

Printing Pages : 1

Paper code : BHM- 301

(C) (SVSU): 2023-204/R

Enrollment No.

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BHMCT

**2nd YEAR 3rd SEMESTER EXAMINATION
BAKERY & CONFECTIONERY**

[Time : 03:00 Hours]

[Max. Marks : 70]

Note: 1. Attempt all the questions as per given instructions.

1. State True or False:

[01×10=10]

- I Batter has the thin consistency.
- II Blending is useful steps in cake mixing.
- III Cake is a part of confectionery product.
- IV Buns is the part of bakery product
- V Whisking is also called as Beating.
- VI Dough is only made up of corn flour.
- VII Fermentation is useful in thickening bakery products.
- VIII Icing is a method of cake mixing.
- IX Creaming is the method of bread making.
- X Muffin mould is manual bakery equipment.

2. Fill in the Blanks:

[01×05=05]

- I The ideal bread baking temperature is
- II Egg is agent.
- III Round Spoon is a equipment.
- IV The storage temperature of an egg is
- V No time dough is the method of

3. Answer in long (any three)

[10×3=30]

- I Explain the raw material required for bread making.
- II What is baking? Explain the principles of baking in detail.
- III Discuss the different types of flour.
- IV What are the formulas & measurements in bakery? Explain it.

4. Answer in short (any five)

[5×5=25]

- I Define bread making and explain the steps of bread making.
- II Explain the cake making faults and their remedies.
- III Describe the shortening agents in bakery.
- IV What is the role of raising agent in bakery? Explain it.
- V Classify and describe the bakery equipments.
- VI Write a short note on "oven & baking".
- VII Explain the physical & chemical changes during baking.

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BHMCT
2nd YEAR 3rd SEMESTER EXAMINATION
BAR OPERATION-I

[Time : 03:00 Hours]

[Max. Marks : 70]

Note: 1. Attempt all the questions as per given instructions.

1. Multiple Choice Questions(MCQs):**[01×15=15]**

- I What is the term for the process by which yeast converts sugars into alcohol and carbon dioxide?
a. Fermentation b. Distillation c. Maturation d. Filtration
- II In brewing, what does the term "mashing" refer to?
a. Adding hops to the beer b. Filtering the beer
c. Boiling the wort d. Soaking the grains in hot water to extract sugars
- III What is the primary purpose of adding hops to beer during the brewing process?
a. Increasing alcohol content b. Enhancing sweetness
c. Adding bitterness and aroma d. Improving clarity
- IV What is considered heavy equipment in a bar?
a) Ice bucket b) Wine opener c) Blender d) Glassware
- V Which of the following is a common type of glassware used for serving beer in a bar?
a. Collins glass b. Pilsner c. Shot glass d. Old Fashioned glass
- VI The region in France known for its sparkling wines made in the traditional method is _____.
- VII The process of converting malted barley starches into fermentable sugars is called _____.
- VIII The area where customers sit to consume their drinks is known as the _____.
- IX The set of bottles containing commonly used spirits, often displayed on the front of the bar, is known as the _____.
- X The device used for cutting and peeling citrus fruits for garnishes is called a _____.
- XI The "rail" in a bar refers to the area where bartenders prepare and mix drinks. (True/ False)
- XII Highball glasses are typically used for serving short and strong cocktails. (True/ False)
- XIII A jigger typically has only one measurement capacity for precise pouring. (True/ False)
- XIV Chardonnay is a white wine grape variety. (True/ False)
- XV All sparkling wines are champagne. (True/ False)

2. Answer in long (any three)**[10×3=30]**

- I Step by step explain the manufacturing of Beer.
- II Classify different types of Alcoholic beverages.
- III Discuss different types of bar.
- IV Briefly explain the manufacturing process of wine.

3. Answer in short (any five)**[5×5=25]**

- I Discuss the different types of equipment used in bar.
- II Name 10 international brands of beer with their countries.
- III Name any 5 red grapes and 5 white grapes variety.
- IV Classify different types of wine.
- V Name the wine producing region of Italy with their types of wine.
- VI Explain different parts of bar.

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BHMCT
2nd YEAR 3rd SEMESTER EXAMINATION
FRONT OFFICE OPERATION-I

[Time : 03:00 Hours]

[Max. Marks : 70]

Note: 1. Attempt all the questions as per given instructions.

PART - A

Section A: attempt all the Questions.

