

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR - 2013-2014

SUBJECT : Accountancy
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. Prepare Trading and Profit & Loss Account for the year ending 31st March 2010 and a Balance Sheet as on date in the books of Mr. Rohit Mehra:

Particulars	₹	Particulars	₹
Capital	1,20,000/-	Drawings	21,000/-
Stock (1.4.2009)	45,000/-	Plant & Machinery	24,000/-
Furniture	1,500/-	Purchases	2,95,000/-
Sales	4,35,000/-	Insurance	1,500/-
Purchase return	4,000/-	Sales return	7,000/-
Rent	5,000/-	Trade expenses	2,000/-
Salaries	24,000/-	Wages	40,000/-
Bad debt	1,000/-	Investment	50,000/-
Sundry debtors	40,000/-	Sundry creditors	19,000/-
Bad debt reserve	800/-	Cash	12,200/-
Premises	6,000/-	Misc. receipt	1,200/-
Patent	4,800/-		

Adjustments:

- Stock as on 31.03.2010 ₹75,000/-
- Depreciate machine @10% and furniture @20%
- Wages ₹5,000/- and salaries ₹1,200/- outstanding
- Pre-paid rent ₹1,000/-

(20)

Q.2. What is Accounting Principle? Explain the various types of accounting concepts in detail.

OR

Explain the term 'Journal'. Outline the process of journalizing. Explain its advantages.

(10)

Q.3. Explain the procedure for posting the ledger account from journal entries. Draw a specimen format of ledger. (10)

OR

Define the following terms in **one or two** sentences:

- (i) Opening Entry (ii) Depreciation (iii) Capital
(iv) Account (v) Balance Sheet

(5x2=10)

Q.4. What are the causes of disagreement in the pass book and cash book balance in bank reconciliation statement? How would you reconcile them?

OR

From the following transaction, prepare a purchase book of M/s. Alpine industries for the month of October 2011:

2011

- Oct 2 Purchase 100 dozen writing pads from Shyam & Co. @ `100/- each
Trade discount 2%
- Oct 10 Purchase cosmetic and perfume product from HUL worth `10,000/-
and cartage paid `200/-
- Oct 15 Purchase for cash `10,000/- from XYZ Ltd.
- Oct 17 Purchase electric bulb & tube lights from M/s. Jayaram electrical for
`45,000/- Trade discount 5%
- Oct 28 Purchase Steel utensils from Ram Gopal & Co. for `75,000/- Trade
discount 2% and cartage paid `1,000/-

(10)

Q.5. What is imprest system of petty cash book? Explain its advantages in detail.

OR

Explain the types of cash book with specimen format in detail.

(10)

Q.6. Why is distinction between capital and revenue expenditure required? Explain in detail through suitable examples.

OR

Distinguish between Gross Profit and Net Profit.

(10)

Q.7. Pass Journal Entries:

- (a) Full settlement of Rajeshwari's account by cash payment `970/- and avail cash discount `30/-
- (b) Proprietor took away for his personal use `5,000/-
- (c) Loss of cash by theft `2,000/- recorded
- (d) Goods worth `400/- distributed as free samples
- (e) Bank charges deducted by bank `500/-

(10)

Q.8. Following balances appear in various accounts of XYZ Ltd. on 31.03.2010. Prepare a trial balance:

Particulars	₹	Particulars	₹
Capital	20,000/-	Apprentices premium	300/-
Machinery	8,000/-	Insurance premium	200/-
Building	9,000/-	Interest on investment	600/-
Rent & Taxes	500/-	Bank charges	100/-
Debtors	6,000/-	Investment	6,000/-
Stationery	900/-	Printing	300/-
Bills payable	1,950/-	Creditors	3,000/-
Loan from Ram & Co.	8,000/-	Office expenses	650/-
Opening stock	500/-	Wages	1,200/-
Bank	1,500/-	Sales	9,000/-
Cash	500/-	Purchases	3,500/-
Drawings	2,000/-	Furniture	2,000/-

(10)

Q.9. Fill in the blanks:

- (a) _____ is regarded as father of accounting.
- (b) Pre-paid expense is a _____ account (Real/Personal/Nominal).
- (c) Real Account is related to _____ (Expenses/Assets/Liabilities).
- (d) Cash received from Mr. Lalwani as rent shall be credited to _____ Account (Cash account/rent account/ Mr. Lalwani's account).
- (e) Cash account has always _____ balance (Debit/Credit).
- (f) Trial balance is a/an _____ (Statement/Accounts).
- (g) Installation charges on new machinery is a _____ expenditure (Revenue/Capital).

