

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

COURSE : 3rd Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Indian Culinary Arts
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)
- Organic food
 - Indian snacks
 - Portion size for volume feeding
 - Marine catering
 - Indian breads
 - Awadhi cuisine
 - Ghost kitchen
 - Indian super foods
 - Forgotten recipes
 - Kashmiri cuisine

SECTION – B

Attempt all questions (6x5=30)

- Q.2. India is known for its vibrant festivals each celebrated with unique traditions & a rich culinary focus. Choose any one Indian festival and discuss on the special dishes prepared for its celebrations.
OR
What do you understand by community cuisine? Explain any two with examples.
- Q.3. Describe the distinctive aspects of Punjabi cuisine focusing on special equipment and ingredients commonly used. Name any four popular dishes of the cuisine.
OR
Examine the key features of North-Eastern Indian cuisine, highlighting the equipment & techniques used in its preparation.
- Q.4. The "Farm to Table" concept is gaining popularity due to its emphasis on freshness. Explain how this approach benefits both farmers and the catering industry, highlighting its positive impact on quality, sustainability and local economies.
OR
Discuss the distinctive features of catering for pilgrims and outline the precautions needed to maintain the sanctity and respect for religious beliefs in the form of catering.
- Q.5. What is the scope for growth of volume catering establishment?
OR
Compare the catering in army mess with hospital catering.
- Q.6. What are the points to be kept in mind for the care and maintenance of volume cooking equipment?
OR
Compare the unique characteristics of Andhra & Maharashtrian cuisines with reference to ingredients used and methods of preparation. Provide examples of dishes to illustrate these differences.

SECTION – C**Attempt all questions****(15x1=15)**

- Q.7. You are appointed as the head chef of a large catering service responsible for planning meals for corporate events and large-scale gatherings. The catering service focuses on delivering high-quality food while maintaining cost efficiency and minimizing waste.
- Describe how you would approach menu planning for various types of events to meet diverse client preferences and dietary requirements.
 - Considering the volume of food required, outline the principles for indenting (estimating quantities of ingredients) in bulk cooking to ensure sufficient portions without excessive leftovers.
 - Additionally, discuss how you would implement an inventory control system to manage stock effectively, reduce spoilage, and ensure a steady supply of fresh ingredients for each event.
- Use practical examples and strategies to explain your approach.

OR

You have been hired as a consultant for a catering company looking to expand its services by adopting innovative and emerging catering concepts to meet changing customer demands. The company is interested in exploring various modern trends to stay competitive in the market and appeal to diverse client bases.

- Explain your understanding of new catering concepts and how they differ from traditional catering models.
- Discuss the potential benefits and challenges associated with implementing these new concepts in a catering business.

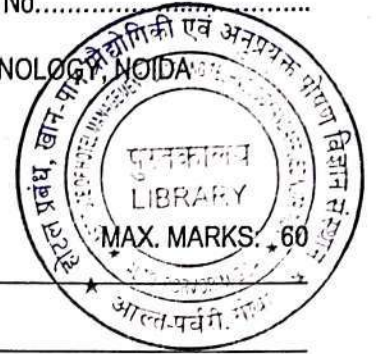
SUBJECT CODE: BHA303

EXAM DATE: 12.11.2024

ROLL No.....

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

COURSE : 3rd Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Banquet Operations
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)
- Dispense Bar
 - Lead time
 - Doorknob card
 - Tea cosy
 - Tonic water
 - Suzette Pan
 - Function catering
 - Home delivery
 - MICE
 - Polivit method

SECTION – B

Attempt all questions (6x5=30)

- Q.2. Draw the staff hierarchy of the banquet department in a five star hotel. Outline the duties and responsibilities of banquet manager.
- OR
- What are the key elements of service protocol at a state banquet?
- Q.3. Explain the importance of breakfast buffet in a hotel and describe its typical offering with examples.
- OR
- Explain the differences between fork buffet & finger buffet. Also list traditional items which are typically served in these types of buffets.
- Q.4. Describe the procedure for Gueridon service in a restaurant and list its advantages & disadvantages.
- OR
- Write the traditional steps followed during the toast procedure in an informal banquet.
- Q.5. Draw the format of banquet prospectus.
- OR
- Discuss the importance of inventory management in the F & B department.
- Q.6. Identify the different types of room service offered in hotels and describe the tray setups used for these services.
- OR
- The kitchen stewarding department is the backbone of the food & beverage department. Discuss.

SECTION – C

Attempt all questions (15x1=15)

- Q.7. As the Banquet manager at a well-known event venue, you have been tasked with organizing a formal banquet for a group of 72 guests. Provide a detailed, structured plan for the formal banquet aligning the following:

- a) Space Requirement Calculation: Based on banquet setup guidelines, calculate the total space required to comfortably accommodate 72 guests, including the head table. Consider the spacing between tables, aisle width, and guest movement to ensure an efficient and visually appealing layout.
- b) Head Table Arrangement: Design the setup for the head table to seat 12 guests, taking into account its placement relative to the rest of the tables to maintain prominence.
- c) Banquet Setup Layout: Plan the arrangement of tables and seating for the remaining 60 guests, using measurements and spacing guidelines to create a cohesive and functional setup. Consider elements like table size, chair arrangement, and pathways to ensure accessibility and a smooth guest flow throughout the event.

OR

Imagine that you are an entrepreneur looking to open a new food and beverage (F&B) outlet in a busy urban area. With the initial concept in mind, you now need to focus on specific planning aspects to ensure a successful launch and efficient operation.

Case Study Question:

- a) Identify and discuss the factors you would need to evaluate when planning the launch of an F&B outlet.
- b) What factors would you consider in determining the space requirements for different sections of the outlet, such as kitchen, dining area, storage, and staff areas?
- c) What criteria would you use to select kitchen equipment, crockery, glassware, hollowware, and cutlery for your outlet?

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

COURSE : 3rd Semester of 3-year B.Sc. (HHA) Program
 SUBJECT : Rooms Division Management - 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)

- Planning
- Corporate Rate
- Capital Budget
- Budgetary Control
- No show
- ARR (Average Room Rate)
- Role of housekeeping supervisor
- VIP room inspection
- Concept of customer loyalty
- Loyalty bonds

SECTION – B

Attempt all questions

(6x5=30)

Q.2. What is forecasting? Discuss the significance of demand forecasting for business hotels.

