

SUBJECT CODE: BHA201

EXAM DATE: 14.05.2024

ROLL No.....

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

COURSE : 2nd Semester of 3-year B.Sc. (FHA) Program
SUBJECT : Foundation Course in Food Production - II
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)
- Non-dairy milk
 - Rigor Mortis
 - Standard Yield
 - Indian staple diet
 - Pasteurization of milk
 - Recipe writing
 - Laminated pastries
 - Cheese
 - Equipment used in Indian cooking
 - Blind baking

SECTION - B

Attempt all questions (6x5=30)

- Q.2. List various dairy products. Also, write the ways to store them.
OR
Illustrate the advantages of menu costing.
- Q.3. Differentiate between cereals and pulses with examples. Also, write the method of cooking rice.
OR
Name three Indian spices with their uses in traditional cooking.
- Q.4. In few lines, explain three types of Meringues.
OR
List and explain the selection criteria of quality meat.
- Q.5. Explain any three types of cream used in commercial kitchen or bakery.
OR
What is blend in spices? Write the composition of two famous Indian spice blends.
- Q.6. Draw and label the cuts of pork.
OR
Define short crust pastry. In short, write the method of making short crust pastry.

SECTION - C

Attempt all questions (15x1=15)

- Q.7. The art of making the perfect sweet or savoury start in the bakery and confectionery section of the hotel. Describe the demarcation between flour based confectionery and sugar based confectionery. List ten confectionery items and their uses in production of various bakery & confectionery food items.
OR
A standard recipe is a tool for inventory control. How? Write the recipe for an Indian main course dish of your choice. Also, name five Indian sweets and their origin.

SUBJECT CODE: BHA203

EXAM DATE: 15.05.2024

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA

ACADEMIC YEAR - 2023-2024

COURSE : 2nd Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Foundation Course in Food & Beverage Service - II
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)
- Green tea
 - Espresso
 - Cider
 - Ethnic beverages
 - Bar equipment
 - Shapes of cigar
 - British proof
 - Flavoured vodka
 - Aquavit
 - Vermouth

SECTION - B

Attempt all questions (6x5=30)

- Q.2. Enumerate two types of whiskies with two brand names in each.
OR
How to pair food with wine? Justify with examples.
- Q.3. With the help of a flowchart, describe the production method of rum.
OR
Define bitter. Explain different types of bitters with two brand names in each.
- Q.4. Justify the statement "All cognacs are brandy but all brandies are not cognac." Differentiate between Cognac and Armagnac.
OR
What do you understand by the term New World Wine? Name one wine each from the New World Wines countries.
- Q.5. Give the base, flavor, colour and country of origin of Kahlua, Tia Maria, Malibu, Cointreau, Drambuie & Grand Marnier.
OR
Write the recipes of (any two):
i) Dry Martini ii) Old fashioned iii) Cosmopolitan iv) Bloody Mary
- Q.6. Draw a neat labelled diagram of the patent still and describe distillation process.
OR
Explain in details the various types of beer.

SECTION - C

Attempt all questions (15x1=15)

- Q.7. Describe the production process of wine. Classify different types of wines with examples.
OR
Explain different types of non-alcoholic beverages with the help of a classification chart. Discuss the history and manufacturing process of tea or coffee. Also, write five brand names and country of origin of the beverage of your choice.

SUBJECT CODE: BHA205



EXAM DATE: 16.05.2024

ROLL No.....

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

COURSE : 2nd Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Foundation Course in Rooms Division Operations – II (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)
- Hotel POS
 - Late check-out
 - Night audit
 - Average Daily Rate
 - Account aging
 - Hotel surveillance system

SECTION – B

Attempt all questions (5x3=15)

- Q.2. What is yield? Explain domestic occupancy percentage and foreigner's occupancy percentage with formula used.
- OR
- What do you mean by the term accident? Explain the cause of accidents and the ways to prevent them.
- Q.3. Define "kiosk" in front office? Explain the departure procedure in semi-automated systems.
- OR
- With the help of a flow chart, explain the night audit procedure.
- Q.4. What is front office accounting system? Describe its purpose.
- OR
- Differentiate between:
- Folio and ledger
 - Guest allowance voucher and cash receipt voucher

SECTION – C

Attempt all questions (7½x1=7½)

- Q.5. What is mobile app check-out? Discuss in detail the various modes of payment accepted in a five star hotel.
- OR
- What is "Charge Privileges"? Explain step by step the creation and maintenance of guest accounts.
- *****

SUBJECT CODE: BHA205

EXAM DATE: 16.05.2024



ROLL No.....

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

COURSE : 2nd Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Foundation Course in Rooms Division Operations – II (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)
- Daily cleaning
 - Occupied guest room cleaning
 - Housekeeping control desk
 - Oriental flower arrangement
 - Uniform room
 - Stain removal

SECTION – B

Attempt all questions (5x3=15)

- Q.2. Describe the functions of:
- | | | |
|------------------|------------------------|-----------------------|
| i) Tumble dryers | ii) Hydro-extractors | iii) Washing machines |
| iv) Suzies | v) Calendering machine | |

OR

Describe the factors to consider while designing an on-site laundry.

