

B.Sc. DEGREE EXAMINATION, NOVEMBER 2010

**Catering and Hotel Administration
ADVANCED FOOD PRODUCTION AND
PATISSERIE**

Time : 3 Hours

Maximum : 60 Marks

Part - A

(6 × 3 = 18)

Answer **all** questions.

1. Define Standard recipe.
2. What is Ballantine.
3. Write down the regions of France.
4. Define Menu Engineering.

5. What is meant by forecasting ?

6. Define Marzipan.

Part - B

(4 × 8 = 32)

Answer any **four** questions.

7. Explain :

(a) Balancing of recipes and testing.

(b) Recipe file and evaluation of recipes.

8. Explain various cold preparations of a gardemanger.

9. Explain various mother sauces (French) in detail.

10. Explain Mexican cuisine in detail

11. What are the safety and hygiene methods to be followed in kitchen ?

12. Explain types of sugar in detail

Part - C

(1 × 10 = 10)

Compulsory

13. You have been posted as Executive Chef of a 5 star deluxe hotel. The hotel is planning for a Chinese food festival. Plan a menu and explain the process of conducting the food festival.

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B.Sc. DEGREE EXAMINATION, NOVEMBER 2010

Catering and Hotel Administration

HOTEL ACCOUNTING

Time : 3 Hours

Maximum : 60 Marks

Part - A

(6 × 3 = 18)

Answer **all** the questions.

1. What is Journal ?
2. What are the types of accounts ?
3. What is Trade Discount ?
4. What do you mean by Cash Book ?

5. What is error of Omission ?
6. Define the term Cost Accounting.

Part - B

(4 × 8 = 32)

Answer any **four** questions.

7. What are the various types of Concepts ?
8. Explain the significance of Double entry System of Book Keeping.
9. Enter the following transactions in the Purchase Book and Sales Book of Mr. Pandian 2007 :

		Rs.
2007 Jan.1	Purchased from Banu	30,000
2	Sold Goods to Swamy	15,000

		Rs.
2007 Jan.4	Bought goods from Gowri	13,500
12	Sold goods to Thenali	10,500
19	Sold goods to Jayaram	750
21	Bought goods from Ramu	9,000
30	Sold goods to Sen	900

10. What is Rectification of error ? Explain its significance in the accounting field.

11. A machine purchased on 01-07-2003 at a cost of Rs. 14,000 and Rs. 1,000 was spent on its installation. The depreciation is written off at 10% on the original cost every year. The books are closed on 31-12- every year. The machine was sold for Rs. 9,500 on 31-03-2006.

Show the Machinery account for all three years.

12. From the following particulars, prepare a Trail Balance :

2008 January 1 — Murgan Commenced business with a Capital of Rs. 80,000.

2008 January 2 — Purchased goods for Rs. 24,000

2008 January 3 — Bought furniture for Rs. 20,000

2008 January 5 — Sold goods to Kumar on Credit for Rs. 15,000

2008 January 7 — Purchased goods from David on Credit for Rs. 6,000.

2008 January 8 — Sold goods for Rs. 18,000.

2008 January 15—Cash received from Kumar Rs. 14,950 allowed him a discount Rs. 50.

2008 January 18—Paid cash to David Rs. 2,000.

2008 January 22 — Drawn for personal use Rs. 3,000

2008 January 25 — Opened a Bank account by depositing Rs. 11,000.

2008 January 27 — Cash Sales Rs. 5,000.

2008 January 31—Rent paid Rs. 2,000, Salary paid Rs. 3,500.

Part - C

(1 × 10 = 10)

[Compulsory]

13. Case Study :

Prepare Trading, Profit and Loss account and Balance Sheet from the following Trial Balance of Mr. Sibi.

