



BHARAT SEVAK SAMAJ

NATIONAL DEVELOPMENT AGENCY, PROMOTED BY GOVERNMENT OF INDIA
CENTRAL BOARD OF EXAMINATIONS
BSS NATIONAL VOCATIONAL EDUCATION MISSION

HMTS002-BSS DIPLOMA IN HOTEL MANAGEMENT & CATERING SCIENCE

TWO YEARS (FIRST YEAR) EXAMINATION NOV-2015

HMTS002-01 COMMUNICATIVE ENGLISH AND COMPUTER FUNDAMENTALS

TIME: 3 Hours

Marks: 100

INSTRUCTIONS

- * 33 questions are there in total
- * Write answers to each question in proportion to the mark allotted
- * During the first 15 minutes read the questions carefully

I. FILL IN THE BLANKS

1 x 10 = 10

- 1) Consonants are in number
- 2) I seen the Tajmahal.
- 3) Babu is as Ramu.
- 4) Recycle bin used for------(retrieve the deleted files)
- 5) -----is a copy of the files on the computer typically it is stored o harddisk.(backup)
- 6) is a folder, stores the deleted files
- 7) The extension of word file is
- 8) Ctrl+C is the short cut for.....
- 9) The word computer is comes from the word-----
- 10) CPU stands for-----

II. DEFINE THE FOLLOWING

2 x 10 = 20

- 1) Define Auxiliary verb?
- 2) Define punctuation?
- 3) Define proper noun?
- 4) Digital computer
- 5) Write short notes on Super Computer
- 6) Write short notes on 'macro'
- 7) Prefixes
- 8) Formating tool bar
- 9) Explain Header and Footer
- 10) What is RAM ?

III. WRITE BRIEF ANSWER FOR ANY 5 QUESTIONS**5 x 5 = 25**

- 1) Explain informal letter?
- 2) Explain few sentences using "should would"?
- 3) Define kinds of adjectives
- 4) Write any two types of job application?
- 5) What are the difference between i. COPY , Xcopy , Diskcopy and Move.
- 6) Custom filter
- 7) Print view
- 8) Write details about Charles Babbage?

IV. WRITE LONG ANSWER FOR ANY 3 QUESTIONS**15 x 3 = 45**

- 1) Explain how you write a resignation letter
- 2) Briefly explain storage unit
- 3) Explain Internet, Intranet, search engine and Website ?
- 4) Describe the relevance of computerization in hospital field
- 5) Explain the classification of computer



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HMTS002-BSS DIPLOMA IN HOTEL MANAGEMENT & CATERING SCIENCE

TWO YEARS (FIRST YEAR) EXAMINATION NOV-2015

HMTS002-02 FRONT OFFICE MANAGEMENT - I

TIME: 3 Hours

Marks: 100

INSTRUCTIONS

- * 33 questions are there in total
- * Write answers to each question in proportion to the mark allotted
- * During the first 15 minutes read the questions carefully

I. FILL IN THE BLANKS

1 x 10 = 10

- 1) ----- room is attached to the swimming pool with one sofa cum bed
- 2) Contract rate - fixed discounted rate for long period is -----.
- 3) ----- plan includes with room only basis
- 4) CRS Means -----
- 5) One of the most important functions of front office manager is -----
- 6) Yeast rises in -----
- 7) A-----is used to locate a guest in a specified area.
- 8) The room report is prepared by the-----department
- 9) IR refers to -----.
- 10) The height of a reception counter-----.

II. DEFINE THE FOLLOWING

2 x 10 = 20

- 1) What is Information rack?
- 2) Draw the message slip ?
- 3) Define hotel
- 4) Explain the arrival procedure
- 5) Explain the characteristics of organization
- 6) What do you mean by "Free Sale"
- 7) What is Desire to help in front office salesman
- 8) Hotel
- 9) Write down the name of basic sauces ?
- 10) Define Inn

III. WRITE BRIEF ANSWER FOR ANY 5 QUESTIONS**5 x 5 = 25**

- 1) What steps and efforts you will take in case of fire at the hotel?
- 2) Differences between a "Normal guest check in and VIP guest check in
- 3) What are the sign and quality of good chicken ?
- 4) What is Bouquet Garni and write it 's receipts ?
- 5) What are the duties and responsibilities of Sous chef ?
- 6) What VIP procedure?
- 7) What are the purpose of travel?
- 8) What are the works performed by a bell boy?

