

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR - 2025-2026



COURSE : 1st Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Foundation Course in Food Production - I
TIME ALLOWED : 03 Hours

MAX. MARKS: 60

(Marks allotted to each question are given in brackets)

SECTION – A

- Q.1. Write short notes on (Attempt any five questions) (3x5=15)
- Types of contaminants of food
 - HACCP
 - Raising agents
 - Types of sweeteners used in cooking
 - Moist methods of cooking
 - Types of thickening agents
 - Salads
 - Quality checking points of fishes
 - Ingredients used in bread making
 - Benefits of probiotics

SECTION – B

Attempt all questions (6x5=30)

- Q.2. Explain the purpose of various parts of a chef uniform.
OR
What are the three "Doshas" mentioned in Ayurveda. What are the ayurvedic approaches to healthy living?
- Q.3. What are the job responsibilities of a chef de partie in the kitchen?
OR
Explain the classification of fish and describe the factors to be considered while selecting fresh fish.
- Q.4. Explain the three methods of heat transfer with suitable examples.
OR
Explain the term stock in food production and describe the different types of stocks.
- Q.5. Draw a labeled structure of an egg. Also, mention its uses in bakery.
OR
Classify vegetables. List down 08 cuts of vegetables used in cooking.
- Q.6. List down the internal and external faults that occur in breads. What type of flour should be used for making breads and why?
OR
Explain the various ingredients used in cake making.

SECTION – C

Attempt all questions (15x1=15)

- Q.7. A newly opened fine-dining restaurant, The Heritage Spoon, has been receiving mixed reviews about its soup and sauce preparations. Guests appreciated the variety of soups on the menu but complained that the cream of mushroom soup was too thin, the Minestrone lacked flavour, and the clear soup was cloudy. During service, the chef also noticed that the mother sauces prepared in advance had developed a skin, and the Hollandaise sauce separated during plating.
- Identify and explain the likely causes of faults in the soups mentioned in the case.

- b) Discuss the importance and functions of sauces in enhancing food quality and presentation at the restaurant.
- c) Suggest corrective measures and best practices for preparing, holding, and serving soups and sauces to maintain quality and consistency.

OR

Explain the role of stocks, thickening agents, flavourings, and seasonings in the preparation of soups. Discuss the steps involved in producing a well-balanced soup and compare the characteristics of consommé, cream soup, and national soups with suitable examples.

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COURSE : 1st Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Foundation Course in Food & Beverage Service - I
TIME ALLOWED : 03 Hours

MAX. MARKS: 60

(Marks allotted to each question are given in brackets)

SECTION – A

- Q.1. Write short notes on **(Attempt any five questions)** (3x5=15)
- Differentiate between casino and kiosk
 - Responsibilities of Trancheur
 - Differentiate between Goblets and tumblers
 - Compare carte du jour with plat du jour
 - English breakfast menu
 - Concept of Brunch and Hi tea
 - Kitchen stewarding
 - Draw a neat format of bill
 - Grill room
 - Point of sale control system

SECTION – B

Attempt all questions (6x5=30)

- Q.2. List any six attributes of a good waiter. Discuss briefly.
OR
What are ancillary departments? Discuss briefly.
- Q.3. What do you mean by secondary catering sector? Discuss briefly with examples.
OR
Differentiate between captive market and non-captive market.
- Q.4. What are the various types of linen used in the restaurant and their use?
OR
Differentiate between mise-en-scene and mise-en-place.
- Q.5. What is dumb-waiter, what is the role of host in French service?
OR
What do you mean by Flambé service, why service personnel handling Flambé work need to be highly skilled?
- Q.6. What are the various modes of payments popular in F&B service outlet, discuss.
OR
List and discuss various types of KOT used in special circumstances.

SECTION – C

Attempt all questions (15x1=15)

- Q.7. Explain in detail different types of dining services popular in different food & beverage outlets. Discuss how the KOT/bill control system support these services styles in maintaining smooth operation and preventing revenue loss.
OR
Provide an overview of Food & Beverage service sector in India. Examine how different F&B formats (Commercial restaurants, hotels, industrial canteens & transport catering services) contribute to the industry's development. Analyse the challenges and opportunities faced by the Indian F&B service sector in the context of globalization and evolving guest expectation.



NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2025-2026

COURSE : 1st Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Foundation Course in Rooms Division Operations – I (A)
TIME ALLOWED : 1½ Hours

MAX. MARKS: 30

(Marks allotted to each question are given in brackets)

SECTION – A

- Q.1. Write short notes on (Attempt any three questions) (2½x3=7½)
- a) Operating and non-revenue producing departments in a hotel
 - b) Bermuda plan
 - c) Stages of guest cycle
 - d) Categories of guest complaints received in hotels
 - e) Job descriptions and job specifications
 - f) Compare Upselling & upgrading

SECTION – B

Attempt all questions (5x3=15)

- Q.2. Classify hotels based on ownership and affiliation.
OR
Explain the basis of charging room rent in a hotel.
- Q.3. Discuss the modes of reservation requests in a hotel.
OR
Explain the steps in taking a reservation from a caller over phone.
- Q.4. What are the circumstances under which guests leave their baggage in the custody of the hotel?
OR
List the functions of valet parking attendants.