(1x15=15)

- I. PMS stands for _____.
- II. The settlement of bills is a crucial part of the front office's _____.
- III. GDS stands for _____.
- IV. Foreign currency can only be exchanged for _____ guest.
- V. CRS stands for _____.
- VI. Departure notification is a process that occurs after a guest has left the hotel.
(True/False)
- VII. Cash settlement can be done in both Indian and foreign currency. (True/False)
- VIII. City Ledger is a non-guest Ledger. (True/False)
- IX. RevPAR stands for Revenue Per Available Ratio. (True/False)
- X. Room Management Software is primarily used for restaurant reservations.
(True/False)
- XI. What is "Early Check-Out" in the context of a hotel stay?
A) Checking in before the standard check-in time
B) Departing the hotel before the scheduled departure date
C) Checking in with a group reservation D) Checking in with an express checkout
- XII. Which of the following services is typically associated with "Post Departure Courtesy Services"?
A) Room service B) Housekeeping requests
C) Follow-up emails or surveys D) Express check-outs
- XIII. What does G.D.S stand for in the context of hotel operations?
A) General Distribution System B). Guest Data System
C). Global Distribution System D). Guest Desktop Software
- XIV. What does ARR stand for in the context of hotel statistics?
A) Average Rack Rate B) Advanced Reservation Report
C) Annual Room Revenue D) Average Room Rate
- XV. What percentage represents the number of guests who stay longer than their reservation?
a. Overstay percentage b. Understay percentage
c. Cancellation percentage d. No-show percentage

(P.T.O)

PART - B

Attempt any three (03) questions (Long Answer).

(10x3=30)

- Q1. How Accounting cycle helps hotel? What are the various accounts & folios used in Accounts department?
- Q2. In a large hotel, elaborate the departure procedure that enhances the efficiency in the check-out process.
- Q3. Explore the foreign currency exchange procedure in hotels and the importance of an encashment certificate.
- Q4. Write the formula of the following: (a) Occupancy %age (b) ARR (c) RevPar (d) House Count (e) ARG
- Q5. How computers are helpful in hotel industry? Elaborate the usage of PMS.

PART - C

Attempt any five (5) questions (Short answer).

(5X 5= 25)

- Q.1. How post departure activities strengthen the business relationship between Hotel & Guest?
- Q.2. What is departure notification? How does a hotel manage group checkouts efficiently?
- Q.3. "Guests have lots of options to settle their bill". Elaborate this statement.
- Q4. What is Credit Limit? Mention the usage of Red Flag Report.
- Q5. Write short notes on Vouchers.
- Q6. Differentiate between PMS, GDS, and CRS.
- Q7. What are the key characteristics of express checkouts?

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BHMCT**2nd YEAR 3rd SEMESTER EXAMINATION****ACCOMMODATION OPERATION I****[Time : 03:00 Hours]****[Max. Marks : 70]****Note : 1. Attempt all the questions as per given instructions.****1. Define The Term****[01×15=15]**

- I** Which department will provide the Housekeeping supplies and amenities?
(A) F&B Service (B) Security Dept. (C) Human Resources (D) Purchasing
- II** Which department helps Housekeeping for Guest Room Security and Safety?
(A) F&B Service (B) Security (C) Front Office Department (D) Accounts
- III** Which department help Housekeeping to check the damages of rooms:
(A) F&B Service (B) Engineering (C) FO Department (D) F&B Production
- IV** For employee's recruitment and promotion, Housekeeping dept. can contact:
(A) Human Resources Dept. (B) Security (C) F&B Service (D) F&B Product
- V** Flower Decoration Comes Under Which Department:
(A) F&B Service (B) Security (C) Housekeeping (D) Accounts
- VI** Which of the following is not a duty of Housekeeping Department:
(A) Cleaning guest rooms (B) Serving food (C) Managing laundry operations
(D) Responsibility of public restrooms and offices
- VII** The department which is responsible for the cleanliness in hotels is:
(A) In-Room Dining (B) Room Service (C) Housekeeping (D) Room Attendant
- VIII** Who is the leader of Housekeeping Department?
(A) F & B Manager (B) Executive Chef (C) EHK (D) Front Office Manager
- IX** Which of the following service is not included in Housekeeping?
(A) Room Service (B) Guest Room (C) Public Area (D) Linen & Uniform Room
- X** Who is responsible for cleaning and handling the guest laundry:
(A) GRA (B) F & B Service (C) Linen Attendant (D) Public Area Attendant
- XI** The person in charge for cleaning the room:
(A) Room Attendant (B) Room Service (C) Public Area Attendant (D) GSA
- XII** Which of the following is essential to guest room security:
(A) Key Control (B) Secured Premises (C) CCTV (D) All of the above
- XIII** Who manages the cleaning and handling of lobby and lift:
(A) Room Service (B) Public Area Attendant (C) GSA (D) Room Attendant
- XIV** The other name of Room Attendant is:
(A) Room Service (B) Room Boy (C) In Room Dining (D) Purchasing
- XV** To check the room status, which dept. works with Housekeeping Department:
(A) F&B Service (B) Engineering (C) Front Office (D) Sales

(P.T.O)

2. Answer in long (any three)

[10×3=30]

- I** Write down the Importance Of guest room inspection.
- II** What is contract cleaning? Explain in Detail.
- III** Describe the advantages of an On Premises Laundry over a commercial laundry.
- IV** Describe the Dry-cleaning Process.