OR

Explain the market competition approach for establishing room rates.

Q.3. Define budget. List the various advantages & disadvantages of budget.

OR

Briefly explain the budget cycle.

Q.4. How does the Room Division Income Statement evaluate the performance of front office operations?

OR

Develop a detailed inspection checklist for a VIP room.

Q.5. Enumerate the duties and responsibilities of housekeeping supervisor.

OR

What steps can be taken by the hotel to maintain the health and cleanliness of their guest room?

Q.6. What strategies can hotel adopt to encourage guest loyalty?

OR

How does AI enhance the guest experience during their stay at a luxury hotel?

SECTION – C

Attempt all questions

(15x1=15)

Q.7. Hotel Grand International is an upcoming 150 rooms property projected to cost \$10,00,000. The average occupancy is 50%. Hotel is financed with a loan of \$7,00,000 at 20% interest rate per annum. \$3,00,000 is contributed by owner at desired rate of return 20% per annum. Income tax to be charged is 20% per annum. Other data include: - Property tax \$1,00,000, Depreciation - \$75,000, Insurance \$25,000, undistributed operating expenses - \$50,000, Income from room service - \$1,00,000, loss from spa - \$50,000, Direct operating expenses per occupied room - \$20. Calculate the Average Room Rate.

OR

Enumerate the various information required for forecasting room revenue along with their formulae. Also draw a neat format and explain the significance of a 03 days forecast form.

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

COURSE : 3rd Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Facility Management
TIME ALLOWED : 2 Hours



(Marks allotted to each question are given in brackets)

SECTION – A

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

(2x4=8)

- Financial Planning
- Preventive Maintenance
- Non-renewable energy
- LEED Certification
- Vendor Performance Criteria
- Brand Management
- Office Relocation
- Facility audit

SECTION – B

Attempt all questions

(4x3=12)

Q.2. Define the concept of facility management and its relevance in hotel operations.

OR

What are the major components of an effective facility management strategy?

Q.3. What best practices we can adopt for energy efficient hotel operations?

OR

Illustrate the significance of managing services to ensure guest satisfaction and operational efficiency.

Q.4. Propose a plan of action to combat a specific type of emergency in a hotel.

OR

Enlist the duties & responsibilities of a facility manager.

SECTION – C

Attempt all questions

(10x1=10)

Q.5. What are the various types of softwares used in building management system? Explain in details the application and advantages of IoT.

OR

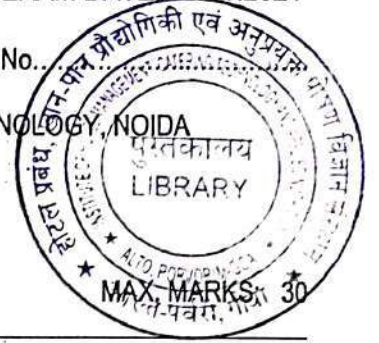
You are the facility manager of a 40 rooms resort which offers luxury stay to the guests. The resort is constructed near a tribal village, adjacent to a protected forest area. The resort aims to provide modernized curated guest experience while being environmentally responsible & respectful to the local community. The management has tasked you to develop a comprehensive waste management plan to address the challenges & opportunities faced by the resort in the existing setup. The design of waste management must outline the types of waste generated by resort, the way to minimize the waste generated and engaging local tribal villagers in the waste management efforts to further protect the environment.

SUBJECT CODE: BHA308

EXAM DATE: 18.11.2024

ROLL No.

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



COURSE : 3rd Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Retail Management
TIME ALLOWED : 2 Hours

(Marks allotted to each question are given in brackets)

SECTION – A

- Q.1. Write short notes on (Attempt any four questions) (2x4=8)
- Unorganized Retail Sector
 - Differential pricing
 - Supermarket
 - Specialty Stores
 - Imprest Management
 - E-retailers
 - Penetration pricing
 - POS

SECTION – B

Attempt all questions (4x3=12)

- Q.2. Describe any four elements of visual merchandising.
OR
Enlist the duties and responsibilities of a retail store manager.
- Q.3. Describe any four important store layouts of retail industry.
OR
Define planogram. Enlist the importance of planogram in retail stores.
- Q.4. Explain any four internal factors influencing pricing in retail industry.
OR
Define sales promotion & list down any two objectives of sales promotion.

SECTION – C

Attempt all questions (10x1=10)

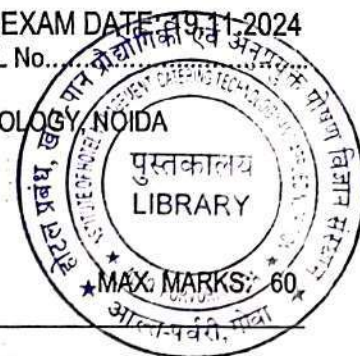
- Q.5. Outline the essential duties & responsibilities of store opening staff, including pre-opening checks security protocols and customer preparation.
OR
Define Product's Life Cycle. Describe the distinct stages of a Product's Life Cycle.

SUBJECT CODE: BHA309

EXAM DATE: 19.11.2024
ROLL No.

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

COURSE : 3rd Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Food Science, Nutrition & Hygiene
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)
- Food label
 - Critical Control Point
 - Shortening
 - Food microbiology
 - Food processing
 - Balance diet
 - Food preservation
 - Genetically Modified Food
 - Novel food
 - Dietary supplements

SECTION – B

Attempt all questions (6x5=30)

- Q.2. Enumerate various factors affecting growth of microbes in food.
OR
What are the major sources of water to our body? Explain by giving suitable examples.
- Q.3. Explain the uses of different types of flavours with suitable examples.
OR
Outline the hygiene practices followed in railway catering.
- Q.4. Illustrate the latest trends of food packaging.
OR
Summarize the uses of popular fats and oils.
- Q.5. Explain the benefits of different types of micro-organisms in food processing industry with suitable examples.
OR
List and explain the various sources of food contamination. Also, suggest ways to prevent them.
- Q.6. Classify carbohydrates on the basis of saccharides.
OR
Describe the effects of cooking on starches with suitable examples.

SECTION – C

Attempt all questions (15x1=15)

- Q.7. Discuss in detail how implementing Good Manufacturing Practices (GMP) & Good Hygiene Practices (GHP) can prevent food borne illnesses. Give examples of how these practices can be adopted by small-scale food businesses such as QSR (Quick Service Restaurants). Specify on GMP and GHP suggested by FSSAI.
OR
Define vitamins and classify them. Differentiate between fat soluble and water-soluble vitamins. List any ten measures which will help in retaining vitamins while cooking.

