Programme: MHM&CT   **Session: 2023**

Semester: Fourth   **Max. Time: 3 Hours**

Course Title: Specialization in food and Beverage Production and Service   **Max. Marks: 70**

Course Code: SLLCH THM 01 04 02 SC 2114

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.   Explain the Following in Short.   (4X3.5=14)
  a) Food Trial
  b) KOT
  c) Requisitions
  d) Duty Roster
  e) Standard Recipe
  f) Food Cost
  g) Point of sale system

Q 2.   (2X7=14)
  a) Write the constraints of menu Planning.
  b) What points should be followed to increase the merchandising value of menus.?
  c) What is menu Engineering.? Explain the elements of Menu engineering.

Q3.   (2X7=14)
  a) Define budgets.? Explain the importance of Budget in Catering Business.
  b) Explain the different types of Budgets in catering industry.
  c) Explain the objectives of Budgetary Control.

Q 4.   (2X7=14)
  a) Explain the importance of quality in Food and Beverage operations.
  b) Define Ratio analysis and write its objectives & uses.
  c) Explain the important steps to be followed while developing new recipes in Kitchen.

Q 5.   (2X7=14)
  a) Write the uses of wine and herbs in cooking.
  b) Explain the negative effects of overproduction and underproduction in kitchen.
  c) Explain production quality & quantity control in a five-star Hotel Kitchen.

Programme: MHMCT   Session: 2022-23

Semester: 4th   Max. Time: 3 Hours

Course Title: Specialization in Accommodation Operation   Max. Marks: 70

Course Code: SLLCH THM 01 04 03 DCEC 2114

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 students are required to answer any two parts of each question. Each part carries seven marks.

Q 1.   (4X3.5=14)

    a) Fire causes?

    b) Handling emergencies?

    c) Latest changes in PMS?

    d) Role of PMS?

    e) Window treatment?

    f) Upholstery sizes?

    g) Budgeting?

Q 2.   (2X7=14)

    a) Why is having a security system important in hotels?

    b) What are the key benefits of implementing a security system in a hotel?

    c) What are the common causes of fires in hotel settings?

Q3.   (2X7=14)

    a) What is a PMS (Property Management System) in the context of the hotel industry?

    b) How has cloud-based PMS software impacted the hotel industry?

    c) How does a PMS support front office operation in a hotel?

Q 4.   (2X7=14)

    a) What are the different types of beds commonly found in hotels?

    b) What are the standard sizes of beds used in the hospitality industry?

    c) What factors should hotels consider when selecting upholstery for their furniture?

Q 5.   (2X7=14)

a) What are the key elements to consider when budgeting for front office operations?

b) How do front office expenses impact the overall budget of a hotel?

c) What are the key considerations when budgeting for housekeeping operations?

Programme: MHMCT   Session: 2022-23

Semester: 4th (GEC)   Max. Time: 3 Hours

Course Title: Modern Cookery & Event Mgt.   Max. Marks: 70

Course Code: SLLCH THM 01 04 01 GEC 2024

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 students are required to answer any two parts of each question. Each part carries seven marks.

Q 1.   (4X3.5=14)

  a) Poaching

  b) Julienne

  c) The Ghost Kitchen

  d) Dutch Oven

  e) Rye bread

  f) Trade Shows

  g) Post-Event evaluation

Q 2.   (2X7=14)

  a) What is the role of the kitchen in a hotel?

  b) What are the different areas or sections typically found in a hotel kitchen?

  c) Can you explain the layout and organization of the hot food preparation area in a hotel kitchen?

Q3.   (2X7=14)

  a) What are the different types of bread commonly prepared in the culinary industry?

  b) What are the various egg preparations commonly found in culinary practices?

  c) Can you explain the components and ingredients typically found in a salad?

Q 4.   (2X7=14)

  a) What are the different methods of cooking commonly used in culinary practices?

  b) What are the different cuts of vegetables commonly used in culinary preparations?

  c) What are the essential commodities commonly used in Indian cuisine?

Q 5.   (2X7=14)

a) What are the different types of events commonly organized?

b) How do industry conferences and trade shows contribute to the hospitality sector?

c) How do event planners determine the target audience and tailor the event accordingly?

CENTRAL UNIVERSITY OF HARYANA

Second Semester Term End Examinations July 2023

Programme: MHM&CT   Session: 2022-23

Semester: 2   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 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 Analysis?
   c) What is importance of Promotion in Hotel Industry?
   d) Explain about the techniques of Employee Development?
   e) What is Job Description?
   f) Highlight the importance of rewards in Hotel Industry.
   g) What is Incentive?

Q 2.   (2X7=14)
   a) What is the need and importance of HRM in Hotels?
   b) Explain in detail about the emerging role of HR in Hotel Industry?
   c) What is Human Resource Planning?