- Q.3. Explain the use of:
- | | | |
|----------------------|------------|----------------|
| i) Fabric detergents | ii) Bleach | iii) Antichlor |
| iv) Acid agents | v) PERC | |

OR

How would you process the stain removal of (any five):

- | | | |
|---------------|-------------------|-----------------|
| i) Tea/coffee | ii) Chocolate | iii) Egg |
| iv) Grass | v) Ball point ink | vi) Shoe polish |

- Q.4. Explain the standard lost & found procedure with help of lost found register.

OR

Classify keys and explain key control procedure with help of key control register.

SECTION – C

Attempt all questions (7½x1=7½)

- Q.5. You are the executive housekeeper of the hotel and are assigned with designing the systems and processes for the efficient handling of the guest laundry.
Draw a flowchart to signify the handling of the guest laundry from request ("Please collect my laundry") to delivering fresh laundry back to the guest.

OR

List the principles of flower arrangement. Draw and explain different types/styles of flower arrangements. Also, write the suitable place to display them.

SUBJECT CODE: BHA207

EXAM DATE: 17.05.2024



ROLL No.....

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

COURSE : 2nd Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Hotel Security
TIME ALLOWED : 02 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)
- Entry & Exit Manning
 - Advantages of mock fire drill
 - Natural disaster
 - Security communication system
 - Baggage scanning
 - Employee security training
 - Key control procedure
 - Cyber crime

SECTION - B

Attempt all questions (4x3=12)

- Q.2. Differentiate between safety & security with suitable examples.
OR
Illustrate the ways by which the hotel ensures peripheral security.
- Q.3. List the duties & responsibilities of a security personnel.
OR
What are the security procedure for:
i) Scanty baggage guest ii) Guest with suspicious behaviour
- Q.4. Describe the various types of locks found in a hotel.
OR
Explain the VIP security procedures followed in a hotel.

SECTION - C

Attempt all questions (10x1=10)

- Q.5. What is a comprehensive emergency situation response plan? List the steps and guidelines for effective management of such situations. How to handle a bomb threat situation and draw the bomb threat form?
OR
What is fire safety? What are the fire safety procedure that should be adopted by an employee in a fire emergency situation? Elaborate the functions of commonly used fire safety and fire fighting equipment found in a hotel.

SUBJECT CODE: BHA208

EXAM DATE: 17.05.2024

ROLL No.....

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

COURSE : 2nd Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Sustainable Tourism
TIME ALLOWED : 02 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)
- Sustainable tourism
 - Swachh Bharat Mission
 - Responsible tourism
 - Green building
 - Resource conservation
 - Carbon food print
 - Single-use plastic
 - LEAF Certification

SECTION - B

Attempt all questions

(4x3=12)

- Q.2. Why sustainability is essential for the growth of tourism? Enlist the benefits of sustainable management.
OR
Why do you think it is important to conserve and protect wild life?
- Q.3. Enumerate ways of analyzing the cost benefit of sustainable practices in a hotel.
OR
Mention the impact of sustainable practices on national economy.
- Q.4. "Reduce pollution to protect environment"-Justify the statement with supporting examples.
OR
How does the ECOTEL certification benefit its members?

SECTION - C

Attempt all questions

(10x1=10)

- Q.5. "The future of tourism depends on the choices we make today." Do you agree with the statement? Validate your statement by focusing the role of hotels and the changing trends in terms of promoting sustainable tourism and making choices.
OR
Intangible cultural heritage is transmitted from generation to generation promoting cultural diversity and human creativity.
In significance to this statement, discuss the characteristics of intangible cultural heritage.

SUBJECT CODE: BHA209

EXAM DATE: 21.05.2024

ROLL No.....

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

COURSE : 2nd Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Communication Skills - II
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)
- Pronunciation
 - Stress
 - Pitch
 - Communication
 - Selective listening
 - Pronoun
 - Preposition
 - Monophthong
 - Diphthong
 - Homophone

SECTION – B

Attempt all questions

(6x5=30)

- Q.2. Discuss the traits of a good listener.
OR
List & explain the steps for identifying the control idea in reading a passage.
- Q.3. What are the attributes of a good public speaker?
OR
Explain any three strategies for reading comprehension.
- Q.4. Write simple ways of disagreeing with colleagues at work place. Also, discuss ways to motivate co-workers with positive dialogues.
OR
What are the points to be kept in mind while attending a call?
- Q.5. Define jargons with examples related to hotel industry. Write ways to overcome language barrier.
OR
Discuss the importance of phonetics.
- Q.6. "Preach what you practice and believe". Comment your views.
OR
Choose the right option in the following sentences:
- The girl did not take the compliment/complement kindly.
 - He was prosecuted/persecuted brutally for a minor crime.
 - Cancer is an invidious/insidious disease, it kills you silently.
 - The Prime Minister has been apprised/appraised of the latest developments in the state by the Chief Minister.
 - Don't sound so moribund/morbid; it is not good to be so pessimistic in life.
 - Mr. Kapoor died in a rail collision/collusion.



