

CENTRAL UNIVERSITY OF HARYANA

Term End Examinations March 2023

Programme: MHMCT
Semester: First
Course Title: Accommodation Operation
Course Code: SLLCH THM 01 01 03 C 3014

Session: 2022-23
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 students are required to answer any two parts of each question. Each part carries seven marks.

Q 1. (4X3.5=14)

- a) Explain Hospitality.
- b) Motel
- c) ITDC
- d) HRACC
- e) Downtown Hotel
- f) Cabana Rooms
- g) Room Rate

Q 2. (2X7=14)

- a) Classify hotels on the basis of location?
- b) Throw light on the famous Indian chain hotels operating in India?
- c) Write down various types of Hotel organizational structures.

Q3. (2X7=14)

- a) Enumerate on Types of Hotel Rooms.
- b) Draw and explain the layout of front office department of a 5star hotel.
- c) Explain how housekeeping coordinate with other departments of a hotel.

Q 4. (2X7=14)

- a) What are different types of reservations? Explain with examples.
- b) Describe the four phases of guest cycle
- c) Explain the check-in procedure of foreigner guest and draw format of form 'C'.

Q 5. (2X7=14)

- a) Briefly describe the duties and responsibilities of various housekeeping staff membership.
- b) Explain in detail about housekeeping control desk.
- c) What are cleaning agents? Discuss their classification and describe each category briefly.

CENTRAL UNIVERSITY OF HARYANA
First Semester Term End Examinations March-2023

Programme: MHM&CT

Session: 2022-23

Semester: First

Max. Time: 3 Hours

Course Title: Food & Beverage Service Operations

Max. Marks: 70

Course Code: SLLCH THM 01 01 02 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:

(4X3.5=14)

- a) Room Service
- b) Ancillary departments
- c) Personal Hygiene
- d) English service
- e) Briefing
- f) Finger buffet
- g) American service

Q 2. Attempt any two of the following:

(2X7=14)

- a) What are the different types of Catering Establishments? Explain Railway Catering in brief.
- b) What are the duties and responsibilities of Food & Beverage Manager of a 5-star hotel?
- c) Enlist and discuss various types of food service followed in catering industry.

Q3. Attempt any two of the following:

(2X7=14)

- a) Differentiate between Mise-en-place and Mise-en-scene. Explain five duties under each.
- b) Enlist and explain various equipments used in food & Beverage Service department.
- c) Explain the uses and write the recommended sizes of any seven types of glassware.

Q 4. Attempt any two of the following:

(2X7=14)

- a) Enlist and explain the courses of French classical menu with their respective covers and suitable examples.
- b) What are different types of menu used in catering establishments? Explain each in brief.
- c) Plan a five-course continental lunch menu and draw the cover for various courses.

Q 5. Attempt any two of the following:

(2X7=14)

- a) Elaborate on the types of buffet found in hotels.
- b) What are the various types of banquets? Explain in detail the banquet booking procedure.
- c) What do you mean by banquet protocol? Write toast procedure for a formal state function.

CENTRAL UNIVERSITY OF HARYANA

First Semester Term End Examinations March-2023

Programme: MHM&CT

Session: 2022-23

Semester: First

Max. Time: 3 Hours

Course Title: Communication Skills and Personality Development

Max. Marks: 70

Course Code: SLLCH THM 01 01 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. Explain the Following in Short. (4X3.5=14)

- a) Time Management
- b) Proxemics
- c) Grapevine communication
- d) Video Conferencing
- e) Audience Analysis
- f) Attitudinal Barriers
- g) Group Discussion

Q 2. Attempt any two questions: (2X7=14)

- a) Explain the communication cycle with a neat diagram.
- b) What are the barriers of communication? How can we overcome these barriers?
- c) What do you understand by business conversations? Explain its do's and don'ts.

Q3. Attempt any two questions: (2X7=14)

- a) Proper Grooming is of great importance in hotel industry. Explain.
- b) Describe the dinning etiquettes in details.
- c) What do you understand by personality? Discuss the determinants of personality.

Q 4. Attempt any two questions: (2X7=14)

- a) Explain the different types of interviews in Hospitality industry.
- b) Discuss stress. How stress can be managed at different levels of organization?
- c) Discuss the various steps involved in resume writing.

Q 5. Attempt any two questions: (2X7=14)

- a) Explain the importance of effective speech for hotel professionals.
- b) What do you understand by external motivation and internal motivation?
- c) How to work efficiently in a team and explain the do's and don'ts in team work?

CENTRAL UNIVERSITY OF HARYANA

Term End Examinations March 2023

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

- Q 1. Explain the following: (4X3.5=14)
- a) Levels of Management
 - b) Scope of Management
 - c) Formal Organization
 - d) Span of Management
 - e) Staffing
 - f) Leadership
 - g) Motivation
- Q 2. Attempt any two: (2X7=14)
- a) Discuss the functions and nature of management.
 - b) Enlist various responsibilities endowed by a professional manager.
 - c) What is Corporate Social Responsibility and its use in Hotel Industry.
- Q3. Attempt any two: (2X7=14)
- a) Define Planning and discuss its main characteristics.
 - b) Discuss various steps involved in planning process.
 - c) Explain the five principles of planning.
- Q 4. Attempt any two: (2X7=14)
- a) Define organizing and discuss its importance in organizations.
 - b) Explain span of management and its types.
 - c) Explain the process of staffing.

Q 5. Attempt any two:

(2X7=14)

- a) Define Managerial Control and explain its elements.
- b) Explain the importance of Controlling.
- c) Explain Maslow's and Herzberg theory of motivation.

CENTRAL UNIVERSITY OF HARYANA

First Semester Term End Examinations March, 2023

Programme: MHM&CT

Session: 2022-24

Semester: First

Max. Time: 3 Hours

Course Title: Food Production Operations

Max. Marks: 70

Course Code: SLLCH THM 01 01 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. Explain: - (4X3.5=14)

- a) Hostel Kitchen.
- b) Personal Hygiene.
- c) Sections of a 5 Star Kitchen.
- d) Define Baking.
- e) Kitchen Fuel?
- f) Differences between Herbs and Spices.
- g) Types of knives.

Q 2. (2X7=14)

- a) Write a detailed note on attributes and duties of Executive Chef of a 5-star hotel.
- b) Discuss in detail the coordination of kitchen with other departments of hotel.
- c) Draw and explain the layout of Basic Kitchen setup.

Q3. (2X7=14)

- a) Write down various kitchen equipments along-with their usage.
- b) Discuss about various types of fuels used in a commercial kitchen.
- c) Write Short notes on following cooking methods: a) Boiling Method and b) Grilling Method.

Q 4. (2X7=14)

- a) Write a detailed note on the types of herbs along-with their uses in the Kitchen.
- b) "Fat plays an important role in food preparation". Justify with suitable examples.
- c) Discuss about the Cleaning and pre-preparation of food commodities.

Q 5. (2X7=14)

- a) What is stock? Discuss its types and usage.
- b) Write a detailed note on preparation of mother sauces. Also discuss various thickening agents.
- c) Explain the method of preparation of French Salad. Also explain different parts of a salad.

