

(6 pages)

Reg. No. :

Code No. : 30604 E Sub. Code : CMHM 11

B.Sc. (CBCS) DEGREE EXAMINATION,
NOVEMBER 2022.

First Semester

Hotel Management and Catering Science – Core

FOOD PRODUCTION AND PATISSERIE – I

(For those who joined in July 2021 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. The duty of Chef garde manger is _____
 - (a) Discipline of larder staff
 - (b) Discipline of maintenance staff
 - (c) To control housekeeping staff
 - (d) To control food and beverage service staff

2. _____ is arranging things prior to cooking, other than pre-preparation
- (a) Executive Chef
 - (b) Chef de Partie
 - (c) Mise-en-place
 - (d) Sous Chef
3. The ideal storage temperature for egg is _____
- (a) 2°C- 5°C
 - (b) 5°C- 7°C
 - (c) 3°C- 4°C
 - (d) 2°C- 7°C
4. _____ is the meat cut from the sides of the fish,
- (a) Fillet
 - (b) Steak
 - (c) Pan dressed
 - (d) Glazing
5. _____ is the process of soaking foods in a seasoned, often acidic, liquid before cooking
- (a) Blending
 - (b) Marination
 - (c) Mixing
 - (d) Blanching
6. _____ means to work the dough thoroughly by pressing and pounding with the hands
- (a) Creaming
 - (b) Kneading
 - (c) Folding
 - (d) Marinating

7. _____ is cutting into fine and uneven pieces
(a) Mince (b) Chop
(c) Dice (d) Shred
8. _____ is a southern Indian spice mix for vegetable curries
(a) Tamarind powder
(b) Pepper powder
(c) Sambar powder
(d) Garam masala powder
9. _____ is an operation menu can be presented in number of ways
(a) Medium (b) Layout
(c) Color (d) Font
10. _____ menu is similar to a price fixed menu in that it bundles various elements of the menu into one package
(a) Limited (b) Ala carte
(c) Table d' hote (d) Cyclical

PART B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b).

Each answer should not exceed 250 words.

11. (a) Classify layout of kitchen and explain any two of them.

Or

- (b) Explain the duties and responsibilities of Pastry chef.

12. (a) Classify the selection of Egg and give any one recipe for egg dish.

Or

- (b) Classify the cuts of Lamb. Give any one recipe for lamb dishes.

13. (a) Classify any five kitchen large equipments and their uses.

Or

- (b) Explain about Fruits and Vegetables used in cookery.

14. (a) Explain any three methods of cooking foods.

Or

- (b) Classify Basic Indian masalas and give any five examples of Indian dish.

15. (a) Explain about origin of menu.

Or

(b) Describe the menu for institutional catering give accompaniments and garnishes.

PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b).

Each answer should not exceed 600 words.

16. (a) Classify the kitchen organization chart of large hotel. Explain the duties and responsibilities of Sous chef.

Or

(b) Explain about attitudes of kitchen personnel.

17. (a) Summarize the various classification of Mutton and explain about selection of mutton, storage and uses.

Or

(b) Summarie the various classification of beef and explain about selection the beef and storage and uses.

18. (a) Explain about various methods of mixing foods.

Or

- (b) Explain about classification of fuels and uses.

19. (a) Classify stocks and explain about brown stock and uses of stock.

Or

- (b) Classify basic sauce and explain the recipe and method of preparation of Tomato sauce and Hollandaise sauce.

20. (a) Explain about types and classification of menu.

Or

- (b) Illustrate various points to consider while planning a menu.

(6 pages)

Reg. No. :

Code No. : 30605 E Sub. Code : CMHM21

B.Sc. (CBCS) DEGREE EXAMINATION,
NOVEMBER 2022.

