

# CENTRAL UNIVERSITY OF HARYANA

End Semester Examinations April 2022

**Programme:** MHM&CT  
**Semester:** First  
**Course Title:** Communication Skills and Personality Development  
**Course Code:** SLLCH THM 01 01 01 DCEC 4004

**Session:** 2021-22  
**Max. Time:** 3 Hours  
**Max. Marks:** 70

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## Instructions:

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

Q 1. (4X3.5=14)

- a) Explain the scope of communication in Hospitality Industry.
- b) What do you understand by professionalism?
- c) Distinguish between extempore and group discussion.
- d) Briefly describe the dining etiquettes.
- e) Namely the elements of personality.
- f) Explain the advantages of high self-esteem.
- g) What do you understand by Time Management?

Q 2. (2X7=14)

- a) Explain the different various of communication and discuss the mechanism to overcome them.
- b) What are different types of communication? Explain each with their merits and demerits.
- c) What do you understand by business conversation? Explain the do's and don'ts of business conversation.

Q3. (2X7=14)

- a) What do you understand by personality? Discuss the determinants of personality.
- b) Why grooming and personal hygiene important in hospitality industry? How personal grooming standard should be maintained by hotel employees?
- c) Write note on the following:
  - i. Body Language
  - ii. Art of intelligent listening

Q 4. (2X7=14)

- a) Giving a format of resume, Discuss the various steps involved in resume writing.
- b) What are the different types of interview? Discuss the standard conversation used in a telephonic interview.
- c) Discuss stress. How stress can be managed at different levels of organization?

Q 5. (2X7=14)

- a) What is the difference between inspiration and motivation?
- b) What do you understand by team work? Write down the attributes of effective team work.
- c) What do you understand by attitude? Write down the procedure of building positive attitude amongst hospitality employees.



# CENTRAL UNIVERSITY OF HARYANA

End Semester Examinations April 2022

Programme: Master of Hotel Management & Catering Technology

Semester: First

Course Title: Food & Beverage Service Operations

Course Code: SLLCH THM 01 01 02 C 3014

Session: 2021-22

Max. Time: 3 Hours

Max. Marks: 70

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## Instructions:

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

Q 1. Explain the following: (4X3.5=14)

- a) Transport Catering
- b) Personal Hygiene
- c) Tableware
- d) Mise-en-scene
- e) Enlist the sequence of French Classical menu.
- f) Sit-down buffet
- g) Ancillary department

Q 2. (2X7=14)

- a) Briefly explain the various sectors of Food & Beverage Operations.
- b) Draw the organization chart of a fine dining restaurant. Also, mention the job specification of restaurant manager.
- c) Explain the coordination of F&B Service department with other departments in hotel. What are the things required to maintain the good coordination among one-another?

Q3. (2X7=14)

- a) What do you understand by the term "restaurant service equipment"? Prepare a list of equipment required to operate a restaurant.
- b) Explain in detail the various type of food services followed in catering industry by giving suitable example of each.
- c) What is briefing? What are the various aspects covered by a restaurant manager in a briefing?

Q 4. (2X7=14)

- a) Define menu. Explain the menu planning objectives, considerations and constraints.
- b) Write any seven-food items with their cover, accompaniments and service.
- c) List down the types of meals served in a hotel. Explain breakfast in detail.

Q 5. (2X7=14)

- a) Discuss concept of room service in a hotel. What are the things that are essential to make the room service efficient?
- b) Explain the role of the pantry and list various jobs performed by it.
- c) What is function catering? Explain the different type of function organised in a banquet with suitable examples.



# CENTRAL UNIVERSITY OF HARYANA

End Semester Examinations April 2022

**Programme: Master of Hotel Management and Catering Technology**

**Session: 2021-22**

**Semester: First**

**Max. Time: 3 Hours**

**Course Title: Food production Operations**

**Max. Marks: 70**

**Course Code: SLLCH THM 01 01 01 C 3036**

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## **Instructions:**

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

**Q 1. Explain the following in brief: (4X3.5=14)**

- a) Coordination of kitchen with Food and beverage service department.
- b) Cuts of vegetables.
- c) Factors to be considered while preparing stocks.
- d) Draw and label neatly the structure of the egg.
- e) Different types of knives and their uses.
- f) Uniform and protective clothing used in the kitchen.
- g) Write seven herbs and spices with their uses.