SUBJECT CODE: BHA209

EXAM DATE: 21.05.2024

SECTION - C

Attempt all questions

(15x1=15)

- Q.7. Draft a dialogue between an employer and an employee regarding leave availed by the employee without prior permission. Also, issue an office order to inform employees to follow standard procedure for availing leaves at office.

OR

Discuss the importance of spoken English in this competitive world. What do you understand by the term debate? List down the do's and don'ts while preparing a debate & delivering it.



SUBJECT CODE: BHA210

EXAM DATE: 22.05.2024



ROLL No.....

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

COURSE : 2nd Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Basics of Tourism
TIME ALLOWED : 02 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)

- Inbound tourism
- International tourism
- Travel agent
- Escort
- Excursionist
- Rural tourism
- Guide
- Space tourism

SECTION - B

Attempt all questions

(4x3=12)

Q.2. Explain any two constituents of primary tourism in detail.

OR

Explain various types of tourism.

Q.3. Illustrate the role beaches play as a tourism product of India. Name any two popular beaches of India.

OR

Describe eco-tourism. Provide an outline of its basic principles.

Q.4. Briefly explain the activities of WTO.

OR

Describe the role played by intermediaries of tourism.

SECTION - C

Attempt all questions

(10x1=10)

Q.5. You are a member of Yuva Tourism Club. Your team has been given an opportunity to address the potential market regarding the emerging trends of tourism.

Outline the key features of various alternative tourism so as to bring awareness amongst the consumers/people.

OR

It is said that presenting an article in educational newspapers helps in reaching out young generation. It not only provide them quick ideas/information but also motivates them for their career selection. Write an article highlighting the various departments of hotel industry and the positive impact that tourism plays on a global level.

SUBJECT CODE: BHA205

EXAM DATE: 15.05.2025

ROLL No.

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

COURSE : 2nd Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Foundation Course in Rooms Division Operations – II (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)

- Voucher
- Point of sale
- Charge Purchase
- Account aging
- Express check-out
- Bill to company

SECTION – B

Attempt all questions

(5x3=15)

Q.2. Discuss the various methods of settlement in front office.

OR

Elaborate on the departure procedure in front office.

Q.3. Describe the process to deal with robbery at a hotel.

OR

Describe the process of dealing with a bomb threat.

Q.4. Discuss the importance of night audit.

OR

Elaborate on the night audit process.

SECTION – C

Attempt all questions

(7½x1=7½)

Q.5. You notice smoke coming out of the window of a guest room. You alert security personnel and rush to the room. On reaching, the room you knock and find no response. You use the emergency key to enter the room, to find the heater on fire and the source of the smoke.

- Explain the steps for handling a fire emergency.
- What are the categories of fire?

OR

The Seaside Inn is a boutique hotel with 80 rooms. The management uses a Management Information System (MIS) to monitor performance metrics regularly. For the first week of May, the MIS generated the following data:

- Total available room nights for the week: 560
- Rooms sold: 448
- Total guests: 672
- Total revenue from rooms: Rs.13,44,000
- House count: 448
- Rooms with more than one occupant: 224
- Rack rate per room: Rs.3,500

SUBJECT CODE: BHA205

EXAM DATE: 15.05.2025

The hotel manager has requested a quick analysis to understand key performance indicators.

A. State two ways in which MIS supports decision-making in hotel operations.

B. Calculate the following ratios:

- i) Occupancy %
- ii) Multiple occupancy %
- iii) Occupancy multiplier
- iv) ARR (Average Room Rate)
- v) RevPAR (Revenue per Available Room)





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

COURSE : 2nd Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Foundation Course in Rooms Division Operations – II (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)
- Activities conducted by a linen room in a five star hotel
 - Laundry
 - How to remove stain of mango pulp/lipstick
 - Forms maintained at housekeeping control desk
 - Organic solvents
 - Back of the house areas

SECTION – B

Attempt all questions

(5x3=15)

- Q.2. Describe the frequency of cleaning required for various front of the house areas. Why it is important to maintain a specific cleaning schedule for these areas?
OR
Draw the format of a key control register and explain its importance.
- Q.3. Explain the coordination between housekeeping control desk and front office.
OR
What are the key activities carried out in a hotel sewing room? List the common tools & equipment need.
- Q.4. Explain par. What are the factors to be considered in determination of the par level of uniform?
OR
Describe the uniform exchange procedure followed in the uniform room. List the advantages of providing uniforms to staff in hotels.

SECTION – C

Attempt all questions

(7½x1=7½)

- Q.5. List and explain five commonly used laundry agents as per industry standards. What are their functions in hotel laundry process?
OR
As the organizer responsible for welcoming a Japanese delegation to your hotel, you are tasked with ensuring that the floral arrangements align with oriental floral designs. In this context, provide a detailed explanation of the oriental floral arrangement concept/theme, including considerations for ratios and styles. How would you incorporate elements such as harmony, simplicity, and balance into the floral arrangements to create a culturally immersive atmosphere for the visiting delegation?

SUBJECT CODE: BHA207

4

EXAM DATE: 16.05.2025

ROLL No.