Second Semester

Hotel Management And Catering Science — Core

FOOD PRODUCTION AND PATISSERIE II

(For those who joined in July 2021 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. Small potatoes are deep fried then stewed in a curd based gravy flavoured with fennel powder and Kashmir red chilies is
 - (a) Aloo dhum
 - (b) Dhum Aloo Kashmiri
 - (c) Aloo posto
 - (d) Aloo fry

2. Rice cooked with pulses or vegetables is
 - (a) Pulao
 - (b) Briyani
 - (c) Chorchori
 - (d) Kannika

3. _____ is used in Kashmir cuisine in dried form
 - (a) Allspice
 - (b) Ginger
 - (c) Ajwain
 - (d) Fennel seed

4. Thick sauce or soup prepared from shell fish or game
 - (a) Barding
 - (b) Aspic
 - (c) Bisque
 - (d) Aromates

5. A basic sauce prepared with flour, butter and milk is
 - (a) Hollandaise
 - (b) Beurre Fondue
 - (c) Beurre Noir
 - (d) Bechamel

6. Which of the following is not a sub section of Garde manager?
 - (a) Fish monger
 - (b) Butchery
 - (c) Cold sauce
 - (d) Pantry

7. Holding meats in coolers under controlled conditions to allow natural tenderizing to take place is termed as
- (a) Hanging
 - (b) Aging
 - (c) Softening
 - (d) Curing
8. This machine has a number of attachments with different sized blades
- (a) Chopper
 - (b) Grinder
 - (c) Slicer
 - (d) Blender
9. _____ is used to grind wet masalas.
- (a) Wet grinder
 - (b) Mixer
 - (c) Blender
 - (d) Mixer grinder
10. _____ is similar to a shallow, straight sided saucepan but heavier
- (a) Brat pan
 - (b) Sauce pot
 - (c) Sauce pan
 - (d) Frying pan

PART B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b).

Each answer should not exceed 250 words.

11. (a) Describe the spices used in preparation of Hariyali gravy.

Or

- (b) Write the method of preparation of white gravy.

12. (a) Describe the following culinary terms,
(i) Barding (ii) Anglaise (iii) Court bouillon
(iv) Croutons (v) Fricassee

Or

- (b) Mention any five layout essential of a Larder kitchen.

13. (a) Write the effect of heat on cereals.

Or

- (b) What is the effect of heat on green leafy vegetables?

14. (a) Explain the functions of grill in hot kitchen.

Or

- (b) What are hand tools of a kitchen explain with examples.

15. (a) Write a brief note on sandwich fillings.

Or

(b) How to make open sandwich?

PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b).

Each answer should not exceed 600 words.

16. (a) What are the paste pre-preparations for Indian gravies?

Or

(b) Highlight the role of spices in Indian cooking.

17. (a) What are the gelatin products of Garde manger and explain any two.

Or

(b) Describe the heavy equipments used in larder kitchen?

18. (a) Explain cold generating equipments with examples.

Or

(b) Enumerate any four types of pots and pans with their uses.

19. (a) Describe combo method of cooking.

Or

(b) State the main reasons for reasons for blanching or par-cooking.

20. (a) List out any eight essential pre-preparations for sandwich.

Or

(b) Explain any two classical sandwiches of your choice.

(6 pages)

Reg. No. :

Code No. : 30606 E Sub. Code : CMHM 31

B.Sc. (CBCS) DEGREE EXAMINATION,
NOVEMBER 2022.

Third Semester

Hotel Management and Catering Science – Core

FOOD PRODUCTION AND PATISSERIE — III

(For those who joined in July 2021 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. The duty of chef garde manger is _____
 - (a) Discipline of larder staff
 - (b) Discipline of maintenance staff
 - (c) To control housekeeping staff
 - (d) To control food and beverage service staff

2. _____ is a list of food and beverage items served in a food service operations.
- (a) Recipe (b) Accompaniment
(c) Portion control (d) Menu
3. Daikon is a big white raddish used a lot in _____ cooking.
- (a) Japanese (b) Indonesian
(c) Mexican (d) Chinese
4. _____ is a soybean paste used a lot in Japanese cooking.
- (a) Miso (b) Mochi
(c) Wasabi (d) Nikujaga
5. The origin of Gazpacho soup is _____
- (a) Spain (b) Malaysia
(c) China (d) Indonesia
6. Which of the following is a cured ham that is often served in Italian antipasto platters?
- (a) Cannelloni (b) Canestrini
(c) Spam (d) Capicola