However, with increasing competition from both local hotels, international hotel chains and online travel agents (OTAs), the hotel management decided to adopt more dynamic and accessible digital marketing strategies.

The primary reason for the shift from traditional to digital marketing is to increase booking through better visibility and direct customer interaction. To do this, the hotels marketing team needs to evaluate and select the appropriate communication technology to reach a broader audience, through social media and other online platforms.

In this regard you have been assigned to give a formal presentation on:

- a) What are the various types of social networking platforms, their significance, and how can hotels effectively market their products online through these platforms?
- b) List the factors to be considered while selecting appropriate communication technology for the hotel business.
- c) Highlight the positive and negative effects of communication technology at the hotel's workplace environment.

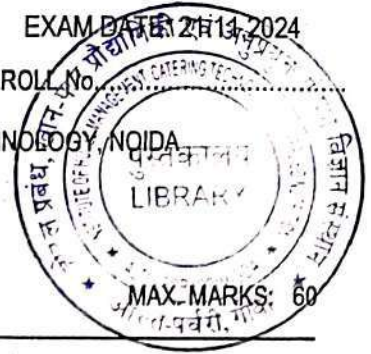
OR

Answer the following:

- a) Explain the importance of a resume in securing a training opportunity.
- b) Design a resume tailored for an industrial training interview organized by your institute.
- c) Prepare a cover letter that you can submit for a Walk-In industrial training interview at a hotel.

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

COURSE : 3rd Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Hotel Accounting Skills
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)
- Net worth
 - Liabilities
 - Golden rules of accounting
 - Deferred Revenue Expenditure
 - Direct Expenses
 - Closing Stock
 - Balance sheet
 - Indirect expenses
 - Cost allocation
 - Operated Departments under USAO

SECTION – B

Attempt all questions

(6x5=30)

- Q.2. What do you mean by business entity concepts?

OR

Write the difference between (any two):

- Capital Expenditure and Revenue Expenditure
- Trade Discount and Cash Discount
- Fixed Liabilities and Current Liabilities

- Q.3. Explain (any two):

- Monetary Transactions
- Solvent
- Fictitious Assets

OR

Identify the users of financial information and explain their purpose for using it.

- Q.4. Journalise the following transactions:

- Jan 1 Paid to Mr. Raj Rs. 950 in full settlement of his account of Rs. 1,000
Jan 2 Received from Mr. Kumar Rs. 1,200 in cash and allowed him discount Rs. 300
Jan 3 Sold goods to Mr. Rohit on price Rs. 10,000 trade discount 20% and cash discount 10%

OR

Explain accounting assumption (any two):

- Accounting Period Assumption
- Going Concern Assumption
- Accounting Entity Assumption

- Q.5. Classify the following items into real, personal and nominal accounts:

- State Bank of India
- Purchases
- Electricity Charges
- Goodwill
- Dividend
- Copyright

OR

Explain the advantages of Double Entry Book-Keeping system.

- Q.6. Prasad Pictures Ltd. constructed a cinema house and incurred the following expenditures during the year ended 31.12.2003.
- Second hand furniture purchased worth Rs. 3,00,000.
 - Expenses in connection with obtaining a license were Rs. 30,000.
 - Fire insurance, Rs. 2,500 was paid on 1st January 2003 for one year.
 - During the first week after the release of the cinema, free tickets worth Rs. 30,000 were distributed to increase the publicity of the cinema house.
 - The manager's salary for the year was Rs. 60,000.
 - Rs. 600 wages paid for installation of plant.

Classify the above transactions into capital, revenue and deferred revenue expenditures.

OR

What are the advantages of Uniform System of Accounts?

SECTION – C

Attempt all questions

(15x1=15)

- Q.7. From the following, prepare trading and profit & loss account and balance sheet, as on March 31, 2023:

Particulars	Amount (Rs.)	Particulars	Amount (Rs.)
Machinery	27,000	Capital	60,000
Sundry debtors	21,600	Bills payable	2,800
Drawings	2,700	Sundry creditors	1,400
Purchases	58,500	Sales	73,500
Wages	15,000		
Sundry expenses	600		
Rent and taxes	1,350		
Carriage inwards	450		
Bank	4,500		
Opening stock	6,000		

Closing stock as on March 31, 2023 Rs. 22,400.

OR

The ABC Company Ltd. operates a 35 room hotel in Pune. You are required to prepare the Income Statement of hotel under uniform system of hotel accounts:

Particulars	Amount (Rs.)	Particulars	Amount (Rs.)
Room Department		News Stand	
Net sales	2,93,000	Sales	30,000
Salaries	24,500	Cost of Sales	20,000
Employees meal	5,000	Payroll and related expenses	5,000
Uniform	1,400	Telephones	
Laundry	32,000	Sales	10,000
Linen	10,000	Payroll and related expenses	5,000
China and Glass	1,100	Other expenses	1,000
Cleaning supplies	8,600	Marketing	
Miscellaneous	5,000	Payroll	35,000
Food & Beverage Department		Other expenses	5,000
Net sales (food)	1,80,000	Property Maintenance	
Cost of sales (food)	54,000	Payroll	10,000
Salaries	10,000	Other expenses	2,000
Uniform	1,600	Cost of fuel, light & heat	10,000
Staff meals	1,000	Other General Expenses	
Kitchen fuel	3,500	Ground rent	50,000
Contract cleaning	5,000	Interest	10,000
Bouquet expenses	2,000	Depreciation	25,000
Beverage sales	1,00,000	Other Items	
Cost of sales (Beverage)	50,000	Profit on sale of asset	50,000
		Income tax rate	40%

SUBJECT CODE: BHA301

EXAM DATE: 16.04.2025

ROLL No....

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

COURSE : 4th Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Indian Culinary Arts
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)
- Mise-en-place in bulk cooking
 - Diet menu
 - Criteria for selecting heavy-duty commercial kitchen equipment
 - Workflow of hospital catering
 - Cloud kitchen
 - Challenges of cruise line catering
 - Indenting in bulk cooking
 - Potli masala
 - Indian breads
 - Indian super foods

SECTION – B

Attempt all questions (6x5=30)

- Q.2. How does geography influences regional cuisine of India? Support your answer with suitable examples, highlighting availability of ingredients & special equipment.

