

CENTRAL UNIVERSITY OF HARYANA

Term End Examinations May /June 2018

Programme: MHMCT

Session: 2017-18

Semester: II

Max. Time: 3 Hours

Course Title: Accommodation Management

Max. Marks: 70

Course Code: SLLCH THM 01 02 03 C 3014

Instructions:

1. Question no. 1 has seven sub parts and students need to answer any four. Each sub part carries three and half Marks.
2. Question no. 2 to 5 have three sub parts and students need to answer any two sub parts of each question. Each sub part carries seven marks.

Question No. 1.

(4X3.5=14)

- a) What do you understand by the term Paging? Why is location form filled?
- b) Draw the format of a sample message slip.
- c) What are the advantages of providing staff uniform?
- d) Explain Monogramming.
- e) What are Laundromats? Explain in brief.
- f) Define the term Rooming and its procedure for a walk-in guest.
- g) Explain city ledger with suitable examples.

Question No. 2.

(2X7=14)

- a) Write in detail about Bell Desk and Travel Desk services in Hotels.
- b) What are Room selling techniques in Hotel Front Office?
- c) Discuss the handling procedure of Luggage and left Luggage.

Question No. 3.

(2X7=14)

- a) What are the types of accounts maintained by Front Office? Explain in detail.
- b) Explain express checkout procedure with the help of ECO form.
- c) Explain the procedure of settlement of guest account with foreign currency.

Question No. 4.

(2X7=14)

- a) What are the essential features to be kept in mind while planning the layout of a linen room? Also elaborate on activities of Linen Room.
- b) Write an essay on uniforms selection, design and management in Hotels.
- c) What is par stock? Why is it important? How do we calculate par stock in Housekeeping?

Question No. 5.

(2X7=14)

- a) Write in detail about any seven laundry equipments.
- b) Elaborate laundry process of hotels.
- c) Write any seven stains and their removal procedure.

CENTRAL UNIVERSITY OF HARYANA

Term End Examinations May /June 2018

Programme: MHMCT

Session: 2017-18

Semester: II

Max. Time: 3 Hours

Course Title: Food Production Management

Max. Marks: 70

Course Code: SLLCH THM 01 02 01 C 3036

Instructions:

1. Question no. 1 has seven sub parts and students need to answer any four. Each sub part carries three and half Marks.
2. Question no. 2 to 5 have three sub parts and students need to answer any two sub parts of each question. Each sub part carries seven marks.

Question No. 1. (4X3.5=14)

- a) What is diet menu? Identify three criteria's that distinguish it from other menus.
- b) What is the need of regional foods in quantity kitchen in India? Explain with example.
- c) What is volume feeding? What makes it more complex as compared to small commercial establishment?
- d) Planning is the key to success of any operation. Describe the key areas where planning is required in quantity kitchen.
- e) Identify factors affecting menu planning for school canteens.
- f) Write a short note on "Salient features of Regional Cuisine of West Bengal".
- g) Explain the importance of flour in bakery and confectionery.

Question No. 2. (2X7=14)

- a) Name any seven quantity kitchen equipment's and explain their uses.
- b) Write in detail about menu planning for quantity kitchen in special reference to Railways.
- c) Explain various factors affecting Indenting in quantity kitchen.

Question No. 3. (2X7=14)

- a) Explain about Hospital catering.
- b) Describe the challenges in Mobile catering in India.
- c) Write a note on quantity purchase and order.

Question No. 4. (2X7=14)

- a) Write in detail about regional cuisine of Kashmir.
- b) Write in detail about regional cuisine of Gujrat.
- c) Enlist and explain seven milk based Indian Sweets.

Question No. 5. (2X7=14)

- a) Explain the various types of Pastry and role of key ingredients use in them.
- b) Chocolate eclairs are prepared from choux pastry. Enlist and explain the steps involved in preparing Chocolate Eclairs.
- c) Write in detail about Simple Breads, the principals of bread making and role of ingredients.