3. Answer in short (any five)

[5×5=25]

- I** Describe the Principle of Hotel laundry.
- II** Write down the concept of contract cleaning.
- III** Write down the General procedure of stain removal.
- IV** What is Spotting?
- V** Write down the selection criteria of linen items.
- VI** Describe the Internal sources of recruitment.
- VII** Write down the Process of laundering.

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BHMCT
2nd YEAR 3rd SEMESTER EXAMINATION
HOTEL ACCOUNTING

[Time : 03:00 Hours]

[Max. Marks : 70]

Note : 1. Attempt all the questions as per given instructions.

1. Write Whether the Following Statements are True or False-

[01×15=15]

- I The Dividend is paid after the payment of all Liabilities.
- II Dividends Decrease owners' equity.
- III The assets that can be converted into cash within a year are current assets.
- IV The sales income during a given period is called Turnover.
- V Bank Overdraft is a current liability for the firm.
- VI In the double-entry system value received is thought of like a debit, and value given is thought of as a credit.
- VII The general rule is that assets and expenditure have credit balances, and liabilities and income have debit balances.
- VIII The Profit and Loss Account is a statement that is prepared in order to show the financial position of a business.
- IX When assets are bought on credit they are treated exactly the same as purchases.
- X Bank statements and bank accounts are records of the same set of transactions
- XI Net profit is calculated by subtracting the net expenses from other income after gross profit.
- XII Room sales accounts for more than 50% of total hotel sales.
- XIII FHRAI helps the Hospitality Industry to grow, prosper and keep in pace with the development in the International scenario.
- XIV The American Plan includes room tariff, breakfast and either lunch or dinner.
- XV Equity Shares are the Ordinary Shares of the Company.

2. Answer in long (any three)

[10×3=30]

- I What do you mean by budget? Explain different types of budget.
- II Explain budgetary control. Write down its importance.
- III Explain scope of accounting in the hotel.
- IV Define Visitors Tabular Ledger with its importance. Draw the format of VTL

3. Answer in short (any five)

[5×5=25]

- I Explain the difference between Allowance & Discount.
- II Write down the duties and responsibilities of Finance Manager.
- III Write down the types of discount Offered to the guest.
- IV What are the important contents of income statement?
- V What is Visitor's paid out ?
- VI Draw the format of the Allowance Voucher.
- VII Explain the difficulties in implementing Uniform Accounting system.

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BHMCT
2nd YEAR 3rd SEMESTER EXAMINATION
FOOD SCIENCE & NUTRITION

[Time : 03:00 Hours]

[Max. Marks : 70]

Note: 1. Attempt the questions as per given instructions.**Read Instructions Carefully****PART A****Section A: Objective Questions****(1x15=15)**

1. Nutrition is the process of cooking food. (True/False)
2. Deficiency of vitamins can lead to various health problems. (True/False)
3. Overcooking can lead to nutrient loss. (True/False)
4. Personal hygiene is not crucial for those handling food. (True/False)
5. Microorganisms play a role in food spoilage. (True/False)
6. Detection of food spoilage is not essential in food service. (True/False)
7. Fats are a concentrated source of energy. (True/False)
8. What is HACCP?
 - a) Hazard Analysis and Critical Control Points
 - b) Healthy and Clean Cooking Process
 - c) High-quality Assurance in Culinary Care and Preparation
 - d) Hazardous Actions in Cooking Control Points
9. How can the loss of nutrients during cooking be minimized?
 - a) Boil vegetables in large quantities of water
 - b) Cook food with the lid off
 - c) Use a microwave for cooking
 - d) Discard water used for boiling vegetables
10. Which nutrient is known for its role in building and repairing tissues?
 - a) Carbohydrates
 - b) Protein
 - c) Fat
 - d) Vitamins
11. What is Nutrition?
 - A. The study of food
 - B. The process of acquiring nutrients from food
 - C. Cooking techniques
 - D. Food preservation methods
12. Identify the primary function of Carbohydrates.
 - A. Energy storage
 - B. Building cell membranes
 - C. Enzyme activation
 - D. Oxygen transport

(P.T.O)

13. Identify a source of Sodium.
- A. Citrus fruits
 - B. Dairy products
 - C. Table salt
 - D. Green leafy vegetables
14. What is the purpose of Protective Clothing for food handlers?
- A. Fashion statement
 - B. Preventing contamination
 - C. Enhancing comfort
 - D. Improving staff morale
15. What is the purpose of HACCP?
- A. Food preservation
 - B. Ensuring food safety
 - C. Cooking techniques
 - D. Food storage guidelines

PART B

Attempt any three (03) questions (Long Answer).