Debit Balances	Rs.	Credit Balances	Rs.
Sundry debtors	92,000	Sibi, Madhan Capital	70,000
Plant and Machinery	20,000	Purchase returns	2,600
Interest	430	Sales	2,50,000

Debit Balances	Rs.	Credit Balances	Rs.
Rent, Rate, Taxes	5,600	Sundry creditors	60,000
Conveyance Charge	1,320		
Wages	7,000	Bank O/D	20,000
Sales returns	5,400		
Purchases	1,50,000		
Opening Stock	60,000		
Sibi, Madhan Drawings	22,000		
Trade Expense	1,350		
Salaries	11,200		
Advertising	840		
Discount	600		
Bad debts	800		

Debit Balances	Rs.	Credit Balances	Rs.
Business premises	12,000		
Furniture and fixture	10,000		
Cash in hand	2,060		
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	4,02,600		4,02,600
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Adjustments :

1. Stock on hand on 31-12-2006 Rs. 90,000.
2. Provide depreciation on Premises at 2.5 %, Plant and Machinery at 7.5 % and Furniture and Fixtures at 10 %.
3. Write off Rs. 800 as further bad debts.

4. Provide for doubtful debts at 5 % on Sundry debtors.
5. Outstanding rent was Rs. 500, Outstanding wages Rs. 400.
6. Prepaid Insurance Rs. 300 and prepaid Salaries Rs. 700.

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B.Sc. DEGREE EXAMINATION, NOVEMBER 2010

Catering and Hotel Administration

PERSONALITY DEVELOPMENT

Time : 3 Hours

Maximum : 60 Marks

Part - A

(6 × 3 = 18)

Answer **all** questions.

1. Who is an Amphivert? What are his characteristics ?
2. What are Non-Verbal cues ?
3. Define "Etiquette".
4. What are the different types of plans ?

5. Briefly narrate Albert Einstein's personality traits.
6. What are the types of inter-personal relations ?

Part - B

(4 × 8 = 32)

Answer any **four** questions.

7. Explain the qualities required and skills needed for effective public speaking.
8. What is creative writing ? Where is it needed ? How can creative writing skill be developed ?
9. Analyse why a person behaves differently as an individual and as a part of a group.
10. What is organizing ? What are the steps involved in it ?

11. Analyse Mother Teresa's life and depict her personality.

12. Explain the scope and importance of Transactional Analysis.

Part - C

(1 × 10 = 10)

Compulsory

13. You are standing in a queue in front of an ATM on a busy morning. There are about 12 persons in front of you in the queue. Suddenly a person standing at the back of you cuts across the queue and goes forward in a hurry to enter the ATM. Two people were shouting at this man and trying to pull him out as the others watch. This person pleads that he needs to urgently go to office. The others in the queue join the two in shouting at this man.

- (a) Analyse the behaviour of the individuals in this situation.
- (b) Analyse the behaviour of the group.
- (c) What will be your reaction and stand in this situation and explain why do you decide so ?

B.Sc. DEGREE EXAMINATION, NOVEMBER 2010

Catering and Hotel Administration

BASIC FOOD PRODUCTION AND PATISSERIE

Time : 3 Hours

Maximum : 60 Marks

Part - A

(6 × 3 = 18)

Answer **all** questions.

1. What are the Gnoming standards in Food Production ?
2. How do you classify raw material in Kitchen ?
3. Define the term *Mise-en-place* in Kitchen.
4. Define Stock.

5. What are staple foods of India ? Explain it with examples.

6. Differentiate between Whole Wheat flour and Refined flour.

Part - B

(4 × 8 = 32)

Answer any **four** questions.

7. What are various fuel used in Kitchen ? What are the Safety procedure in handling Equipments ?

8. Explain in detail various effects of cooking on different Nutrients.

9. What are the various methods of cooking food ?

10. What are Salads and explain the Salad dressings ? What are the points to be noted while making Salads ?

11. Define Menu Planning its type and what are the principles to be followed in Menu planning ?
12. Define Storage and Preservation ? How do you store and preserve raw materials and finished product ?

Part - C (1 × 10 = 10)

[Compulsory]

13. You have been promoted as a Corporate Executive Chef for Starwood Hotels and Resorts. The Company is planning to come out with hotels of small, medium and large scale. As a chef you are assigned to draw staff brigade / staff hierarchy for various types of hotel the company which is going to start in operation soon. Draw the staff hierarchy for various size of hotel and explain it.