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

COURSE : 2nd Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Hotel Security
TIME ALLOWED : 02 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)

- Primary security concern for a hotel
- Hotel parking security protocol
- Mock fire drills
- Key control
- Natural disaster
- Cyber crime
- Safety
- Guest theft

SECTION – B

Attempt all questions

(4x3=12)

Q.2. What are the security procedures and protocols for a VIP guest?

OR

List and explain any two types of keys used in hotel for guest security.

Q.3. Name two fire fighting equipment. Also, mention its usage, care & maintenance.

OR

What are the comprehensive emergency plans when dealing with terrorism?

Q.4. Write the standard procedure for managing lost and found items in a hotel.

OR

Illustrate the advantages of employees security training & review.

SECTION – C

Attempt all questions

(10x1=10)

Q.5. Draw the hierarchy flow chart of a security department of a large hotel. Explain the duties and responsibilities of the different positions of the security department.

OR

What do you understand by the term security communication in a hotel? List and explain the different components & features commonly found in security communications systems.

SUBJECT CODE: BHA208

5



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

COURSE : 2nd Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Sustainable Tourism
TIME ALLOWED : 02 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)

- Green technology
- Sustainable reporting
- Cost benefit analysis
- Pollution minimization strategies
- Social sustainability
- Carbon footprint
- LEED certification
- Bio-hotels

SECTION – B

Attempt all questions

(4x3=12)

Q.2. Illustrate the principles of sustainable tourism.

OR

Describe intangible heritage and its significance in context of tourism.

Q.3. Discuss the positive & negative socio-economic impact of tourism on local communities.

OR

Explain the ways to reduce single plastic usage in hotels.

Q.4. Discuss the role of energy management in achieving and maintaining Ecotel – 5 globes certificate.

OR

What is green building? List three sustainable materials commonly used in green building construction.

SECTION – C

Attempt all questions

(10x1=10)

Q.5. "Sustainable Tourism: Leveraging Technology to create a better world." Explain in detail. Additionally, discuss the objectives of Swachh Bharat Mission in enhancing sustainable tourism in India.

OR

Critically analyze how sustainable tourism practices contribute to the conservation of wildlife & biodiversity. Discuss the potential benefits & drawbacks of these practices considering factors such as habitat preservation, community involved & economic incentives.

SUBJECT CODE: BHA203

EXAM DATE: 17-05-2025

ROLL No.....

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

COURSE : 2nd Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Foundation Course in Food & Beverage Service - II
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)
- Green tea
 - Refreshing beverage
 - Fortified wine
 - Spirit
 - Bar equipment
 - Shapes of cigar
 - Gin
 - Flavoured vodka
 - Tequila
 - Varieties of coffee

SECTION – B

Attempt all questions

(6x5=30)

- Q.2. Enumerate the characteristics of any two types of Scotch whisky. Also, give two examples of each.
OR
Discuss two famous wine regions of France. Also, name two notable wines from each region.
- Q.3. Discuss the cultural significance of traditional Indian beverages. Describe any three traditional beverages with their specific region, key ingredients & festival or season they are associated with.
OR
Define rum. Differentiate between Jamaican rum and Puerto Rican Rum.
- Q.4. Justify the statement "All cognacs are brandy but all brandies are not cognac." Differentiate between Cognac and Armagnac.
OR
What do you understand by the term New World Wine? Also, name four new world wines with their country of origin.
- Q.5. Give the base, flavor, colour and country of origin of following liqueurs (any three):
i) Kahlua ii) Tia Maria iii) Malibu iv) Cointreau v) Drambuie vi) Grand Marnier
OR
Describe the production process of Champagne by the Méthode Champenoise.
- Q.6. Draw a neat labelled diagram of the Patent still distillation and in short, explain its functioning.
OR
Briefly explain the various types of beer.

SECTION – C

Attempt all questions

(15x1=15)

- Q.7. A fully functional bar contributes significantly to the profitability of F&B service department in a hotel. A well-conceived bar layout is responsible for the smooth workflow and dealing with consumers. Understanding the various types of alcoholic and non-alcoholic beverages as well as the knowledge of various licensing requirements is crucial for an aspiring bartender. Further to test your knowledge answer the following:
- Draw a labelled bar layout. Explain the functions of various sections of bar in details.
 - List the types of licenses required for bar operations. Also, discuss the significance of these licenses.

- iii) List five cocktails, their base spirit, key ingredients, garnish and glassware used which you would like to keep in the bar menu.

OR

Aperitifs holds a distinguished place in the list of alcoholic beverages. Its diverse characteristic makes it a standalone pre-diner drink as well as a key ingredient in classic and complex cocktails.

Understanding the significance of aperitifs is essential for a professional keen to make a career in food & beverage industry. Answer the following questions:

- i) Define aperitifs. Discuss their cultural significance.
- ii) What is vermouth? Describe different types of vermouth with popular brands for each type.
- iii) Describe bitters. Illustrate their significance and name three well-known brands of bitters with their country of origin.