(10x3=30)

- Q1. Explain Food Additives Classify Food Additives.
- Q2. Explain the principles and importance of HACCP in ensuring food safety.
- Q3. Detail the sanitary practices that should be followed while handling and cooking food. Discuss the role of protective clothing in maintaining hygiene standards.
- Q4. Discuss Food Preservation. Why it is necessary to preserve the food?
- Q5. Differentiate between food poisoning and food infection.

PART C

Attempt any five (5) questions (Short answer).

(5X 5= 25)

- Q.1. What are the functions of carbohydrates in the body?
- Q.2. List common food adulterants and describe tests to detect them in milk, sugar & turmeric.
- Q.3. What are the ways to prevent nutrient loss while cooking food?
- Q4. Explain the Following: (a) Food (b) Nutrients (c) Balanced Diet
- Q5. Explain the detection and prevention of food spoilage.
- Q6. Identify harmful and useful microorganisms in the food industry.
- Q7. Differentiate between dry, refrigerated, and freezer storage areas.

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BHMCT
2nd YEAR 3rd SEMESTER EXAMINATION
FUNDAMENTALS OF COMPUTERS

[Time : 03:00 Hours]

[Max. Marks : 70]

SECTION-A

Attempt all Questions.

(1X15=15)

- I. In MS-POWERPOINT, the _____ menu is used for designing the overall look and feel of the presentation.
- II. In E-Commerce, B-to-C involves transactions between businesses and _____.
- III. The _____ is an electronic device that processes data to perform various tasks.
- IV. Twitter is primarily a visual-based social media platform True/False:
- V. Social Media platforms like Facebook and WhatsApp have no disadvantages. True/False
- VI. Browsing, emailing, and chatting are common internet services. True/False
- VII. What is the purpose of a broadband connection?
 A. Slower internet speed B. Limited data transfer
 C. Faster internet speed D. Dial-up connection
- VIII. What does URL stand for?
 A. Uniform Resource Locator B. Universal Remote Link
 C. Unified Resource Listing D. User Registration Link
- IX. What is the main disadvantage of spam in the context of the internet?
 A. It consumes a lot of bandwidth B. It increases email efficiency
 C. It improves communication D. It contains useful information
- X. What is the purpose of Social Media?
 A. Sending emails B. Sharing information and connecting with others online
 C. Playing video games D. Writing computer programs
- XI. What is the main function of search engines on the internet?
 A. Sending emails B. Browsing websites
 C. Indexing and retrieving information D. Playing online games
- XII. What is the purpose of the Windows Explorer?
 A. To browse the internet B. To manage files and folders C. To create documents D. To play games
- XIII. In Windows, what is the function of the desktop?
 A. A physical piece of furniture B. A background image C. The top surface of a desk D. An application
- XIV. What is SAP in the context of ERP?
 A. Software Application Platform B. System Analysis Process
 C. Systems, Applications, and Products in Data Processing D. Structured Analysis Protocol
- XV. What type of software controls the basic operations of a computer system?
 A. System software B. Application software C. Utility software D. Hardware software

SECTION-B

2. Answer in long (any three)

[10×3=30]

- I. What is computer? Write down the usage of computer in hotel
- II. What is internet? Write down the advantage and disadvantage of it
- III. What is Viruses? Explain its types
- IV. What is software? Explain 5 commonly used software

SECTION-C

Attempt any five questions.

(5x5= 25)

- I. What are input device explain with example
- II. What is the topology?
- III. Explain different types of networks
- IV. Write down the steps to open power point
- V. Write down the usages of MS Word
- VI. How ERP is helpful for any organization

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B.VOC IN HOSPITALITY & TOURISM
2ND YEAR 3rd SEMESTER EXAMINATION
HOSPITALITY SALES

[Time : 03:00 Hours]

[Max. Marks : 70]

Note: Attempt all the questions as per given instructions.

