

Reg. No. :

D 174

Q.P. Code : [08 DFCHM 05]

(For the candidates admitted from 2008 onwards)

B.Sc. DEGREE EXAMINATION, DECEMBER 2010.

First Year

Part III — Catering Science and Hospitality
Management (Food Production)

INTERMEDIATE KITCHEN OPERATIONS

Time : Two hours

Maximum : 50 marks

Answer any FIVE questions.

Each question carries 10 marks.

(5 × 10 = 50)

1. What are the objectives of cooking food?
2. List the kitchen equipment.
3. Write notes on Indian Cookery.
4. Write notes on Chinese Cookery.
5. What is the relevance of HACCP procedures?
6. What is the role of kitchen stewarding?

7. How can food adulteration be prevented?
8. What are the principles of menu planning?
9. Write notes on :
 - (a) Pasta
 - (b) Wok
 - (c) Stirfrying
 - (d) Souffle
 - (e) Roux.
10. Write notes on :
 - (a) Emulsification
 - (b) Spit roasting
 - (c) Biryani
 - (d) Batter
 - (e) Makhni gravy.

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Q.P. Code : [08 DCHM 01]

(For the candidates admitted from 2008 onwards)

B.Sc. DEGREE EXAMINATION, DECEMBER 2010.

First Year

**Part III — Catering Science and Hospitality
Management**

FOOD AND BEVERAGE SERVICE OPERATIONS

Time : Three hours

Maximum : 100 marks

Answer any FIVE questions.

Each question carries 20 marks.

(5 × 10 = 50)

1. What are the types of service and what are factors affecting meal experience?
2. List the staff of the food and beverage dept and their duties.
3. List the dishes/courses of the French classical menu with examples.
4. What are the factors influencing a menu?

5. Give a menu each for (a) Continental breakfast (b) English breakfast (c) Indian breakfast.
6. What are spirits classify? Give examples.
7. What are wines? Classify. Give examples.
8. Explain the sequence of service in a restaurant.
9. Write a detailed note on outdoor catering.
10. Plan a banquets for 200 pax for a south Indian wedding reception.

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Q.P. Code : [08 DCHM 02]

(For the candidates admitted from 2008 onwards)

B.Sc. DEGREE EXAMINATION, DECEMBER 2010.

First Year

**Part III — Catering Science and Hospitality
Management**

FOOD PRODUCTION OPERATION

Time : Three hours

Maximum : 100 marks

Answer any FIVE questions.

Each question carries 20 marks.

(5 × 20 = 100)

1. Why is personal grooming and hygiene important for staff in the kitchen?
2. List out the staff of the kitchen in a 5 star hotel with their duties.
3. Draw and label the layout of a large kitchen.
4. Write an essay on the culinary history of India.

5. List out and explain the various methods of cooking.
6. Classify the food commodities with examples.
7. Write notes on :
 - (a) French cuisine
 - (b) Italian cuisine.
8. Explain the principles of menu planning.
9. Explain with examples the courses of the French Classical menu.
10. What are the concepts and benefits of HACCP?

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Q.P. Code : [08 DCHM 03]

(For the candidates admitted from 2008 onwards)

B.Sc. DEGREE EXAMINATION, DECEMBER 2010.

First Year

Part III — Catering Science and Hospitality
Management

FRONT OFFICE OPERATIONS

Time : Three hours

Maximum : 100 marks

Answer any FIVE questions.

Each question carries 20 marks.

(5 × 20 = 100)

1. Define 'Hotel'. Classify the types of hotels.
2. What are the various facilities offered to a guest in a five star hotel?
3. Explain the functions of a front office.
4. List out the staff of a front office with their duties in brief.
5. Draw the layout of a front office and write a note.

6. Write notes on :

(a) Types of rooms.

(b) Food plan.

7. Explain the guest cycle from check in to check out.

8. Explain the functions of a good reservation software.

9. Write notes on

(a) Reservations.

(b) Travel agents.

10. What is the importance of a good guest database?

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Q.P. Code : [08 DCHM 04]

(For the candidates admitted from 2008 onwards)

B.Sc. DEGREE EXAMINATION, DECEMBER 2010.

First Year

Part III — Catering Science and Hospitality
Management

HOUSE KEEPING OPERATIONS

Time : Three hours

Maximum : 100 marks

Answer any FIVE questions.

Each question carries 20 marks.

1. Explain the role of the housekeeping department.
2. Give the organisation chart of the House Keeping dept. and briefly note the duties of each staff.
3. Draw the layout of the Housekeeping Department.
4. Write a detailed note on cleaning agents.
5. Explain about the cleaning equipment used.
6. Elaborate an types of rooms in a hotel.

7. Write notes on :

- (a) Key control
- (b) Lost Found.

8. Write an essay on valet service.

9. What is the importance of grooming and personal hygien two staff?

10. What are the various services and facilities offered by the Housekeeping dept?

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B.Sc. DEGREE EXAMINATION, DECEMBER 2010.

First Year

**Part III — Catering Science and Hospitality
Management**

COMMUNICATION AND IT

Time : Three hours

Maximum : 50 marks

Answer any FIVE questions.

Each question carries 10 marks.

(5 × 10 = 50)

1. Write an essay on good communication and its importance.
2. What are the barriers to communication?
3. Explain the need for good writing skills.
4. Draft an e-mail to get a quotation for bar beverages.
5. What is the need to be a good listener?

6. Write an essay on body language.
7. Explain the techniques and preparation for an oral presentation.
8. What is the need for good public relations skills?
9. What are the functions of MS Power Point and its uses?
10. Explain the uses of MS Word.

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Q.P. Code : [08 DCHM 06]

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B.Sc. DEGREE EXAMINATION, DECEMBER 2010.

First Year

Part III — Catering Science and Hospitality
Management

HOSPITALITY ACCOUNTING AND MARKETING

Time : Three hours

Maximum : 50 marks

Answer any FIVE questions.

Each question carries 10 marks.

(5 × 20 = 100)

1. What is the importance of accounting in Hotels?
2. Differentiate between assets and liabilities.
3. Write a note on revenue generating departments in a hotel.
4. What are the base CBT concepts?
5. Differentiate between marketing and selling.
6. Explain Maslow's theory of needs.

7. What is service marketing?

8. Write an essay on market segmentation.

9. Differentiate between direct marketing and internet marketing.

10. What are the various pricing policies adopted?