IV. WRITE LONG ANSWER FOR ANY 3 QUESTIONS**15 x 3 = 45**

- 1) Explain scanty babbage procedure?
- 2) What are the three functions of the Front Office Receptionist ? Explain it briefly
- 3) Draw a diagram of small & large hotel and explain?
- 4) How a front office personal should be a "Salesman"
- 5) Write about the front office information and how messages or handled.



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HMTS002-BSS DIPLOMA IN HOTEL MANAGEMENT & CATERING SCIENCE

TWO YEARS (FIRST YEAR) EXAMINATION NOV-2015

HMTS002-03 FOOD & BEVARAGE SERVICE MANAGEMENT - I

TIME: 3 Hours

Marks: 100

INSTRUCTIONS

- * 33 questions are there in total
- * Write answers to each question in proportion to the mark allotted
- * During the first 15 minutes read the questions carefully

I. FILL IN THE BLANKS

1 x 10 = 10

- 1) The outdoor catering including catering for functions such as
- 2) Bourbon whisky made from-----
- 3) The size of the quarter plate is
- 4) The French term for brinjal is-----.
- 5) Who invented champagne?
- 6) Hollowware consists any item made from-----.
- 7) Mise-en-scene is called-----
- 8) Bacardi is from
- 9) A'La carte menu is individual dish and individual -----
- 10) The French term for headwaiter is

II. DEFINE THE FOLLOWING

2 x 10 = 20

- 1) What kind of bread served in breakfast?
- 2) Write two closing duties for restaurant staff ?
- 3) What is the accompaniment for Indian food?
- 4) What is the accompaniment for Tandoori food?
- 5) What is height of the chair ?
- 6) Write about items served in Bar
- 7) Name two continental entrée dishes
- 8) Which side you will do the clearance.
- 9) Give two points on safety at the restaurant.
- 10) What is a stillroom?

III. WRITE BRIEF ANSWER FOR ANY 5 QUESTIONS**5 x 5 = 25**

- 1) Jobs of a restaurant captain ?
- 2) What do you mean by Mise-en-place
- 3) Write about side board.
- 4) List out the Basic sauces
- 5) What are the outlets of F&B department?
- 6) Write two main duties for waiter
- 7) What is Table d-Hote menu?
- 8) What is salesmanship?

IV. WRITE LONG ANSWER FOR ANY 3 QUESTIONS**15 x 3 = 45**

- 1) Write the basic mother sauces in detail and also their derivatives with recipe of each one sauce in the group
- 2) Explain cooking methods with chart diagram
- 3) Define banquet and draw any four seating arrangement for a conference
- 4) What is French classical menu & Explain it ?
- 5) How many types of break fast are there. Explain them



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HMTS002-BSS DIPLOMA IN HOTEL MANAGEMENT & CATERING SCIENCE

TWO YEARS (FIRST YEAR) EXAMINATION NOV-2015

HMTS002-04 ACCOMMODATION OPERATION MANAGEMENT -I

TIME: 3 Hours

Marks: 100

INSTRUCTIONS

- * 33 questions are there in total
- * Write answers to each question in proportion to the mark allotted
- * During the first 15 minutes read the questions carefully

I. FILL IN THE BLANKS

1 x 10 = 10

- 1) What is Horti-culture?
- 2) Enlist out grooming of H.K Staff
- 3) Name any two vacuum cleaner used in India?
- 4) What does business kit contain?
- 5) Explain about linen bags?
- 6) ----- is that process at the beginning of a work.
- 7) -----equipment is used to collect water from the floor.
- 8) ----- is the size of single bed sheet.
- 9) ----- And ----- are two types of bins used in room.
- 10) Name two different types of water used ----- and -----.