SECTION – C

Attempt all questions (7½x1=7½)

- Q.5. Illustrate the process of handling a FIT in a hotel highlighting on-arrival and post-arrival procedure.
OR
The Barlett House is a well-known hotel in central city. For years, it has served as the center of social occasions and most of the business functions in the city. Knowing that the hotel was starting to show some age, the owners of the Barlett House decided to sell the hotel to a group of local investors, who appointed John Richards as the new General Manager. One of the John's first challenges is to improve the hotel revenue and guest perception of the property.
Caroline Kramer is the front desk manager at the Barlett House. She has been at the hotel for several years and knows the guests and procedures very well. John and Caroline meet to determine what can be done to meet the new owners' objectives. John ask Caroline how long it takes to check a guest into the hotel. Caroline answers about five minutes per guest. John recognizes that this is a long time for a guest, especially if there a long line at the front desk. He also asks Caroline if the front desk upsells. Caroline tells John they did before she got there, and she was told it wasn't very successful.
John asks Caroline to develop a plan to improve the speed of check-in and also to upsell guestrooms.
- a) What are the front desk procedures Caroline should look at to speed the check-in process? What often departments should Caroline be working with on this plan?
 - b) What measures can Caroline recommend to start and sustain on upselling program at the hotel?



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SUBJECT : Foundation Course in Rooms Division Operations – I (B)
TIME ALLOWED : 1½ Hours

MAX. MARKS: 30

(Marks allotted to each question are given in brackets)

SECTION – A

- Q.1. Write short notes on **(Attempt any three questions)** (2½x3=7½)
- How does housekeeping create a "home away from home" for the guests?
 - Nerve Centre of housekeeping department
 - Housekeeping Pantry
 - Features of a "Differently Abled Room"
 - Domestic service department
 - Explain the terms: OOO, DND, DL

SECTION – B

Attempt all questions (5x3=15)

- Q.2. Discuss some of the potential career paths in housekeeping.
OR
Explain the sequence and procedure for cleaning the guest bathroom.
- Q.3. What are the actions and recommendations required to achieve invisible housekeeping?
OR
Explain the role of housekeeping in F&B outlets.
- Q.4. Discuss the co-ordination of housekeeping with maintenance or engineering department.
OR
How does the room attendant set priority for cleaning rooms?

SECTION – C

Attempt all questions (7½x1=7½)

- Q.5. Explain the process of bed making as per industry standards including turndown service. Discuss the equipment and material linen used in ensuring proper bed making. How does a well made guest room bed help to ensure guest satisfaction?
OR
Discuss the points of intra departmental coordination within rooms division i.e. Housekeeping and front office. How is room status reporting done? Discuss which other sectors apart from hotels is housekeeping a part of.

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ACADEMIC YEAR – 2025-2026



COURSE : 1st Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Employability Skills
TIME ALLOWED : 2 Hours

MAX. MARKS: 30

(Marks allotted to each question are given in brackets)

SECTION – A

- Q.1. Write short notes on (Attempt any four questions) (2x4=8)
- Etiquette
 - Qualities of a good leader
 - Kinesics
 - Types of aptitude tests
 - Difference between work group and work team
 - Murphy's law
 - Resumé
 - Unstructured interviews

SECTION – B

Attempt all questions (4x3=12)

- Q.2. Explain the process of team building and the evolution of groups into team.
OR
Enumerate the different stages of listening.
- Q.3. Discuss the different types of power that a leader can use to show his authority.
OR
Illustrate the major differences between manager and leader.
- Q.4. Illustrate with an example the Pareto's principle also known as 80-20 rule.
OR
Discuss the importance of Artificial Intelligence (AI) for recruitments. Enlist the opportunities and challenges.

SECTION – C

Attempt all questions (10x1=10)

- Q.5. Enumerate the key considerations for practicing cross-cultural communication in the hospitality industry.
OR
Pearl Coast Resort is opening a new wing and needs to recruit supervisors for various departments. The HR team notices that several promising candidates are rejected early because their resumes are poorly organised and do not highlight leadership achievements. To reduce bias, the resort introduces psychological tests, but many applicants are unfamiliar with such tests and perform inconsistently. The resort also depends on a new placement consultant who frequently forwards candidate profiles without proper screening. When HR checks references, they find that some referees give overly positive feedback without specific examples, making it hard to judge actual performance.

With reference to the case of Pearl Coast Resort, analyse how weaknesses in resume quality, psychological testing, recruiter coordination, and reference checks can affect the selection process. Suggest how each step can be strengthened to improve hiring decisions.



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ACADEMIC YEAR – 2025-2026

COURSE : 1st Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Customer Relation Management
TIME ALLOWED : 2 Hours

MAX. MARKS: 30

(Marks allotted to each question are given in brackets)

SECTION – A

- Q.1. Write short notes on (Attempt any four questions) (2x4=8)
- Customer value
 - Philosophy of guest
 - Customer Relation Management
 - Elements of service
 - Role of technology in guest experience
 - Loyalty segments
 - Retention
 - Mystery audit

SECTION – B

Attempt all questions

(4x3=12)

- Q.2. What are the different types of benchmarking?
OR
What is loyalty? What makes a guest loyal to hotel?
- Q.3. What are the basics of guest communication?
OR
How regular feedback is a significant part of guest centric system?
- Q.4. How can a well implemented complaint management system turn negative experience of guest into opportunities?
OR
What are the uses of customer metrics?

SECTION – C

Attempt all questions

(10x1=10)

- Q.5. Define the term 'customer' in the context of hospitality industry. Explain in detail the various types of customers with reference to hospitality industry.
OR
Explain the emerging trends in guest retention in the hospitality industry. Discuss how hotels can create excellence in service to ensure long term guest loyalty.