1. Multiple Choice Questions (MCQs)

[01×15=15]

- I Which function is more concerned with creating brand awareness and customer satisfaction?
a) Hospitality Sales b) Marketing c) Both equally d) Neither
- II What is the primary purpose of coordinating Sales with Housekeeping in a hotel?
a) Maximizing room revenue b) Ensuring employee satisfaction
c) Controlling food costs d) Improving security measures
- III Which attribute is crucial for building effective relationships with clients?
a) Technical expertise b) Interpersonal skills
c) Budget management d) Inventory control
- IV What is the significance of cross-functional training for employees in internal sales?
a) It increases employee workload
b) It enhances teamwork and allows employees to understand multiple roles
c) Both a and b d) None of the above
- V In reservation sales, what is the purpose of up selling?
a) To minimize expenses
b) To maximize revenue by offering additional services or upgrades
c) To reduce the workload of the reservation department
d) To decrease customer satisfaction
- VI In cross-selling, what is an example of a complementary service to a hotel room?
a) Room service b) Laundry service c) Both a and b d) None of the above
- VII How does special promotion differ from regular promotions in Hospitality Sales?
a) Special promotions are ongoing, while regular promotions are temporary.
b) Special promotions are targeted at a specific audience or timeframe.
c) Both a and b d) None of the above
- VIII What are the key components of a sales package for meeting room sales?
a) Room service and housekeeping
b) Audio-visual equipment, catering services, and room setup
c) Employee training programs d) Marketing brochures
- IX What is the first step in the Hospitality Sales process?
a) Closing b) Prospecting c) Follow-up d) Negotiations

(P.T.O)

- X The primary function of a Director of Sales (DOS) in a large hotel is to manage front desk operations.
(True/False)
- XI Interpersonal skills are essential for Sales personnel to build effective relationships with clients. (True/False)
- XII Cross-functional training for employees in internal sales hinders teamwork.
(True/False)
- XIII The primary objective of Hospitality Sales is to maximize _____.
- XIV RevPar stands for Revenue per _____ Room.
- XV Coordination with Housekeeping in a hotel primarily focuses on maximizing _____ revenue.

SECTION-B

2. Answer in long (any three)

[10×3=30]

- I. Explain the importance of coordination between the sales department and other operational and allied departments in a hospitality setting. Provide examples of how effective collaboration can lead to improved overall performance.
- II. Identify and discuss the essential attributes that make a successful salesperson in the hospitality industry. How do these qualities contribute to building long-term relationships with clients and driving revenue?
- III. Delve into the specifics of banquet and meeting room sales. Discuss the steps involved in developing leads, selling to clients, planning functions, and the importance of follow-up in these specialized areas.
- IV. Analyze the significance of electronic and telephone sales within the reservation department. Explore the challenges and opportunities associated with these sales channels and how they impact the overall booking process.

SECTION-C

3. Attempt any five questions.

(5x5= 25)

- I. Describe the organizational structure of both a small and large hotel. What are the functions of a Director of Sales?
- II. What are the components of a sales package in Meeting Room Sales?
- III. What role do employees play in internal sales within a hospitality establishment?
- IV. What are some common sales promotion tools used in the hospitality industry?
- V. What are the essential attributes of successful Sales personnel in the hospitality sector?
- VI. What preparations are involved in the pre-approach stage of the hospitality sales process?
- VII. Describe various types of setups and facilities available for meeting rooms.

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B.VOC IN HOSPITALITY & TOURISM
2ND YEAR 3RD SEMESTER EXAMINATION
EVENT MANAGEMENT

[Time : 03:00 Hours]

[Max. Marks : 70]

Note: Attempt all the questions as per given instructions.

SECTION - A**1. Multiple Choice Questions (MCQs)**

[01×15=15]

- I Which type of event is organized to celebrate personal milestones like weddings or birthdays?
 a) Corporate Event b) Social Event c) Trade Show d) Sports Event
- II Which characteristic of events refers to the ability to measure the success of an event?
 a) Memorability b) Measurability c) Flexibility d) Creativity
- III The term "Immediacy" in event characteristics emphasizes:
 a) Long planning periods b) Quick decision-making
 c) Delayed event execution d) Postponement of events
- IV Which principle of planning emphasizes setting specific and achievable goals?
 a) Flexibility b) Measurability c) Realism d) Creativity
- V What is the first step in event planning?
 a) Create the Event Agenda b) Set Objectives
 c) Decide Who to Invite d) Consult with the Client
- VI What does the event planning step "Create Your Theme" involve?
 a) Developing a storyline for the event b) Designing the event logo
 c) Choosing a specific concept or idea for the event d) Setting the event date and time
- VII Experiential events focus on creating memorable and immersive experiences for attendees. True False
- VIII Corporate events are primarily organized for personal celebrations like weddings or birthdays. True False
- IX Creating the event agenda is one of the last steps in the event planning process. True False
- X Establishing an event committee is a pre-event organizational step. True False
- XI Risk management in events covers natural, financial, and legal aspects. True False
- XII A trade show is an example of an _____ event.
- XIII Corporate events are primarily organized for _____ celebrations like weddings or birthdays
- XIV Creating a Request for Proposal (RFP) is done after site confirmation. True False
- XV Risk management in events covers natural, financial, and legal aspects. True False:

