

**FIRST SEMESTER B.SC. IN HOTEL MANAGEMENT & CATERING  
TECHNOLOGY DEGREE EXAMINATION – MARCH 2022**

**Time: 3 Hours**  
**Marks: 70**

**Max.**

**FUNDAMENTALS OF FOOD PRODUCTION PATISSERIE - I**

**Q.P. CODE: 1821**

Answers should be specific to the Questions asked.  
Draw neat, labeled diagrams wherever necessary.

**Question Number**

**Marks**

- |    |  |     |
|----|--|-----|
| 1. | A) What is bain-marie?   | (2) |
|    | B) List the basic organization of the kitchen department.  | (3) |
|    | C) What are proprietary sauces? List <b>five</b> of them.  | (5) |
|    | D) List the various cuts of fish.  | (5) |
| 2. | A) Expand HACCP.   | (2) |
|    | B) What is menu? Why is it important?  | (3) |
|    | C) What is physical contamination in foods? And give <b>five</b> examples of physical contamination in foods.                                  | (5) |
|    | D) Name the pigment present in potatoes. What are the effects of acid and alkali on it?  | (5) |
| 3. | A) Where does broccoli gets its name from?   | (2) |
|    | B) Describe roux and its various cooking stages.   | (3) |
|    | C) What are water soluble and fat soluble vitamins? Name <b>two</b> water soluble vitamins and two fat soluble vitamins present in vegetables. | (5) |
|    | D) Describe a yakhni stock.  | (5) |
| 4. | A) What do you understand by the term food safety?   | (5) |
|    | B) What is court bouillon and where is it used?  | (5) |
|    | C) What are the various components of a sauce?   | (5) |
| 5. | A) Draw out a layout of modern kitchen brigade in a large metro hotel.   | (5) |
|    | B) List the classifications of stocks and give the recipe of white chicken stock.  | (5) |

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**Max.**

**Marks: 70**

**FUNDAMENTALS OF FOOD & BEVERAGE SERVICE - I**

**Q.P. CODE: 1822**

Answers should be specific to the Questions asked.

Draw neat, labeled diagrams wherever necessary.

**Question Number**

**Marks**

1. A) List the types of catering activities (2)  
B) What are appetizers? Give **two** examples (3)  
C) State the concept of catering (5)  
D) What is entrée? State its cover with **two** examples of dishes (5)
  
2. A) What is sorbet? (2)  
B) What are Boissons? Give **three** examples. (3)  
C) List the types of cheeses with its country of origin (5)  
D) List the types of menu and explain any one type? (5)
  
3. A) Champignons grilles is the example of which course? (2)  
B) Define menu with its presentation model (3)  
C) What is menu planning? Mention the steps involved in menu planning. (5)  
D) What is English Breakfast? List it in detail. (5)
  
4. A) What is French service? Explain in detail. (5)  
B) What is Gueridon service? Explain in detail (5)  
C) List the types of banquets operations (5)
  
5. A) Write the 17 courses French classical sequence with one example of dish for each course (5)  
B) How beverages are classified? Explain with a help of a chart. (5)

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**Time: 3 Hours****Max.****Marks: 70****FUNDAMENTALS OF FRONT OFFICE - I****Q.P. CODE: 1823**

Answers should be specific to the Questions asked.

Draw neat, labeled diagrams wherever necessary.

**Question Number****Marks**

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|-----|---|-----|
| 6.  | E) Expand GRC, SOP.   | (2) |
|     | F) How does the tourism affect the hotel industry?  | (3) |
|     | G) Draw an organization chart of a front office department of a commercial hotel.   | (5) |
|     | H) What is GDS? How it works?   | (5) |
| 7.  | E) What is overbooking?   | (2) |
|     | F) Explain the term: Bureau de change, Caravan, inbound tourist.  | (3) |
|     | G) State the duties and responsibilities of reservation assistant.  | (5) |
|     | H) What is the impact of the grand tour on the development of the hotel industry in Europe?   | (5) |
| 8.  | E) List the types of passport.  | (2) |
|     | F) Draw a layout of the reservation section.  | (3) |
|     | G) Explain the importance of reservation details for hotel and guest.   | (5) |
|     | H) How are walk in guest registrations are done explain in detail.  | (5) |
| 9.  | D) Explain about the benefits of guaranteed reservations for a hotel.   | (5) |
|     | E) Explain reservation and state its type.  | (5) |
|     | F) State the selling techniques adopted in the front office department.   | (5) |
| 10. | C) Explain the check-out procedures.  | (5) |
|     | D) You are receptionist of a hotel and one day you have a guest complaining that the neighboring room where he stays in the hotel has some sort of terrorist activities, as a proof he shows you some conversation recordings held at the hotel premises which makes the situation confirming the terrorist activity, what will be your move on this situation? | (5) |
|     | 1. As a receptionist what will be your first step on this? Why?   |     |
|     | 2. As a receptionist have you felt that your hotel security systems were not good enough to filter such guest? If yes support your answer, if no how it can be improved?  |     |