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COURSE : 1st Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Communication Skills - I
TIME ALLOWED : 03 Hours

MAX. MARKS: 60

(Marks allotted to each question are given in brackets)

SECTION – A

- Q.1. Write short notes on (Attempt any five questions) (3x5=15)
- Paralanguage
 - Non-verbal communication
 - Models of communication
 - Purpose of communication
 - Types of listening
 - How can note taking be improved?
 - Audience analysis
 - Instructions for addressing a group
 - Accent
 - Pronunciation

SECTION – B

Attempt all questions (6x5=30)

- Q.2. Define communication. Also, explain the role or need of business communication.
OR
What are various barriers to communications? Describe physical barrier in detail.
- Q.3. Discuss the essential qualities of a good speaker.
OR
What are the most common barriers to effective listening?
- Q.4. Discuss steps involve in organizing ideas for a speech. Explain how effective delivery techniques enhance audience engagement and message clarity.
OR
Discuss the significance of telephone activity in hotel industry. Also, explain the essential rules while using telephone.
- Q.5. What is proxemics? Elaborate on different kinds of spaces that determine about interacting with people.
OR
How do plants, furniture, colours and architecture signify communication?
- Q.6. What is the meaning of following popular foreign words:
a) Bonvoyage b) Bonafide c) En masse d) Faux Pas
e) Modus Operandi f) Persona non grata
OR
Explain the common phonetic difficulties faced by hospitality personnel and discuss how these difficulties affect communication with guests.

SECTION – C

Attempt all questions (15x1=15)

- Q.7. Blossom Crown Resort prides itself on personalised guest service, but recently several guest complaints have highlighted major communication issues across departments.

A guest reported that a Front Office Associate gave short answers, avoided eye contact, and appeared disinterested during check-in. Although the words spoken were polite, the guest felt unwelcome due to the employee's negative body language and lack of a smile. Another guest misunderstood the gesture of a housekeeping attendant who pointed towards the lift without speaking, assuming it was rude.

Meanwhile, poor interdepartmental communication was affecting operations. The F&B department was not informed on time about special room-service requests, leading to delays. Housekeeping often received unclear or incomplete room-cleaning priorities because supervisors shared updates verbally during rush hours, which different team members interpreted differently.

A critical incident occurred when a customer with a food allergy complained that the restaurant staff did not clearly communicate allergen information. The server nodded without confirming details, leading the guest to assume the dish was safe. Fortunately, the issue was identified before service, but the situation raised a serious concern about clarity in customer communication.

Management realised that employees were not trained to use appropriate facial expressions, gestures, posture, tone of voice, or active listening techniques. They also lacked tools for coordinated interdepartmental updates and a structured approach to customer communication—especially for sensitive situations like complaints or dietary requirements.

Based on the above case, examine the role of non-verbal communication, interdepartmental communication, and customer communication in service delivery. Analyse how communication failures affected guest experience and operational efficiency, and suggest strategies to improve communication effectiveness across departments.

OR

What are the essentials of a good listener? What is the importance of listening ability in business communication? Explain the guidelines for effective listening on the job.



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COURSE : 1st Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Environmental Studies
TIME ALLOWED : 03 Hours

MAX. MARKS: 60

(Marks allotted to each question are given in brackets)

SECTION – A

- Q.1. Write short notes on (Attempt any five questions) (3x5=15)
- Vermicomposting
 - Ecosystem
 - Wildlife Protection Act
 - Ozone depletion
 - Disaster Management
 - Soil Erosion
 - Sources of Noise pollution
 - Rainwater harvesting
 - Endangered and endemic species of India
 - Family Welfare Programme

SECTION – B

Attempt all questions

(6x5=30)

- Q.2. Modern agricultural methods have improved productivity but have also created several environmental challenges. Explain the effects of modern agriculture with reference to fertilizer-pesticide problems, waterlogging, and soil salinity.
- OR**
- Define biodiversity and explain the various methods used for its conservation.
- Q.3. Explain the role of Information Technology (IT) in environmental management and human health. Discuss how IT tools support environmental monitoring, data analysis, and health-care systems with suitable examples.
- OR**
- Discuss why India is considered a mega-diverse nation. Highlight the key features of its biodiversity that justify this status.
- Q.4. Explain the concept of energy flow in an ecosystem. Describe the pathways of energy transfer through different trophic levels and the significance of food chains and food webs.
- OR**
- Explain the concept of land degradation. Discuss the major causes, impacts on the environment, and any two measures for its control.
- Q.5. Describe the interrelationship between climate change, global warming, and acid rain. Explain how human activities contribute to these issues and suggest suitable strategies for mitigation.
- OR**
- Discuss the role of an individual in the conservation of natural resources. Explain how the equitable use of resources contributes to sustainable lifestyles, with suitable examples.
- Q.6. Explain the key features of the Environment Protection Act, 1986. Discuss its significance in regulating environmental protection and controlling pollution in India.
- OR**
- Explain the use and over-utilization of surface water and groundwater resources. Discuss the major causes, consequences, and any two measures to promote sustainable water management.

SECTION - C

Attempt all questions

(15x1=15)

- Q.7. Explain the growing global energy needs and differentiate between renewable and non-renewable energy resources. Discuss the importance of adopting alternate energy sources for a sustainable future, with suitable examples.

OR

A mid-sized industrial town, Rivapur, has recently experienced rapid growth in manufacturing units, vehicle numbers, and urban population. Residents have started reporting breathing difficulties, increased allergy cases, foul smell from the river, and visible layers of smoke over the town during peak hours. Local authorities have found untreated industrial effluents being discharged into the river and high levels of particulate matter in the air. Farmers living near the riverbank complain of reduced crop yield due to polluted irrigation water.

Identify and explain the major causes of air pollution and water pollution in Rivapur. Discuss the effects of these pollutants on human health, aquatic life, agriculture, and the overall environment. Suggest effective control and preventive measures that the local administration, industries, and citizens can implement to reduce both air and water pollution.