SECTION-B**2. Answer in long (any three)**

[10×3=30]

- I. Discuss the crucial role of establishing an event committee in the pre-event organizational phase.
- II. Discuss the importance of setting clear objectives in the event planning process.
- III. Explore the various components of budgets in event planning, and discuss their individual significance.
- IV. Explore the three aspects of risk management—natural, financial, and legal—during the execution of an event.

SECTION-C**3. Attempt any five questions.**

(5×5= 25)

- I. Explain the significance of "Immediacy" in event characteristics
- II. What comes after setting objectives in the event planning process?
- III. What characteristic suggests quick decision-making and response in events?
- IV. What is the first step in planning an event?
- V. Name one component of budgets in event planning.
- VI. What does a timeline schedule help in organizing?
- VII. Why is crisis and backup planning essential before the event?

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B.VOC IN HOSPITALITY & TOURISM
2ND YEAR 3rd SEMESTER EXAMINATION
FOOD PRODUCTION- II

[Time : 03:00 Hours]

[Max. Marks : 70]

Note: Attempt all the questions as per given instructions.

1. State True or False:

[01×10=10]

- I Albumin is the protein of Egg White.
- II Mayonnaise sauce is not the mother sauce.
- III Fillet is not the cut of fish.
- IV Panada is the thickening agent.
- V Swines is the protein of meat.
- VI Ovine is not the protein of fish
- VII Boiling is the dry method of cooking.
- VIII Shellfish is the type of fish.
- IX The storage temperature of egg is 4 °C.
- X Poultry is fish and meat.

2. Fill in the Blanks:

[01×05=05]

- I Roux is a agent.
- II Parsley is a herb.
- III Stock is the liquid.
- IV Boiling is the method of cooking.
- V Hollandaise sauce is type of sauce.

3. Answer in long (any three)

[10×3=30]

- I Draw the structure of an egg. Explain the usage of egg in kitchen.
- II Explain the classification of fish. List the various cuts of fish.
- III What is sauce? Explain thickening agents used in food production.
- IV Define stock. Explain the classification of Stock.

4. Answer in short (any five)

[5×5=25]

- I Classify and describe the soups.
- II Write a short note on "Salads".
- III Discuss the cooking classical preparations of Fish.
- IV Explain the cooking methods used for sea food.
- V Explain the classification of mother sauces.
- VI Write and describe the cuts of meat.
- VII Write the points for making of good sauce in food production.

Printing Pages : 1

Paper code : BVH- 304

(C) (SVSU): 2023-204/R

Enrollment No.[illegible]

B.VOC IN HOSPITALITY & TOURISM
2ND YEAR 3rd SEMESTER EXAMINATION
FOOD & BEVERAGE SERVICE-II

[Time : 03:00 Hours]

[Max. Marks : 70]

Note: 1. Attempt all the questions as per given instructions.

1. Multiple Choice Questions (MCQs)

[01×15=15]

- I What does KOT stand for in billing methods?
a) Kitchen Order Ticket b) Keep Our Tips c) Key Operational Tool d) Kitchen Order Table
 - II What is a Fondue?
a) A Swiss dish of melted cheese served in a communal pot, where diners dip bread or other food into it
b) A French dish of beef cooked in a pot of boiling water
c) An Italian dish of pasta cooked in a cheese sauce
d) A Spanish dish of rice cooked in a paella pan with seafood and vegetables
 - III What is the lead time from order taking to clearance in room service?
a) 30 minutes b) 45 minutes c) 60 minutes d) 90 minutes
 - IV What is the focus of the Working Lunch Menu?
a) Quick and easy options for busy professionals b) Gourmet and upscale options for corporate events
c) Buffet-style options for team-building exercises d) Healthy and low-carb options for fitness retreats
 - V What is the purpose of suggestive selling in room service?
a) To convince guests to order more items b) To promote healthy eating habits
c) To reduce food waste d) To speed up the ordering process
 - VI Cigar sizes include corona, robusto, and Churchill. (True/ False)
 - VII Poolside menus may include refreshing beverages and light snacks. (True/ False)
 - VIII KOT and BOT are two different billing methods used in the F & B industry. (True/ False)
 - IX Take Away menus are only used for food delivery. (True/ False)
 - X Room service can be requested at any time of day or night. (True/ False)
 - XI Ice-creams, Parfaits, Sundaes, Granites, Gelato, and Spoom are all types of frozen _____.
 - XII A table d'hôte menu is a menu that offers a _____ course meal for a set price.
 - XIII Cigar parts include the wrapper, binder, and _____.
 - XIV A cyclic menu is a menu that _____ on a regular basis.
 - XV The classical French menu typically includes a _____ course meal.
2. Answer in long (essay) form.