SUBJECT CODE: BHA201

EXAM DATE: 17.05.2025

ROLL No. _____

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

COURSE : 2nd Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Foundation Course in Food Production - II
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 costing
- Offals
- Chateaubriand
- Recipe writing
- Components of cheese
- Spoilage of dairy products
- FIFO
- Choux pastry
- Pasteurization of milk
- Staple diet of Southern India

SECTION – B

Attempt all questions

(6x5=30)

Q.2. What factors should be taken into consideration when selecting poultry?

Discuss the significance and essential components of standard recipe.

Q.3. Describe the principles of quality control in food production.

Explain the key factors to be considered while building a new menu.

Q.4. Write a short note on pastry cream used in confectionery.

Define pulses & list down any four varieties of pulses with examples of dishes in which they are used.

Q.5. Discuss the storage of perishable & non-perishable food items.

List the benefits and drawback of non-dairy alternatives with suitable examples.

Q.6. Discuss the preparation & significance of ghee and cottage cheese in cooking.

Draw cuts of meat and write their culinary application.

SECTION – C

Attempt all questions

(15x1=15)

Q.7. The use of spices/masalas is integral to Indian cooking. The Indian spices offers a sensory experience that combines taste, aroma and visual appeal.

Their regional variations and health benefits captures global attention making Indian food most preferred across various continents. To test your understanding of Indian spices and cuisine attempt the following questions.

- Discuss the role of spices in Indian cuisine.
- Compare and contrast dry and wet masalas and their culinary application.

SUBJECT CODE: BHA201

EXAM DATE: 17.05.2025

- iii) Analyze how regional variation in masala blends reflects the diversity of Indian culinary traditions. Cite suitable examples.

OR

Confectionery encompasses a large range of sweet preparations, such as cakes, pastries, chocolates, candies, etc.

Understanding the art and science behind these confections is essential for aspiring pastry chef. To test your understanding answer the following:

- i) Define flour-based and sugar based confectionery. Provide two examples each and their primary ingredients and preparation methods.
- ii) Compare and contrast between short crust and laminated pastries in terms of preparation technique, texture and application.
- iii) Describe two types of meringue highlighting their method of preparation, stability and uses in confectionery.



SUBJECT CODE: BHA209

EXAM DATE: 19.05.2025

ROLL No.....

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

COURSE : 2nd Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Communication Skills - II
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)

- Listening
- Syntax
- Comprehension
- Paraphrasing
- Vocabulary
- Intonation
- Descriptive approach on Grammar
- Dialogues
- Skimming
- Central idea

SECTION – B

Attempt all questions

(6x5=30)

Q.2. Describe different types of listening.

OR

List the advantages of listening audio recordings? Also, enlist the common barriers to effect listening.

Q.3. Define phonetics. List down some common phonetic symbols for consonants and vowels.

OR

Identify and explain the key elements that should be incorporated by a front office executive in his dialogue to communicate with a walk-in guest.

Q.4. Effective reading is an essential component of communication skills. List down & explain some techniques and strategies to enhance your reading skills.

OR

How does the process of word foundation using the same set of letters contribute to the creation of new words in language? Give examples.

Q.5. Describe the process of summarizing a text. List the key steps involved with their importance.

OR

Write a persuasive newspaper article on your favourite tourist destination within 150 words.

Q.6. List and explain the words & phrases to use in a telephonic conversations with a guest in a hotel.

OR

List the traits of a good listener.

SECTION – C

Attempt all questions

(15x1=15)

Q.7. From the given comprehension answer the questions:

The global hospitality industry, particularly the hotel sector, has witnessed a paradigm shift in recent years, driven by rapid technological advancements, shifting consumer preferences, and heightened awareness of

SUBJECT CODE: BHA209

EXAM DATE: 19.05.2025

environmental and ethical practices. Traditional models of hotel management—relying heavily on in-person services, physical marketing, and legacy booking systems—are rapidly evolving. Smart room technologies, contactless check-ins, AI-powered customer service bots, and sustainability-driven initiatives are becoming central to the guest experience.

However, this transition is not without challenges. The high cost of tech integration, cybersecurity concerns, and resistance to change among traditional staff remain considerable barriers. Moreover, with increasing reliance on digital interfaces, the personal touch that once defined hospitality is at risk of being diminished.

From a strategic point of view, many hotel chains are now focusing on developing dynamic pricing models and hyper-personalized marketing strategies based on big data analytics. Hotels are increasingly adopting green certifications, reducing water and energy usage, and training staff in ethical customer engagement practices. Also post pandemic the robust hotels are quickly shifting to new operating models such as providing remote workspaces, enhanced hygiene protocols etc.

In such a volatile yet opportunity-rich environment, hospitality leaders are challenged to uphold the core values of the industry—warmth, service, and experience—while simultaneously embracing transformation.

- How can hotels maintain the essence of personal hospitality while adopting smart technologies? Provide examples and suggest a balanced approach.
- Discuss the strategic significance of Environmental, Social, and Governance (ESG) principles in modern hotel operations.
- Reflecting on the challenges posed by the pandemic, evaluate how adaptability and innovation have become critical success factors in hotel management. Propose three innovative strategies a hotel can implement to future-proof its operations against such crises.