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**Marks: 70**

**FUNDAMENTALS OF ACCOMMODATION - I**

**Q.P. CODE: 1824**

Answers should be specific to the Questions asked.  
Draw neat, labeled diagrams wherever necessary.

**Question Number**

**Marks**

- |     |   |     |
|-----|---|-----|
| 11. | D) Define Housekeeping.   | (2) |
|     | J) What is Valet service?   | (3) |
|     | K) Write down any 5 duties and responsibilities of uniform room attendant.                              | (5) |
|     | L) Mention any 6 points a job specification should possess.   | (5) |
| 12. | D) What is meant by 'back of the house'?  | (2) |
|     | J) Explain the categories of how housekeeping personnel are divided                                     | (3) |
|     | K) List down any 5 duties and responsibilities of executive housekeeper.                                | (5) |
|     | L) Explain any 5 types of keys  | (5) |
| 13. | D) Describe job order form.   | (2) |
|     | J) What is routine maintenance?   | (3) |
|     | K) How does housekeeping coordinate with the following front office, maintenance and F & B departments? | (5) |
|     | L) What do you understand by deep cleaning?   | (5) |
| 14. | G) Explain 'Room status Discrepancy'  | (5) |
|     | H) What is the purpose of organizational structure?   | (5) |
|     | I) Draw the layout of the housekeeping department.  | (5) |
| 15. | E) Explain turn down service.   | (5) |
|     | F) Explain assembling supplies  | (5) |

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**SECOND SEMESTER B.SC. IN HOTEL MANAGEMENT & CATERING  
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**Time: 3 Hours**

**Max.**

**Marks: 70**

**FRONT OFFICE - II**

**Q.P. CODE: 1827**

Answers should be specific to the Questions asked.

Draw neat, labeled diagrams wherever necessary.

**Question Number**

**Marks**

16. M) Explain the procedure of allotment and surrender of the safe deposit box (5)  
N) Describe the different types of guest complaints in a hotel (5)  
O) Briefly describe the different modes of settlement of bill accepted in hotels (5)
17. M) A 400 room hotel has 68% occupancy and 290 domestic and 100 foreign (5)  
guests in house calculate  
I. Bed occupancy percentage  
II. Foreign occupancy percentage  
N) What are the duties and responsibilities of a night auditor? (5)  
O) Explain the different types of folios used in the front office (5)
18. M) Describe the different types of fire (5)  
N) Describe the different types of guest room keys maintained in the hotel (5)  
O) What is the purpose of a first aid box? Describe its contents (5)
19. J) Describe how you would handle a drunken guest if you were the lobby (5)  
manager of a hotel  
K) A hotel has 600 rooms and running at occupancy of 70%. If the ADR for (5)  
the day was Rs. 7865/-, calculate i) RevPAR ii) TRR  
C) From the following data, calculate the rightful market share and occupancy (5)  
Percentage of hotel A and hotel D

Hotel Name	Rooms available	Rooms sold
Hotel A	200	1150
Hotel B	200	1200
Hotel C	350	2000
Hotel D	300	1800
Hotel E	250	1000

20. List five high demand and five low demand strategies that can be implemented (10)  
in a hotel by the revenue manager.

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**SECOND SEMESTER B.Sc. IN HOTEL MANAGEMENT & CATERING  
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**Time: 3 Hours**

**Max.**

**Marks: 70**

**ACCOMMODATION OPERATIONS - II**

**Q.P. CODE: 1828**

Answers should be specific to the Questions asked.  
Draw neat, labeled diagrams wherever necessary.