Q3.   (2X7=14)
   a) What is Selection and also highlight the various steps involved for selection in Hotels?
   b) Explain in details about the various types of Interviews.
   c) What is employee promotion. How it is important for the organization and employee.

Q 4.   (2X7=14)
   d) How training is important for Hotel Industry?
   e) What is the concept and purpose of Employee Development?
   f) Which methods can be adopted for Training in Hotel Industry?

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 of Grievance Handling System in Hotel Industry?

CENTRAL UNIVERSITY OF HARYANA

Sample Question Paper for Internal Exam 2023

Programme:	MBA/BBA	Session 2020-21
Semester:	1	Time: Hours 3 Hours
Course Title:	HUMAN RESOURCE MANAGEMENT IN ACTION	Max. Marks: 70
Course Code:	...	

Instructions:

1. Question No. 1 has seven sub-questions. It is compulsory to answer any four from them each carries ... marks.

2. Question ... to ... each have two sub-questions. Students will have to answer any two parts of each question. Each part carries equal marks.

Q1.

a) What is Human Resource Management?

b) What is job analysis?

c) What is importance of Human resource in retail industry?

d) Write about the concept of Employee Development?

e) What is recruitment?

f) Highlight the importance of training in retail industry

g) What is induction?

Q2.

a) What is recruitment and importance of skill of retail?

b) Explain in detail about the emerging role of HR in India today?

c) What is Human Resource Planning?

Q3.

a) What is selection and also highlight the various steps involved for selection in retail?

b) Explain in details about non-verbal types of interviews

c) What is employee retention? How is it important for the organization and employee

Q4.

a) How training is important for Retail Industry?

b) What is job context and the process of Employee Development?

c) Which method is the best suited for training in Retail industry?

Q5.

a) Highlight the importance of performance appraisal?

b) ...

Programme: MHM&CT   Session: 2022-23

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 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.   Explain the Following in Short.   (4X3.5=14)

   a) Pre- Registration

   b) Room Selling techniques

   c) Par stock

   d) Express Check Out (ECO)

   e) Ikebana

   f) Soap Curd

   g) Valet Service

Q 2.   (2X7=14)

   a) What is guest Complaint? what steps are to be followed in order to resolve the complaint.?

   b) Explain the Co- ordination between front office and Housekeeping in terms of Room Inventory Control.

   c) Explain the procedure of mail delivery in a five-star Hotel.

Q3.   (2X7=14)

   a) Check - Out Procedures and Settlement procedures are Synonymous. Discuss the Statement in Detail.

   b) Discuss the scope and element of cash and credit control in a 5-star Hotel.

   c) How will you settle a Guest account by Credit Card.?

Q 4.   (2X7=14)

   a) How are the Par levels for Staff Uniforms established.?

   b) Explain the activities in a linen room during a normal working day of a hotel.

   c) Give the sketch of a uniform of a door man in a 5-star hotel following a heritage theme.

Q 5.   (2X7=14)

   a) Write the General Procedure of Stain removal.

   b) Explain the Laundry Process from Pre-washing to Finishing.

Term End Examinations July 2023

Programme:	MHMCT	Session: 2022-23
Semester:	2nd	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 half Marks.

2. Question 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) Paging

   b) left luggage.

   c) linen control procedures,

   d) Par Level

   e) Off Premise laundry

   f) On Premise laundry

   g) Stain

Q 2.   (2X7=14)

   a) Describe the procedures for handling lost and found items and delivering messages to departing guests.

   b) What are the key rooms selling techniques used in the hospitality industry?

   c) What is paging and how is it used in the context of hotels?

Q3.   (2X7=14)

   a) What are the different types of accounts maintained at the front office?

   b) How should guest payments be handled during the check-out process?

   c) What are the key differences between manual, mechanical, and fully automated billing systems in hotels?

Q 4.   (2X7=14)

   a) Describe the activities carried out in the linen and uniform room.

b) What are the factors that influence the determination of par stock in inventory management?

c) How can hotels incorporate reuse practices for discarded uniforms to minimize waste?

Q 5.   (2X7=14)

a) Explain the planning process involved in setting up an on premise laundry facility.

b) What are the different classifications of stains?

c) How can hotels ensure proper sorting and labeling of guest laundry items?

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Second Semester Term End Examinations July 2023

Programme: MHM&CT

Session: 2022-23

Semester: 2

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 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) Define the nature of HRM?

   b) What is scope of HRM?

   c) What is organizational structure?

   d) What is the importance of training in Hotels?

   e) How job specification is important for Hotels?

   f) What is promotion?

   g) What is Decision Making?

Q 2. (2X7=14)

   a) What is job Description Highlight its Importance?

   b) What is the meaning and process of HR Planning in Hotel Industry?

   c) How Job Analysis is important for business development?