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B.Sc. DEGREE EXAMINATION, NOVEMBER 2010**Catering and Hotel Administration****FOOD AND BEVERAGE SERVICE**

Time : 3 Hours

Maximum : 60 Marks

Part - A

(6 × 3 = 18)

Answer **all** the questions.

1. Write short notes on :—
 - (a) Speciality Restaurant.
 - (b) Coffee Shop.
2. List any six Glassware with its Size.
3. Write short notes on Continental Breakfast.
4. Give a brief note on French Service.

5. Define—*Mise-en-place* and *Mise-en-scene*.

6. Write short notes on K.O.T. (Manual and Computerized).

Part - B

(4 × 8 = 32)

Answer any **four** questions.

7. Describe Commercial Catering Establishments.

8. Explain Organizational Structure of F and B Service Department.

9. Discuss the importance of Hygiene, Sanitation and the Maintenance of F and B Service Department.

10. Explain :—

(a) *A la Carte.*

(b) *Table de'hote.*

(c) Buffet.

11. Explain Rules for Laying a table.

12. Describe in detail Control System in F and B Service.

Part - C

(1 × 10 = 10)

(Compulsory—Case Study)

13. Imagine you are the Restaurant Manager of very busy restaurant. A group of youngsters fully drunk, start dancing, and disturbing other guests. Everyone present there feels irritated. How will you handle the situation ?

B.Sc. DEGREE EXAMINATION, NOVEMBER 2010

Catering and Hotel Administration

FRONT OFFICE OPERATIONS

Time : 3 Hours

Maximum : 60 Marks

Part - A

(6 × 3 = 18)

Answer **all** questions.

1. Write the meaning of tourism.

2. Give brief notes on :
 - (a) Atrium Concept.
 - (b) Heritage Hotel.

3. Draw the staff hierarchy of medium hotel.

4. List out any Five types of rooms.

5. What is the importance of reservation ?

6. Give brief description about self registration ?

Part - B

(4 × 8 = 32)

Answer any **four** questions.

7. Write about the classification of tourism.

8. Explain the growth and development of hotel industry in India.

9. Write about classification of hotels.

10. Draw the hierarchy of front office for large hotel and write the duties and responsibilities of front office staff.

11. Explain the sources of reservation.

12. How will you receive and register FIT, VIP, Crew.

Part - C (1 × 10 = 10)

Case study

[Compulsory]

13. Explain about the historical background of the hospitality industry

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B.Sc. DEGREE EXAMINATION, NOVEMBER 2010

Catering and Hotel Administration

ACCOMMODATION OPERATIONS

Time : 3 Hours

Maximum : 60 Marks

Part - A

(6 × 3 = 18)

Answer **all** questions.

1. Define : House Keeping.

2. Write short notes on :
 - (a) Cabana.

 - (b) Parlom.

3. How do you classify equipments ?

4. What do you mean by Daily cleaning ?

5. What are the special services offered by the House-keeping department ?

6. Define : Personal Hygiene.

Part - B

(4 × 8 = 32)

Answer any **four** questions.

7. Draw the Organisational structure of housekeeping department in a large hotel.

8. Explain in detail about the house keeping activities at central desk.

9. Describe the classification and types of equipments with diagram.

10. What are the steps to be followed while bed making ?

11. Explain the standard supplies provided on the guest rooms.

- (a) Normal.
- (b) VIPs.
- (c) Supplies on request.

12. Briefly explain the key handling procedures.

Part - C (1 × 10 = 10)

Case Study

[Compulsory]

13. You are the Executive House Keeper in a three star hotel. It is a quite busy day due to new arrivals and you are also asked by the General Manager to keep the rooms ready.

- * Being a Executive House Keeper what necessary procedure would you follow to accommodate the new arrivals ?

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B.Sc. DEGREE EXAMINATION, NOVEMBER 2010

Catering and Hotel Administration

BASICS OF COMPUTER SCIENCE

Time : 3 Hours

Maximum : 60 Marks

Section - A

(6 × 3 = 18)

Answer **all** questions.

1. What are the major functions of a computer ?
2. What is a DOS directory ? How it is maintained ?
3. How can you display the taskbar properties ?
4. What is the use of Thesaurus ?