OR

Describe any three special dishes prepared during Diwali. Also, explain their cultural significance.

- Q.3. Name three famous Indian sweets. Describe its ingredients & method of preparation.

OR

What are the key characteristics of tribal cuisine of Odisha? Mention some traditional ingredients & cooking methods.

- Q.4. List and explain in brief about the scope for growth in volume catering establishments.

OR

Write short notes on dishes made during Christmas with proper examples.

- Q.5. Explain the ingredients used in panch phoran and sambar masala. Also, discuss how these blends are crucial in defining distinct flavours of Bengali and South Indian cuisine.

OR

What makes chettinad cuisine unique? Discuss the use of spices & special cooking techniques.

- Q.6. Define inventory control. What are the different types of storage facilities used in volume catering of raw and cooked food?

OR

What are the key characteristics of Goan cuisine? Also mention few traditional Goan dishes.

SECTION – C

Attempt all questions (15x1=15)

- Q.7. "Eat well catering" is an established catering company that specializes in offering gourmet meals for corporate events and high-end private functions. To stay in competition the company is looking forward to

SUBJECT CODE: BHA301

EXAM DATE: 16.04.2025

incorporate plant-based diets & farm-to-table principles to cater to environmentally aware and health conscious consumers.

Additionally, the company is also planning to launch a line of proprietary foods that reflects its commitment to high quality, innovative and sustainable offerings to the working class/corporate consumers. To maintain food quality and align with the consumer expectation, the company also plans to implement cutting edge food labeling & food packaging technology.

Answer the following questions:

- Discuss the benefits of plant-based meals and the challenges the company may face in transitioning from the main stream catering to plant-based offerings.
- Define proprietary food. Suggest proprietary food which the company may plan to launch.
- Discuss the role of food packaging technology in maintaining the quality & freshness of proprietary food. What packaging innovation should the company consider to protect the quality of food while reducing environmental impact?

OR

"Yatra North India" is a renowned culinary tourism company known for offering curated travel packages to foreign clients inclines towards exploring the culinary trail of India.

As part of the tour, they have decided to showcase the cuisines from North India, focusing on their Geographical influences, staple diets, special equipment and lost recipes.

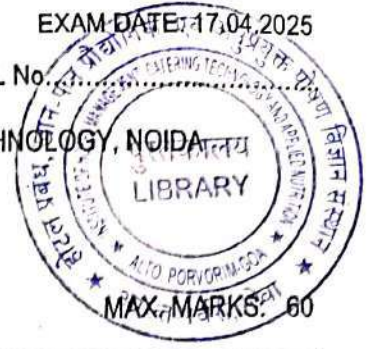
The company's R&D team has been assigned to identify any three states from North-India and design a state-wise memoir highlighting:

- Culinary history, geographical location & food habits
- Special ingredients/local produce & kitchen equipment
- A brief on famous dishes



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

COURSE : 4th Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Banquet Operations
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)
- Food aggregators
 - Developing duty roster
 - Fork buffet
 - Still room
 - Room service department
 - Kitchen Stewarding
 - MICE Events
 - Home delivery
 - Outdoor catering
 - In-room wine service

SECTION – B

Attempt all questions (6x5=30)

- Q.2. Explain factors to be considered while purchasing equipment for F&B operations.
OR
Discuss steps in planning an F&B outlets.
- Q.3. Explain the sequence of dishes which are kept on display during breakfast buffet of a five star hotel.
OR
Describe the main features of finger buffet and cold buffet with suitable examples.
- Q.4. What is function prospectus/party checklist? Explain with help of format.
OR
Enlist room service order taking telephone etiquettes.
- Q.5. Summarize toast procedure during a wedding function.
OR
Draw and describe in few lines the different types of banquet plans/arrangements.
- Q.6. Define guéridon service. Discuss the use of various equipment which are required for guéridon service.
OR
Describe QSR. Explain the significance of FOH, MOH and BOH in its operations.

SECTION – C

Attempt all questions (15x1=15)

- Q.7. A luxury French dining restaurant has recently decided to introduce guéridon service to enhance customer dining experience through live interaction and exquisite menu. The management intends to invest time to streamline the pre-operational activities before launching the guéridon service in restaurant by documenting the following:
- Different types of trollies used in guéridon service.
 - Developing SOP's for guéridon service procedure with emphasis on order taking, preparation of trolley, cooking, portioning & plating.

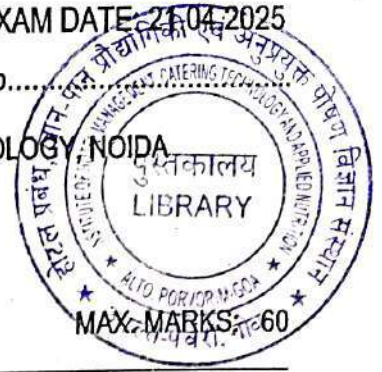
c) Shortlisting 5 dishes for guéridon service.

OR

What is menu planning? Discuss the factors that influence effective menu planning for various types of food service outlets. Also, identify the common constraints faced in menu planning and illustrate the ways to overcome them to achieve operational efficiency.



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



COURSE : 4th Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Rooms Division Management - 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)
- Customer Defection
 - Market Condition Approach
 - Disadvantages of budget
 - Advantages of budgets.
 - Daily operations report
 - Purpose of room revenue analysis
 - Room inspection checklist
 - Deep cleaning
 - Benefits of customer loyalty
 - Budgetary control

SECTION – B

Attempt all questions

(6x5=30)

- Q.2. Define management cycle. Explain various management functions.
OR
Define rule of thumb method in room pricing. How is it used to estimate room rate in hotel?
- Q.3. Explain three types of budgets prepared in rooms division.
OR
Describe various factors affecting budget planning.
- Q.4. List and explain any three occupancy ratios that are commonly calculated by front office to evaluate hotel performance.
OR
How front office manager use room division budget reports to analyse operations?
- Q.5. In short, write about VIP room inspection and public area inspection procedure.
OR
What is guest room health management? Discuss how it contributes to guest satisfaction & hygiene standards.
- Q.6. Briefly explain the wheel of loyalty.
OR
Discuss the scope of artificial intelligence in rooms division.