SUBJECT CODE: BHA101



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SUBJECT : Foundation Course in Food Production - I
TIME ALLOWED : 03 Hours

MAX. MARKS: 60

(Marks allotted to each question are given in brackets)

SECTION - A

Q.1. Write short notes on **(Attempt any five questions)**

(3x5=15)

- Traditional cookery
- Haute cuisine – Origin & Popularity
- Chef poissonnier
- Role of yeast
- Cake faults
- Professional ethics and etiquettes at workplace
- Ayurvedic food
- Thickening agent
- Proprietary sauces
- Probiotics

SECTION - B

Attempt all questions

(6x5=30)

Q.2. Why is hygiene important for kitchen personnel? List the ways by which hygienic condition can be maintained in kitchen.

OR

Explain any two types of heat transfer methods in cookery.

Q.3. Discuss the aim of cooking. List five advantages of cooking.

OR

Draw the hierarchy of kitchen department of a five star hotel. Write any three duties performed by Sous chef in kitchen.

Q.4. Draw and explain basic fish cuts. List the selection criteria of fresh fish.

OR

List mother sauces. Also, mention the method of preparation of Hollandaise sauce.

Q.5. Draw the classification chart of soups. List any two varieties of consommé with their garnishes.

OR

Explain various points one should keep in mind while selecting quality eggs.

Q.6. Describe any three types of flour and their common uses in bakery.

OR

List bread faults, their causes and remedies.

SECTION - C

Attempt all questions

(15x1=15)

Q.7. You are a chef at a fine-dining restaurant, and your team is tasked with preparing a multi-course meal for an important event. The menu includes a soup, a main course with sauce, and a dessert. Based on your knowledge of basic cooking principles, stocks, and sauces, answer the following questions:

- You decide to prepare a classic French onion soup as a starter. Explain the type of stock you would use, its components, and the method of preparation.

SUBJECT CODE: BHA103

3

EXAM DATE: 13.12.2024

ROLL No.

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY
ACADEMIC YEAR – 2024-2025

COURSE : 1st Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Foundation Course in Food & Beverage Service - I
TIME ALLOWED : 03 Hours

MAX. MARKS: 60

(Marks allotted to each question are given in brackets)

SECTION – A

Q.1. Write short notes on (Attempt any five questions)

(3x5=15)

- Sommelier
- Banquets
- Crockery
- A` la Carte
- American breakfast
- Linen room
- Russian service
- Kitchen Order Ticket
- Butler Service
- Electronic Cash Register

SECTION – B

Attempt all questions

(6x5=30)

Q.2. What do you mean by kitchen stewarding area? Why it is important for F&B operations?

OR

Describe the key features of a quick service restaurant.

Q.3. What do you mean by welfare catering? Discuss briefly with examples.

OR

Differentiate between primary catering sector and secondary catering sector.

Q.4. Differentiate between flatware and cutlery. Enlist five examples of each.

OR

Enlist objectives of menu planning.

Q.5. Explain concept of room service. What do you mean by decentralized room service?

OR

Discuss how buffet service is beneficial for F&B operations.

Q.6. What is the utility of control system in F&B service operation? Discuss the salient features of a good control system.

OR

What are the various types of billing methods used in food service operations?

SECTION – C

Attempt all questions

(15x1=15)

Q.7. As an Asst. F&B Manager of a hotel prepare a training session for new staff in a fine-dining restaurant. As part of the session, you need to explain the structure and sequence of the 17 courses in a French classical menu.

Develop a detailed guide by:

- Listing the 17 courses in their correct order.

- 4
- b) Providing a brief explanation of each course.
c) Giving at least two examples of dishes for each course to enhance the staff's understanding.
Prepare your response as if you are presenting to a team of trainees who are new to the industry.

OR

You have recently been appointed as Hotel Operation Trainee for a luxury hotel chain. As part of your training, you are required to:

- a) Outline the duties and responsibilities of key F&B staff members, focusing on their contributions to seamless operations.
b) Highlight the attributes of a good waiter, explaining how these attributes directly impact guest satisfaction and service quality.



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TIME ALLOWED : 1½ Hours

MAX. MARKS: 30

(Marks allotted to each question are given in brackets)

SECTION – A

- Q.1. Write short notes on (Attempt any three questions) (2½x3=7½)
- Housekeeping pantry
 - Housekeeping caddy
 - Housekeeping in cruise line
 - Spring Cleaning
 - Duvet
 - Invisible Housekeeping

SECTION – B

Attempt all questions (5x3=15)

- Q.2. Explain the importance of interdepartmental coordination between the rooms division and other departments of a hotel.
- OR
- Describe the process of setting priority to schedule the cleaning tasks.
- Q.3. Elaborate on the daily tasks performed in an afternoon shift in housekeeping department.
- OR
- Discuss the setup of a floor pantry. Suffice your answer with a layout.
- Q.4. What are the opportunities and application of housekeeping in the hospitality sector?
- OR
- Describe the process of cleaning or servicing a vacant room.