Q3. (2X7=14)

   a) What is recruitment? Highlight the importance of recruitment in HRM.

   b) Write in detail about the various steps of Selection Procedure.

   c) What is interview? Explain various types of interview.

Q 4. (2X7=14)

   d) Explain about the various components of Employee Development in Hotels.

   e) What is the requirement of Training in Hotel Industry?

   f) How Employee Development can be an importance aspect for the Job?

Q 5. (2X7=14)

   a) Explain in detail about the importance of Incentive in Hotel Industry.

   b) What is the process of Performance Appraisal? Define Performance Appraisal Objectives.

   c) What is Compensation and its elements?

Programme: MHM&CT   **Session: 2021-23**

Semester: 2nd   **Max. Time: 3 Hours**

Course Title: Sustainable & Green Management Practices in Hotel Industry   **Max. Marks: 70**

Course Code: SLLCH THM 01 02 01 DCEC 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 are required to answer any two parts of each question. Each part carries seven marks.

Q 1.   (4X3.5=14)

    a) What is an Ecology?

    b) Discuss about noise pollution.

    c) What is an environment policy?

    d) Define resource management.

    e) What do you mean waste reduction?

    f) Define the recycling of waste.

    g) Write five types of eco-friendly amenities.

Q 2.   (2X7=14)

    a) What do you understand by conservation? How you can conserve scarce resources?

    b) Define ecosystem. What is the relation of ecosystem with hospitality industry?

    c) Discuss in detail about water pollution control act.

Q3.   (2X7=14)

    a) What are eco-friendly practices? What is the importance of such practices for environment?

    b) Energy is a great resource of our day to day life. How we can manage and conserve energy?

    c) Write Short notes on: a) Water conservation and b) Green Building.

Q 4.   (2X7=14)

    a) What do you understand by waste management? Write basic principles of waste management.

    b) Hospitality operations often tends towards waste production. How one cab effectively manage waste in the hospitality industry?

    c) Write Short notes on: a) Solid waste and b) Sewage waste

Q 5.   (2X7=14)

    a) What do you understand by Ecotel? Write down the detailed process of Ecotel certifications.

    b) Choosing an eco-friendly site is very important for building a sustainable hotel. Justify with examples.

    c) Explain the Relevance and use of technology in Ecotels.

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Second Semester Term End Examinations June/July 2023

Programme: MHM&CT

Semester: Second

Course Title: Food and Dine

Course Code: SLLCH THM 01 02 01 GEC 4004

Session: 2023

Max. Time: 3 Hours

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.   Explain the Following in Short.   (4X3.5=14)
   a) Cyclic Menu
   b) Motels
   c) Hotel
   d) Room Service
   e) Menu Planning
   f) Functions of Menu
   g) Brand name of five international Beer with country of origin.

Q 2.   (2X7=14)
   a) Explain the different types of catering establishments.
   b) Write a short note on Restaurant service equipment's.
   c) Explain the Grooming Standards of F&B Service staff of a five-star Hotel.

Q3.   (2X7=14)
   a) What are the various methods of waiter service.?
   b) Write down the French Classical Courses in Sequence with examples.
   c) What are the different types of menus? write down their advantages & Limitations.

Q 4.   (2X7=14)
   a) Explain the classification of beverages with a neat diagram with examples.
   b) What is mineral water? Name five international brands of mineral water & service of Sparkling water.
   c) Explain the Service of Red wine.

Q 5.   (2X7=14)
   a) Explain Mise-en- scene and Mise -en- Place.
   b) Write the Procedure for Service in a Restaurant.
   c) Explain the steps to be followed in tray set up and trolley set up for service.

Term End Examinations July 2023

Programme: PG   Session: 2022-23

Semester: (GEC)   Max. Time: 3 Hours

Course Title: Modern Cookery & Event Mgt.   Max. Marks: 70

Course Code: SLLCH THM 01 04 01 GEC 2024

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 students are required to answer any two parts of each question. Each part carries seven marks.

Q 1.   (4X3.5=14)

    a) Brunoise

    b) Mincing

    c) The Island Kitchen

    d) Convection Ovens

    e) Whole-wheat bread

    f) MICE

    g) Event

Q 2.   (2X7=14)

    a) What are the fundamental principles of kitchen hygiene and safety in hotel operations?

    b) How does proper kitchen organization contribute to maintaining a safe and hygienic environment?

    c) What are the potential hazards in a hotel kitchen and how can they be mitigated?

Q3.   (2X7=14)

    a) What are the five mother sauces and their respective key ingredients?

    b) Explain the importance of stock in creating flavorful soups and sauces.

    c) Describe the primary ingredients and techniques involved in making a classic tomato sauce.