CENTRAL UNIVERSITY OF HARYANA

Term End Examinations, May/June 2018

Programme: MHM&CT

Session: 2017-18

Semester: II

Max. Time: 3 Hours

Course Title: Food and Beverage Service Management

Max. Marks: 70

Course Code: SLLCH THM 01 02 02 C 3014

Instructions:

1. Question no. 1 has seven sub parts and students need to answer any four. Each sub part carries three and half Marks.
2. Question no. 2 to 5 have three sub parts and students need to answer any two sub parts of each question. Each sub part carries seven marks.

Question No. 1.

(4X3.5=14)

- a) Define the term Bar and its types.
- b) Name the Different Glassware (any seven) used in Hotel Bar with illustration.
- c) What do you mean by Non Alcoholic Beverages? Enlist any seven.
- d) Name any three types of Mock Tails with method of preparation.
- e) Define the different steps of Curing Process of Tobacco
- f) What do you understand by fermentation? Write on top fermented Beers.
- g) Pen down any seven name of Vodka brands.

Question No. 2.

(2X7=14)

- a) Draw a layout of Display bar with seven equipments and their uses.
- b) How do you classify beverages? Explain in details.
- c) What do you understand by the term distillation in Alcoholic Beverages? Elaborate in details.

Question No. 3.

(2X7=14)

- a) What are Beers? How do you classify them? Explain the production process of Beers.
- b) What are the various wine regions of France?
- c) Write an essay on Food & Wine Harmony.

Question No. 4.

(2X7=14)

- a) Write an introduction to Brandy and its method of production
- b) Write in detail about introduction, Classification and preparation of Whisky.
- c) Write down about Vermouth and Bitters in detail.

Question No. 5.

(2X7=14)

- a) What in detail about Tobacco – introduction, history, processing and preparation.
- b) Write down about Cigars, Size, Brand service, care and storage.
- c) Elaborate on Cocktails and enlist any three cocktails with their method of preparation and service.

CENTRAL UNIVERSITY OF HARYANA

Term End Examinations, May/June 2018

Programme: MHM&CT

Session: 2017-18

Semester: II

Max. Time: 3 Hours

Course Title: Human Resource Management in Hotels

Max. Marks: 70

Course Code: SLLCH THM 01 02 04 C 4004

Instructions:

1. Question no. 1 has seven sub parts and students need to answer any four. Each sub part carries three and half Marks.
2. Question no. 2 to 5 have three sub parts and students need to answer any two sub parts of each question. Each sub part carries seven marks.

Question No. 1. (4X3.5=14)

- a) Discuss the importance of human resource department in hotels.
- b) Explain the factors affecting human resource planning.
- c) Explain types of training.
- d) "Compensation linked with performance". Discuss on the Statement.
- e) Differentiate between recruitment and selection.
- f) Explain various causes of grievances in hotels.
- g) Write down various components of employee development.

Question No. 2. (2X7=14)

- a) Discuss the role of HR Manager in Hotel sector. What are the various issues and challenges faced by human resource manager in Hotel?
- b) Define human resource planning. Explain the various steps involved in human resource planning.
- c) Explains in detail about (a) Job Description (B) Job Analysis.

Question No. 3. (2X7=14)

- a) What are the various sources of recruitment? Explain their merits and demerits.
- b) Explain various types of selection tests and interviews.
- c) What should be the basis of promotion- merit or seniority? Elaborate.

Question No. 4.

(2X7=14)

- a) What do you understand by employee development? Discuss briefly the methods of employee development.
- b) Differentiate between training and development. Explain need of training in hotels and various training method used.
- c) Write a note on Techniques of Employee's Development.

Question No. 5.

(2X7=14)

- a) Explain graphic rating scale and critical incident method.
- b) What are the various techniques of performance appraisal? Explain 360° appraisal technique with advantages and disadvantages.
- c) "The need for employee counseling in industry arises due to the problem of conflict, frustration and stress". Enumerate on the Statement. .