SECTION – C

Attempt all questions (7½x1=7½)

- Q.5. Study the following scenario and answer the questions.
- Mr. John Smith, a frequent guest had been staying in Room 405 for three days. On the morning of the fourth day, the housekeeping staff noticed that Mr. Smith had a "Do not Disturb" sign on his door for consecutive 24 hrs. Since he was a regular guest, hotel staff decided to respect his privacy & not disturb him. However, post 24 hrs the supervisor decided to take action and call security. Security opened the door after several knocks & found him unconscious on floor. He was rushed to hospital and luckily survived. This incident however raised several questions about the DND policy & safety procedures.
- Was the supervisor right in leaving the room unserviced for 24 hrs?
 - What should the supervisor/guest room attendant should have done? Explain the process step by step.
 - Give remedial measures at your end, so that such a situation is not repeated in future.
- OR
- You are working in housekeeping department at a five-star hotel. One morning, the Front Office informs you that a differently-abled guest will be checking-in later in the day. At the same time, a departure room on the same floor is scheduled for cleaning and immediate turnover due to an early check-in request.
- Based on this scenario, answer the following questions:
- Discuss the steps you would take to ensure that the differently-abled room is fully operational and meets all safety and comfort requirements before the guest's arrival.
 - Outline your strategy for efficiently turning over the departure room while ensuring that the quality standards of the hotel are upheld. Include how you would prioritize tasks within the housekeeping team to meet the early check-in request.

SUBJECT CODE: BHA107

C

EXAM DATE: 17/12/2024

ROLL No.

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY
ACADEMIC YEAR – 2024-2025



COURSE : 1st Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Customer Relation Management
TIME ALLOWED : 2 Hours

MAX. MARKS: 30

(Marks allotted to each question are given in brackets)

SECTION – A

- Q.1. Write short notes on (Attempt any four questions) (2x4=8)
- a) Service Culture
 - b) Loyalty schemes
 - c) Personalized Service
 - d) Guest History
 - e) Customer value
 - f) Mystery audits
 - g) Guest history
 - h) Guest preferences

SECTION – B

Attempt all questions (4x3=12)

- Q.2. Describe different types of customers.
OR
Illustrate philosophy of guest. Also, list the elements of service.
- Q.3. Briefly explain the role of a complaint management system in ensuring a positive guest experience.
OR
Briefly describe customer retention techniques.
- Q.4. What is guest segmentation and list down some approaches to guest segmentation in hotels?
OR
Describe any two customer metrics.

SECTION – C

Attempt all questions (10x1=10)

- Q.5. Explain the importance of creating service standards and benchmarking in delivering service excellence. How do personalized services, principles of customer service, and quality feedback contribute to enhancing the customer experience?
OR
Discuss the key aspects of guest contact and current hospitality practices in ensuring exceptional guest relations. How do service culture, effective communication, and the management of difficult situations contribute to guest satisfaction?

SUBJECT CODE: BHA108

7

EXAM DATE: 17.12.2024

ROLL No.



NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2024-2025

COURSE : 1st Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Employability Skills
TIME ALLOWED : 2 Hours

MAX. MARKS: 30

(Marks allotted to each question are given in brackets)

SECTION – A

Q.1. Write short notes on (Attempt any four questions)

(2x4=8)

- Social skills
- Leadership
- Team building
- Goal setting
- Stress interview
- Conflict management
- Group dynamics
- Employability

SECTION – B

Attempt all questions

(4x3=12)

Q.2. Define etiquette and list common areas where etiquettes need to be followed in hotels.

OR

List and explain in few lines any four types of aptitude tests.

Q.3. What is dependency management process? Neatly draw and explain.

OR

What is a resume? What are the most important contents to be reflected in it?

Q.4. Draw and explain prioritization, based on 'urgency & importance'.

OR

What do you understand by non-verbal communication? Why is it important in communication?

SECTION – C

Attempt all questions

(10x1=10)

Q.5. You have been asked to organize a Christmas fest involving local hospitality institutes. You are organizing a grand buffet. The tickets for the fest have been priced at Rs.2500/- per couple and Rs.1200/- for individuals.

- What factors will you keep in mind before forming your team?
- What are the major skills you would require to handle such an event?

OR

Explain the importance of group discussion & highlight its key concepts. How can review and feedback improve an individual's performance?

SUBJECT CODE: BHA109

8

EXAM DATE: 18.12.2024

ROLL No.

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY
ACADEMIC YEAR – 2024-2025



COURSE : 1st Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Communication Skills - I
TIME ALLOWED : 03 Hours

MAX. MARKS: 60

(Marks allotted to each question are given in brackets)

SECTION – A

- Q.1. Write short notes on (Attempt any five questions) (3x5=15)
- Purpose of Communication
 - Listening
 - Facial expressions
 - Accent
 - Importance of eye contact in oral communication
 - Posture
 - Gestures
 - Audience analysis
 - Grapevine
 - Pronunciation



SECTION – B

Attempt all questions

(6x5=30)

- Q.2. With the help of a neat diagram, explain the levels of communication in an organization.
OR
Draw and explain the model of communication.
- Q.3. Discuss the importance of polite and effective enquiries and responses in the context of restaurant guests, providing relevant examples.
OR
Discuss common phonetic difficulties with ways to overcome them.
- Q.4. Distinguish between marginal listening and fake/pretended listening.
OR
List the steps in effective telephone handling.
- Q.5. Explain the concept of proxemics with suitable examples.
OR
Define paralanguage. In short, explain the elements of paralanguage.
- Q.6. List the qualities of a good speaker.
OR
Explain how artifacts such as furniture, plants and colours contribute to effective communication in a given environment.

SECTION – C

Attempt all questions

(15x1=15)

- Q.7. You are team leader in a hospitality organization, and your team is facing communication challenges that are affecting overall efficiency. Some team members complain about unclear instructions, while others struggle to provide effective feedback. Additionally, during team meetings, important details are often missed, leading to errors in task execution.

- a) Identify the key barriers to communication present in this scenario and explain their impact on the team's performance.
- b) Discuss how models of communication can help address these issues and improve clarity and understanding among team members.
- c) Propose strategies to enhance listening skills within the team, including note-taking practices, to ensure effective communication and better task management.