OR

Read the following newspaper article and identify at least five different grammatical constructions. Discuss how these constructions contribute to the overall tone and style of the article. Also, how do the grammatical constructions in the newspaper article contribute to conveying information and maintaining a formal tone?

"Local economy sees growth despite challenges".

In the face of economic challenges, the local economy has exhibited remarkable resilience Job creation efforts, coupled with strategic investments, have played a pivotal role in fostering growth. Despite a global downturn, this region has managed to not only weather the storm but also chart a part towards sustainable development.



12

SUBJECT CODE: BHA210

EXAM DATE: 20.05.2025

ROLL No.....



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

COURSE : 2nd Semester of 3-year B.Sc. (HHA) Program
 SUBJECT : Basics of Tourism
 TIME ALLOWED : 02 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)
- a) Space tourism
 - b) Guide
 - c) Ethnic tourism
 - d) Travel agent
 - e) Pilgrimage tourism
 - f) Rural tourism
 - g) Online travel portals
 - h) VFR

(2x4=8)

SECTION – B

Attempt all questions

(4x3=12)

- Q.2. What is the difference between a visitor, tourist and excursionist?
 OR
 Explain the two basic forms of tourism with suitable examples.
- Q.3. List and explain in brief any four social impact of tourism.
 OR
 Development of tourism infrastructure has direct correlation with environment. Discuss.
- Q.4. Discuss the emerging trends influencing the future of hospitality industry.
 OR
 Explain how international tourism supports Indian tourism sector.

SECTION – C

Attempt all questions

(10x1=10)

- Q.5. Elaborate the primary and secondary constituents of tourism. Provide examples for each.
 OR
 Select a specific tourism destination of your choice and analyze how various tools & innovation can improve its accessibility, visitors experience & effective management of tourism destination.

SUBJECT CODE: BHA201

EXAM DATE: 14.05.2026

ROLL No.

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



COURSE : 2nd Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Foundation Course in Food Production - II
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)
- Menu pricing styles
 - Standard recipe and its uses
 - Composition of muscle tissue
 - Varieties of rice
 - Steps in preparing choux paste
 - Short crust pastry and laminated pastry
 - Crème Fraiche
 - Alternatives to dairy products
 - Indian breads
 - Composition of Goda Masala

SECTION – B

Attempt all questions

(6x5=30)

- Q.2. What is menu planning and what are the points to be considered in menu planning?

OR

Define food cost. Illustrate the ways to control food cost.

- Q.3. What are variety meats (offals)? Give examples & explain their culinary uses.

OR

List out the different pulses and cereals used in Indian cooking.

- Q.4. List down the meringues used in pastry and confectionery and what are the precautions to be taken while preparing it.

OR

List the different stages of sugar with temperature and uses.

- Q.5. Illustrate in detail the process in preparing cream. Give examples.

OR

Classify cheese and give its accompaniments.

- Q.6. Name some wet and dry masalas used in Indian cooking.

OR

List down some famous south Indian breakfast dishes.

SECTION – C

Attempt all questions

(15x1=15)

- Q.7. A reputed hotel kitchen is preparing for a high-profile international food festival. The Executive Chef has assigned a trainee chef to design a special menu featuring meat and poultry dishes. The trainee is required to select appropriate cuts of meat for different dishes, ensure high quality in poultry selection, and strictly follow hygienic practices while handling raw ingredients to maintain food safety standards.

During menu planning, the trainee decides to include a grilled steak, a slow-cooked stew, and a poultry-based dish. The Executive Chef asks the trainee to justify the choices made and demonstrate proper knowledge of quality selection and hygiene.

a) In the context of the menu planned by the trainee, suggest suitable cuts of meat for:

- i) Grilled steak
ii) Slow-cooked stew

Justify your choices based on tenderness and cooking methods.

b) While selecting poultry for the planned dish, what key quality factors should the trainee consider to ensure the best results?

c) As the trainee is responsible for maintaining food safety during preparation, outline any five hygienic practices that must be followed while handling meat and poultry in the kitchen.

OR

"India is a land of spices with medicinal values". Justify the statement by explaining the different spices used in Indian cooking with their medicinal values.



SUBJECT CODE: BHA203

EXAM DATE: 15.05.2026

ROLL No.

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



COURSE : 2nd Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Foundation Course in Food & Beverage Service - II
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)
- Tisanes
 - Types of coffee
 - Front bar
 - Glass rail
 - Must
 - Chaptalization
 - Lager
 - Distillation
 - Liqueurs
 - Cocktails

SECTION – B

Attempt all questions

(6x5=30)

- Q.2. Classify non-alcoholic beverages. Briefly explain them with at least two examples of each.
OR
Write down the origin of tea. Briefly describe various types of tea.
- Q.3. List at least six bar equipment and write their uses.
OR
Define alcoholic beverage. Give classification of alcoholic beverages with at least two examples of each.
- Q.4. Define wine. Write down at least three white and black grapes each used for wine making.
OR
Briefly explain storage of wines.
- Q.5. Describe at least six types of beer.
OR
Define 'Proof'. Briefly describe different proof systems.
- Q.6. What is vermouth? Briefly explain its types.
OR
Define liqueurs. Write down the history of liqueurs.

