

ROLL No.....

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

COURSE : 1st Semester of 3-year B.Sc. in H&HA
SUBJECT : Application of Computers
TIME ALLOWED : 02 Hours MAX. MARKS: 50

(Marks allotted to each question are given in brackets)

- Q.1. (a) Expand the following terms:
(i) ASCII (ii) BASIC (iii) MICR (iv) VLSI
- (b) State whether true or false:
(i) Joystick is an input device
(ii) Ms-Word is a part of Windows operating system
(iii) Integrated circuits were used in second generation of computers
(iv) Format is an Internal command of DOS
- (c) Convert the following:
(i) $(1110011101)_2 = (?)_8$
(ii) $(149)_{10} = (?)_2$
- (4+4+2=10)
- Q.2 Answer the following:
(a) Draw block diagram of computer and explain its component.
(b) Explain different network topologies.
- (5+5=10)
- Q.3. Give DOS commands to perform the following (any five):
(Assume that your command prompt is c:\)
- (a) To make all files hidden
 - (b) Display all files having extension DOC
 - (c) To delete all files having extension BAK
 - (d) Copy a file XYZ from c:\ihm directory to c:\fci directory
 - (e) Create a batch file AAA in c:\ihm directory
 - (f) Move a file PQR from c:\ihm directory to floppy
 - (g) Print a file ABC from root directory
 - (h) Page wise listing of the contents of file NCHM.TXT
 - (i) Display all directories of root directory in sorted form
 - (j) Examine the disk and display the status report
- (5x1=5)

Q.4. Differentiate between the following (any two):

- (a) Impact printers and Non-impact printers.
- (b) Interpreter and Compiler.
- (c) Random Access Memory and Read Only Memory.
- (d) Spreadsheet and Word Processor.

(2x2 ½ =5)

Q.5. Briefly define the following (any five):

- (a) Wild cards
- (b) Mainframe computers
- (c) Operating system
- (d) 3rd generation of computer
- (e) Low-level languages
- (f) Microsoft office
- (g) Analog computers
- (h) Local area networks
- (i) Binary number system
- (j) Clipboard

(5x1=5)

Q.6. Discuss features of Ms-word.

(5)

OR

Write down the steps to perform the following tasks, in Windows:

- (a) To change the resolution of the screen.
- (b) To change the button configuration of mouse from right handed to left handed.
- (c) To change the currency symbol.
- (d) To change date and time.
- (e) To display full path in address bar of windows explorer.

(5x1=5)

Q.7. Match the following:

- (a) Tree
- (b) Windows
- (c) Register
- (d) Plotter
- (e) DOS
- (i) Memory
- (ii) Output device
- (iii) External command
- (iv) Command line interface
- (v) System Software

(5x1=5)

Q.8. Fill in the blanks:

- (i) _____ converts low level language into machine language.
- (ii) The extension of Ms-Excel file is _____.
- (iii) Automated loom was invented by _____.
- (iv) The part of taskbar on which time appears is known as _____.
- (v) Radix in Hexadecimal number system is _____.

(5x1=5)

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

COURSE : 1st Semester of 3-year B.Sc.in H&HA
SUBJECT : Foundation Course in Accommodation Operations - I
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. How does the Housekeeping department co-ordinate with the following departments?

- | | |
|------------------|---------------------|
| (a) Front Office | (b) Maintenance |
| (c) Security | (d) Food & Beverage |

(4x2 ½ =10)

OR

Does the layout of the Housekeeping department play an important role in smooth functioning of the hotel. Justify your answer.

(10)

Q.2. With the advent of new technology and software data can be stored and processed easily. How has the introduction of computers in housekeeping department benefited it?

(10)

OR

List out the various manual equipment used in the housekeeping department. Also mention the care and maintenance for the same.

(4+6=10)

Q.3. Define:

- | | | |
|---------------------|------------------|----------------|
| (a) Guest Amenities | (b) Horticulture | (c) Dutch wife |
| (d) Shoe mitts | (e) Tarnish | (f) Scrim |
| (g) Surfactant | (h) Silver pits | (i) Parlour |
| (j) Valet | | |

(10x1=10)

Q.4. Differentiate between:

- | | |
|---------------------------|---|
| (a) Hardwood and Softwood | (b) Guest expendables and Guest essentials |
| (c) Mitt and Rag | (d) Cylindrical and vertical vacuum cleaner |

(4x2 ½ =10)

Q.5. Write short notes on:

- | | |
|---------------------|-----------------|
| (a) Spring cleaning | (b) Floor Seals |
|---------------------|-----------------|

(5+5=10)

Q.6. Discuss the different types of polishes and their application.