CENTRAL UNIVERSITY OF HARYANA

Term End Examinations May /June 2018

Programme: MHMCT

Session: 2017-18

Semester: II

Max. Time: 3 Hours

Course Title: Sustainable & Green Management Practices in Hotel

Max. Marks: 70

Course Code: SLLCH THM 01 02 01 DCEC 4004

Instructions:

1. Question no. 1 has seven sub parts and students need to answer any four. Each sub part carries three and half Marks.

2. Question no. 2 to 5 have three sub parts and students need to answer any two sub parts of each question. Each sub part carries seven marks.

Q No. 1. Write a Short note on the following terms:- (4X3.5=14)

- a) Energy monitoring
- b) Mulches
- c) 3 Rs' of Environmental conservation
- d) Ecotels
- e) Waste Segregation
- f) Vermicomposting
- g) Name 5 eco-friendly guest supplies used in hotels

Q No. 2. Answer the following questions (2X7=14)

- a) Discuss the relationship of ecology, environment and ecosystem with hospitality industry?
- b) Write an Essay on Sustainability and Conservation of Scarce resources in reference to Hospitality & Tourism.
- c) Highlight the guidelines drafted by Ministry of Tourism, Government of India regarding environment preservation though hotels.

Q No. 3 Answer the following questions (2X7=14)

- a) List some strategies that motivate hotels to "Go Green"
- b) What is energy conservation? Discuss the methods that may be adopted in eco sustainable hotels for energy conservation
- c) What are Green Buildings? Elaborate on green building initiatives in Hotel Sector in India.

Q No. 4 Answer the following questions

(2X7=14)

- a) What is Water conservation? Discuss the methods that may be adopted in hotels for Water conservation.
- b) Write a brief note on Waste management in Hotels.
- c) How do we classify waste in Hotels? Write in detail about Solid Waste Management in Hotels.

Q No. 5 Answer the following questions

(2X7=14)

- a) What an Ecotel? Discuss are the criteria for the certification of Ecotel.
- b) How can air quality and noise pollution affect the guest comfort in Hotels?
- c) Discuss how Housekeeping Operations can be termed as eco-friendly?

CENTRAL UNIVERSITY OF HARYANA

Term End Examinations, May/June 2018

Programme: MHM&CT

Session: 2017-18

Semester: II

Max. Time: 3 Hours

Course Title: Catering Science

Max. Marks: 70

Course Code: SLLCH THM 01 02 02 DCEC 4004

Instructions:

1. Question no. 1 has seven sub parts and students need to answer any four. Each sub part carries three and half Marks.
2. Question no. 2 to 5 have three sub parts and students need to answer any two sub parts of each question. Each sub part carries seven marks.

Question No. 1.

(4X3.5=14)

- a) What do you mean by S.I units? What are the S.I units of weight, length, Area & volume?
- b) Convert the following to Fahrenheit scale
 - i. 70°C
 - ii. 37°C
 - iii. -50°C
- c) What do you mean by danger zone? How you can keep your food out from danger zone.
- d) What is food contamination? Explain with the help of example.
- e) Write a note on spoilage of milk and milk products.
- f) Write a note on maillard reaction.
- g) What are the methods for detection of micro-organisms?

Question No. 2.

(2X7=14)

- a) What do you mean by browning? Explain its types with examples.
- b) An object of mass 50gm has a volume of 20 cm³. Calculate the density of the object if the density of water is 1gm/cm³. State whether the object floats or sink in water.
- c) Write a short note on the following
 - i. Density
 - ii. Relative density
 - iii. Surface tension
 - iv. Smoking point

Question No. 3.

(2X7=14)

- a) What is food preservation? Explain methods of food preservation with examples.
- b) What is quality control? Why it is important in food industry?
- c) What do you mean by food storage? What are the different methods of food storage?

Question No. 4.

(2X7=14)

- a) What do you mean by food spoilage? Explain its types.

b) What is food born diseases? Explain its types.

c) Write a note on the following

i. Spoilage of fruits and vegetables

ii. Spoilage of eggs

Question No. 5.