**Q 2. (2X7=14)**

- a) Draw the kitchen organization chart of a large hotel and explain the duties and responsibilities of an executive chef.
- b) Explain various sections of food production department along with their functions.
- c) What qualities should be possessed by kitchen staff in a five star hotel?

**Q3. (2X7=14)**

- a) What is cooking? With the help of a diagram, classify wet and dry methods of cooking. Discuss any two methods in detail.
- b) Define fuel. Explain different types of fuels with their usage.
- c) Describe the various automated and non-automated equipment used in kitchen along with their uses in detail.

**Q 4. (2X7=14)**

- a) Classify and explain fruits and vegetables in detail.
- b) Explain various milk and milk products in detail.
- c) Define Mirepoix? Discuss the various techniques used in pre-preparation.

**Q 5. (2X7=14)**

- a) Define Soups. Classify and explain types of soups with examples.
- b) Define Salads. What are the different parts of salad? Discuss various types of salad dressings.
- c) Name and explain the mother sauces with the help of suitable examples.



# CENTRAL UNIVERSITY OF HARYANA

End Semester Examinations April 2022

**Programme:** MHM&CT  
**Semester:** First  
**Course Title:** Accommodation Operations  
**Course Code:** SLLCH THM 01 01 03 C 3014

**Session:** 2021-22  
**Max. Time:** 3 Hours  
**Max. Marks:** 70

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## Instructions:

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

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

Q 1. (4X3.5=14)

- a) Define the ancillary departments of a five star hotel.
- b) Discuss the importance of hospitality industry in tourism development?
- c) Give the format of C form used in hotels.
- d) What do you understand by Bell Desk?
- e) Describe the steps involved in registration process followed in five star hotels.
- f) Write the polishing process of a marble surface.
- g) Enlist the different types of mechanical equipment used in housekeeping department.

Q 2. (2X7=14)

- a) On the basis ownership structure, how hotel can be classified?
- b) Trace the growth and development in hotel industries over the ages.
- c) Draw an organization chart of five star hotel and explain the role of each department.

Q3. (2X7=14)

- a) Discuss the function performed by different section of front office department.
- b) Why inter departmental coordination is essential? Discuss the coordination of housekeeping department with front office.
- c) What are different types of rooms you may find in a five star hotels?

Q 4. (2X7=14)

- a) What factors you would keep in mind while fixing the room tariff for a newly established hotel?
- b) What is the importance of guest life cycle in a hotel? Explain the function performed by front office during different stages of guest cycle.
- c) Write a note on the reservation procedure and various modes of reservation in a hotel's front office.

Q 5. (2X7=14)

- a) Describe the importance and functions of control desk in hotel housekeeping department.
- b) What do you understand by cleaning equipment? Explain in detail.
- c) Distinguish between briefing and debriefing. Explain the procedure of each in brief.





**CENTRAL UNIVERSITY OF HARYANA**

End Semester Examinations April 2022

**Programme: MHMCT**

**Semester: First**

**Course Title: Principles of Management**

**Course Code: SLLCH THM 01 01 04 C 4004**

**Session: 2021-22**

**Max. Time: 3 Hours**

**Max. Marks: 70**

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**Instructions:**

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

Q 1.

(4X3.5=14)

- a) Describe nature of management.
- b) Explain business ethics.
- c) Discuss main objectives of planning.
- d) Explain Centralisation of authority.
- e) Discuss leadership styles.
- f) Elaborate qualities of supervisor.
- g) Describe formal organisational structure.

Q 2.

(2X7=14)

- a) Elaborate modern functions of management in hotel industry.
- b) Illustrate corporate social responsibility of hotel companies in India.
- c) Describe major skills and competencies required in front office manager.

Q3.

(2X7=14)

- a) Define planning. Illustrate the process of planning in a hotel organisation.
- b) "Management by objective is used as a technique, tool and system "justify.
- c) Define decision- making. Describe major techniques of decision- making in hotel industry.

Q 4.

(2X7=14)

- a) Elaborate various considerations in designing an organizing structure in a large scale hotel.
- b) Write a note on span of control and delegation.
- c) What is staffing? Elaboarte the process of staffing in a hotel.

Q 5.

(2X7=14)

- a) Define Communication. Explain the steps involved in communication process.
- b) Describe the need and importance of Maslow's theory of motivation.
- c) Define Controlling. Illustrate the major techniques of controlling used in hotel industry.