(10)

- Q.7. Define Housekeeping. List out the aims and objectives and responsibilities of the Housekeeping department. (2+8=10)

OR

What is the importance of a guest room and what role do housekeeping department play to ensure guest satisfaction and repeat business? (3+7=10)

- Q.8. Outline the organization chart of Housekeeping department of a medium sized hotel and explain. (10)

OR

List out the duties and responsibilities of an Executive Housekeeper and Assistant Housekeeper. (5+5=10)

- Q.9. Give **one word** for:

- (a) Substances that depend on their rubbing or scratching action to clean dirt and grit from hard surface.
- (b) Substances used for destroying pathogenic micro-organisms.
- (c) Expand OOO.
- (d) Process of coating iron with a layer of Zinc to discourage corrosion.
- (e) A manual cleaning equipment with a long handle used for removing excess water from hard floor.
- (f) A term used for soft furnishings in a guest room.
- (g) A reaction of fats and oils with an alkali to obtain soap.
- (h) A room with two twin beds and a common head board.
- (i) A unit comprising of wash basin and a mirror where soaps, a dental kit, shaving kit and a tooth glass are kept.
- (j) Communication hub of the house keeping department manned 24 hours a day. (10x1=10)

- Q.10. Match the following:

- | | |
|------------------------|--|
| (a) Bath sheet | (i) cot for babies |
| (b) Crib | (ii) small light weight vacuum cleaner |
| (c) Castors | (iii) alloy of copper and tin |
| (d) Bronze | (iv) extra large bath towel |
| (e) Brass | (v) polishing silver articles |
| (f) Burnishing machine | (vi) surface active compounds |
| (g) Terrazzo | (vii) pink oxide of iron used as fine Abrasive |
| (h) Jewelers rouge | (viii) wheels of maid's cart |
| (i) Surfactant | (ix) alloy of copper and zinc |
| (j) Dusttet | (x) flooring consisting of marble and granite |
- (10x1=10)

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ACADEMIC YEAR 2011-2012

COURSE : 1st Semester of 3-year B.Sc.in H&HA
SUBJECT : Foundation Course in Food & Beverage Service - I
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. Explain the manufacture and classification of tea, (5+5=10)

OR

Explain the manufacture of coffee. What is laced coffee? List **any six** laced coffee. (5+2+3=10)

Q.2. What are the various F&B outlets found in a large hotel? List the suitable forms of service in each outlet. (7+3=10)

Q.3. Classify catering establishments with suitable industry examples under each category.

OR

Briefly describe the growth of the hotel industry in India. (10)

Q.4. Write the French equivalents of:

(a) Milk (b) Fork (c) Matchstick (d) Cup (e) Lunch
(f) Glass (g) Spoon (h) Plate (i) Tea (j) Waiter
(10x1=10)

Q.5. Draw the organization chart of the F&B Service department of a large 5 star hotel. List the French equivalents of the restaurant staff brigade. (7+3=10)

Q.6. Sketch the layout of a Pantry. What are the essential features of a good pantry?

OR

Explain the different methods that are used for silver cleaning. (10)

Q.7. Classify non-alcoholic beverages with a neat chart. Explain in brief "Table Waters".

(10)

Q.8. Draw and label the parts of a Dummy Waiter.

(10)

Q.9. Write short notes on **any five**:

- (a) Chef d' etage
- (b) Barker
- (c) Welfare catering
- (d) Baize
- (e) Cover
- (f) Bishop's maitre
- (g) Soup plate
- (h) EPNS

(5x2=10)

Q.10. Match the following:

- | | |
|-----------------------|----------------------------|
| (a) Restricted Market | (i) Napkin fold |
| (b) Perrier | (ii) Cutlery |
| (c) Fanning | (iii) Grenadine |
| (d) Sniffer | (iv) Coffee |
| (e) Spoon | (v) Tea |
| (f) Damask | (vi) Club |
| (g) The Fan | (vii) Ancillary department |
| (h) Pomegranate | (viii) Brandy balloon |
| (i) Plate store | (ix) Water |
| (j) Robusta | (x) Table cloth |
| | (xi) Flatware |