- (h) A ledger is a _____ book (Primary book/Principal book).
(i) Any amount or goods taken by the proprietor of the business for personal use is known as _____ (Drawings/Withdrawals).
(j) In every transaction atleast _____ parties involved (2/3/4).
- (10x1=10)

IHM SHIMLA

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR - 2013-2014

SUBJECT : Communication
TIME ALLOWED : 02 Hours MAX. MARKS: 50

(Marks allotted to each question are given in brackets)

- Q.1. What is communication? Identify the sender-oriented barriers to communication. (10)
- Q.2. What elements should be taken care of, while delivering a speech? (10)
- Q.3. How can 'listening' be improved in an organizational set-up? (5)
- Q.4. Define Listening. What are the levels of Listening?
OR
What is 'Note-Taking'? (5)
- Q.5. Why is Non-Verbal Communication considered important?
OR
What is the role of space and distance in communication? (5)
- Q.6. Explain briefly the nature of telephone activity in the hotel industry. (5)
- Q.7. "Right pronunciation enhances the corporate image". Elaborate the idea in around **150** words.
OR
"Right Body Language is the key to success". Explain in about **150** words. (5)

Q.8. Use the following homophones in sentences to illustrate the differences in their meaning (**any five**):

- (a) RIGHT / WRITE
- (b) IN / INN
- (c) FORE / FOUR
- (d) MEET / MEAT
- (e) WINE / VINE
- (f) STATIONERY / STATIONARY
- (g) WAIST / WASTE
- (h) SAIL / SALE
- (i) NO / KNOW
- (j) HOLE / WHOLE

(5x1=5)

IHM SHIMLA

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2011-2012

COURSE : 2nd Semester of 3-year B.Sc. in H&HA
SUBJECT : Foundation Course in Accommodation Operations - II
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. How do you maintain the following areas?
(a) Banquet halls (b) Elevators (5+5=10)

Q.2. Draw a neat layout of a double bedded standard room in a five star hotel. (10)

OR

What are pests? Name **five** pests encountered in a hotel. Enumerate the importance of pest control. (2+5+3=10)

Q.3. What are computerized key cards? Explain the role of computerized key cards in a hotel. (4+6=10)

OR

With the help of an Inspection Checklist, explain the procedure of inspecting a guest room. (10)

Q.4. Explain the lost and found procedures carried out in a hotel. Illustrate your answer with supporting formats.

OR

Prepare the format a key control sheet. Explain the procedure of key control in the housekeeping department of a hotel. (10)

Q.5. Define the following terms:
(a) Sauna (b) Cloak room (c) Rodents (d) Loofah
(e) Log book (f) Murphy Bed (g) Valet (h) Bidet
(i) Chandelier (j) Shoe Horn (10x1=10)

Q.6. Where do the housekeeping department place the following items in a guest room or bathroom? Specify the areas:

- | | | |
|-------------------------------|-----------------------|--------------------|
| (a) Shower cap | (b) Stationery folder | (c) Religious book |
| (d) Dutch wife | (e) Dental kit | (f) Valet bag |
| (g) Toilet roll | (h) DND card | (i) Scribbling pad |
| (j) Breakfast door knob order | | |

(10x1=10)

Q.7. Differentiate between:

- Vacant room and vacated room.
- Maid's report and housekeeper's report.
- Bed board and head board.
- Front of the house areas and back of the house areas.
- Murphy beds and roll away beds.

(5x2=10)

Q.8. Match the following:

- | | |
|------------------------|--|
| (a) Guest essentials | (i) Extra large bath towels |
| (b) Guest expendables | (ii) Furniture beetles |
| (c) Shoe Mitts | (iii) Embedded with microprocessor chip |
| (d) On change | (iv) Open all rooms in one work section |
| (e) Complimentary room | (v) Not expected to be used or taken away by guests |
| (f) Bath sheets | (vi) Guest is not to be charged for its use |
| (g) Bidet | (vii) Expected to be used up or taken away by guests |
| (h) Woodworm | (viii) Guest supplies for cleaning shoes |
| (i) Section keys | (ix) Room not ready for sale |
| (j) Smart cards | (x) Guest bathroom |

(10x1=10)

Q.9. Give the terms for the following:

- Room assigned to four people with two or more beds.
- Guest not checking out today and will occupy room for one more night.
- A key that can open all guest rooms of the hotel, even if double locked.
- A thin strip encircling the toilet seat in a sanitized bathroom.
- A refrigerator in the guest room where water, juices, liquor and snacks are stocked.
- Mattresses made from synthetic rubber not prone to pests.
- A booklet in which services offered to guests by the hotel are listed.
- Quilts filled with down feathers or synthetic fibres.
- A unit surrounding a washbasin and mirror where guest room supplies are placed.
- Room enclosed by glass panels, meant for therapeutic use of sunrays.