SECTION – C

Attempt all questions

(15x1=15)

- Q.7. Hotel XYZ is a 200 room property which costs Rs. 1,00,00,000 to construct. The hotel is financed with a loan of 75,00,000 at 12% annual interest. Rs. 25,00,000 is invested by the owner and owner desires 15% annual return on investment. 75% occupancy is estimated throughout the year and the income tax rate is 40%. Additional expenses are:-
Energy costs: Rs.3,00,000, F&B income: Rs.1,50,000, Property tax: Rs.2,50,000, Human resource: Rs.80,000, Health club loss: Rs.50,000, Depreciation: Rs.3,00,000, Transportation: Rs.40,000, Other

income: Rs.1,00,000, Admin & General: Rs.3,00,000, Marketing: Rs.2,00,000, Data processing: Rs.1,20,000, Property maintenance: 2,00,000

The estimated direct operating expenses are Rs.10 per room sold. Calculate the average room rate using Hubbart's formula.

OR

What is forecasting? Explain the importance of forecasting in front office operations and discuss the key factors that influences forecasting. Also, describe the various formulae used for forecasting. Draw a forecast form and justify its use in daily operations.



SUBJECT CODE: BHA307

7

EXAM DATE: 22.04.2025

ROLL No.

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

COURSE : 4th Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Facility 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)
- Facility management
 - Preventive Maintenance
 - Energy conservation plans in hotel kitchen
 - Safety inspection
 - Utilization of IOT
 - Building Management Software
 - Creating positive work environment
 - Brand Management

SECTION – B

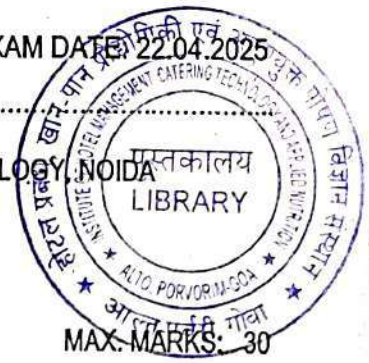
- Attempt all questions (4x3=12)
- Q.2. Describe the sustainable practices used in energy management.
OR
Summarize how to increase the life span of assets through proper maintenance.
- Q.3. What are the duties and responsibilities of facility manager?
OR
Explain in detail different types of waste, its causes and the ways to manage them.
- Q.4. What is the role of green certification in facility management?
OR
What are the factors to be considered while selecting providers for facilities?

SECTION – C

- Attempt all questions (10x1=10)
- Q.5. Ensuring safety and security in hotels is crucial for protecting both guests and staff. Hotels implement various measures to achieve this such as using key cards and biometric systems to control access and restrict entry to authorized individuals only. Surveillance plays a significant role, with CCTV cameras installed to monitor public areas and entrances, enhancing overall security. Regular staff training is crucial, focusing on emergency procedures, fire safety, and recognizing suspicious activities to ensure everyone is prepared for potential threats. Additionally, hotels establish clear evacuation routes and conduct regular emergency drills to ensure a swift and organized response in case of emergencies.
- How do CCTV cameras contribute to hotel security?
 - What are the key elements of an effective emergency response plan in a hotel?
- OR
- Maintaining accurate documentation and records is essential for conducting a facility audit in a hotel and effective financial planning is crucial for the smooth operation of facility management. Discuss the importance of maintaining documentation and records for a facility audit in a hotel. Draw necessary documents/records to support your answer.

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

COURSE : 4th Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Retail Management
TIME ALLOWED : 2 Hours



(Marks allotted to each question are given in brackets)

SECTION – A

- Q.1. Write short notes on (Attempt any four questions) (2x4=8)
- Inventory Management
 - Store based retail outlets
 - Visual Merchandising
 - Life style products
 - Vendor Management
 - Off-price retailer
 - Target market
 - Retail & Technology

SECTION – B

Attempt all questions

(4x3=12)

- Q.2. Differentiate between organized and unorganized retail sectors in India with suitable examples.
OR
Define retail management. Explain the career opportunities available with a hospitality graduate in the retail sector.
- Q.3. Explain any two types of retail store layouts.
OR
Discuss the role of back-of-house management in the smooth functioning of a retail outlet.
- Q.4. What are the challenges of implementing an effective retail supply chain management system?
OR
Explain the various retail pricing strategies. How do these strategies affect the market positioning?

SECTION – C

Attempt all questions

(10x1=10)

- Q.5. GlobalMart is an upcoming supermarket chain to start their business in metropolitan cities and 2-tier towns across India.
The brand will run large hypermarkets and small neighborhood stores, catering to vast public. It will allow the customers to purchase from the stores or online, via mobile apps through Tech integration.
The brand based on the competitive environment and their business aspiration have already located prominent spaces for the small retail store setups. They have also outsourced the designing of layout for these stores. At the moment, the company is in process to document manpower requirement, draft SOP's for daily retail operations & duties and responsibilities of store staff.
To facilitate the project, you have been asked to:
- Draw the staff hierarchy of large and small retail store.
 - Enlist the duties and responsibilities of the staff of the small retail store.
 - Design the SOP's for daily operations in the small retail store.

OR

What do you understand by the concept of the Product Life Cycle in retail industry? Explain its stages and significance in managing retail inventory. Also, in few lines, describe the various types of audits commonly conducted in retail operations and their contribution in smooth functioning of the retail outlets.

vegetables. Other foods were stored in covered containers but without proper labelling of food description and date. David also noticed that boxes of proprietary sauces were been stacked closely together on the floor of the walk-in cooler & the thermometer was hanging from the condensing unit.

- What food safety hazards exist in the walk-in refrigeration unit at the 'Citrus hotel café'?
- Define food contamination and spoilage. Also, discuss the hazards that might result in food contamination and spoilage.
- What should be done to correct the problems that Mr. David observed during his inspection?

OR

Discuss the classification of fats & oil based on origin and saturation. Describe rancidity and reversion and explain the effect of heat on fats & oils.

Also, explain the various culinary uses of popular fats and oil.



SUBJECT CODE: BHA310

11

EXAM DATE: 24.04.2025

ROLL No.

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

COURSE : 4th Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Business Communication
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 business message
- Grapevine communication
- Proofreading
- Company brochure
- Letter of recommendation
- Reader Centric Approach
- Plagiarism
- Ethical Web browsing
- Online product marketing
- Web Conferencing

SECTION – B

Attempt all questions

(6x5=30)

Q.2. Explain the principles of effective communication.

