

CENTRAL UNIVERSITY OF HARYANA

Second Semester Term End Examinations August-September 2022

Programme: MHMCT

Session: 2021-22

Semester: 2nd

Max. Time: 3 Hours

Course Title: Sustainable & Green Management Practices in Hotel Industry

Course Code: SLLCH THM 01 02 01 DCEC 4004

Max. Marks: 70

Instructions:

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

Q 1. (4X3.5=14)

- a) Define ecology.
- b) What is the aim of environment policy?
- c) Define the concept of green building.
- d) Write down about the recycling of water in hotels.
- e) What do you understand by sewage treatment plant?
- f) What are the eco friendly practices used in hotel kitchen?
- g) What is the use of technology in ecotel hotels?

Q 2. (2X7=14)

- a) What do you understand by eco system, define its relation with hotel industry?
- b) Define the sustainability and conservation of scarce resources.
- c) Write in detail about the environment policy regarding the water and air.

Q3. (2X7=14)

- a) Write in detail about the eco friendly practices in all departments of a five star hotel.
- b) What do you understand by the concept of green building, what are the different steps to transform a building into green building?
- c) What do you understand by the term energy conservation? Explain in detail.

Q 4. (2X7=14)

- a) Write about the various practices of reduction and recycling of waste in a five star hotel.
- b) What is solid waste? how we can manage the solid waste in hotels?
- c) Write about the steps involved in water waste management in hotels.

Q 5. (2X7=14)

- a) Write a note on Sustainability.
- b) What is the relevance and use of technology in ecotel hotels?
- c) What do you understand by Ecotel Hotels, explain the classification of ecotel in detail?

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Second Semester Term End Examinations August-September 2022

Programme: MHM&CT

Session: 2021-22

Semester: Second

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 parts and students are required to answer any four. Each part carries three and a half Marks.
2. Questions no. 2 to 5 have three parts and students are required to answer any two parts of each question. Each part carries seven marks.

Q 1. (4X3.5=14)

- a) What are S.I units? Explain various S.I units.
- b) Write a note on the protective display of food.
- c) Explain various principles of food preservation.
- d) What are the various common diseases caused by food-borne pathogens?
- e) What are the various types of microorganisms?
- f) How you can classify different types of food according to their shelflife.
- g) Convert the following temperature from Fahrenheit to Celsius.
 - i. 86°F
 - ii. 113°F
 - iii. 68° F

Q 2. (2X7=14)

- a) What is browning? Explain its types and the ways to prevent undesirable browning.
- b) It is given that the density of gold is 19300 kgm^{-3} . The density of water is 1000 kgm^{-3} . What is the relative density of gold in the SI unit? Will it float in mercury with a relative density of 13.6 and in water with relative density of 1?
- c) Explain the following terms:- Smoking point, Flash Point, Surface Tension, HRACC.

Q 3. (2X7=14)

- a) Explain the concept of Danger Zone with a neat labelled diagram. Why should a Caterer know about Danger Zone?
- b) What is quality control? Explain its importance and factors considered for maintaining food quality.
- c) Explain various methods of food preservation used in the food industry.

Q 4.

(2X7=14)

- a) What is food spoilage? Explain its types and causes.
- b) What are Foodborne diseases? Explain its types with examples.
- c) Write a note on- Spoilage of fruits and vegetables and Spoilage of canned products.

Q 5.

(2X7=14)

- a) Explain the morphology of different types of microorganisms.
- b) Explain various factors affecting the growth of microorganisms.
- c) What are the various harmful and useful microorganisms for the food industry? Explain with suitable examples.

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Second Semester Term End Examinations August-September 2022

Programme: MHM&CT

Session: 2021-22

Semester: Second

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 parts and students are required to answer any four. Each part carries three and a half Marks.

2. Questions no. 2 to 5 have three parts and students are required to answer any two parts of each question. Each part carries seven marks.

Q 1. (4X3.5=14)

- a) What is Guest Paging? Explain the procedure followed in Hotel.
- b) What is a folio? Discuss types of folios used in hotels.
- c) Explain various activities of linen and uniform room of a 5-star hotel.
- d) Draw the layout of the on-premises laundry of a 5-star hotel.
- e) Explain the procedure of removal of coffee stains from fabrics.
- f) Explain the flow chart of the laundry process of a hotel.
- g) What are the general criteria for the selection of fabrics for bed linen?