Q 4.   (2X7=14)

    a) What are the different cooking methods commonly used in culinary practices?

    b) Describe the appropriate vegetable cuts for specific cooking techniques.

    c)

Q 5.   (2X7=14)

    a) What is the purpose of events and how do they contribute to various industries?

    b) What are the key differences between private and public events, and provide examples of each?

    c) Explain the significance of special events, such as weddings and birthdays, in personal celebrations.

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Term End Examinations July 2023

Programme: PG   Session: 2022-23

Semester: 2nd   Max. Time: 3 Hours

Course Title: Sustainable & Green Mgt. Practice in Hotel Industry   Max. Marks: 70

Course Code: SLLCH THM 01 02 01 DCEC 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 students are required to answer any two parts of each question. Each part carries seven marks.

Q 1.   (4X3.5=14)

   a) Ecology

   b) Environment

   c) Energy

   d) Water

   e) Green Building

   f) Recycling

   g) Solid Waste

Q 2.   (2X7=14)

   a) Define ecology and explain its significance in the context of hospitality.

   b) How does the Department of Tourism promote sustainability in India's tourism industry?

   c) How can sustainable practices ensure the conservation of scarce resources?

Q3.   (2X7=14)

   a) What is the importance of eco-friendly practices in the hotel industry?

   b) What role does water conservation play in eco-friendly hotel practices?

   c) What are the key principles of green building and their impact on the land?

Q 4.   (2X7=14)

   a) How can hotels effectively reduce waste generation throughout their operations?

b) What are the legal and regulatory requirements that hotels need to comply with regarding waste management?

c) What is the importance of sewage treatment plants in hotels for environmental sustainability?

Q 5. (2X7=14)

a) What factors should be considered when choosing an eco-friendly site for hotel construction?

b) How does technology contribute to the eco-friendly practices in Ecotels?

c) What are some examples of innovative technologies used in Ecotels for sustainable operations?

Programme: MHM&CT   **Session: 2022-23**

Semester: First   **Max. Time: 3 Hours**

Course Title: Principles of management   **Max. Marks: 70**

Course Code: SLLCH THM 01 01 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 are required to answer any two parts of each question. Each part carries seven marks.

Q 1.   Explain the Following in Short.   (4X3.5=14)
   a) Motivation
   b) Job Specification
   c) Communication
   d) Scalar Chain
   e) Unity of command
   f) Planning
   g) Staffing

Q 2.   (2X7=14)
   a) What is Management? Explain the functions of management?
   b) Explain the levels of management in a large 5 Star Hotel.
   c) Discuss in detail about corporate social Responsibility and business ethics in Hospitality Industry.

Q3.   (2X7=14)
   a) Differentiate between Plan and Planning.
   b) Write techniques of Forecasting in Detail.
   c) Explain the importance of Decision making in Catering business.

Q 4.   (2X7=14)
   a) Explain Formal and Informal Organization.
   b) Write in detail the factors determining span of control.
   c) Explain the importance of staffing for a hotel chain operating in several countries.

Q 5.   (2X7=14)
   a) What are barriers to communication? How do we overcome these barriers?
   b) Explain the terms in detail leader and Leadership.
   c) Explain the importance of Telephone skills for Front Office Personnel.

CENTRAL UNIVERSITY OF HARYANA

Second Semester Term End Examinations July, 2023

Programme: MHM&CT   Session: 2022-24

Semester: 2nd   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 is on premise catering?
   b) List 10 Indian breakfast dishes.
   c) Write down equipments of Indian cuisine.
   d) Define pastry and its origin.
   e) Write down South Indian Lunch Menu.
   f) What is commercial catering?
   g) Write five types of breads.

Q 2.   (2X7=14)
   a) Write a detailed note on Menu planning. Also plan a lunch menu for Hospitals.
   b) Quantity food production is very important for any large catering establishment. Discuss and list equipments used in quantity food production.
   c) What is Indenting? Prepare an indent for a wedding Function for 250 Pax.

Q3.   (2X7=14)
   a) Mobile catering has developed and changed over part 20 years. Explain with examples.
   b) What do you understand by off premise catering? What are the challenges faced in this catering?
   c) Write Short notes on: a) Institutional Catering and b) Industrial Catering.

Q 4.   (2X7=14)
   a) Write a detailed note on the factors which affect the eating habits of people.
   b) Geographical location plays an important role in the development of regional cuisine. Justify with examples.
   c) Name different types of rice preparations and also write down recipe of any two preparations.

Q 5.   (2X7=14)
   a) List different types of flour. Also explain the uses of flour in the bakery.
   b) Differentiate between laminated and Choux Pastry. What care should be taken while preparing each type of pastry?
   c) What is yeast? Discuss the importance of yeast in the bakery production.