(2X7=14)

a) What do you mean by microorganisms? Explain its types.

b) Explain the factors affecting growth of micro-organisms.

c) What are the harmful and useful micro-organisms in food industry? Explain.

CENTRAL UNIVERSITY OF HARYANA

Term End Examinations May /June 2018

Programme: MHMCT

Session: 2017-18

Semester: II

Max. Time: 3 Hours

Course Title: Modern Cookery Event Management

Max. Marks: 70

Course Code: SLLCH THM 01 04 01 GEC 2024

Instructions:

1. Question no. 1 has seven sub parts and students need to answer any four. Each sub part carries three and half Marks.
2. Question no. 2 to 5 have three sub parts and students need to answer any two sub parts of each question. Each sub part carries seven marks.

Question No. 1.

(4X3.5=14)

- a) List and explain briefly, different methods of cooking eggs?
- b) What do you understand by the term "kitchen safety"? Why is it important?
- c) Define the process of proving in bread making. Why is it essential?
- d) Draw the diagram showing parts of a knife and explain in 1-2 lines each part.
- e) List and explain any four equipments used in steaming.
- f) Differentiate between mega event & major event.
- g) Differentiate between a compound and simple salad.

Question No. 2.

(2X7=14)

- a) Personal hygiene in kitchens is of utmost importance. Mention five do's & don'ts that must be followed in a kitchen to ensure hygiene.
- b) Draw a layout of a well-planned main kitchen of a five star hotel.
- c) List any seven commonly used equipment found in a hotel main kitchen. Mention their use as well.

Question No. 3.

(2X7=14)

- a) How would you classify sauces? Explain in detail with recipe of any one sauce.
- b) Describe the composition of a salad.
- c) Classify Soups. Write a note on National Soups.

Question No. 4.

(2X7=14)

- a) Differentiate between poaching & simmering.
- b) Explain any seven types of cuts of vegetables.
- c) List and briefly explain any seven souring agents used in Indian cookery.

Question No. 5.

(2X7=14)

- a) Explain different types of events.
- b) What are the principles of event management?
- c) List any seven points that you will keep in mind while planning an event.

CENTRAL UNIVERSITY OF HARYANA
Term End Examinations, May/June 2018

Programme: MHM&CT

Session: 2017-18

Semester: 3rd (Re-appear)

Max. Time: 3 Hours

Course Title: Human Resource Management in Hospitality

Max. Marks: 70

Course Code: SLI.CH THM 13 09 E 3003

Instructions:

1. Question no. 1 has seven sub parts and students need to answer any four. Each sub part carries three and half Marks.
2. Question no. 2 to 5 have three sub parts and students need to answer any two sub parts of each question. Each sub part carries seven marks.

Question No. 1. (4X3.5=14)

- a) Define the term human resource management. Discuss its needs.
- b) What do you mean by job analysis? Differentiate between job description and job specification.
- c) Explain types of interviews which are used in hotels.
- d) What is Promotion? Explain its types.
- e) "Why training is important for the employees"? Comment.
- f) Differentiate between training and development.
- g) Explain different types of compensation.

Question No. 2. (2X7=14)

- a) Explain emerging role of hr manager in hotels.
- b) Define human resource planning. Explain the various steps involved in human resource planning.
- c) Explain various methods of job analysis in detail.

Question No. 3. (2X7=14)

- a) What are the various methods of recruitment? Explain its process
- b) What do you mean by selection? Explain its process in detail.
- c) Differentiate between recruitment and selection.

Question No. 4. (2X7=14)

- a) What do you mean by training? Explain various methods of training.
- b) What is employee development? Explain
- c) Explain various methods of training used in industries.

Question No. 5. (2X7=14)

- a) What is compensation? Explain various factors affecting compensation.
- b) What are the various techniques of performance appraisal? Explain modern techniques in detail.
- c) What do you mean by performance appraisal? Explain its importance in detail.