2. Answer in long (any three)

[10×3=30]

- I Explain the classification of non-alcoholic beverages and their properties.
- II Describe 11 course French classical menu.
- III Classify different types of menus and their purposes?
- IV Explain the flow chart of K.O.T.

3. Answer in short (any five)

[5x5=25]

- I Define tobacco and explain its different types.
- II Identify the different types of meal.
- III Describe the different types of breakfast.
- IV Explain the different parts of a cigar.
- V List down 5 brand name of cigarettes and cigar.
- VI Discuss the advantages and disadvantages of a la carte and table d'hôte menus.
- VII What is the importance of control in F&B Service?

Printing Pages : 2

Paper code : BVH- 305

(B) (SVSU): 2023-204/R

Enrollment No.

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B.VOC IN HOSPITALITY & TOURISM
2ND YEAR 3rd SEMESTER EXAMINATION
PUBLIC RELATIONS

[Time : 03:00 Hours]

[Max. Marks : 70]

Note: 1. Attempt all the questions as per given instructions.

1. Multiple Choice Questions (MCQs)**[01×15=15]**

- I What are the limitations of mass media?
 - a. Limited reach
 - b. Bias
 - c. Time constraints
 - d. All of the above
- II What are the characteristics of mass media?
 - a. Personalized communication
 - b. Selective audience
 - c. One-way communication
 - d. None of the above
- III What is the role of news agencies in mass media?
 - a. Creating advertisements
 - b. Gathering and disseminating news
 - c. Editorial decision-making
 - d. None of the above
- IV How does the government interact with the press as a social instrument?
 - a. Censorship
 - b. Subsidies
 - c. Editorial control
 - d. All of the above
- V What is the relative coverage and appeal of Radio and Press in India?
 - a. Radio has wider coverage and appeal
 - b. Press has wider coverage and appeal
 - c. Equal coverage and appeal
 - d. None of the above
- VI What is the role of satellite communication in radio broadcasting?
 - a. Improved signal strength
 - b. Increased program variety
 - c. Expanded reach
 - d. None of the above
- VII What is the future of television in India influenced by?
 - a. Declining popularity
 - b. Technological advancements
 - c. Decreased funding
 - d. Limited content variety
- VIII What is the impact of documentaries in public relations?
 - a. Limited engagement
 - b. In-depth storytelling
 - c. Narrow audience reach
 - d. None of the above
- IX What is the purpose of using photos in PR?
 - a. Adding color to documents
 - b. Increasing file size
 - c. Enhancing visual appeal
 - d. None of the above
- X What is crucial in planning an exhibition?
 - a. Theme and Display
 - b. Number of attendees
 - c. Length of the event
 - d. None of the above

(P.T.O)

Printing Pages : 2

Paper code : BVH- 305

(B) (SVSU): 2023-204/R

Enrollment No.

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B.VOC IN HOSPITALITY & TOURISM
2ND YEAR 3rd SEMESTER EXAMINATION
PUBLIC RELATIONS

[Time : 03:00 Hours]

[Max. Marks : 70]

Note: 1. Attempt all the questions as per given instructions.

1. Multiple Choice Questions (MCQs)**[01×15=15]**

- I What are the limitations of mass media?
 - a. Limited reach b. Bias c. Time constraints d. All of the above
- II What are the characteristics of mass media?
 - a. Personalized communication b. Selective audience
 - c. One-way communication d. None of the above
- III What is the role of news agencies in mass media?
 - a. Creating advertisements b. Gathering and disseminating news
 - c. Editorial decision-making d. None of the above
- IV How does the government interact with the press as a social instrument?
 - a. Censorship b. Subsidies c. Editorial control d. All of the above
- V What is the relative coverage and appeal of Radio and Press in India?
 - a. Radio has wider coverage and appeal b. Press has wider coverage and appeal
 - c. Equal coverage and appeal d. None of the above
- VI What is the role of satellite communication in radio broadcasting?
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 - a. Limited engagement b. In-depth storytelling
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- IX What is the purpose of using photos in PR?
 - a. Adding color to documents b. Increasing file size
 - c. Enhancing visual appeal d. None of the above
- X What is crucial in planning an exhibition?
 - a. Theme and Display b. Number of attendees
 - c. Length of the event d. None of the above

(P.T.O)

- XI Mass media is characterized by two-way communication. True / False
- XII Radio has had no impact on rural India and rural development. True / False
- XIII Television's visual impact is not considered an advantage for socio-economic change. True / False
- XIV Diverse audience reach is an _____ of different media. True / False
- XV In public relations, films are primarily used as a _____ medium.