Q 2. (2X7=14)

- a) Explain various room selling techniques used by the front office department in hotels.
- b) What is "Left Luggage"? Explain the procedure of handling luggage in a 5-star hotel.
- c) What is a guest complaint? Explain its types and procedure for handling complaints.

Q3. (2X7=14)

- a) Explain the procedure for handling the foreign exchange in a 5-star hotel.
- b) Write a note on cash and credit settlement of bills.
- c) What do you mean by check-out? Explain the procedure of group checkout.

Q 4. (2X7=14)

- a) What is Par Stock? Explain various factors affecting par stock.
- b) What are the different types of uniforms? Explain the advantages of providing staff uniform to hotel staff.
- c) Draw the layout of the linen and uniform room. Explain the linen exchange procedure used in hotels.

Q 5.

(2X7=14)

- a) What are the various types of laundries? Explain its advantages and disadvantages.
- b) What is the stain? Explain its types and principles.
- c) Explain various equipment used in the laundry of a 5-star hotel.

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Second Semester Term End Examinations August-September 2022

Programme: MHM&CT

Session: 2021-22

Semester: Second

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 parts and students are required to answer any four. Each part carries three and half Marks.

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

Q 1. (4X3.5=14)

- a) What do you understand by Menu?
- b) Explain the term portion size.
- c) What do you understand by staffing?
- d) Describe the growth of catering.
- e) Explain in detail about mobile catering.
- f) What do you understand by regional cuisine?
- g) Explain different types of breads.

Q 2. (2X7=14)

- a) What is quality food production? Explain the equipment used for quality food production.
- b) Explain the menu planning and prepare a menu for hospitals.
- c) What do you understand by space allocation? What are the key factors one should be keep in mind while allocating the space in a fine dine restaurant?

Q3. (2X7=14)

- a) What do you understand by the term industrial catering? Explain the different types.
- b) Write down the procedure of quantity purchase in kitchen.
- c) Explain in detail about the off premises and on premises catering

Q 4. (2X7=14)

- a) Write about the factors affecting the food habit of people.
- b) What do you understand by regional cuisines? Write about the regional cuisine of Punjab and Rajasthan.
- c) Write a note on North Indian breakfast Menu.

Q 5. (2X7=14)

- a) Write about the preparation of short crust, laminated, choux and hot water/rough puff.
- b) Write about the different type and processing of various flour.
- c) Write a note on ingredients used in bread making

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Programme:	MHM&CT	Session:	2021-22
Semester:	Second	Max. Time:	3 Hours
Course Title:	HUMAN RESOURCE MANAGEMENT IN HOTELS	Max. Marks:	70
Course Code:	SLCH THM 01 02 04 C 4004		

Instructions:

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

Q 1. (4X3.5=14)

- a) What Human Resource Management?
- b) What is job specification?
- c) What is importance of Promotion in Hotel Industry?
- d) Explain about the techniques of Employee Development?
- e) What is Job Description?
- f) Write in detail about the factors affecting tour costing.
- g) Highlight the importance of Grievance Handling.

Q 2. (2X7=14)

- a) What are various approaches for managing the HR in Hotels?
- b) Explain in detail about the need and importance of HR in Hotel Industry?
- c) How Human Resource Planning is important for the growth of an Organization?

Q3. (2X7=14)

- a) What is Recruitment? Highlight the various methods of recruitment used in Hotels.
- b) Write in detail about the Interview and its types.
- c) What is Selection? Explain about the various steps involved in the process of selection?

Q 4. (2X7=14)

- d) Write a note on the importance of Training in Hotel Industry.
- e) Explain the purpose of Employee Development?
- f) Write in detail about the component of Employee Development?

Q 5. (2X7=14)

- a) Highlight the importance of performance appraisal.
- b) What is the concept of rewards and benefits in organizations?
- c) Explain in detail about the need for establishing the Grievance Handling System in Hotel Industry?

