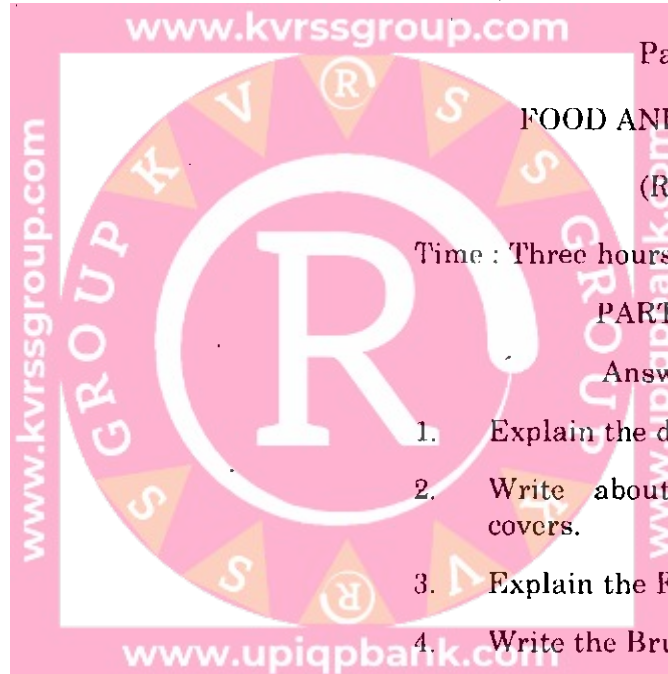


(2004FBS15)

**B.Sc. (H & HA) DEGREE (CBCS) EXAMINATION,
APRIL 2017.**

(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

PART A — (5 × 5 = 25 marks)

Answer any FIVE questions.

1. Explain the different types of menus.
2. Write about food accompaniment with their covers.
3. Explain the French Classical Menu.
4. Write the Brunch and Lunch.
5. Explain the Food and Beverage Service Method.
6. Write the room service operation.
7. Explain the Billing Methods.
8. Explain the KOTs and BOTs.

PART B — (5 × 10 = 50 marks)

UNIT IV

Answer the following questions.

15. Explain the Russiano Self Service.

UNIT I

Or

9. Define Menu planning and briefly discuss about it.

16. Write about Takeaway, Vending and food courts.

Or

10. Explain the menu terms, menu design.

UNIT V

UNIT II

Or

11. Write short notes on French Classical Menu with at least five examples for each.

17. Explain in detail about different type of breakfast.

Or

12. Explain the same Indian Regional Dishes.

18. Explain the F & B Control Cycle and Monitoring.

UNIT III

13. Write about Banquet Menu and Buffets Menu.

Or

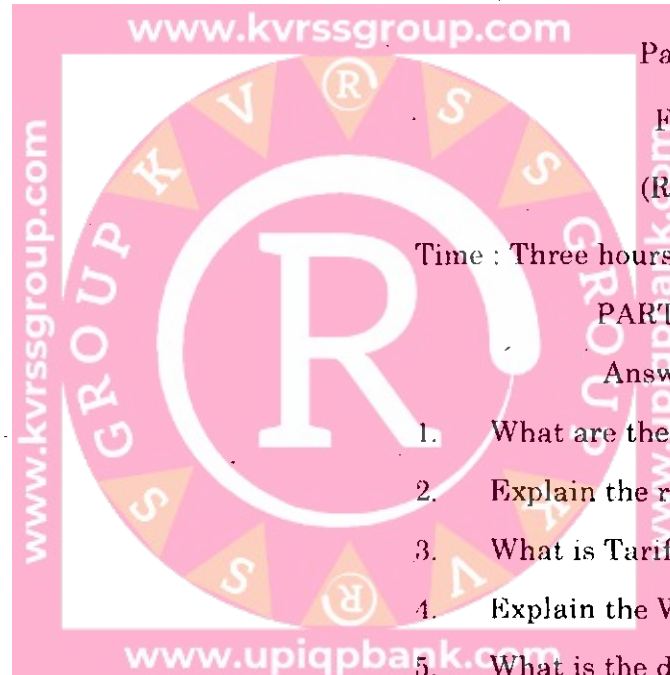
14. Explain the following :

- (a) Hi-tea
- (b) Supper
- (c) Dinner
- (d) Breakfast.

(2004FOF15)

**B.Sc. (H&HA) DEGREE (CBCS) EXAMINATION,
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Part II — Core Courses

FRONT OFFICE – II

(Regulation 2015-2016)

Time : Three hours

Maximum : 75 marks

PART A — (5 × 5 = 25 marks)

Answer any FIVE questions.

1. What are the qualities of Front Office Staff?
2. Explain the role of Front Office Cashier.
3. What is Tariff? Explain.
4. Explain the Whitney Reservation System.
5. What is the duty of Front Office Assistant?
6. Draw an organization chart of small hotel.
7. Who is a night auditor— Explain?
8. What are the different types of telecommunication equipment used in Front Office.