5. How can you use ruler to set indents ?

6. What are headers and footers ?

Section- B

(4 × 8 = 32)

Answer any **four** questions.

7. Classify the languages and explain.

8. Describe the functions of any four external commands in DOS.

9. Explain how can you cut, copy, paste and rename a file.

10. What are the different ways to create a document ? Explain each.

11. Describe the different formatting options available.
12. Describe the different ways in which a document can be viewed

Section - C (1 × 10 = 10)

[Compulsory]

13. Describe the features of windows Operating system.
Also compare with DOS.

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B.Sc. DEGREE EXAMINATION, NOVEMBER 2010

Catering and Hotel Administration

PRINCIPLES OF MANAGEMENT

Time : 3 Hours

Maximum : 60 Marks

Part - A

(6 × 3 = 18)

Answer **all** questions.

1. What do you mean by Management ?
2. Distinguish between Management and Administration.
3. Explain the various types of planning.
4. What do you mean by controlling ?

5. What is Motivation ?
6. Explain the importance of decision making.

Part - B

(4 × 8 = 32)

Answer any **four** questions.

7. Explain the elements of Management.
8. What is staffing ? Explain its significance in an organisation.
9. What do you mean by MBO ? Explain its importance.
10. Explain the various types of leadership styles.
11. What are all the various types of communication ?

12. Management as an Profession or Art or Science.
Define and discuss.

Part - C (1 × 10 = 10)

Compulsory

13. Explain the F.W. Taylor's concept of Management.

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B.Sc. DEGREE EXAMINATION, NOVEMBER 2010**Catering and Hotel Administration****SALES AND MARKETING PRACTICES**

Time : 3 Hours

Maximum : 60 Marks

Part - A

(6 × 3 = 18)

Answer **all** questions.

1. What is Relationship Marketing ?
2. Why a Marketing Audit should be conducted ?
3. What are the advantages of Automated sales office ?
4. What is Internal Merchandising ?
5. Why advertisement is required ?

6. What is Directory Advertising ?

Part - B

(4 × 8 = 32)

Answer any **four** questions.

7. Critically examine the role of Sales and Marketing in Hospitality Industry.
8. Explain the various steps in a marketing plan.
9. How will you organise a sales office ? Explain.
10. Briefly explain the steps involved in Personal sales.
11. What are the methods used to promote restaurants and courges ?

12. What are the various types of Advertising ?

Part - C

(1 × 10 = 10)

Compulsory

13. Devise an Advertising plan for a three star rated Hotel in Kodaikanal.

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B.Sc. DEGREE EXAMINATION, NOVEMBER 2010

Catering and Hotel Administration

HOTEL AND CATERING LAWS

Time : 3 Hours

Maximum : 60 Marks

Part - A

(6 × 3 = 18)

Answer **all** questions.

1. Define : Consideration.
2. What is Foreign Exchange ?
3. Bring out the potential liability for fraud in overbooking.
4. What is Unenforceable contract ?
5. What is Burden of proof ?
6. Differentiate Bilateral and Unilateral contract.

Part - B

(4 × 8 = 32)

Answer any **four** questions.

7. List out and explain the circumstances in which a hotel can refuse to receive a guest.
8. Explain the concept of Guest privacy relating to a hotel.
9. Describe the notification requirement of the Consumer Credit Protection Act.
10. Describe the hotel's liability for handling mails and automobiles belonging to guests.
11. Explain the rule of comparative negligence and distinguish between the two types of comparative negligence.
12. Describe the liability for loss of a guest's property under the theory of bailment.

Case study—Compulsory

13. Analyze the following case and give legal/judicial comments :—

Hotel's security officers summarized the police to the Curtis Hotel in Minneapolis after guests reported a naked man running and screaming down the halls. He returned to his room after police advice but remained naked there in. He refused to leave the hotel. So police arrested. Narcotics also were found in the room.

Comment on the rights of guest and legality of action.