OR

You are selected to give a formal speech on the 26th January.

Write a speech and explain each step in detail from beginning to end in organizing a speech. Assume required necessary details.



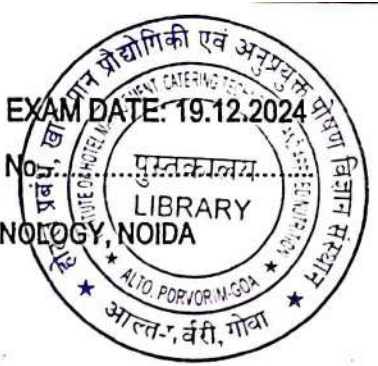
SUBJECT CODE: BHA110

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EXAM DATE: 19.12.2024

ROLL No.:

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY,
ACADEMIC YEAR – 2024-2025



COURSE : 1st Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Environmental Studies
TIME ALLOWED : 03 Hours

MAX. MARKS: 60

(Marks allotted to each question are given in brackets)

SECTION – A

- Q.1. Write short notes on (Attempt any five questions) (3x5=15)
- Food Chain
 - Soil Erosion
 - Biodiversity
 - Land degradation
 - Global Warming
 - Wildlife Protection Act
 - Ozone depletion
 - Vermicomposting
 - Disaster Management
 - Grassland Ecosystem

SECTION – B

Attempt all questions (6x5=30)

- Q.2. Discuss the role of individual in conservation of natural resources.
OR
Explain the structure and function of ecosystem, highlighting the role of producers, consumers and decomposers.
- Q.3. Explain the environmental and societal impacts of deforestation caused by human activities such as timber extraction, mining & dam construction.
OR
Difference between renewable & non-renewable energy resources.
- Q.4. Define water pollution. State causes & control measures for it.
OR
Define Air pollution. State causes and control measures for Air pollution.
- Q.5. Discuss waste land reclamation.
OR
Evaluate the role of Information Technology in addressing environment and human health issues.
- Q.6. Discuss India as Mega diverse nation.
OR
Discuss threats to bio-diversity.

SECTION – C

Attempt all questions (15x1=15)

- Q.7. Discuss the causes & effects of solid waste generation in urban and industrial areas. Discuss the control measures.
OR
Analyze the impact of population growth and its effect on environment. Discuss the role of family welfare & value education in addressing these challenges.

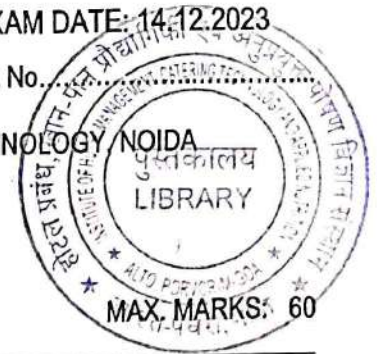
SUBJECT CODE: BHA101

EXAM DATE: 14-12-2023

ROLL No.

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY
ACADEMIC YEAR – 2023-2024

COURSE : 1st Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Foundation Course in Food Production - I
TIME ALLOWED : 03 Hours



(Marks allotted to each question are given in brackets)

SECTION – A

- Q.1. Write short notes on (Attempt any five questions) (3x5=15)
- Convection cooking
 - Chef uniform
 - Doshas in Ayurveda
 - Objectives of cooking
 - Raising agents
 - Thickening agents
 - Waste segregation
 - Components of salad
 - Role of water in Bread making
 - Probiotics

SECTION – B

Attempt all questions (6x5=30)

- Q.2. What are the personal hygiene standards that a professional chef should practice?
OR
Explain the attitude & behavior a chef must display while working in kitchen.
- Q.3. List down the differences between fats and oils.
OR
Draw & label the structure of wheat grain.
- Q.4. In a tabular form, enlist the mother/basic sauces along with two derivatives each.
OR
Describe the ingredients used in making stocks.
- Q.5. Classify soups with help of a chart giving suitable examples in form of a flowchart.
OR
With help of a flow chart, classify fish based on their types along with examples.
- Q.6. Illustrate ways of storing different types of vegetables.
OR
Briefly explain the various cake faults with reasons.

SECTION – C

Attempt all questions (15x1=15)

- Q.7. "The job of a modern day chef is not restricted to cooking only". Justify the statement by elaborating the duties and responsibilities of an executive sous chef of a large hotel. Also draw the classical kitchen brigade of a large hotel.
OR
What are the special cooking techniques or methods used in modern day cooking? With the help of a flow chart, explain the stages of bread making.

SUBJECT CODE: BHA103

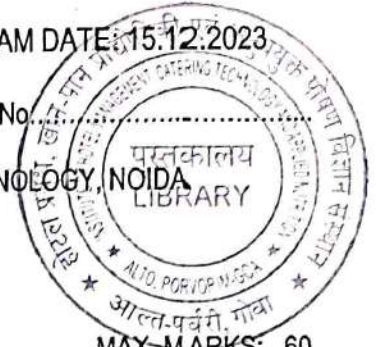
EXAM DATE: 15.12.2023

ROLL No.