(10x1=10)

Q.10. Give reasons for the following:

- (a) Cleaning of public areas is scheduled for low traffic hours and during the night.
- (b) Use of guest room inspection checklist for supervision of guest rooms.
- (c) Fire exit plan behind the main door of guest room.
- (d) Use of guest special request register at the control desk.
- (e) Room cleaning starts with opening the windows of the guest.

(5x2=10)

IHM SHIMLA

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2011-2012

COURSE : 2nd Semester of 3-year B.Sc. in H&HA
SUBJECT : Foundation Course in Food & Beverage Service - II
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. What are the various types of Breakfast? Write about each.
OR
What are the points to be considered while planning a menu? Explain them. (10)
- Q.2. Define menu. What are the various types of menu and explain them. (10)
- Q.3. Plan a **five course** menu. Draw a cover layout. Suggest suitable accompaniments. (4+3+3=10)
- Q.4. Identify and explain different types of services.
OR
Draw the specimen of breakfast knob menu card and explain the importance in room service operations. (7+3=10)
- Q.5. With the help of a flow chart explain **triplicate KOT** system control.
OR
With the help of neat labels, list and explain the different types of KOTs. (10)
- Q.6. What are the various parts of cigar? Explain them. Give **six** international brand names of cigar. (6+4=10)
- OR**
- Explain the storage and service procedure of cigars. (5+5=10)

Q.7. Write the accompaniments of the following (**any five**):

- (a) Caviar (b) Roast pork (c) Cheese
(d) Smoked salmon (e) Boiled mutton (f) Chilled melon

(5x2=10)

Q.8. Give French names of the following:

- (a) Lobster (b) Oyster (c) Salmon (d) Cheese
(e) Duck (f) Snails (g) Spinach (h) Apple
(i) Chicken (j) Egg

(10x1=10)

Q.9. (A) Match the following:

- (i) Crêpe suzette (a) Worcestershire sauce
(ii) Asparagus (b) Humidor
(iii) Omelette (c) Vegetable
(iv) Tomato juice (d) Pancake
(v) Cigar (e) Hash brown potatoes

(B) Choose the correct answer:

(i) Pâte de foie gras is made from:

- (a) Goose liver (b) Chicken liver (c) Duck liver (d) Turkey liver

(ii) How many oysters are served per portion?

- (a) 4 (b) 6 (c) 8 (d) 10

(iii) Which one of the following is an example of pasta course?

- (a) Ravioli (b) Broccoli (c) Canapé (d) Celery

(iv) Stilton is a:

- (a) Vegetable (b) Game (c) Fish (d) Cheese

(v) Cyclic menu is followed in _____:

- (a) Fast food joints (b) Coffee shop (c) Hostels (d) Room service

(5+5=10)

Q.10. Explain the following (**any four**):

- (a) Mise-en-place (b) Types of caviar
(c) Types of melon (d) Entremets Vs Desserts
(e) Deferred payment (f) Crumbing procedure

(4x2 ½ =10)

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2011-2012

COURSE : 2nd Semester of 3-year B.Sc. in H&HA
SUBJECT : Foundation Course in Food Production - II
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. (a) Draw a neat diagram and label different cuts of pork.
(b) Briefly state their French names and uses in detail. (5+5=10)
- Q.2. (a) Explain choux pastry, short crust pastry, laminated pastry and puff pastry.
(b) Enlist **two** uses of each pastry with their major differences.
- OR**
- (a) State various principles involved in bread making.
(b) Explain the role of the various ingredients in bread making. (5+5=10)
- Q.3. (a) Briefly explain various types of soups with examples of each.
(b) Name atleast **ten** commonly used garnishes for soups. (5+5=10)
- Q.4. Explain the following terms (**any five**):
(a) Profitroles
(b) Supreme
(c) Mignon
(d) Pasteurization
(e) Emulsion sauces
(f) Gluten
(g) Homogenization
(h) Pastry Creams (5x2=10)
- Q.5. (a) Define 'Sauce' and enlist the basic elements of the sauce.
(b) Classify sauce with an example of each.
(c) Explain mother sauces with **one** derivative each along with the ingredient. (2+3+5=10)

Q.6. Write short notes on (**any two**):

- (a) Processing of cream (b) Steps involved in cheese making
(c) Types of butter (d) Role of spices in Indian cookery
(2x5=10)

Q.7. (a) Classify fish with suitable examples.
(b) With the help of a neat diagram, explain **five** classical cuts of fish.