B.Sc. DEGREE EXAMINATION, NOVEMBER 2010

Catering and Hotel Administration

**HOUSEKEEPING AND FACILITIES
MANAGEMENT**

Time : 3 Hours

Maximum : 60 Marks

Part - A

(6 × 3 = 18)

Answer **all** questions.

1. Give a brief note on “Calico” and “Velvet”.
2. Write short notes on “Linen Room”.
3. What are the duties and responsibilities of “Shift in Leader” ?
4. Write short notes on the importance of immediate action for removing stains.

5. Point out the areas of infections caused due to pest.
6. What are the different types of decorations during various occasions?

Part - B

(4 × 8 = 32)

Answer any **four** questions.

7. Explain Degrees of Twist and Types of yarns.
8. List out the importance and purpose of uniform section.
9. Explain Flow process of Industrial Laundering.
10. Classify and explain Stain Removal methods.
11. Explain Pest control in House keeping.

12. List out the importance, styles and principles of flower arrangements.

Part - C (1 × 10 = 10)

Compulsory

13. Mr. Siva is working as Housekeeping Executive in Hotel National (Five Star Hotel at Mumbai). He wants to implement some new ideas to make the interiors pleasant and more attractive. Guide him with your innovative ideas to change the following :

- (a) Flower arrangements.
- (b) Soft Furnishing

B.Sc. DEGREE EXAMINATION, NOVEMBER 2010

Catering and Hotel Administration

FRONT OFFICE MANAGEMENT

Time : 3 Hours

Maximum : 60 Marks

Part - A

(6 × 3 = 18)

Answer **all** questions.

1. Define – Log book.
2. What are wake up calls ?
3. What are Errand cards ?
4. Define Folios and Vouchers.
5. What is cross-referencing ?
6. Define Late checkout.

Part - B

(4 × 8 = 32)

Answer any **four** questions.

7. Explain Inter-departmental communications between front office and other departments.
8. Explain the procedure for lost and found used in hotels.
9. Write down the job description of a Bell captain.
10. Explain different record keeping systems used in front office.
11. Explain the functions of a night auditor.
12. What are the various departure procedures followed in front office ?

Case study—Compulsory

13. Hotel Ritz International is a 5 star deluxe property situated in the down town of Westminster. Mr. George who is a regular guest of that hotel for many years was staying for the past 5 days in room 505. He is expected to check out early in the morning by 6 a.m. John who was a bell boy in the shift was ready to get the luggages from Mr. George's room. He asked the front office assistant to check with Mr. George about the check out. The front office assistant rang upto the room, but there was no response. So John himself went personally to the room. He didn't get any response from the room, so he asked the housemen to open the room. But it was double locked. As John looked through the window he found that Mr. George was hanging from the ceiling and committed suicide.

* What should John do in this situation ?

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B.Sc. DEGREE EXAMINATION, NOVEMBER 2010**Catering and Hotel Administration****BEVERAGE SERVICE**

Time : 3 Hours

Maximum : 60 Marks

Part - A

(6 × 3 = 18)

Answer **all** questions.

1. Write five varieties of grapes used for wine making.
2. What are the chief wine production regions of Spain ? Give famous wine of the region.
3. What are the important ingredients used in the process of making Beer ?
4. What are the main types of Brandy ? Define the characteristics.

5. Sketch some special glassware used for spirit service and name them.

6. Brief : London Dry Gin, American Dry Gin and Plymouth Gin.

Part - B

(4 × 8 = 32)

Answer any **four** questions.

7. Explain in detail the six main regions of France wine production and explain with examples.

8. Explain the process and preparation of whiskies and explain the two types of distillation method in detail.

9. What are the procedures of presenting and service of wine and sparkling wine ?
10. Brief the method of mixing cocktails. Give recipe for Brandy, Gin, Rum, Vodka, Beer based cocktail.
11. Explain the following terms :
- (i) Brewing
 - (ii) Black rot
 - (iii) Brut
 - (iv) Must
 - (v) Bloom
 - (vi) Noble rot
 - (vii) Solera
 - (viii) Must
12. What is a liqueur ? Brief Bitters and Aperitifs ?