(10x1=10)

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ACADEMIC YEAR 2011-2012

COURSE : 1st Semester of 3-year B.Sc.in H&HA
SUBJECT : Foundation Course in Food Production - I
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. (a) Give recipe for 'Basic consommé.
(b) Classify soups with an example of each.
OR
(a) Classify sauces with an example of each.
(b) Give recipe for two litre white sauce. (5+5=10)
- Q.2. (a) Explain effects of heat on vegetables.
(b) List different colour pigments in vegetables with suitable example. (5+5=10)
- Q.3. (a) Describe different parts of salad.
(b) Explain salad dressing. Name **five** different dressings. (5+5=10)
- Q.4. Explain the following culinary terms:
(a) Abats (b) Chinois
(c) Mire-poix (d) Rigor-Mortis
(e) Emulsion (f) Bain Marie
(g) Boquet garni (h) Chiffonnade
(i) Foie gras (j) Larding (10x1=10)
- Q.5. (a) Explain duties and responsibilities of 'Executive Chef'.
(b) Draw kitchen organization chart for 5-star hotel. (5+5=10)
- Q.6. (a) Draw and describe the structure of an egg.
(b) List the characteristics and uses of eggs. (5+5=10)

- Q.7. (a) Define stock.
(b) Give the recipe for one litre fish stock.
(c) List the points to be considered while making good stock.
- (2+3+5=10)

- Q.8. (a) What is the importance of sugar in baking?
(b) Types of sugar and its uses.

OR

What are the various methods of cooking food? Explain each with an example.
(10)

- Q.9. Write short notes (**any two**):
- | | |
|----------------------------|--------------------|
| (a) Cooking of sugar | (b) Raising Agents |
| (c) Selection of good eggs | (d) Shortenings |
- (2x5=10)

- Q.10. Answer **any two**:
- (a) Explain the importance of kitchen uniform.
(b) What is personal hygiene?
(c) Which are safety procedures in handling equipment?
(d) Discuss principles of roasting.
- (2x5=10)

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NATIONAL COUNCIL FOR HOTEL MANAGEMENT
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ACADEMIC YEAR 2012-2013

COURSE : 1st Semester of 3-year B.Sc. in H&HA
SUBJECT : Foundation Course in Front Office - I
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. (a) Define the term 'HOTEL'.
(b) Discuss the various types of facilities and services provided by a five star hotel to their guest for repeat business.

OR

- (a) Define Tourism.
(b) Discuss in detail the various reasons why people travel for tourism purpose.

(2+8=10)

- Q.2. 'Hotel classification is important for maintaining hotel standards'. Keeping in mind the above sentence, classify hotels on the basis of location, size, facilities and services.

(10)

- Q.3. Sketch a hierarchical organization structure of a large resort hotel.

(10)

- Q.4. Draw a layout plan of the lobby and 'back of office' of a front office department and discuss its various sections.

OR

Explain the duties and responsibilities of a hotel Receptionist.

(10)

- Q.5. Write short notes (**any two**):

- (a) Types of rooms
(b) Message handling
(c) Time share
(d) Chain hotels

(2x5=10)

Q.6. 'Effective listening is an important part in telephone handling'. As a front office staff list the various measures taken while handling guest calls. (10)

Q.7. Draw and explain any **five** automated equipment used in modern budget hotel.

OR

Give the check-in procedure for a guest holding guaranteed reservation. (10)

Q.8. Give step-by-step procedure for baggage handling on FIT arrival. Support your answer with any **one** document used during the process. (5+5=10)

Q.9. State True or False:

- (a) Sarai is an example of alternative accommodation.
- (b) Concierge is part of uniformed service.
- (c) Quad room has four double beds.
- (d) Function of key card is different from card key.
- (e) Trade fairs are part of tourism industries.
- (f) Pre-registration can be done for walk-in guest.
- (g) Guest folio is prepared by the receptionist.
- (h) American plan includes room with one major meal.
- (i) Reservationist is responsible for guest welcoming.
- (j) Cabana is not a lettable room.