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY,
ACADEMIC YEAR – 2023-2024

COURSE : 1st Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Foundation Course in Food & Beverage Service - I
TIME ALLOWED : 03 Hours

MAX. MARKS: 60



(Marks allotted to each question are given in brackets)

SECTION – A

- Q.1. Write short notes on (Attempt any five questions) (3x5=15)
- Commercial catering
 - Vending machines
 - Linen room
 - Hollowware
 - Cafeteria service
 - Gueridon Service
 - Food court
 - Russian service
 - Kitchen order ticket
 - Pre-paid bill

SECTION – B

Attempt all questions (6x5=30)

- Q.2. Discuss the Indian concept of hospitality.
OR
Describe the various types of F&B outlets.
- Q.3. Differentiate between commercial catering and non-commercial catering with suitable examples.
OR
Differentiate between A` la Carte and Table d`hôte menu with examples.
- Q.4. What is the importance of Pantry in a fine dining restaurant?
OR
Discuss the significance of food pick up area/hot plate point.
- Q.5. List the salient features of a good sales control system.
OR
Illustrate the importance of coordination between restaurant and kitchen department.
- Q.6. Enlist the purpose of kitchen stewarding.
OR
Design the hierarchy of F&B service department for a five star hotel.

SECTION – C

Attempt all questions (15x1=15)

- Q.7. List and describe in detail the 17 courses of French classical menu. Also, write two examples under each course.
OR
Hotel Indospirit is the first choice of clients looking for the perfect weekend getaway in the IT capital of India. Young hardworking youth of Bangalore looks forward to the mouth watering plethora of breakfast offered at the Karnataka Café. With over 18 varieties of Dosa and Uttapam and other south Indian delicacies, the restaurant also offers some of the best quality pancakes, muffins, sandwiches, bread rolls parfaits and

pudding. One can also order classic egg recipes such as sunny side up, crispy fried eggs, fluffy scrambled eggs, poached eggs, French omelet and perfect boiled eggs. Those fond of ham and cheese sliders, Bacon potato and egg casserole, maple bacon pie, pepperoni & chicken sausages can easily find them on the elaborate breakfast buffet. For morning energizers, variety of tea, coffee, shakes, smoothies and juices are displayed on the detailed beverage counters.

The hotel sells room with various meal plans but clearly, the breakfast is the USP of the hotel. The food and beverage service team of Karnataka café is greatly responsible for the sales of different breakfast menus and also ensuring repeat visitors.

You are an energetic trainee at Karnataka café. In the evening debriefing, the manager has instructed all the trainees to prepare detailed notes for discussion on:

- a) Different types of breakfast along with dishes served.
- b) List of cutlery, crockery, flatware & glassware required for service of breakfast in the café.

SUBJECT CODE: BHA105

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EXAM DATE: 18.12.2023

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY
ACADEMIC YEAR – 2023-2024



COURSE : 1st Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Foundation Course in Rooms Division Operations – I (A)
TIME ALLOWED : 1½ Hours

MAX. MARKS: 30

(Marks allotted to each question are given in brackets)

SECTION – A

- Q.1. Write short notes on (Attempt any three questions) (2½x3=7½)
- Full service hotel
 - Non-revenue producing departments
 - HRACC
 - Company Volume Guaranteed Rate
 - Express Check-in
 - Concierge

SECTION – B

Attempt all questions (5x3=15)

- Q.2. Draw the Rooms division hierarchy of a luxury hotel.
OR
Explain the stages of guest cycle with the help of a flow diagram.
- Q.3. Describe ten types of rooms available in a five-star hotel.
OR
Explain different types of reservation and list various sources of reservation.
- Q.4. Describe the importance of uniformed services in a five-star hotel. Enlist the functions of a bell desk.
OR
Upselling is a unique room selling skill. Emphasize the concept of upselling.

SECTION – C

Attempt all questions (7½x1=7½)

- Q.5. **Scenario:** 'Harbour view conference center' is a renowned venue for hosting conferences & events of all sizes. Recently, during a high profile corporate conference, a prominent guest experienced discomfort in their hotel room, leading to a complaint-
Complaint: Keynote speaker Mr. Anderson who hold a significant presence, encountered issues that hindered his comfort & productivity during his stay at conference center. His room had issues with AC, which led to temperature fluctuations, affecting his ability to rest & prepare for presentation. He also experienced noise disturbance from nearby rooms, making it challenging for him to concentrate on his presentation. Mr. Anderson required specific equipment during conference which were initially unavailable. These issues impacted Mr. Anderson's overall experience, potentially affecting his impression of the conference center & its ability to host future events.
- If you were the front office manager of the hotel, how will you address to the problems experienced by Mr. Anderson.
 - What is the importance of root cause analysis in solving a problem?

OR

Explain various types of meal plans.

SUBJECT CODE: BHA107

S

EXAM DATE: 19.12.2023

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2023-2024



COURSE : 1st Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Customer Relation Management
TIME ALLOWED : 2 Hours

MAX. MARKS: 30

(Marks allotted to each question are given in brackets)

SECTION – A

Q.1. Write short notes on (Attempt any four questions)

(2x4=8)

- Guest
- Customer Relationship Management
- Loyalty Programs
- Benchmarking
- Key performance indicators
- Customer Feedback
- Customer engagement
- Guest History

SECTION – B

Attempt all questions

(4x3=12)

Q.2. Explain any one type of customer and the way to deal with them.

OR

Explain customer value with relevant examples.

Q.3. Explain any two types of benchmarking.

OR

Enlist the benefits of customer retention.

Q.4. Discuss the elements of service excellence.

OR

Define Guest relations. Also in few lines, write its importance with respect to hotel business.

SECTION – C

Attempt all questions

(10x1=10)

Q.5. What is personalized service? Enlist the different aspects and benefits of personalization of services.

OR

What is Service culture? Draw and explain the service culture component.