II. DEFINE THE FOLLOWING

2 x 10 = 20

- 1) What is duty of a tailor in a hotel?
- 2) What is supposed attend for guest room's complaints?
- 3) What is scanty baggage?
- 4) What is role of security in hotel?
- 5) What is toilet kit contain, otherwise known as?
- 6) What is size of single bed sheet?
- 7) What is size of single bed sheet?
- 8) What is size of bath towel and pool towel?
- 9) Enlist 4 deodorants?
- 10) Differentiate between dust and dirt?

III. WRITE BRIEF ANSWER FOR ANY 5 QUESTIONS**5 x 5 = 25**

- 1) Differentiate between dirty and fresh linen used in hotels?
- 2) Describe the duties of house- keeper supervisor?
- 3) Differentiate between sani bins, and dustbins?
- 4) Explain about block cleaning, spring-cleaning.
- 5) What are the different types of cleaning followed in hotels?
- 6) How to eradicate and control pest and insect in hotels?
- 7) List out all guest room supplies?
- 8) What are the various issues that should be included in a briefing?

IV. WRITE LONG ANSWER FOR ANY 3 QUESTIONS**15 x 3 = 45**

- 1) Explain the Qualities of House Keeping Staff?
- 2) Explain the Types of Rooms?
- 3) Explain the Room Cleaning Procedures?
- 4) Explain the types of Registers and Files maintained in House Keeping Department?
- 5) Explain about Public Area cleaning?



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TWO YEARS (FIRST YEAR) EXAMINATION NOV-2015

HMTS002-05 FOOD & BEVARAGE PRODUCTION MANAGEMENT - I

TIME: 3 Hours

Marks: 100

INSTRUCTIONS

- * 33 questions are there in total
- * Write answers to each question in proportion to the mark allotted
- * During the first 15 minutes read the questions carefully

I. FILL IN THE BLANKS

1 x 10 = 10

- 1) What is APC?
- 2) What is the service temperature for red wine & white wine? _____
- 3) Crumbing should be done after the -----
- 4) Fresh Fruits and nuts are served-----course.
- 5) -----is call clay oven.
- 6) Steward known as ----- in French term
- 7) Guerdon service is ----- service
- 8) is one of the type of cheese
- 9) Night club is the example of type of catering
- 10) The boiling temperature is

II. DEFINE THE FOLLOWING

2 x 10 = 20

- 1) What is the size of rectangle table?
- 2) What is Banquet?
- 3) What is Mother Sauce?
- 4) Write two courses of English breakfast ?
- 5) What is the size of AP fork?
- 6) What is the French term for waiter?
- 7) What is nightclub?
- 8) Which country is famous for pasta kind of food?
- 9) What do mean by spices
- 10) Define "Pantry"

III. WRITE BRIEF ANSWER FOR ANY 5 QUESTIONS**5 x 5 = 25**

- 1) Define hotel
- 2) What is mise-en-place?
- 3) What is English service?
- 4) What is coffee shop?
- 5) What is snack bar?
- 6) Name any five types of glasses & five Crockery
- 7) Explain about the standard vegetable cuts
- 8) Explain about the "Court bouillon"

IV. WRITE LONG ANSWER FOR ANY 3 QUESTIONS**15 x 3 = 45**

- 1) Explain about french cuisine?
- 2) Briefly explain salads and dressing
- 3) Write and explain any seven types of rooms in the industry
- 4) Draw the hierarchy of lobby department
- 5) Draw the Egg structure and note the parts and explain the boiling temperature of Egg.



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HMTS002-BSS DIPLOMA IN HOTEL MANAGEMENT & CATERING SCIENCE

TWO YEARS (FIRST YEAR) EXAMINATION NOV-2015

HMTS002-06 TOURISM MANAGEMENT & PRINCIPLES OF MANAGEMENT

TIME: 3 Hours

Marks: 100

INSTRUCTIONS

- * 33 questions are there in total
- * Write answers to each question in proportion to the mark allotted
- * During the first 15 minutes read the questions carefully

I. FILL IN THE BLANKS

1 x 10 = 10

- 1) Managerial functions which comprises of -----, -----, ----- etc.
- 2) ----- give the organization its objectives
- 3) Middle management comes between -----& -----.
- 4) The person in the organization should have one superior is called-----.
- 5) One unit one plan" means-----.
- 6) Esprit de corps is the principles of -----.
- 7) All the managerial actions depend on -----.
- 8) Market planning is the process associated with -----department
- 9) Management science is also known as-----
- 10) A manager is an employee of the-----