OR

- (a) Draw a general layout of the kitchen in a 5-star hotel.
(b) Draw in detail layout of service and wash up area.
(5+5=10)

Q.8. Differentiate between (**any two**):

- (a) Chowder and bisque.
(b) Hot emulsion and cold emulsion sauce.
(c) Condiments and spices.
(d) Sauces and gravies.
(2x5=10)

Q.9. (a) With the help of a neat diagram, explain various parts of wheat grain.
(b) Explain the action of heat on carbohydrate.
(5+5=10)

Q.10. Fill in the blanks:

- (a) _____ & _____ are two connective tissues present in meat.
(b) The other name of brown sauce is _____.
(c) Green turtle soup is originated from country _____.
(d) The other name of fish poaching liquor is _____.
(e) A fish cut across and through the bone is called _____.
(f) The flesh of a pig is called _____.
(g) The blue veined cheese from England is _____.
(h) Onion is studded with bay leaf and cloves is called _____.
(i) The English name of Indian spice javitri is called _____.
(j) Demi-glaze is equal parts of _____ & _____ reduced to half.
(10x=10)

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2011-2012

COURSE : 2nd Semester of 3-year B.Sc. in H&HA
SUBJECT : Foundation Course in Front Office - II
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. Explain the various types of complaints in detail by giving suitable examples.

OR

Explain the importance and purpose of maintaining the guest history in a five star hotel.

(10)

Q.2. Explain the importance of Reservation to the hotel. List all possible sources of reservation.

OR

What is Tariff? What are the basis of charging tariff in a hotel?

(10)

Q.3. Explain the various stages of guest cycle. Elaborate on arrival process.

(10)

Q.4. Explain different types of food plans and justify their suitability to different hotels.

(10)

Q.5. What is the importance of Guest Registration Card? Explain GRC with format.

(10)

Q.6. Write short notes on (**any two**):

- (a) Cancellation
- (b) Pre-arrival process
- (c) PMS

(2x5=10)

Q.7. Explain Rack Rate and other discounted rates offered in a hotel.

(10)

Q.8. Explain how front office co-ordinates with:

- (a) Housekeeping
- (b) Sales & Marketing

(5+5=10)

Q.9. What is UP selling? Discuss the details of room selling techniques used in Front Office.

(10)

Q.10. Explain the following terms (**any five**):

- (a) Retention charge
- (b) Pre-registration
- (c) Time limit
- (d) No-show
- (e) Over booking
- (f) Skipping
- (g) Guaranteed reservation

(5x2=10)

IHM SHIMLA

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2011-2012

COURSE : 2nd Semester of 3-year B.Sc. in H&HA
SUBJECT : Principles of Food Science
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. Define Food Science. Discuss the scope of food science and the role it plays in today's growing food industry.

(3+7=10)

Q.2. What is gel formation? What are the factors affecting gel formation?

(2+8=10)

Q.3. Write briefly on the types and properties of colloids.

(10)

Q.4. Give the functional properties of protein.

OR

Write down the theories of Emulsion.

(10)

Q.5. Define Enzymatic browning. How will you prevent enzymatic browning reactions?

(2+8=10)

Q.6. Discuss about the role of fat as:

- (a) Leavening agent
- (b) Shortening agent

(5+5=10)

OR

Describe the changes occurring in protein foods due to action of heat and acid.

(10)

Q.7. What are the objectives of food processing? Describe pasteurization methods.

(7+3=10)

OR

Name some pigments found in fruits and vegetables. What changes occur in them due to action of heat, acids and alkalis?

(5+5=10)

Q.8. Give brief description of the following:

- (a) Gelatinization
- (b) Caramelization and maillard reaction.

(5+5=10)

Q.9. Explain the classification of food flavours.

OR

Explain the sensory characteristics of food.

(10)

Q.10. Fill in the blanks:

- (a) _____ is the father of colloidal system.
- (b) An example for emulsion is _____.
- (c) Heating of dry starch is known as _____.
- (d) _____ is an enzyme which causes enzymatic browning.
- (e) HTST stands for _____.
- (f) Lactose is an _____.
- (g) _____ is an example for essential amino acid.
- (h) The unpleasant odour of fat results _____.
- (i) Sol is a _____ gel.
- (j) _____ is a natural preservative.

(10x1=10)