OR

Explain different types of formal communication practiced at workplace.

Q.3. What is expository writing? Explain its purpose & characteristics with suitable examples.

OR

What are the essential parts of an office memorandum? Explain with suitable examples.

Q.4. Explain the steps involved in writing a business report.

OR

What are the key guidelines for writing an effective résumé?

Q.5. What are the positive and negative impact of communication technology at the workplace?

OR

Discuss the use of technology based communication tools at workplace.

Q.6. Draft a sample résumé for the post of Front Office Associate at a 5 star hotel.

OR

Write a letter of acceptance acknowledging the role of guest relation executive at Hotel Atlantis.

SECTION – C

Attempt all questions

(15x1=15)

Q.7. Write a short story on a theme of your choice (such as hospitality, tourism, social responsibility or team work). Your story should include well-developed characters, a clear setting and a positive conclusion. The length of the story should be approximately 300 to 700 words.

OR

While on training, you assisted an elderly couple who arrived from Australia, tired and slightly disoriented after a long journey. You assisted the couple with a smooth check-in and noticed that their purpose of

12

booking a suite room in the palace heritage property was to celebrate their 50th Wedding Anniversary. So you informed housekeeping and arranged for a surprise room decoration and cake on the D-Day. On the day of celebration, you decided to write the whole incidence in your personal journal describing the couple's expressions, the ambiance of room, the cake décor and soft music that played as the surprise unfolded. You also submitted the complete write-up in the ongoing-staff talent hunt. To no-surprise your article won and was featured in the hotel's internal newsletter to inspire other.

Note: The length of your write-up must be within 300 to 700 words.



SUBJECT CODE: BHA311

13

EXAM DATE: 25.04.2025

ROLL No.....

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



COURSE : 4th Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Hotel Accounting Skills
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)
- Accounting
 - Money Measurement Concept
 - Journal
 - Rules of making debit and credit of personal, real and nominal accounts
 - Objectives of preparing a trial balance
 - Deferred revenue expenditure with examples
 - Direct expenses with examples
 - Current assets with examples
 - Uniform system of accounting
 - Advantages of departmental accounting

SECTION – B

Attempt all questions (6x5=30)

- Q.2. Give the classification of accounts with examples.

OR

Write the advantages of double entry system of accounting.

- Q.3. What is a trial balance? List the advantages of preparing a trial balance.

OR

Prepare a trial balance from the following balances extracted from the books of Sharma & co. as on 31st March 2024:

Particulars	Amount (Rs.)	Particulars	Amount (Rs.)
Capital	2,86,000	Purchases	2,90,000
Commission received	45,000	Cash-in-hand	54,000
Sales	4,57,000	Debtors	54,000
Bills Payables	27,000	Building	3,78,000
Creditors	32,000		
Interest paid	16,000		
Drawings	28,000		
Furniture	27,000		

- Q.4. Distinguish between journal and ledger.

OR

What are the advantages of journal?

- Q.5. Distinguish between a trial balance and a balance sheet.

OR

In what ways gross profit differs from net profit?

- Q.6. List the advantages of uniform system of accounting.

OR

Prepare a Room Department Income schedule under the uniform system of accounting from the following information extracted from the books at Sophia Restaurant for the period ended 31st March, 2024:

Particulars	Amount (Rs.)	Particulars	Amount (Rs.)
Transient sales	2,75,500	Employees Benefits	35,500
Sales (Permanent)	1,67,000	Allowances (Room)	25,500
Salaries and wages	27,800	Guest transportation	6,500
Commission paid	16,700	Cleaning Charges	8,700
Uniforms	11,500		
Linen	8,800		
Insurance	2,300		

SECTION - C

Attempt all questions

(15x1=15)

Q.7. What is departmental accounting? Discuss the various methods of departmental accounting in detail.

OR

Prepare a Trading and Profit & Loss Account and a balance sheet from the following trial balance of Mr. Roy:

Trial Balance as on 31st March, 2023

Particulars	Debit (Rs.)	Credit (Rs.)
Opening Stock	80,000	
Carriage inwards	2,000	
Sales return	2,000	
Wages	12,000	
Salaries	18,000	
Power and fuel	15,000	
Land and building	2,50,000	
Furniture	75,000	
Office expenses	10,000	
Drawings	2,000	
Repairs	10,000	
Bills Receivables	5,000	
Purchases	35,000	
Cash in hand	5,000	
Cash at bank	46,000	
Debtors	20,000	
Machinery	2,00,000	
Insurance	20,000	
Sales		2,50,000
Commission received		5,000
Rent received		13,000
Purchase return		5,000
Creditors		34,000
Bills payable		20,000
Capital		2,80,000
Long-term loan		2,00,000
Total	8,07,000	8,07,000

Note: Closing stock as on 31-03-2023 was valued at Rs.30,000.

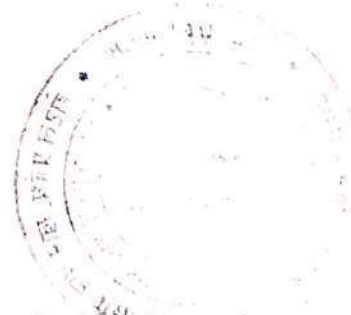


- a) Analyse the operational and managerial challenges the company may face while adapting these new catering concepts.
- b) Suggest strategies to ensure customer satisfaction, quality control, and long-term sustainability. (6+9=15)

OR

A State government decides to promote the use of millets and Indian superfoods in large-scale pilgrim catering at a famous temple town. To make the project viable, the caterers must use convenience foods for bulk production, maintain food safety standards with proper food labelling and packaging technology, and ensure that meals are nutritious, cost-effective, and acceptable to a diverse group of pilgrims.

- a) Discuss the possible benefits and challenges of implementing this initiative.
- b) Recommend measures to balance tradition, nutrition, cost-efficiency, and modern catering trends. (5+10=15)



SUBJECT CODE: BHA303

3

EXAM DATE: 19.11.2025

ROLL No.....