(10x1=10)

Q.10. Match the following:

- | | |
|--------------------|------------------------|
| (a) 1903, December | (i) Cashier |
| (b) Overbooking | (ii) Lettable room |
| (c) VPO | (iii) Sir |
| (d) Bonsoir | (iv) Good Morning |
| (e) Lanai | (v) Reservation |
| (f) Time share | (vi) Reception |
| (g) Motel | (vii) Taj Mahal Palace |
| (h) Monsieur | (viii) Good evening |
| (i) Bonjour | (ix) Highway hotels |
| (j) Room allotment | (x) Vacation ownership |

(10x1=10)

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ACADEMIC YEAR 2011-2012

COURSE : 1st Semester of 3-year B.Sc.in H&HA
SUBJECT : Hotel Engineering
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. Explain the functioning of a gas burner. List different types of burners. (8+2=10)

OR

What are the precautions to be taken while using gas? (10)

Q.2. Define the following (**any five**):

- (i) BTU
- (ii) CHU
- (iii) Latent Heat of vaporization
- (iv) Ampere
- (v) Volt
- (vi) Power
- (vii) Ohm
- (viii) Foot Candle

(5x2=10)

Q.3. Discuss the duties and responsibilities of a Chief Engineer of a 4-star hotel (10)

Q.4. What are the different ways in which hard water can be treated for further use? (10)

Q.5. Write a short note on fuels used in the catering industry. (10)

Q.6. Explain the functioning of window type air-conditioner with a diagram.

OR

Explain vapour compression system of refrigeration. (10)

Q.7. Explain the system of sewage disposal.

OR

Write an essay on the role of maintenance department in generating hotel business.

(10)

Q.8. What is Contract maintenance? Enumerate the maintenance work that can be given on contract.

OR

What are the different types of wires? Explain.

(10)

Q.9. Define pollution. Explain different types of pollution.

(3+7=10)

OR

What are the major points to be considered for conservation of electrical energy in a 5 star hotel?

(10)

Q.10. Differentiate between Preventive Maintenance and Breakdown maintenance.

(10)

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ACADEMIC YEAR 2011-2012

COURSE : 1st Semester of 3-year B.Sc.in H&HA
SUBJECT : Nutrition
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. Discuss about the functions of water in our body. What are the visible and invisible sources of water.

(8+2=10)

Q.2. What is the role of thiamine in our body? What are the deficiency diseases of thiamine?

OR

What are the functions of calcium in our body? What happens during calcium deficiency?

(6+4=10)

Q.3. What do you mean by balanced diet? Plan a day's balanced diet menu for a man doing moderate work.

(3+7=10)

OR

What are the factors affecting menu planning? Plan a low cost dinner menu for your hostel and find out its nutritive value.

(5+5=10)

Q.4. Define energy. What is the unit for measuring energy in nutrition? What are the factors affecting energy requirement of a person?

(2+1+7=10)

Q.5. What are lipids and what are their functions? Classify lipids giving examples of each.

OR

Classify carbohydrates giving examples. Draw a food pyramid and discuss the importance of cereals for the body.

(4+6=10)

Q.6. What are the functions of protein in our body? Name essential and non-essential sources of amino acids.
(6+4=10)

Q.7. What precautions will you take in quantity food production to retain maximum nutritive value of food?
(10)

Q.8. Classify vitamins on the basis of its solubility. What are the sources of vitamins A and D in our body?
(4+6=10)

Q.9. Give brief answers for the following:
(a) What are the food sources of riboflavin?
(b) What are the deficiency diseases of vitamin D?
(c) What is tofu?
(d) Define health and nutrition.
(e) What is kwashiorkor?

OR

Expand the following abbreviations giving brief description of each.

- (a) BMR
- (b) RDA
- (c) PUFA
- (d) SFA
- (e) HDL

(5x2=10)

Q.10. Fill in the blanks:
(a) Fluorosis is caused due to excess of _____ in water.
(b) Amla is a rich source of _____.
(c) Anaemia is caused due to deficiency of _____.
(d) Pellagra is a deficiency disease of _____.
(e) Night blindness is a sign of _____ deficiency.
(f) Sunshine is a source of _____.
(g) Bowed leg in children is a symptom of _____.
(h) Deficiency of iodine in the diet causes _____.
(i) Delay in clotting of blood is due to deficiency of _____ in the diet.
(j) Angular stomatitis is caused due to deficiency of _____ in the diet.
(10x1=10)