PART B — (5 × 10 = 50 marks)

UNIT IV

Answer the following questions.

15. What do you understand by the term reservation?
What are the types of reservation?

UNIT I

Or

9. Write the duties and responsibilities of Front Office Staff.

16. Write about amendments and cancellation procedure.

Or

10. Draw an Organization Structure of Front Office of a Large Hotel.

UNIT V

UNIT II

11. Explain the different types of plan available and describe their usage in the hotels.

17. What is the role of International Airlines in increase of Tourism in India?

Or

12. Which criteria of charging room rent is suitable for a commercial hotel? Why?

18. What is FEMA? Explain.

UNIT III

13. What is Guest Cycle? Explain the four parts of the Guest Cycle.

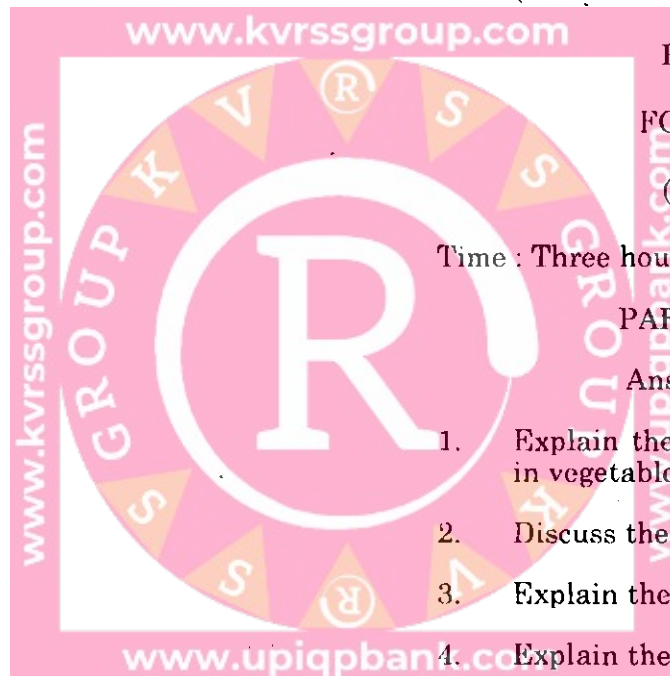
Or

14. What are the thumb rules of handling guest complaints? How are the complaints handling?

(2004FPR15)

**B.Sc. (H & HA) DEGREE (CBCS) EXAMINATION,
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Part II — Core Courses

FOOD PRODUCTION – II

(Regulation 2015-2016)

Time : Three hours

Maximum : 75 marks

PART A — (5 × 5 = 25 marks)

Answer any FIVE questions.

1. Explain the purchasing and storing consideration in vegetables.
2. Discuss the brief role of salt in cooking.
3. Explain the composition of egg.
4. Explain the cuts of fish.
5. List the four sub groupings of thick soups.
6. Describe the function of a sauce.
7. Discuss the leavening agents of cakes.
8. Classify the soups.

PART B — (5 × 10 = 50 marks)

Answer the following questions.

UNIT I

9. What are the basic common cuts and their measurement?

Or

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

UNIT II

11. Define poultry and state the types of birds included in this grouping.

Or

12. Draw the structure of egg and explain the uses of it in cookery.

UNIT III

13. Write the short notes of thickening agents, binding agents and clarifying agents.

Or

14. Define stock its types and uses in food production.

UNIT IV

15. Write the different types of accompaniments and garnishes — flavouring and colouring agents.

Or

16. Explain the classification of mother sauces with five derivatives.

UNIT V

17. Explain the different temperatures used in bakery.

Or

18. Explain the process of Bread making.

(2004HKP15)

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Part-II: Core Courses

HOUSE KEEPING – II

(Regulation 2015–16)

Time : Three hours

Maximum : 75 marks

PART A— (5 × 5 = 25 marks)

Answer any FIVE questions.

1. Explain the characteristics of a good cleaning agent.
2. Describe about Work Cards.
3. Explain about Turn Down Service.
4. Write the cleaning procedure of laminated surface.
5. Write the cleaning of Cloak Rooms.

6. Discuss about Window Cleaning Procedure.

UNIT III

7. Write the steps of occupied room cleaning.

13. Write the cleaning procedure of different types of floors and walls.

8. What are the Guest Supplies and amenities we keep in guest rooms?

Or

PART B — (5 × 10 = 50 marks)

14. Describe the cleaning procedure of elevators and restaurants.

Answer the following questions.

UNIT IV

UNIT I

15. Explain the types of pests and their control procedure.

9. What are types of cleaning equipments used in House Keeping?

Or

Or

16. Describe Evening Service.

10. Write about the storage and upkeep of manual and mechanical equipment.

UNIT V

UNIT II

17. What are the Forms and Formats used in H.K.?

11. Explain the vacant room cleaning procedure.

Or

18. Explain the procedure of departure vacant under repair VIP rooms.

Or

12. What are the standard contents of a guest room?