II. DEFINE THE FOLLOWING

2 x 10 = 20

- 1) Define planning.
- 2) Explain unity of direction
- 3) What is scalar chain?
- 4) What is unified planning?
- 5) What is delegation of authority?
- 6) Define Leadership as a function?
- 7) Define Market
- 8) What are the characteristics of profession?
- 9) Define Social system approach?
- 10) Concept of Distribution?

III. WRITE BRIEF ANSWER FOR ANY 5 QUESTIONS**5 x 5 = 25**

- 1) Define management ?
- 2) What is Authority & Responsibilities?
- 3) What is Esprit de corpse?
- 4) What do you mean by Unity in command ?
- 5) What are the Objectives of Planning?
- 6) Define Organisation ?
- 7) Types of Different Market?
- 8) Explain the functions of Management?

IV. WRITE LONG ANSWER FOR ANY 3 QUESTIONS**15 x 3 = 45**

- 1) Explain about the management activities ?
- 2) What are the objectives and importance of Planning?
- 3) Write briefly about the principles to be followed in developing good management?
- 4) Explain the Qualities of Leader?
- 5) Explain Distribution in Detail?



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TWO YEARS (FINAL YEAR) EXAMINATION NOV-2015

HMTS002-13 ACCOMMODATION OPERATION MANAGEMENT - II

TIME: 3 Hours

Marks: 100

INSTRUCTIONS

- * 33 questions are there in total
- * Write answers to each question in proportion to the mark allotted
- * During the first 15 minutes read the questions carefully

I. FILL IN THE BLANKS

1 x 10 = 10

- 1) Room built on two floors with an interconnecting staircase is called ----- room
- 2) DND-----
- 3) Lobbies comes under which area-----
- 4) -----service provide on the specific request of a guest
- 5) Clock room attendant report to-----
- 6) OOO-----
- 7) A room attached two single bed is called-----
- 8) -----room attached to the pool side
- 9) A business lounge will be found in a-----
- 10) Important position of housekeeping department-----

II. DEFINE THE FOLLOWING

2 x 10 = 20

- 1) What is twin room?
- 2) Define Flower Room
- 3) What is cabana?
- 4) Define Green House?
- 5) Write Lost and found procedure?
- 6) What is Turn Down Service?
- 7) Define Resortel
- 8) Define Motel?
- 9) How to preparing a Room report?
- 10) Desk control Room

III. WRITE BRIEF ANSWER FOR ANY 5 QUESTIONS**5 x 5 = 25**

- 1) Give a notes on Executive Housekeeping?
- 2) What are the advantages of job description?
- 3) How to cleaning Swimming Pools?
- 4) Give the types of room? Explain?
- 5) What are the rules on a Guestfloor?
- 6) Explain Bed making procedure?
- 7) What are the records kept in the floor linen room?
- 8) Explain Valet Service?

IV. WRITE LONG ANSWER FOR ANY 3 QUESTIONS**15 x 3 = 45**

- 1) Explain the Qualities of Housekeeping Staff?
- 2) Explain about public area cleaning?
- 3) Explain room cleaning procedure?
- 4) Write briefly about Layout of Housekeeping department?
- 5) Explain the Accommodation Procedures?



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TWO YEARS (FINAL YEAR) EXAMINATION NOV-2015

HMTS002-14 FRONT OFFICE MANAGEMENT - II

TIME: 3 Hours

Marks: 100

INSTRUCTIONS

- * 33 questions are there in total
- * Write answers to each question in proportion to the mark allotted
- * During the first 15 minutes read the questions carefully

I. FILL IN THE BLANKS

1 x 10 = 10

- 1) It is usually used-----communication from trainer and trainee
- 2) The front office receptionist reports to-----is a large hotel
- 3) Commercial air travel was first introduced in-----AD
- 4) Swiss inns are called-----
- 5) The motels were called-----
- 6) A----- is used to locate a guest in a specified area.
- 7) The room report is prepared by the-----department
- 8) The first Motel are called-----
- 9) Travel agent pass on-----to the customers
- 10) The first Motel chain was-----

