

(3004FBS15)

**B.Sc. (H & HA) DEGREE (CBCS) EXAMINATION,
OCTOBER/NOVEMBER 2017.**

(Examination at the end of Third Semester)

Part II — Core Paper

FOOD AND BEVERAGE — III

(Regulation 2015-2016)

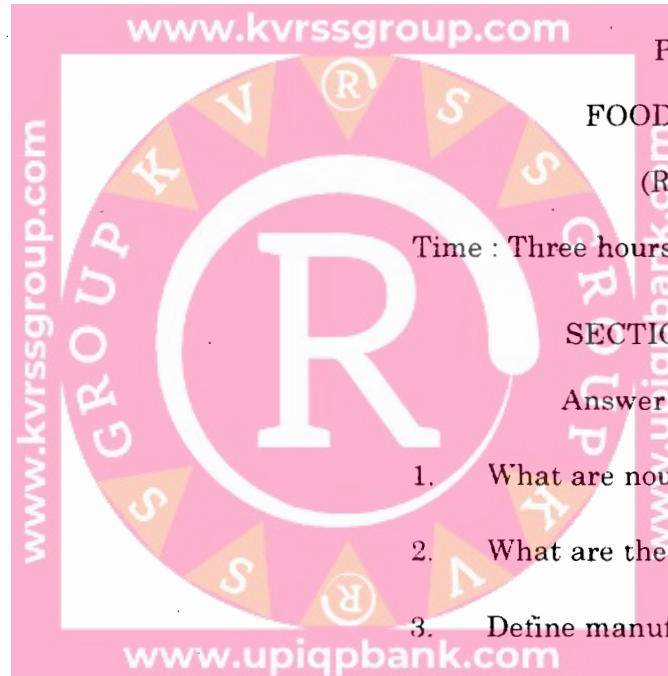
Time : Three hours

Maximum : 75 marks

SECTION A — (5 × 5 = 25 marks)

Answer any FIVE of the following.

1. What are nourishing drinks?
2. What are the types of tea leaves?
3. Define manufacture of Whisky.
4. Describe layout and planning of a bar.
5. What is the different between cocktails and mock tails?



6. Explain the types of wine glasses.

7. Write the duties of banquet staff.

8. Give a brief description of silver service.

UNIT IV

15. Describe procedure of service of Wines.

Or

16. Define production of champagne wines and Italy and Spain, their manufacture.

SECTION B — (5 × 10 = 50 marks)

Answer FIVE questions.

UNIT I

9. Classify alcoholic and non-alcoholic beverages.

Or

10. Differences between Scotch Whisky and Irish Whisky.

UNIT II

11. Explain the history and process of making Wine.

Or

12. What are Spirits? How are they classified?

UNIT III

13. What are the records to be maintained by restaurant staff?

Or

14. Explain the types of Tobacco there storage and service.

UNIT V

17. Explain state level banquettes, security arrangements and protocol involved.

Or

18. Write the procedure for taking a Banquet banking.

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Part II — Core Paper

FRONT OFFICE — III

(Regulation 2015–2016)

Time : Three hours

Maximum : 75 marks

SECTION A — (5 × 5 = 25 marks)

Answer any FIVE questions.

1. Explain the departure procedure.
2. What are the different types of mails received by the hotel?
3. What is city ledger?
4. Explain about express check out.
5. What are the night auditing functions?

6. Define key control system in hotel.

UNIT III

7. What are the causes of fire? Explain the basic components of fire.

13. Draw foreign currency exchange certificate and foreign currency control sheet.

8. What precautions will you take while preparing guest bills?

Or

SECTION B — (5 × 10 = 50 marks)

14. Explain the procedure of guest account transfer.

Answer FIVE questions.

UNIT IV

UNIT I

9. What are the possible causes of complaints by guests? How should a front office assistant handle the complaints?

15. What are the audit procedures of non-automated semi automated and fully automated?

Or

Or

10. Explain the services and informations will give VIP and air crews during the stay.

16. Which reports does a night auditor prepare? What is the significance of these reports?

UNIT II

UNIT V

11. Explain the guest and non-guest accounts in front office.

17. How will you deal with terrorist activity or bomb threat as a front desk employee?

Or

Or

12. What is the front office accounting system? Describe its purpose.

18. Describe the various types of room keys you may find in a hotel.

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Part II — Core Paper

FOOD PRODUCTION – III

(Regulation 2015 – 2016)

Time : Three hours

Maximum : 75 marks

SECTION A — (5 × 5 = 25 marks)

Answer any FIVE of the following.

1. What are the principles of quantity cooking?
2. What are the types of fuel?
3. Define menu planning for hospitals.
4. Explain practical difficulties involved in indenting.
5. Describe Gujarati Famous Cuisine.
6. Explain about off premises catering.
7. Define Railways catering with good example.
8. What are the principles of reheating food.

SECTION B — (5 × 10 = 50 marks)

UNIT IV

Answer FIVE of the following.

UNIT I

15. Explain about industrial catering and transport catering.

Or

9. Describe problems and adjustments in terms of cooking time and temperature.

16. Discuss in brief about normal diet, special diet and invalid cookery.

Or

10. Discuss the advantages and disadvantages of different fuels.

UNIT V

17. What are the important points in storage of meat for recycling?

UNIT II

Or

11. Briefly explain any four caterings.

18. Discuss in detail about rechauffe cookery.

Or

12. Briefly discuss about the principles of standard Recipe.

UNIT III

13. Discuss about the Maharashtra and Bengal Cuisine.

Or

14. Write in detail about the traditions and specialities of Kerala Cuisine.

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Part II — Core Paper

HOUSE KEEPING — III

(Regulation 2015-2016)

Time : Three hours

Maximum : 75 marks

SECTION A — (5 × 5 = 25 marks)

Answer any FIVE questions.

1. Explain house keeping check list.
2. Draw a layout of linen room.
3. Describe par stock.
4. What type of equipments used in laundry?
5. Explain and illustrate the various geometrical shapes in flower arrangements.
6. What are the types of keys in H.K?
7. What is EPNS? How is it cleaned and polished?
8. Explain about valet service.

SECTION B — (5 × 10 = 50 marks)

Answer FIVE of the following.

UNIT I

9. Which areas special attention is required for H.K.?

Or

10. What are the self supervision techniques for house keeping staff?

UNIT II

11. Discuss the planning and layout of the linen and uniform room and the activities carried out there.

Or

12. Explain the inventory procedure and par levels of linen.

UNIT III

13. Explain the process of dry cleaning in brief. What are the various dry-cleaning agents typically used?

Or

14. What are the various laundry aids used in the OPL in a hotel?

UNIT IV

15. Explain the design features to be followed in flower arrangements.

Or

16. Discuss the types and placement of arrangements in a five star hotel for the following.

- (a) Restaurant
- (b) Conference room
- (c) Guest room
- (d) Buffet table.

UNIT V

17. What are the cleaning methods of silver, copper and stainless steel?

Or

18. Explain following special services second service, Freshup service, baby sitting.