2018.

(Examination at the end of Second Semester)

Part II: Core Courses

FOOD AND BEVERAGE SERVICE-II

(Regulation 2015-2016)

Time : Three hours

Maximum : 75 marks

SECTION A — (5 × 5 = 25 marks)

Answer any FIVE questions.

1. Define menu. Describe its various functions.
2. Differentiate also Carte and table d'hôte menus.
3. Explain Hi- tea and supper.
4. Write a short notes on continental breakfast.
5. Explain about silver service.
6. What is room service? Give its functions in detail.
7. Explain the role of cashier in food and beverage service outlet.
8. Explain different methods of settling bills.

SECTION B — (5 × 10 = 50 marks)

Answer the following questions.

UNIT-I

9. Trace the origin and history of menu. Briefly explain the types of menu.

Or

10. Explain the menu terms, menu design.

UNIT-II

11. Briefly explain French classical menu with atleast five examples for each.

Or

12. Briefly explain the salient features of Indian Regional Dishes.

UNIT-III

13. Explain types of services

Or

14. Explain the following:

- (a) Dinner
- (b) Breakfast.
- (c) Lunch
- (d) Brunch.

UNIT-IV

15. Explain room service operations and procedures.

Or

16. Define vending, kiosks, bars and food courts.

UNIT-V

17. Explain the role of KOTS and BOTS. What are the various kinds of Kots and used in a large establishment?

Or

18. Explain the triplicate checking method with help of flow chart diagram.

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B.Sc.(H & HA) DEGREE (CBCS) EXAMINATION,

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(Regulation 2015-16)

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Part — II :Core Courses

FRONT OFFICE – II

Time : Three hours

Maximum : 75 marks

PART A — (5 × 5 = 25 marks)

Answer any FIVE questions.

1. Describe the duties of bell boy.
2. Draw organization structure of small hotel?
3. Explain mail and message.
4. What type of telecommunication equipments used at F.O.
5. What is Tariff? Explain.
6. Define overbooking.

7. Explain complaints handling procedure.

8. Write any five countries, capital and there currency.

PART B — (5 × 10 = 50 marks)

Answer the following questions.

UNIT I

9. Draw an organization structure of front office of a large Hotel.

Or

10. Write the duties and responsibilities of any 4 front office staff.

UNIT II

11. Explain briefly equipments used at front office.

Or

12. Describe the various types of rooms you will find in a hotel.

UNIT III

13. What do you understand by guest cycle? Explain in detail.

Or

14. What is the role and functions of lobby manager.

UNIT IV

15. Differentiate between guaranteed and non-guaranteed reservation.

Or

16. Explain types of reservation.

UNIT V

17. Define the role of international airlines in increase of tourism in India?

Or

18. What is FEMA? Explain.

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Part II — Core Courses

FOOD PRODUCTION-II

(Regulation 2015-2016)

Time : Three hours

Maximum : 75 marks

SECTION A — (5 × 5 = 25 marks)

Answer any FIVE questions.

1. Explain the purchasing and storing consideration in fruits.
2. Describe the role thickening agents in cookery?
3. List the points to be considered while purchasing eggs?
4. Give short notes on shellfish?
5. Define roux?
6. How does a consomme clarify?
7. Discuss the process of bread making?
8. Explain the cake formula.



SECTION B — (5 × 10 = 50 marks)

Answer the following questions.

UNIT-I

9. Discuss the points to be remembered while using milk and milk products in cookery?

Or

10. Explain the role of fats and oils in cookery?

UNIT-II

11. List the various cuts of poultry with neatly drawn diagram.

Or

12. Classify fish and shellfish with help of neatly drawn chart?

UNIT-III

13. Define the term 'stock' list and discuss the four steps to produce a quality stock?

Or

14. Explain thickening agents, binding agents and clarifying agents.

UNIT-IV

15. List the mother sauces and give the method of preparation for at least two?

Or

16. Write a short note on compound butter sauces?

UNIT-V

17. What are the different methods of making cake and explain any two methods?

Or

18. Explain the types of sugar and functions of sugar in baking.

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Part II -- Core Courses

HOUSE KEEPING — II

Time : Three hours

Maximum : 75 marks

PART A -- (5 × 5 = 25 marks)

Answer any FIVE questions.

1. Explain about mechanical equipments.
2. Write the characteristics of good cleaning agent.
3. Explain about spring cleaning.
4. Define cleaning procedure of elevator.
5. Write the cleaning of banquet hall.
6. Explain different types of pests.
7. Define under repair rooms.
8. Explain occupied room cleaning procedure.

PART B — (5 × 10 = 50 marks)

Answer the following questions.

UNIT I

9. What are the types of cleaning agents used at H.K.

Or

10. Explain storage, upkeep and maintenance of mechanical and manual equipment with the help of diagram.

UNIT II

11. Explain the cleaning of departure room.

Or

12. Define check-list of a guest room.

UNIT III

13. Explain the cleaning of food service areas and employee's areas.

Or

14. Write any cleaning procedure of laminated surfaces.

UNIT IV

15. Explain any two public areas cleaning procedure.

Or

16. What are the general methods of pest control?

UNIT V

17. Explain the forms and formats used in house keeping.

Or

18. Explain the procedure of a turn-down service in a single-occupancy twin room.