7. _____ is a mixture of seasoned ground meats used as stuffing or filling.
- (a) Farcemeat (b) Fercemeat
(c) Forcemeat (d) Furcemeat
8. Portion of the meat is seared, partially cooked, and cooled before it is ground
- (a) Gratin forcemeat
(b) Country-style forcemeat
(c) Mousseline Forcemeat
(d) Straight forcemeat
9. _____ is air dried cold meat, it can also made of beef.
- (a) Bresaola (b) Capicola
(c) Chorizo (d) Bierwurst
10. _____ is a loaf of forcemeat.
- (a) Bierwurst (b) Terrine
(c) Galantine (d) Sausage

PART B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b).
Each answer should not exceed 250 words.

11. (a) Describe about essential of larder control.

Or

- (b) Explain about objectives of kitchen management.

12. (a) Describe about Heritage of Indian cuisine.

Or

- (b) Illustrate any two recipe and method of preparation of South Indian cuisine.

13. (a) Explain the characteristics of Italian cuisine.

Or

- (b) Illustrate any two recipe and method of preparation of Spanish cuisine.

14. (a) Summarize forcemeat and explain any one type of forcemeat.

Or

- (b) Interpret any two recipe and method of preparation of panada.

15. (a) Explain the importance of Garnishes and give any five examples of garnishes used with soup.

Or

- (b) Illustrate about Galantine and Mousse.

PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b)

Each answer should not exceed 600 words.

16. (a) Explain the importance and functions of larder control in the main kitchen. Explain the duties and responsibilities of larder chef.

Or

- (b) Illustrate the various factors to be considered while planning a menu.

17. (a) Describe the characteristics of Chinese cuisine and explain any two recipe and method of preparation of Chinese cuisine.

Or

- (b) Illustrate the characteristics of Japanese cuisine and explain any two recipe and method of Japanese cuisine.

18. (a) Explain the characteristics of German cuisine and illustrate any two recipe and method of preparation of German cuisine.

Or

- (b) Illustrate any three recipe and method of preparation of American cuisine.

19. (a) Explain the various types of brine and their uses.

Or

- (b) Explain the various types of basic sauces and illustrate any three recipe and method of preparation of sauces.

20. (a) Illustrate about ice carving, equipments, storage and their uses.

Or

- (b) Explain about fruit carving, equipments, storage and their uses.
-

(6 pages)

Reg. No. :

Code No. : 30607 E Sub. Code : CAHM 11

B.Sc. (CBCS) DEGREE EXAMINATION,
NOVEMBER 2022.

First Semester

Hotel Management and Catering Science – Allied

HOUSE KEEPING OPERATION – I

(For those who joined in July 2021 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. _____ is defined as the provision of a clean, comfortable, safe and aesthetically appealing environment.
 - (a) House count
 - (b) House keeping
 - (c) Housekeeping Report
 - (d) Room Status Report

2. What are the documents maintained by Desk Control in Housekeeping Department?
- (a) Call register (b) Log book
(c) Occupancy chart (d) All the above
3. _____ cleaning is done once in a year.
- (a) Periodical cleaning
(b) Spring cleaning
(c) Routine cleaning
(d) Daily cleaning
4. _____ is considered as one of the guest supplies.
- (a) Masters (b) Wardrobe
(c) Sewing kit (d) Bath mat
5. _____ is a central area of the Housekeeping department from which all uniform supplies and linen is used.
- (a) Laundry (b) Linen room
(c) Locker room (d) Floor pantry
6. _____ refers to the standard number of inventoried items that must be on hand to support daily, routine housekeeping operations.
- (a) Conducting inventory
(b) Par levels
(c) Scientific analysis
(d) Minimum inventory