SECTION-B

2. Answer in long (any three). [10×3=30]
- I. Analyze the limitations of mass media, considering factors such as bias, limited reach, and time constraints.
 - II. Discuss the challenges and opportunities faced by radio broadcasting in the digital age and evolving media landscape.
 - III. Explore the potential of television as a catalyst for socio-economic change, considering its influence on education, awareness, and cultural exchange..
 - IV. Distinguish between the principal categories of newspapers, emphasizing their unique characteristics and audience appeal.

SECTION-C

3. Attempt any five questions.

(5×5= 25)

- I. What role do news agencies play in mass media?
- II. What is the advantage of different media?
- III. Compare the relative coverage and appeal of Radio and Press
- IV. Explain the role of radio in rural development
- V. How has television impacted the masses?
- VI. How is film used as a tool of PR?
- VII. Explain the role of newspapers in rural PR campaigns

Printing Pages : 2

Paper code : BVH- 306

(B) (SVSU): 2023-204/R

Enrollment No.

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Bachelor of Vocational Course in Hospitality & Tourism (BVHT)
2nd YEAR, 3rd SEMESTER EXAMINATION 2023-2024

BVH 306

Food Science & Nutrition

Time: 3:00 Hrs.

Note: 1. Attempt the questions as per given instructions.
Read Instructions Carefully

Max. Marks: 70

PART A

Part A: Objective Questions

(1x15=15)

1. Nutrition is the process of cooking food. (True/False)
2. Deficiency of vitamins can lead to various health problems. (True/False)
3. Overcooking can lead to nutrient loss. (True/False)
4. Personal hygiene is not crucial for those handling food. (True/False)
5. Microorganisms play a role in food spoilage. (True/False)
6. Detection of food spoilage is not essential in food service. (True/False)
7. Fats are a concentrated source of energy. (True/False)
8. What is HACCP?
 - a) Hazard Analysis and Critical Control Points
 - b) Healthy and Clean Cooking Process
 - c) High-quality Assurance in Culinary Care and Preparation
 - d) Hazardous Actions in Cooking Control Points
9. How can the loss of nutrients during cooking be minimized?
 - a) Boil vegetables in large quantities of water
 - b) Cook food with the lid off
 - c) Use a microwave for cooking
 - d) Discard water used for boiling vegetables
10. Which nutrient is known for its role in building and repairing tissues?
 - a) Carbohydrates
 - b) Protein
 - c) Fat
 - d) Vitamins
11. What is Nutrition?
 - A. The study of food
 - B. The process of acquiring nutrients from food
 - C. Cooking techniques
 - D. Food preservation methods
12. Identify the primary function of Carbohydrates.
 - A. Energy storage
 - B. Building cell membranes
 - C. Enzyme activation
 - D. Oxygen transport
13. Identify a source of Sodium.
 - A. Citrus fruits
 - B. Dairy products
 - C. Table salt
 - D. Green leafy vegetables

[P.T.O.]

14. What is the purpose of Protective Clothing for food handlers?

- A. Fashion statement
- B. Preventing contamination
- C. Enhancing comfort
- D. Improving staff morale

15. What is the purpose of HACCP?

- A. Food preservation
- B. Ensuring food safety
- C. Cooking techniques
- D. Food storage guidelines

PART B

Attempt any three (03) questions (Long Answer).

(10x3=30)

Q1. Explain Food Additives Classify Food Additives.

Q2. Explain the principles and importance of HACCP in ensuring food safety.

Q3. Detail the sanitary practices that should be followed while handling and cooking food. Discuss the role of protective clothing in maintaining hygiene standards.

Q4. Discuss Food Preservation. Why it is necessary to preserve the food?

Q5. Differentiate between food poisoning and food infection.

PART C

Attempt any five (5) questions (Short answer).

(5X 5= 25)

Q1. What are the functions of carbohydrates in the body?

Q2. List common food adulterants and describe tests to detect them in milk, sugar & turmeric.

Q3. What are the ways to prevent nutrient loss while cooking food?

Q4. Explain the Following:

(a) Food (b) Nutrients (c) Balanced Diet

Q5. Explain the detection and prevention of food spoilage.

Q6. Identify harmful and useful microorganisms in the food industry.

Q7. Differentiate between dry, refrigerated, and freezer storage areas.