II. DEFINE THE FOLLOWING

2 x 10 = 20

- 1) Define "lost and found Procedure"
- 2) Write short notes on different types of plans that rooms and meals are sold by?
- 3) What are the six freedoms of the air?
- 4) Why is the role of the front office important?
- 5) Draw up the lobby department hierarchy?
- 6) What are the advantages of a job description?
- 7) Define Inn
- 8) Define Hotel?
- 9) Define "Lost and found procedure"
- 10) Define religious travel?

III. WRITE BRIEF ANSWER FOR ANY 5 QUESTIONS**5 x 5 = 25**

- 1) Explain clearly the types of plans that rooms and meals are sold by?
- 2) Explain the guest arrival procedure as concern the lobby?
- 3) Explain about Lobby Desk?
- 4) What VIP procedure?
- 5) What are the purpose of travel?
- 6) Why is the role of the Front office important?
- 7) Write about the Organisation of the room sarvisce?
- 8) What is "City Ledger"

IV. WRITE LONG ANSWER FOR ANY 3 QUESTIONS**15 x 3 = 45**

- 1) Explain scanty babbage procedure?
- 2) Draw the front office organisation chart in a large hotel?
- 3) Explain International and Domestic Travells?
- 4) Explain the front office procedures for emergencies?
- 5) Explain about staff function with diagram?



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TWO YEARS (FINAL YEAR) EXAMINATION NOV-2015

HMTS002-15 F & B PRODUCTION MANAGEMENT - II

TIME: 3 Hours

Marks: 100

INSTRUCTIONS

- * 33 questions are there in total
- * Write answers to each question in proportion to the mark allotted
- * During the first 15 minutes read the questions carefully

I. FILL IN THE BLANKS

1 x 10 = 10

- 1) -----is used popularly as a raising agent.
- 2) In-----sandwiches, thin slices of bread is used.
- 3) Basic cold mother sauce is-----
- 4) The ideal storage of egg is-----
- 5) Chena Murgji is a-----
- 6) The shape of an omelette is -----
- 7) -----is a living micro organism
- 8) The correct utensil to pour food is-----
- 9) The correct method of cookery to be used when cooking spinach is-----
- 10) Cooking is defined as a-----

II. DEFINE THE FOLLOWING

2 x 10 = 20

- 1) What is Creaming?
- 2) What are ingredients used for Choux Paste?
- 3) Give any five names of cheese?
- 4) What is Filo Pastry?
- 5) What is Mandilon?
- 6) Write some different types of Pastries?
- 7) What is meant by court bouillon?
- 8) What is Buffet
- 9) What is Appetiser?
- 10) What is Hamburger?

III. WRITE BRIEF ANSWER FOR ANY 5 QUESTIONS**5 x 5 = 25**

- 1) Explain Principles of Pastry Making?
- 2) What are the different methods of egg cooling?
- 3) Explain about store control and Food control?
- 4) What are the signs of a Fresh and Young Chicken?
- 5) Explain the three types of menu?
- 6) Explain the popular fish dishes?
- 7) Draw the chart of Cooking method
- 8) Give notes on types of meal?

IV. WRITE LONG ANSWER FOR ANY 3 QUESTIONS**15 x 3 = 45**

- 1) Write briefly about Pulse, Rice and Cereal cooking
- 2) Explain Mother sauces and some of their Derivatives?
- 3) Briefly explain about the duties of kitchen staff?
- 4) What are the special points to consider when planning a menu
- 5) Explain the methods of cooking with its basic rules?