7. _____ is situated inside the hotel premises.
- (a) On premises
 - (b) Laundry
 - (c) Off premises
 - (d) Laundry Room
8. Laundry supervisor reports to _____.
- (a) Laundry attendant
 - (b) Floor supervisor
 - (c) Room attendant
 - (d) Laundry manager
9. _____ is a type of bedding consisting of a soft flat bag filled with down, feathers, wool, silk or a synthetic alternative, and typically protected with a removable cover, analogous to a pillow and pillow case.
- (a) Duvet
 - (b) Blanket
 - (c) Bed Comforters
 - (d) Bedding covers
10. _____ is a cloth used to cover a table, ornamental coverings, which may also help protect the table from scratches and stains.
- (a) Top sheet
 - (b) Table cloth
 - (c) Table napkin
 - (d) Buffet cloth

PART B — (5 × 5 = 25 marks)

Answer ALL questions by choosing either (a) or (b).

Each answer should not exceed 250 words.

11. (a) Explain the objectives of Housekeeping department.

Or

- (b) Explain about Guest room key and Master room key.

12. (a) Summarize the Vacant room cleaning procedure.

Or

- (b) Explain about check in and check out room cleaning procedure.

13. (a) Explain about Stock taking procedures.

Or

- (b) Explain the procedure for record keeping in linen control.

14. (a) Explain the duties and responsibilities of Laundry supervisor.

Or

- (b) Explain the classification of Laundry agent. Explain any one of them.

15. (a) Explain the characteristics of fabrics.

Or

- (b) Explain about stain removal procedure.

PART C — (5 × 8 = 40 marks)

Answer ALL questions by choosing either (a) or (b).

Each answer should not exceed 600 words.

16. (a) Explain the Organization Chart of Housekeeping department in a Hotel. Explain duties and responsibilities of Executive Housekeeper.

Or

- (b) Explain the housekeeping coordinates with other department in a hotel.

17. (a) Explain the classification of cleaning equipment and explain any five types of cleaning equipments in housekeeping department in a hotel.

Or

- (b) Summarize various types of cleaning surfaces and explain any three of them.

18. (a) Describe about classification of linen room.

Or

- (b) Explain about layout of linen room and explain the storage of linen room.

19. (a) Explain the layout of Laundry equipments.
Explain any five them.

Or

- (b) Explain about process of laundry services
and explain the stages in wash cycle.

20. (a) Explain any five types of fabrics used in
hotels.

Or

- (b) Explain about classification of stains.
-

(6 pages)

Reg. No. :

Code No. : 30608 E Sub. Code : CAHM 21

B.Sc. (CBCS) DEGREE EXAMINATION,
NOVEMBER 2022.

Second Semester

Hotel Management and Catering Science – Allied

HOUSE KEEPING OPERATIONS – II

(For those who joined in July 2021 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer:

1. _____ is important method in preventing ant infestations.
 - (a) Cleanliness
 - (b) Sanitation
 - (c) Fumigation
 - (d) Both (a) and (c)

2. Successful pest control should begin with _____.
- (a) Cleaning
 - (b) Prevention
 - (c) Good housekeeping
 - (d) Pest control
3. Flower arrangement help to achieve harmony of _____.
- (a) Form (b) Colour
 - (c) Texture (d) All the three
4. _____ is a small plastic disc with four vertical prongs used in Flower arrangement.
- (a) Prong (b) Floral foam
 - (c) Pin holder (d) Florist cone
5. _____ may be purely decorative, and have ability to bring colour, pattern, texture, light to the room.
- (a) Floor covering (b) Fittings
 - (c) Furniture (d) Wall covering
6. Furniture that can be rearranged whenever necessary is termed as _____.
- (a) Free standing (b) Built-in
 - (c) Fitted (d) Cantilevered

7. _____ are used for variety in colour, texture and design.
- (a) Fibre (b) Fabric
(c) Soft flooring (d) Linen
8. _____ is a conscious business decision to move internal work to an external provider.
- (a) Out-sourcing (b) Contract
(c) Hiring (d) Both (b) and (c)
9. _____ is a comprehensive and coordination statement expressed in monetary or quantitative terms.
- (a) Financial statement
(b) Cost statement
(c) Budget
(d) Capital
10. A budget which is independent on the level of turnover is known as _____.
- (a) Flexible budget
(b) Fixed budget
(c) Short term budget
(d) Capital budget

PART B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b).