SECTION – C

Attempt all questions

(15x1=15)

- Q.7. Describe French wine laws in detail. And list important wine producing regions of France.
OR

'Drink for fun' is a bar which mainly serves cocktails. It does have a range of beverages in its menu. But it is known for serving excellent classical cocktails. The bar is in business for last 5 years. The guests love to have cocktails in the bar. In the weekends, they have to make prior reservations to get assured slots or will have to wait. The management of the bar now wishes to bring some changes in the bar menu, since the same has been followed for the last 5 years and regular guests might feel bored of having the same brands of spirits and cocktails. The management wishes to add some new international brands of spirits as well as some new classical cocktails.

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SUBJECT CODE: BHA203

EXAM DATE: 15.05.2026

You are the head bar tender of this bar. Now, you have been entrusted with the job to:

a) Prepare a list of 10 international brands of spirits.

Note: At least 2 brands from each spirit (whisky, rum, gin, brandy and vodka)

b) Prepare a list of 5 classical cocktails along with their recipes.

Note: At least one cocktail based on each spirit (whisky, rum, gin, brandy and vodka)



SUBJECT CODE: BHA205

EXAM DATE: 18.05.2026

ROLL No.

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



COURSE : 2nd Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Foundation Course in Rooms Division Operations – II (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) Charge privilege
- b) Self check-out
- c) House count
- d) Late charges
- e) Product innovation
- f) House limit

SECTION – B

Attempt all questions

(5x3=15)

Q.2. Explain the importance of night audit.

OR

Explain allowance voucher.

Q.3. Explain cash bank or cash float.

OR

Give the formula for:

a) RevPAR

b) ARR/ADR

Q.4. What are high balance accounts?

OR

Describe 'End of the day' with reference to night audit.

SECTION – C

Attempt all questions

(7½x1=7½)

Q.5. Foreign currency encashment requires special attention. Comment.

OR

Suppose you are a cashier at the front desk of a hotel & a group of people come with firearms to rob the cash. How will you handle the situation?

SUBJECT CODE: BHA205

EXAM DATE: 18.05.2026

ROLL No.

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



COURSE : 2nd Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Foundation Course in Rooms Division Operations – II (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)

- Frequency schedule
- Master Keys
- Laundromats
- Valet service in laundry
- Selection of indoor plants
- Ikebana

SECTION – B

Attempt all questions

(5x3=15)

Q.2. Briefly explain the linen exchange procedure in a hotel.

OR

Briefly discuss the equipment & tools used in the sewing room of a five star category hotel.

Q.3. List the principles of flower arrangement with a brief explanation of any three.

OR

What is control desk? Why control desk is important to the housekeeping department?

Q.4. Describe any five laundry equipment used in the commercial laundry of a hotel.

OR

List various steps involved in wash cycle in a commercial laundry. Give a brief description of any three steps.

SECTION – C

Attempt all questions

(7½x1=7½)

Q.5. As the assistant manager, housekeeping at a prominent upscale hotel, you are tasked with ensuring the impeccable upkeep and maintenance of the hotel's public areas. These areas include the lobby, restaurant, corridors and other spaces frequented by guests. Recently, there have been concerns about the deterioration of certain public areas, imparting the overall guest experience.

a) Identify the common challenges faced in the upkeep of hotel public areas and propose measures to address these challenges.

b) Give the significance of first impression created by a hotel's public area on guest satisfaction and loyalty.

OR

Explain stain removal in fabrics, including identification of stains, classification based on origin and precautions to be followed.

SUBJECT CODE: BHA208

EXAM DATE: 19.05.2026

ROLL No.

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

COURSE : 2nd Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Sustainable Tourism
TIME ALLOWED : 02 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)
- Renewable energy
 - Swachh Bharat Mission
 - Sustainable practices
 - 'Single use plastic' threat to environment
 - Intangible heritage
 - Ill-effects of carbon emission on planet
 - Bio-hotels
 - Sustainable development

SECTION – B

Attempt all questions (4x3=12)

- Q.2. A healthy eco-system is a boon to tourism. Validate the statement with your opinion.
OR
Explain how conserving resources and improving efficiency in operations can reduce environmental impacts.
- Q.3. What are the features of a green building?
OR
What are the mandatory eco-friendly practices in star category hotels in India?
- Q.4. What are the principles of sustainable tourism?
OR
What are the various environmental accreditation certificates provided to hotels/restaurants?

SECTION – C

Attempt all questions (10x1=10)

- Q.5. "Tourism is a tool to create a better life and future for locals and to protect the environment at the same time". Justify the statement with an example using the environmental, social, economical and cultural outcome of a destination.
OR
Discuss the role of technology in sustainability practices.

SUBJECT CODE: BHA207

EXAM DATE: 19.05.2026

ROLL No.