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TWO YEARS (FINAL YEAR) EXAMINATION NOV-2015

HMTS002-16 F & B SERVICE MANAGEMENT - II

TIME: 3 Hours

Marks: 100

INSTRUCTIONS

- * 33 questions are there in total
- * Write answers to each question in proportion to the mark allotted
- * During the first 15 minutes read the questions carefully

I. FILL IN THE BLANKS

1 x 10 = 10

- 1) The French term for a wine butter is-----
- 2) -----is the long cigar with straight edges.
- 3) English service is also called-----
- 4) American service is also known as-----
- 5) -----means "put in place"
- 6) Length of corone minor cigars-----
- 7) A normal cigar length-----
- 8) French term of Appetiser-----
- 9) Wine is an alcoholic beverages obtain from the-----of fershly gathered grape juice.
- 10) Wine is made from-----

II. DEFINE THE FOLLOWING

2 x 10 = 20

- 1) Define cocktail
- 2) Define permentation
- 3) What is a catering establishment?
- 4) Write about non-alcoholioc beverages?
- 5) Give short notes on cigars
- 6) What is retaurant?
- 7) What is the size of the square table?
- 8) What banqueting?
- 9) Define Butter/ Valet
- 10) Duty of Bar man?

III. WRITE BRIEF ANSWER FOR ANY 5 QUESTIONS**5 x 5 = 25**

- 1) List the instructions that should be followed while making a perfect cocktail?
- 2) Explain stages of wine making?
- 3) What should one observe when: i) sending a message ii) Receiving a message
- 4) How to use the computer F&B Service Department?
- 5) International Hotel chain-How did they function?
- 6) Explain duties of Restaurant Manager?
- 7) How to serve the white and rose wine?
- 8) Define Vodka and Gin?

IV. WRITE LONG ANSWER FOR ANY 3 QUESTIONS**15 x 3 = 45**

- 1) Explain tobacco and how it is prepared and explain about
- 2) quality of cigarettes
- 3) What is the catering establishment and explain it?
- 4) Trace the hierarchy of the food and beverage service department and outline the job descriptions for each grade?
- 5) What is tobacco and describe the non-Fermentation methods of curing tobacco?



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TWO YEARS (FINAL YEAR) EXAMINATION NOV-2015

HMTS002-17 HOTEL ACCOUNTANCY & HYGEINE AND SANITATION

TIME: 3 Hours

Marks: 100

INSTRUCTIONS

- * 33 questions are there in total
- * Write answers to each question in proportion to the mark allotted
- * During the first 15 minutes read the questions carefully

I. FILL IN THE BLANKS

1 x 10 = 10

- 1) The process of making entries in the journal is called-----
- 2) Account of assets are called-----
- 3) Incomplete record is a-----
- 4) -----is written document in support of transaction.
- 5) Assests-Liabilities=-----
- 6) Debit which means-----II.Match
- 7) ----- will be beneficial to promote well blood circulation
- 8) Use----- to protect the sneeze or cough
- 9) Portable water is the ----- of the catering industry.
- 10) Chemically----- mg calcium carbonates should have certain amount in water.

II. DEFINE THE FOLLOWING

2 x 10 = 20

- 1) What is Insects?
- 2) Write about Bathing
- 3) Explain about cleaning the Hands?
- 4) Write the importance of Dress and Relaxation
- 5) What is Chlorination?
- 6) Write the Summary of Water Purification
- 7) Write about the Preparation of Ice
- 8) Write the Summary of Dishwashing Process
- 9) What is compound entry?
- 10) Who is Debitor and Creditor?

III. WRITE BRIEF ANSWER FOR ANY 5 QUESTIONS**5 x 5 = 25**

- 1) Explain cash flow statements?
- 2) Draw format of Profit & Loss Accounts?
- 3) Explain the Branches of Accounting?
- 4) Write about the merits of double entry system?
- 5) What are advantages of cash flow Analysis?
- 6) What are the uses of Accounting?
- 7) Explain Trail Balance and its Methods?
- 8) Write the list about two types of Cleaning Equipments?

IV. WRITE LONG ANSWER FOR ANY 3 QUESTIONS**15 x 3 = 45**

- 1) What are the types of Stationary Machine and Write the Operating Procedure
- 2) What is i)Wood Worms? ii)Ants? iii)Flyies iv)Head Lice v)Bed Bugs vi)Rats and mice
- 3) What is First Aid? and Write the role of First Aid
- 4) What is 'FIFO'and Write ten lines about Importance of stop Rotation
- 5) Explain Various hygiene and Sanitation Methods?