Each answer should not exceed 250 words.

11. (a) What are the types of containers used in flower arrangement?

Or

- (b) Describe the term rhythm in flower arrangement.

12. (a) Write a brief note on scale and proportion.

Or

- (b) Express the emotional impacts of colour in interior design.

13. (a) Write the procedure to be followed in case of an accident in a Hotel.

Or

- (b) Describe the term productivity standard.

14. (a) How will you calculate unit rate agreement of contract?

Or

- (b) How frequency schedule is used for planning in Housekeeping department.

15. (a) Write a brief note on Knotted-pile carpets.

Or

(b) Write the basic elements of Housekeeping budget.

PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b).

Each answer should not exceed 600 words.

16. (a) Write the pest control procedure of Termites.

Or

(b) Mention any eight conditioning techniques of flowers.

17. (a) How shape and structure play important role in interior design?

Or

(b) How will construct curtain in guest rooms?

18. (a) How paint and lacquers is used in interior decoration?

Or

(b) What to do in case of the Emergency in a Hotel?

19. (a) Suggest some tips to housekeeping to reduce the risk of planting dangerous material at hotel properties.

Or

- (b) State the advantages of duty roaster.

20. (a) Write the advantages and dis-advantages of semi-hard floor finishes.

Or

- (b) Elaborate the different methods of costing contract cleaning.

(6 pages)

Reg. No. :

Code No. : 30609 E Sub. Code : CAHM 31

B.Sc. (CBCS) DEGREE EXAMINATION,
NOVEMBER 2022.

Third Semester

Hotel Management and Catering Science – Allied

FOOD AND BEVERAGE SERVICE – I

(For those who joined in July 2021 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. _____ is a non-residential catering establishment.
 - (a) Guest houses
 - (b) Fast food outlets
 - (c) Hospitals
 - (d) Prisons

2. Smaller hotels will have a _____
- (a) Coffee shop (b) Dining room
(c) Grill room (d) Cafe
3. Business of making and serving prepared food and drink
- (a) Food service
(b) Hospitality
(c) Food preparation
(d) None of the above
4. _____ is placed on the side plate for bread, toast, rolls, cheese.
- (a) Dessert spoon (b) Side knife
(c) Large knife (d) Steak knife
5. _____ is preparing the environment of a restaurant.
- (a) Mise-en-place (b) Mise-en-scene
(c) Side board (d) Service Trolleys
6. The size of the Champagne saucer is _____
- (a) 6 oz (b) 8 oz
(c) 10 oz (d) 12 oz

7. _____ is a menu that prices the whole menu.
- (a) Ala carte (b) Table d' Hote
(c) Supper (d) Cyclic
8. A menu used for long periods is called _____
- (a) Fixed menu (b) Cyclic menu
(c) Snack menu (d) Supper menu
9. Mocktail is a _____ mixed drinks.
- (a) Alcoholic (b) Fresh cream
(c) Aerated (d) Non-alcoholic
10. Beverages like tea and coffee are made in
- (a) Stores (b) Pantry
(c) Kitchen (d) Still room

PART B — (5 × 5 = 25 marks)

Answer ALL the questions by choosing either (a) or (b).

Each answer should not exceed 250 words.

11. (a) Explain about evolution of Hotel catering industry.
- Or
- (b) Illustrate the attributes of food and beverage service personnel.

