

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA

TERM END EXAMINATIONS – 2011-2012

COURSE : Diploma in Housekeeping Operation
 SUBJECT : Business Communication
 TIME ALLOWED : 02 Hours MAX. MARKS: 50

(Marks allotted to each question are given in brackets)

- Q.1. Answer the following question in **50-60** words:
- (a) What is the role of communication in efficient management of business?
What is the element of communications?
- (b) Give the specimen of a letter head used for a formal communication. (7+7=14)
- Q.2. Write short notes:
- (a) Office Order
 (b) Two way communication
 (c) Telegram (3x5=15)
- Q.3. Write in **2-3** lines:
- (a) Oral communication (b) Informal communication
 (c) Circular (d) Enclosure
 (e) Internet (f) Pattern of communication
 (g) Rumour (7x2=14)
- Q.4. State True or False:
- (a) A business letter is a written communication use for giving instructions clearly.
 (b) Notice should be briefed precise and persuasive.
 (c) Covering letter is a part of grapevine.
 (d) Computer is the fastest mode of communication.
 (e) Voice mail is a part of formal communication.
 (f) Communication without feedback is incomplete.
 (g) A D.O. letter is directly addressed to government official. (7x1=7)

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2012-2013

COURSE : Diploma in Food & Beverage Service
SUBJECT : F & B Service Part - I
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. Attempt any **four** questions:

- (a) Compile a five course French menu with cutlery, crockery and glassware requirement.
- (b) What are the information will you note down for taking banquet booking?
- (c) Explain the co-ordination between the F&B with Food Production department with formats.
- (d) Explain various types of catering establishments.
- (e) What are the functions of kitchen stewarding department?

(4x7=28)

Q.2. Attempt any **six** questions:

- (a) What do you understand by Ecotels?
- (b) Differentiate between the waiter and the Dummy waiter.
- (c) Explain Silver Dip method.
- (d) What is Still Room?
- (e) Give job description of Station Waiter.
- (f) Write down the merits and demerits of Gueridon Service.
- (g) Write down any **five** rules for waiting at the table.

(6x5=30)

Q.3. Define the following in **two to three** lines (**any ten**):

- | | |
|-------------------------|-----------------------|
| (a) Table d'hote | (b) Travel catering |
| (c) Hors d'oeuvres | (d) Buffet |
| (e) Welfare catering | (f) Personal hygiene |
| (g) Function prospectus | (h) Adventure tourism |
| (i) American service | (j) Dummy waiter |
| (k) Mise-en-place | (l) Cover |

(10x2=20)

Q.4. Give the accompaniments of the following:

- (a) Tomato Juice
- (b) Caviar
- (c) Smoked salmon
- (d) Fried fish

(4x2=8)

Q.5. Match the following:

- | | |
|-------------------|--------------------|
| (a) Serviette | (i) Main course |
| (b) Coffee cup | (ii) Condiment |
| (c) Releve | (iii) Dummy waiter |
| (d) Salt | (iv) Napkin |
| (e) Side board | (v) Bain-marie |
| (f) Double boiler | (vi) Demitasse |

(6x1=6)

Q.6. State True or False:

- (a) Food should be served from the right hand side of guest.
- (b) Pantry is also known as service room.
- (c) Water goblet is placed at the tip of the large fork.
- (d) In silver service, food is served pre-plated.
- (e) In dessert, we serve sweet items.
- (f) À la carte is a fixed menu.
- (g) A Polivit is an aluminum metal sheet.
- (h) Consommé is unpassed thin soup.

(8x1=8)

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NATIONAL COUNCIL FOR HOTEL MANAGEMENT
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ACADEMIC YEAR 2012-2013

COURSE : Diploma in Food & Beverage Service
SUBJECT : F & B Service Part - II
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. Explain briefly:
- (a) Classify alcoholic beverages with examples in chart.
 - (b) Write the recipe of **two** rum based cocktails.
 - (c) Write the attributes of Food and Beverage Service Personnel.
 - (d) How will you judge quality of a cigar? Classify cigar on the basis of length.
 - (e) Explain English breakfast.
 - (f) Explain solera system.
- (6x5=30)

- Q.2. Explain in few lines:
- | | | |
|---------------|-----------------------------|--------------------------|
| (a) Doux | (b) Buffet | (c) X.O. |
| (d) Sekt | (e) Proof | (f) Hops |
| (g) Vintage | (h) Aqua Vita | (i) Refreshing beverages |
| (j) Must | (k) K.O.T. | (l) Sparkling wines |
| (m) Sommelier | (n) Non-alcoholic beverages | |
- (14x2=28)

- Q.3. Answer in detail:
- (a) Explain different methods of Order taking.
 - (b) Explain step by step procedure of service of Separate Tea to a room guest.
 - (c) Explain the patent still method with diagram.
 - (d) Explain the manufacturing of beer.
- (4x7=28)

- Q.4. Match the following:
- | | |
|----------------------------------|----------------------|
| (a) Gin | (i) Beer |
| (b) Saccharomyces Carlsbergensis | (ii) Juniper berries |
| (c) Bloody Mary | (iv) Wine |
| (d) Finning | (v) Vodka |
- (4x1=4)

Q.5. State True or False:

- (a) Bouquet is a small torpedo shaped cigar.
- (b) Tia Maria is a coffee based liqueur.
- (c) Bordeaux is a French Wine producing region.
- (d) Whisky is a neutral spirit.
- (e) Beer is served at room temperature.

(5x1=5)

Q.6. Fill in the blanks:

- (a) Pina Colada is a _____ based cocktail.
- (b) Pinot Noir is a _____ grape.
- (c) B.O.T. means _____.
- (d) Service gear is a combination of _____ and _____.

(5x1=5)

IHM SHIMLA

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2012-2013

COURSE : Diploma in Bakery & Confectionery
SUBJECT : Hygiene & Sanitation
TIME ALLOWED : 02 Hours MAX. MARKS: 50

(Marks allotted to each question are given in brackets)

Q.1. Explain in **two or three** lines:

- | | |
|-------------------------|-----------------------------|
| (a) Personal Hygiene | (b) General health |
| (c) Protective clothing | (d) Burns |
| (e) Manual dishwashing | (f) Chemical food poisoning |
| (g) Botulism | |

(7x2=14)

Q.2. Write short notes on **any three**:

- (a) Food handling habits
- (b) Efficient methods of garbage disposal
- (c) Disinfection
- (d) Types of bacteria
- (e) Types of wound

(3x5=15)

Q.3. What are pest? How will you eradicate cockroaches and flies from Bakery?

(7)

Q.4. Define first aid and give golden rules of first aid.

(7)

Q.5. State True or False:

- (a) Municipal health laws are relevant to setting up of a bakery unit.
- (b) Wound should always be kept closed to avoid secondary infection.
- (c) Continued wound is a superficial wound.
- (d) Asphyxia is a form of suffocation.
- (e) All food poisoning is due to bacterial growth.
- (f) Dumping is a method of pest control.
- (g) Bakery wall should be dark in colour.

(7x1=7)