SUBJECT CODE: BHA108

6

EXAM DATE: 19.12.2023

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2023-2024

COURSE : 1st Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Employability Skills
TIME ALLOWED : 2 Hours

MAX. MARKS: 30



(Marks allotted to each question are given in brackets)

SECTION – A

- Q.1. Write short notes on (Attempt any four questions) (2x4=8)
- Formal leader
 - Non-verbal communication
 - Team
 - Intra-group
 - SWOT Analysis
 - Career Vision
 - Reputation
 - Internal recruitment

SECTION – B

Attempt all questions (4x3=12)

- Q.2. In between 'employee-oriented and production-oriented jobs', which one is likely to give better results and why?

OR

Define interpersonal relationships. Briefly describe the benefits of interpersonal relationships in an individual's life.

- Q.3. Elaborate on the importance of listening.

OR

Discuss the importance of time management in career development.

- Q.4. Write in few lines, the four different types of power that a leader possesses.

OR

Discuss the effective interview techniques.

SECTION – C

Attempt all questions (10x1=10)

- Q.5. Difference in opinion, poor communication, inadequate training and lack of equal opportunities at workplace often leads to conflict amongst the staff. In such condition, what is the importance of conflict management? Also, write five common conflict management styles practiced in progressive hotels to overcome such issues and create a positive work environment.

OR

Explain the concept of 'Prioritization' at workplace. Describe at least 5 points to manage time effectively.

SUBJECT CODE: BHA109

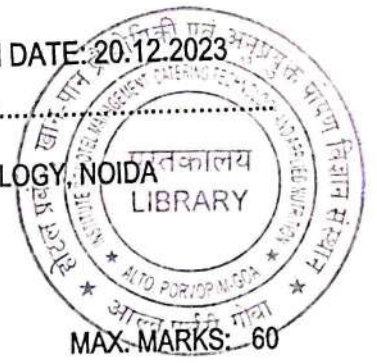
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EXAM DATE: 20.12.2023

ROLL No.

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2023-2024

COURSE : 1st Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Communication Skills - I
TIME ALLOWED : 03 Hours



(Marks allotted to each question are given in brackets)

SECTION – A

Q.1. Write short notes on (Attempt any five questions)

(3x5=15)

- Paralanguage
- Barriers to communication
- Audience analysis
- Evaluative listening
- Empathic listening
- Note Making
- Communicative use of artifacts
- Proxemics
- Pronunciation
- Lateral communication

SECTION – B

Attempt all questions

(6x5=30)

Q.2. Explain any three barriers to listening and ways to overcome them.

OR

What are the points to be kept in mind while receiving a phone call?

Q.3. List the essential qualities of a good speaker.

OR

Effective listening is considered as a tool for accuracy. Describe any three levels of listening.

Q.4. Discuss the elements of kinesics.

OR

Illustrate the purpose of communication.

Q.5. With help of a flow diagram, explain model of communication.

OR

Explain the common phonetic difficulties.

Q.6. Write the dialogues between hotel receptionist and walk-in guest requesting for room booking with modified American plan.

OR

Make sentences to bring out the meaning of the following:

a) Bye/Buy

b) Ate/Eight

c) Pear/Pair

SECTION – C

Attempt all questions

(15x1=15)

Q.7. You have been selected to represent your institute in International Food Innovation Expo in Delhi. You have to address a gathering of 300 participants on Innovation in food sustainability. Explain the ways by which you will structure your speech for the event.

OR

Poor body language, lack of eye contact, monotony in speech and inappropriate dressing often discourage productive conversations. Justify the statement. Also, write ways of effective communication at workplace.

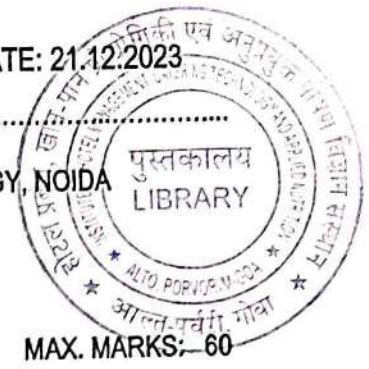
SUBJECT CODE: BHA110

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EXAM DATE: 21.12.2023

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2023-2024



COURSE : 1st Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Environmental Studies
TIME ALLOWED : 03 Hours

MAX. MARKS: - 60

(Marks allotted to each question are given in brackets)

SECTION – A

Q.1. Write short notes on (Attempt any five questions)

(3x5=15)

- Environmental Studies
- Mangroves
- Aquatic ecosystem
- Soil erosion
- Rainwater Harvesting
- Family welfare programme
- Noise pollution
- Acid rain
- Ex-situ conservation
- Non-renewable resources

SECTION – B

Attempt all questions

(6x5=30)

Q.2. Name the types of grasslands in India and two animal species found in these grasslands.

OR

Define global warming. List five problems related to global warming.

Q.3. Explain the causes and effects of deforestation.

OR

Define ecological pyramid. Explain what ecological succession is.

Q.4. Write in detail on Environmental Protection Act.

OR

Explain the concepts of disaster management.

Q.5. Explain poaching of animals with suitable examples. Also, elaborate on poaching of wildlife.

OR

Discuss the role of information technology on environment & human health.

Q.6. Illustrate biodiversity at Global, National and local level.

OR

Explain the role of equitable use of resources in sustainable development.

SECTION – C

Attempt all questions

(15x1=15)

Q.7. There is a view that all our problems and domination over nature started when we started practicing agriculture about 10,000 years ago. Examine this view and give arguments in favour and against of it.

OR

Our liquid planet glows like a soft blue sapphire in the hard-edged darkness of space. There is nothing else like it in the solar system. It is because of water. How water is important in our life? Explain the causes, effects and control measures of water pollution in detail.