12. (a) Explain the layout of food and beverage outlets.

Or

(b) Describe the various types of table ware. Give examples.

13. (a) Illustrate any three types of food and beverage service.

Or

(b) Explain about Hot section in food and beverage service operations.

14. (a) Explain about Ala carte Menu and Table d hote menu.

Or

(b) Evaluate the various factors must be considered while compiling menu

15. (a) What are the types of mineral waters? Explain.

Or

(b) Explain the characteristics of Tea.

PART C — (5 × 8 = 40 marks)

Answer ALL questions by choosing either (a) or (b).

Each answer should not exceed 600 words.

16. (a) Explain the food and beverage coordinates with other department in a Hotel.

Or

- (b) Describe the various types of catering establishments and explain any two of them.

17. (a) Illustrate any five types of food and beverage service department in a Hotel.

Or

- (b) Discuss in detailed notes on food and beverage service equipments department in a Hotel.

18. (a) Describe about Still room, Plate room and Pantry.

Or

- (b) Discuss in detailed notes on Kitchen stewarding operations in a Hotel.

19. (a) Classify French classical menu sequence with English equivalent and give examples for each course.

Or

- (b) Illustrate various types of Meals and explain any three types of meals.

20. (a) Classify any three kinds of non-alcoholic beverages in a Hotel.

Or

- (b) Explain about Coffee, purchasing and storage procedure of coffee.
-

(6 pages)

Reg. No. :

Code No. : 30610 E Sub. Code : CSHM 31

B.Sc. (CBCS) DEGREE EXAMINATION,
NOVEMBER 2022.

Third Semester

Hotel Management and Catering Science

Skill Based Core — PRINCIPLES OF TOURISM
MANAGEMENT

(For those who joined in July 2021 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. National tourism includes _____
 - (a) Domestic tourism
 - (b) Outbound tourism
 - (c) Domestic and outbound tourism
 - (d) Inbound and domestic tourism

2. Which of the following is not a major component of tourism?
(a) Transport (b) Accommodation
(c) Tour operators (d) Shops
3. The standard rate of a hotel room is known as _____
(a) Special rate (b) Rack rate
(c) Group rate (d) Fixed rate
4. All of the following are scope of the hospitality and tourism industry except _____
(a) lodging (b) recreation
(c) atmosphere (d) assembly
5. A visitor who stays in the country visited for atleast one night is known as _____
(a) visitor (b) resident
(c) tourist (d) guest
6. Domestic tourism expenditure plus outbound tourism expenditure is _____
(a) total expenditure
(b) domestic expenditure
(c) national tourism expenditure
(d) none of these

7. Which one of the following is the criteria of in plant travel agency?
- (a) Offer online booking
 - (b) Sell directly to clients on behalf of service providers
 - (c) A branch office of travel agency
 - (d) Specializes in creating tour programs
8. Commission earned by a travel agency that is higher than the standard level, as a bonus or incentive to increase productivity refer to _____
- (a) mark-up
 - (b) incentives
 - (c) commission
 - (d) override commission
9. What can you do at an airport terminal counter?
- (a) show your ticket
 - (b) check-in
 - (c) buy travel insurance
 - (d) all of the above
10. Which of the following is not the management category of roads in India?
- (a) Border roads
 - (b) State highways
 - (c) District highways
 - (d) National highways

PART B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b).

Each answer should not exceed 250 words.

11. (a) Summarize tourism and explain about origin of tourism.

Or

- (b) Illustrate any two basic components of tourism.

12. (a) Explain about introduction to hospitality industry.

Or

- (b) Illustrate about scope of hospitality industry.

13. (a) Describe the importance of tourism in modern times.

Or

- (b) Explain about concept of international tourism.

14. (a) Summarize travel agent in India.

Or

- (b) Explain about role of world tourism organization.

15. (a) Describe the significance of rail transport in tourism. Give any one example of them.

Or

- (b) Explain about significance of road transport in tourism and give any three examples of road transport.

PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b)

Each answer should not exceed 600 words.

16. (a) Illustrate any five forms of tourism.

Or

- (b) Describe the various types of tourism and explain any three of them.

17. (a) Describe about classification of hospitality industry.

Or

- (b) Explain the various types of accommodation and explain any three types of them.

18. (a) Illustrate the causes for the rapid growth of tourism.

Or

- (b) Explain about concept of domestic tourism.

19. (a) Discuss in detailed notes on functions of travel agency.

Or

(b) Explain about role of Tamilnadu tourism development corporation.

20. (a) Describe about significance of airline transport in tourism.

Or

(b) Illustrate the growth and development of water transport in India.

(6 pages)

Reg. No. :

Code No. : 30611 E Sub. Code : CNHM 31

U.G. (CBCS) DEGREE EXAMINATION,
NOVEMBER 2022.

Third Semester

Hotel Management and Catering Science – Non Major
Elective

HOSPITALITY MANAGEMENT – I

(For those who joined in July 2021 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. A hotel with minimal services is called
 - (a) Motel
 - (b) Budget Hotel
 - (c) Timeshare
 - (d) Suburban Hotel

2. A Business lounge will be found
 - (a) Resort
 - (b) Casino Hotel
 - (c) Inns
 - (d) Business Hotel

3. The Front office supervisor reports to the
 - (a) Front office manager
 - (b) Human resource manager
 - (c) Food and Beverage manager
 - (d) Lobby manager

4. _____ is a system of front office record keeping characterized by the exclusive use of handwritten forms
 - (a) Automated (b) Non-Automated
 - (c) Guest Ledger (d) Semi-automated

5. The Desk Control Supervisor reports to
 - (a) Executive Housekeeper
 - (b) Public area supervisor
 - (c) Linen room supervisor
 - (d) Room attendant

6. An interior design that express asymmetrical balance is
 - (a) Formal (b) Informal
 - (c) Functional (d) Natural

7. _____ catering refers to the provision of food and beverages to a restricted member clientele
- (a) Welfare (b) Surface
(c) Outdoor (d) Club
8. _____ catering includes the provision of food and drink away from home base and suppliers.
- (a) Club (b) Surface
(c) Outdoor (d) Welfare
9. _____ training is carried out when an old employee has to be re-trained to refresh his/her memory
- (a) Induction (b) Refresher
(c) Remedial (d) Cross
10. _____ training is offered to the employees during the operations of a department
- (a) On the job (b) Cross
(c) Class room (d) Vestibule

PART B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b).

Each answer should not exceed 250 words.

11. (a) Describe about classification of hospitality industry.

Or

- (b) Explain about front office and Housekeeping department.

12. (a) Summarize the Information and Bell desk.

Or

- (b) Explain the duties and responsibilities of Night auditor.

13. (a) Describe about cleaning rooms and public area cleaning procedure.

Or

- (b) Explain about interior decoration and flower arrangement.

14. (a) Illustrate about various types of plan in a hotel.

Or

- (b) Interpret about Transport catering and Airline catering.

15. (a) Analyze the training methods in housekeeping department in a hotel.

Or

- (b) Explain about skills training in housekeeping department in a hotel.

PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b).

Each answer should not exceed 600 words.

16. (a) Describe about overview of the hospitality industry.

Or

- (b) Explain the growth of hotels in India.

17. (a) Illustrate about Registration, Cashier, lobby and travel desk.

Or

- (b) Explain the Organization chart of front office department in a luxury hotel and explain the duties and responsibilities of front office supervisor.

18. (a) Illustrate about linen management, laundry services, key control and room maintenance.

Or

- (b) Explain the personal qualities of housekeeping staff.

19. (a) Describe about various types of catering establishments and explain about industrial and institutional catering.

Or

- (b) Illustrate about various styles of catering.

20. (a) Evaluate the management issues in the hospitality industry.

Or

- (b) Illustrate about forms of ownership in hospitality industry.
-