**Question Number**

**Marks**

21. P) Recall 'Valet service'. (2)  
Q) What is off-premises laundry? (3)  
R) Write the advantages and disadvantages of 'outsourced laundry services'. (5)  
S) Explain the following: i) Tumble dryer ii) Calendar machine (5)
22. P) What is par stock? (2)  
Q) Define guest loan items. (3)  
R) List any 5 types of pillows and explain. (5)  
S) Write a note on 'Guest supplies'. (5)
23. P) What is POSH? (2)  
Q) Discuss fire safety and its importance (3)  
R) Mention the types of fire extinguishers. (5)  
S) Write a short note on OSHA regulations. (5)
24. L) Recall 'Green Philosophy'. (2)  
M) Explain waste management. (3)  
N) Write down the role of housekeeping in a green property. (5)  
O) Write a note on benefits of energy management systems in Hospitality industry. (5)
25. Write a short note on the following. (10)  
i) Area inventory list  
ii) Frequency schedule

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**FOURTH SEMESTER B.SC. IN HOTEL MANAGEMENT & CATERING  
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**Time: 3 Hours**  
**Marks: 70**

**Max.**

**FOOD CULTURE AND SUSTAINABILITY**

**Q.P. CODE: 1829**

Answers should be specific to the Questions asked.  
Draw neat, labeled diagrams wherever necessary.

**Question Number**

**Marks**

- |    |  |      |
|----|--|------|
| 1. | A) Why do we need food?  | (2)  |
|    | B) What is your opinion and thought about robot restaurants?   | (3)  |
|    | C) Write short notes on food wastage at conventions  | (5)  |
|    | D) Explain the concept of food as a healer   | (5)  |
| 2. | A) What is Globalization / Americanization?  | (2)  |
|    | B) Name 3 trends in the food production industry   | (3)  |
|    | C) What are the detriments of globalization?   | (5)  |
|    | D) Explain about Goan cuisine, its ingredients and speciality  | (5)  |
| 3. | A) What is over eating?  | (2)  |
|    | B) How do we prevent wastage (Food) in weddings (Give 3 strategies)                                    | (3)  |
|    | C) Write short notes on various consumption patterns of the world (any two)                            | (5)  |
|    | D) What is the modernist approach to native food?  | (5)  |
| 4. | A) Name 4 continental desserts   | (2)  |
|    | B) What is Ghar ka Khana? Give examples  | (3)  |
|    | C) Draw a plate portraying protein/carbohydrates / etc. and label them                                 | (5)  |
|    | D) Write short notes on bottled juice v/s fresh fruit juices   | (5)  |
| 5. | What are the 5 mother sauces? List out and explain process of any two with recipe and its derivatives. | (10) |

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**FIFTH SEMESTER B.SC. IN HOTEL MANAGEMENT & CATERING  
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**Time: 3 Hours**  
**Marks: 70**

**Max.**

**ADVANCE CULINARY MANAGEMENT-I**

**Q.P. CODE: 1833**

Answers should be specific to the Questions asked.  
Draw neat, labeled diagrams wherever necessary.

**Question Number**

**Marks**

- |    |   |      |
|----|---|------|
| 1. | A) State the basic stages of designing a kitchen for volume catering.   | (5)  |
|    | B) What are the key aspects of institutional catering?  | (5)  |
|    | C) What are purchase specifications?  | (5)  |
| 2. | A) How storage for bulk does happen with reference to perishables?  | (5)  |
|    | B) How does CPU works for volume catering?  | (5)  |
|    | C) What are appetizers? Give examples.  | (5)  |
| 3. | A) How Indian sweets are classified?  | (5)  |
|    | B) What are sandwiches? State its types.  | (5)  |
|    | C) State the herbs used in cooking.   | (5)  |
| 4. | A) State the concepts of external communication.  | (5)  |
|    | B) What are the different types of forms used in kitchen?   | (5)  |
|    | C) State religious importance of Indian festival on food.   | (5)  |
| 5. | You are manager of a catering unit and your unit has orders at 6 different places as a catering manager how will you plan and execute the below mentioned points: | (10) |
|    | a) 20 percentage of your staff is on leave how will you manage your production unit?  |      |
|    | b) Two units are nearly 80km away from you CPU, how will you organize the F&B on time.  |      |
|    | c) How efficient stores cab be managed for these orders.  |      |
|    | d) Two of your company vehicle on the transit of issuing the orders got break down how will you manage?   |      |
|    | e) In the feedback of the food, one food has turned sour due to heat on transit, how will you manage the same for future orders.                                  |      |

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**Max.**

**Marks: 70**

**ADVANCE FOOD AND BEVERAGE MANAGEMENT-I**

**Q.P. CODE: 1834**

Answers should be specific to the Questions asked.  
Draw neat, labeled diagrams wherever necessary.