LIBRARY

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

COURSE : 3rd Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Banquet Operations
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)
- State banquet
 - Display Buffet
 - Smorgasbord
 - Party checklist
 - Host Bar
 - Function Diary
 - Cross-contamination
 - Contract Agreement
 - Sit down buffet
 - Quick Service Restaurants (QSR)

SECTION – B

Attempt all questions (6x5=30)

- Q.2. What are the objectives of a good layout of an F&B outlet?
OR
What factors will you consider while purchasing equipment to run & operate a banquet for 500 pax capacity?
- Q.3. Plan a menu for 350 pax for Indian wedding (Dinner menu). Explain the menu items in one or two lines.
OR
For many outlets their menu is the "unique selling proposition". Comment.
- Q.4. Define banquet. Describe formal banquet in your own words.
OR
What are the constraints of Menu planning? How menu planning effects the selection of equipment?
- Q.5. What is room service? Give its function in detail.
OR
What is buffet? What are the different types of buffet?
- Q.6. Discuss the importance of inventory in kitchen stewarding.
OR
Explain the process of mechanical dishwashing.

SECTION – C

Attempt all questions (15x1=15)

- Q.7. A corporate client has booked the banquet hall of a five-star hotel to host an Annual Awards Dinner for 120 guests. The client requests: A formal banquet setup with a stage for presentations, keeping in mind the adequate visibility for all guests and efficient service circulation space for staff.
As banquet in-charge, you are required to:
a) Suggest the most appropriate banquet seating arrangement for this event and justify your choice.

- b) Draw a neat diagram of the proposed seating arrangement.
- c) Calculate the approximate space/area requirement for this banquet, assuming standard space allocation per guest.

OR

Define Gueridon Service. What are the different types of Gueridon Trolleys? Explain the advantages & disadvantages of Gueridon Service. Give recipe of one classic flambé dish.

A foreign delegation of VIP guests is scheduled to stay at your hotel. The executive housekeeper assigns you the responsibility of supervising the readiness of their suites and adjoining public areas. During the inspection, you find:

- A cracked flower vase in the suite.
- Carpets in the corridor have noticeable stains.
- Some corners of the lobby appear neglected.

As the supervisor,

- a) Prepare an inspection module/checklist for VIP guest rooms and commonly neglected areas.
- b) Explain how guest room health management and public area inspection contribute to guest satisfaction in such situations.

(8+7=15)

SUBJECT CODE: BHA307

EXAM DATE: 13-11-2025

ROLL No.

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

COURSE : 3rd Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Facility 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)
- Subcontracting – meaning & issues
 - Maintenance Planning – Benefits of computer system
 - Wrench time
 - Building codes in India
 - Managing & maintaining equipment
 - Expand any four:- AMR, CCTV, M&E, D&M, EMS, CTR
 - Brand Management
 - LEED certification

SECTION – B

Attempt all questions (4x3=12)

- Q.2. Enlist activities required to be performed by a facility manager in building operations and maintenance.
OR
Describe SMARTER methodology for maintaining documents.
- Q.3. Describe basis of Total Productive maintenance.
OR
Discuss operational expenses and measure to control these expenses.
- Q.4. Explain controlling access to facility through electronic systems.
OR
Describe support services in reference to facility management.

SECTION – C

Attempt all questions (10x1=10)

- Q.5. A newly constructed hotel is facing high energy costs due to inefficient lighting and HVAC systems. The management is considering adopting energy-efficient technologies and practices while also aiming to obtain a green building certification. As an energy manager, analyze the steps you would take to reduce energy consumption, implement energy-efficient practices, and prepare the property for green certification.

OR

A corporate office has decided to shift its operations to a new building in another part of the city. The management team has tasked you with overseeing the entire relocation process, including moving office equipment, arranging employee conveyance, and setting up housekeeping and catering facilities in the new premises. Describe the key steps you would take to manage this office move and ensure minimum disruptions of services.

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



COURSE : 3rd Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Retail 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)
- Retailing
 - Vending Machines
 - Supply chain management
 - Customer Relationship Management
 - Hypermarket
 - Franchising
 - General Merchandise
 - Flea Market

SECTION – B

Attempt all questions (4x3=12)

- Q.2. List the duties & responsibilities of a store manager.
OR
Highlight the principles of retail management.
- Q.3. What is the role of technology in modern retail management?
OR
Explain the concept of store layout and its importance.
- Q.4. Explain the different formats of retail management providing example of each.
OR
Explain the role of 'Imprest Management' in ensuring effective cash control in retail organization.

SECTION – C

Attempt all questions (10x1=10)

- Q.5. A new retail company plans to open a fashion and lifestyle store in a metropolitan city. The management has shortlisted two locations: one inside a popular shopping mall and another on a high-footfall high street. They also evaluating different store layout designs to maximize customer movement and product visibility.
- Discuss the factors the management should consider while evaluating the two locations.
 - Suggest the most suitable type of store layout for such a lifestyle store with justification.
 - Explain how the use of a planogram can improve sales and customer experience in this store.
- OR
- A mid-sized supermarket chain plans to expand into a new city. The management wants to design an effective retail pricing strategy to compete with large national players while also ensuring profitability. They are also considering various promotions and events to attract the local target market.
- Explain retail pricing strategy that the supermarket can adopt in this competitive scenario.
 - How can understanding consumer buying behaviour help in designing promotions and events for this store?
 - Suggest one market penetration strategy that the supermarket can apply for successful entry.

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

COURSE : 3rd Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Food Science, Nutrition & Hygiene
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)
- a) RDA
 - b) Colloids & true solutions
 - c) Food Microbiology
 - d) Functions of food label
 - e) Functional foods
 - f) Rancidity & Reversion
 - g) Functions of protein
 - h) Danger Zone
 - i) Dextrinization
 - j) HACCP

SECTION – B

Attempt all questions (6x5=30)

- Q.2. Explain retro gradation and gelatinization process of starch with examples.
OR
Discuss the use of fats and oils in food preparation.
- Q.3. Elucidate the role of water in maintaining the vital functions of human body.
OR
Describe the importance of vitamins & minerals in our body with examples.
- Q.4. Microorganisms are not always harmful. Describe six beneficial roles of microbes in food industry.
OR
Enlist the various techniques of food preservation. Discuss any two in detail, highlighting how they prevent food & spoilage.
- Q.5. Discuss the role and functions of FSSAI.
OR
Define critical control points (CCPs). Describe the role of CCPs in ensuring food safety during food production & service.
- Q.6. What steps should be taken for controlling pests in food preparation & storage area?
OR
Differentiate between organic food & genetically modified (GM) food highlighting their advantages & concerns.