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



COURSE : 2nd Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Hotel Security
TIME ALLOWED : 02 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)
- Safety
 - Integrated Surveillance System
 - Patrolling
 - Sub master key
 - Magstripe
 - AFFF foam extinguishes
 - Security baton
 - Three natural disasters that can affect a hotel

SECTION – B

Attempt all questions (4x3=12)

- Q.2. Differentiate between safety and security. OR
Illustrate hotel security hierarchy.
- Q.3. Outline the key qualities of a security personnel. OR
Describe car inspection procedure to be followed at hotels.
- Q.4. Explain fire triangle and list steps on using fire extinguisher. OR
Outline the procedure of handling death in a hotel.

SECTION – C

Attempt all questions (10x1=10)

- Q.5. Hotel Servana is under a new management. They want to update their hotel to new technology.
- What are the new types of lock systems you would like to install?
 - Which new access control system would you incorporate?
- OR
- There is a new hotel opening at a tourist destination what would be your procedures to handle:
- Bomb threat
 - Scanty baggage
 - Loss and found

SUBJECT CODE: BHA209

EXAM DATE: 20.05.2026

Write a conversation at the bar between a bartender & a guest, where the bartender has to deny serving the guest as the bar is closed for the day.

Q.6. Change the following dialog into reported speech (direct/indirect):

Atmaj: "I already have plans for Saturday"

Ms. Gonsalves: "Submit your assignments on Friday"

Ali: "My in-laws are coming over for dinner tomorrow night"

OR

Explain different parts of speech with examples.

SECTION – C

Attempt all questions

(15x1=15)

Q.7. Read the passage and answer the following questions:

Mexican painter Frida Kahlo (1907-1954) was both a talented artist and a woman of great courage. Her paintings tell an amazing story of tragedy and hope.

At the age of six, Kahlo developed polio, and she spent nine months in bed. The illness damaged her right leg forever. Most girls didn't use to play sports back then, but Kahlo played soccer and took up boxing. Exercising helped Kahlo get stronger. Kahlo even dreamed of becoming a doctor one day. At 18, Kahlo was in a terrible bus crash, and her destiny changed. She wore a full body cast for months because her injuries were so bad. But again, Kahlo refused to give up. She entertained herself by painting self-portraits. She said, "I paint myself because I'm often alone, and because I am the subject I know best." Kahlo suffered from very bad health the rest of her life, but she continued to paint. Other artists began to recognize her talent – an unusual achievement for a woman at the time. In 1929, she married famous Mexican painter Diego Rivera, but their marriage was troubled. Kahlo once said, "There have been two great accidents in my life – Diego was by far the worst. Kahlo became pregnant three times. Unfortunately, because of her injuries from the bus accident and her generally poor health, none of her babies survived childbirth. This sadness almost destroyed Kahlo. Her paintings often show a broken woman, both in heart and body. When she travelled, Kahlo always attracted attention. She dressed in long traditional Mexican skirts, wore her hair in long braids, and let her thick eyebrows grow naturally. She chose to look different, and people noticed her beauty everywhere she went. Kahlo died at the age of 47 in the house where she was born. Her life was short, but extraordinary. Her paintings still amaze people with their honesty and originality.

Find the words in the passage which mean the following:

- Ability to control your fear in a difficult situation.
- Accept that something is good or valuable.
- Damage to a person's body.
- A special hard case that protects a broken bone.
- Very sad event or situation.

Answer the questions (any two):

- What did Kahlo do to get healthier after her childhood illness?
- Why did Kahlo start painting?
- Why did Kahlo often do self-portraits?
- What did Kahlo compare her marriage to?

What lessons can you draw from Kahlo's life? Do you think it's good to be different from what people expect?

OR

Your friend from college has suddenly stopped coming to college.

- List 5 questions you will ask him/her to find out reason for his/her absence.
- Write telephonic conversation you will have with him/her to convince them to rejoin the college.
- Using reported speech, tell your lecturer about the conversation you had with your friend.



SUBJECT CODE: BHA210

11

EXAM DATE: 21.05.2026

ROLL No.....

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



COURSE : 2nd Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Basics of Tourism
TIME ALLOWED : 02 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)
- Tourism
 - Visitor vs Tourist
 - Forms of tourism
 - Components of tourism industry
 - Difference between travel agency and tour operators
 - Special Interest Tourism
 - Direct political implications of tourism
 - Core areas of a hotel

SECTION – B

Attempt all questions

(4x3=12)

- Q.2. Differentiate between the tourism activity at beaches, hills and wildlife destinations.
OR
What do you understand by sustainable tourism? How can it reduce the negative impacts of tourism?
- Q.3. Development of tourism infrastructure has direct correlation with environment. Discuss.
OR
Explain the characteristics of pilgrimage tourism.
- Q.4. Describe the advantages and disadvantages of tourism.
OR
List the attitudinal requirements for hospitality industry.

SECTION – C

Attempt all questions

(10x1=10)

- Q.5. List the factors responsible for the growth of tourism. Briefly explain the emerging trends in the tourism service industry.
OR
Discuss the secondary constituents of tourism such as banks, hospitals, insurance companies, communication services and other support services, highlighting their role in facilitating tourism.