**Question Number**

**Marks**

1. A) What is menu? Explain its function. (5)  
B) What are the different ways to do sales promotion for an outlet? (5)  
C) What are the basic types of menu? Their advantages and limitation. (5)
  
2. A) What is labour cost? Explain with the examples. (5)  
B) Explain in detail the purchasing procedure. (5)  
C) Explain the following term: Standard recipe and purchase specification. (5)
  
3. A) What are the various ways of handling tip? Explain (5)  
B) What is portion control? What are the portion control tools in use? (5)  
C) What are the factors responsible for increased food cost? (5)
  
4. A) Explain the importance of internal audit. (5)  
B) What are the points in identifying a supplier? (5)  
C) Explain the function of a standard recipe. Give a standard recipe for a dish of your choice. (5)
  
5. A) Why is training required for food service staff? Explain. (5)  
B) Explain the following: Gross profit and Net profit. (5)

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**Max.**

**Marks: 70**

**FRONT OFFICE MANAGEMENT - I**

**Q.P. CODE: 1835**

Answers should be specific to the Questions asked.  
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**Question Number**

**Marks**

1. A) “Hotel room sales are limited by hard constraints.” Explain this statement. (5)  
B) Analyze how a hotel would select profitable target markets. (5)  
C) There are 5 hotels in a competitive set, hotel A, B, C, D and E having 250 rooms, 350 rooms, 450 rooms, 375 rooms and 520 rooms respectively. In the month of June 2021, Hotel A sold 7,000 rooms, Hotel B sold 6,500 rooms, Hotel C sold 9,000 rooms, Hotel D sold 7,400 rooms and Hotel E sold 10,200 rooms, calculate the fair market share and actual market share of each hotel. (5)
2. A) List the benefits of data analytics for a Revenue Manager. (5)  
B) Differentiate between Descriptive, Predictive and Prescriptive analytics. (5)  
C) Discuss the impact of demand forecast on revenue management strategies. (5)
3. A) Discuss the role of demand and supply in pricing (5)  
B) Explain the following:  
i. Two-Tiered Pricing  
ii. Cost Based Pricing  
iii. Break-Even Point  
iv. Variable Cost  
v. Fixed Cost  
C) Describe yield Front Office and explain how it can be of use to a Revenue Manager. (5)
4. A) Explain the fees that affect Net ADR yield. (5)  
B) You have just been appointed as the Revenue manager of a 5 star hotel. What steps would you take to increase the social media impact of your hotel? (5)  
C) Describe how different sources of reservation can affect the revenue of a hotel. (5)
5. A) As revenue manager of a hotel recommend five revenue strategies that you would implement in your hotel during low demand. (5)  
B) Describe five differential pricing strategies that can be applied to F & B services. (5)

**KLE ACADEMY OF HIGHER EDUCATION AND RESEARCH, BELAGAVI.**  
(Declared as Deemed-to-be-University u/s 3 of the UGC Act, 1956)

Accredited A+ Grade by NAAC (3<sup>rd</sup> Cycle)

Placed in 'A' Category by MHRD (GoI)

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**ACCOMMODATION MANAGEMENT - I**

**Q.P. CODE: 1836**

Answers should be specific to the Questions asked.  
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**Question Number**

**Marks**

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|----|--|------|
| 5. | A) What is performance standard?   | (2)  |
|    | B) When productivity standards are achieved?                                 | (3)  |
|    | C) Explain the goals in establishing standard operating procedures.          | (5)  |
|    | D) Write a detailed note on time and motion study.                           | (5)  |
| 6. | A) Describe a Duty Roster.   | (2)  |
|    | B) What do you understand from the term 'Teamwork'?                          | (3)  |
|    | C) What are the points considered while calculating the staff strength?      | (5)  |
|    | D) Write a detailed note on work schedules.                                  | (5)  |
| 7. | A) What is capital budget?   | (2)  |
|    | B) Explain any <b>three</b> principles of purchasing.                        | (3)  |
|    | C) List the advantages of budget and budget control.                         | (5)  |
|    | D) Explain in detail stock records.  | (5)  |
| 8. | A) Define deep cleaning in theatres.   | (2)  |
|    | B) What is hostel housekeeping?  | (3)  |
|    | C) Write a brief note on residential housekeeping.                           | (5)  |
|    | D) Summarize the institutions which require housekeeping other than hostels. | (5)  |
| 9. | A) What are the disadvantages of using contract services in hotels?          | (10) |

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