SECTION – C

Attempt all questions (15x1=15)

- Q.7. While developing a new line of ready-to-eat breakfast cereals made from rice, wheat, and corn, the following issues were observed:
- The texture of the cereal changed significantly after cooking.
 - Different starches (from rice, wheat, and corn) showed varied thickening properties.

- The marketing team wants to highlight the health benefits and functional uses of carbohydrates in the product.

Answer the following:

- a) Classify carbohydrates with suitable examples relevant to this product.
- b) Explain the effects of cooking on starch and how it might affect the texture of the cereals.
- c) Discuss the types of starches used in rice, wheat, and corn, and their role in the final product quality.

OR

Balanced diet is extremely essential for healthy life. Elucidate this statement discussing the importance of balanced diet. What factors are kept in mind while planning a balanced diet?

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

COURSE : 3rd Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Business Communication
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)**
- Functions of business communication.
 - Grapevine
 - How is expository writing different from narrative writing?
 - Proof-reading
 - Effective memo writing
 - Office memorandum
 - Formal & Informal business report
 - Steps involved in writing a routine business report
 - E-mail etiquette
 - Positive & negative impact of communication technology at workplace

SECTION – B

Attempt all questions **(6x5=30)**

- Q.2. Differentiate between audio conferencing, video conferencing & web conferencing. Explain how each can be effectively applied in business communication.
- OR**
- List & explain the 7 C's of communication and their role in forming a message to be delivered verbally.
- Q.3. Convert this neutral message to a persuasive one for the reception staff. "We will implement AI at the hotel reception to support guest services and improve check-in, check-out, information process and follow through". Explain the use of words that make the message persuasive.
- OR**
- Draft an advertisement for the "festival package" on MAP during Diwali, to be shared in a newspaper. Festival duration: 25.10.25 to 30.10.25
- Q.4. Proofread and correct the following sentences:
- The hotel staff was very attentive and ensure that all guests needs was meet during the Diwali celebration.
 - Guests can enjoy a variety of dishes including traditional sweets which is prepared by our expert chefs in the kitchen.
- OR**
- Using the appropriate format, draft an acceptance letter to the HR manager of Hotel Paradisio, for confirming your Industrial training.
- Q.5. What is the standard format of a "minutes of meeting"? Explain in short.
- OR**
- What are the main parts of a business report? Describe how each part contributes to the overall effectiveness of the report.
- Q.6. Explain the difference between audio & video conferencing including advantages and disadvantages of each method.
- OR**
- How can outline product marketing strategies utilize technology to enhance customer engagement in the hospitality industry?

SECTION – C**Attempt all questions****(15x1=15)**

- Q.7. Hotel Hanso is a five star hotel located in the heart of a tier-one city. The management has decided to introduce "paperless office" procedures, to help curb global environmental problems. You are tasked with implementing the procedures in the front office department. What are the communication tools you are likely to suggest to be used in the following situations and their merits & demerits?
- a) Communication during check-in/check-out procedure at reception.
 - b) Formal communication within the front office department.
 - c) Receiving of applications for job openings at the front office.

OR

Write a short story describing in detail your visit to hill station, detailing the journey, places to visit and the food habits of that particular area.

This short story is your entry for a competition, where the best story will be uploaded on a reputed travel blog.

SUBJECT CODE: BHA311

13

EXAM DATE: 18.11.2025

ROLL No.

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



COURSE : 3rd Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Hotel Accounting Skills
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)
- a) Assets, Liabilities & Capital
 - b) Objectives of accounting
 - c) Journalising
 - d) Ledger posting
 - e) Limitations of trial
 - f) Capital expenditure
 - g) Balance sheet
 - h) Current liabilities
 - i) Departmental accounting
 - j) Uniform system of accounting

SECTION – B

Attempt all questions (6x5=30)

- Q.2. Distinguish between personal accounts and real accounts.
OR
Write a note on double entry system of accounting.
- Q.3. List the advantages of journal.
OR
How is journal different from ledger?
- Q.4. List the objectives of preparing a trial balance. Why trial balance is important in accounting system?
OR
Classify the following into capital, revenue and deferred revenue expenditure:
a) Purchased a machinery for Rs.2,00,000.
b) Salaries paid to the staff Rs.10,000.
c) Paid Rs.3,00,000 for advertisement to launch a new product in the market.
d) Paid Rs.10,000 as installation charges for the new machinery purchased.
e) Paid Rs.30,000 as commission for purchasing a new land.
f) Incurred Rs.1,00,000 for air conditioning of the office of the general manager.
- Q.5. Distinguish between current assets and fixed assets of a hotel.
OR
Distinguish between trading account and profit & loss account.
- Q.6. Write the various advantages of departmental accounting.
OR
Prepare the food & beverage department income schedule under the uniform system of accounting from the following information extracted from the books of Karim's Restaurant for the period ended 31st March, 2024:

Particulars	Amount (Rs.)	Particulars	Amount (Rs.)
Food Sales	4,80,000	China and Glassware	50,000
Beverage Sales	5,20,000	Linen	40,000
Food Allowances	30,000	Kitchen fuel	10,000
Beverage	20,000	Bar license	30,000
Cost of food sales	1,50,000	Band and music	20,000
Cost of Beverage sales	1,70,000	Insurance	60,000
Salaries and wages	80,000		

SECTION – C**Attempt all questions****(15x1=15)**

Q.7. What do you mean by uniform system of accounting? Discuss the various difficulties in implementing this system in hotels.

OR

Prepare a Trading and Profit & Loss Account and a balance sheet of Baba Restaurant for the year ended 31st March, 2024 from the following information:

Debit Balances	Amount (Rs.)	Credit Balances	Amount (Rs.)
Purchases	1,44,800	Sales	2,69,000
Opening Stock	53,200	Discount received	650
Salaries	8,000	Sundry creditors	15,000
Discount allowed	600	Capital	76,000
Rent	5,100		
Insurance	800		
Carriage outwards	900		
Sundry debtors	40,000		
General expenses	2,000		
Cash at bank	3,900		
Bad debts	3,500		
Furniture	10,000		
Plant & Machinery	75,000		
Wages	8,350		
Drawings	4,500		
Total	3,60,650	Total	3,60,650

Additional Information: The closing stock as on 31st March, 2024 was Rs.45,500.