Case study—Compulsory

13. Darlene Alden is gritting her teeth and shaking her head. Darlene is the Bar Manager for Chenticlur Hotel. Due to an accident the guest has cancelled a cocktail dinner for 1000 pax. Eventhough the contract and agreement was clear, nobody is able to do at that situation. And a particular brand was ordered more and that liquor will not go on the bar. Now he has to sell those liquors.

* What are the options and what you choose ?

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B.Sc. DEGREE EXAMINATION, NOVEMBER 2010

Catering and Hotel Administration

CULINARY ARTS AND TECHNIQUES

Time : 3 Hours

Maximum : 60 Marks

Part - A

(6 × 3 = 18)

Answer **all** questions.

1. What are the traditional vegetables used in Tamilnadu ?
2. List the important breakfast dishes of North Indian cuisine ?
3. Name the special Pulao prepared in Kashmir and list out its ingredients ?
4. What is the speciality of Chettinad chicken curry ?

5. In which part of India you find more of Muslim influence and reason it out ?

- 6 Give examples to Indian fast food items.

Part - B

(4 × 8 = 32)

Answer any **four** questions.

7. What are the various Dal preparation in North Indian cuisine and explain recipe for two Dal preparations ?

8. What are special delicacies of Meyhalai cuisine ?How does it becomes one of the richest and best cuisine ?

9. Name five vegetarian and five non vegetarian delicacies made with tandoor and explain the preparation briefly.

10. How does British influence affects our Indian culture and food ? Explain it.

11. Explain in detail about the South Indian cuisine and their States and important foods of each region.

12. How does Indian fast food differs from Western and American fast food ? Explain it with various examples their cooking methods.

Part - C

(1 × 10 = 10)

Compulsory

13. What are the basic gravies made in North Indian cuisine ? Explain at least two with ingredients, method of preparation and name few dishes which are made out of basic gravies.

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B.Sc. DEGREE EXAMINATION, NOVEMBER 2010

Catering and Hotel Administration

COMPUTER APPLICATIONS

Time : 3 Hours

Maximum : 60 Marks

Part - A

(6 × 3 = 18)

Answer **all** questions.

1. What are the different ways to create a word document ?
2. How can you give page numbers and borders to a document ?
3. What is print layout view ?
4. What are the advantages of using spreadsheet ?

5. What is the use of Fill Handle ?
6. How can you change the font color of the text in a slide ?

Part - B

(4 × 8 = 32)

Answer any **four** questions.

7. Describe the function key techniques.
8. Explain the concept of mail merge.
9. Describe the different views of word document.
10. How do we create a formula in a worksheet ? Also explain the types of formula.
11. Describe the different types of chart.

12. What are the ways available to create a presentation ? Explain them.

Part - C (1 × 10 = 10)

Compulsory

13. Describe the tools available in Powerpoint's drawing toolbar.

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B.Sc. DEGREE EXAMINATION, NOVEMBER 2010

Catering and Hotel Administration

ADVANCED ROOMS DIVISION MANAGEMENT

Time : 3 Hours

Maximum : 60 Marks

Section - A

(6 × 3 = 18)

Answer **all** the questions.

1. Write short notes on Forecasting Room Availability and Revenue.
2. Give a brief account of Identical Yields.
3. Define —ABC of Selling.
4. Write short notes on PR *vs.* Advertisement.

5. Define—Marketing Price.
6. List out the importance of Security Department ?

Section - B

(4 × 8 = 32)

Answer any **four** questions.

7. How will you evaluate the operations of the Front Office Department ?
8. Explain—Group Room Sales.
9. What are the importance of planning for Front Office Marketing and sales ?
10. What are the Major Tools in Marketing through Public Relation ?

11. List out the importance of Need Analysis.
12. Explain—Protection of Funds and Fire safety.

Section - C

(1 × 10 = 10)

Compulsory

13. A popular Hotel met with a fire accident due to some electrical problem. In this 55 persons died and 120 got injured.

Mr. Suresh is the General Manager of the Hotel.

- (a) What are the immediate actions to be taken regarding this accident ?
- (b) What are the steps to be followed to bring the Hotel to a normal function ?

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B.Sc. DEGREE EXAMINATION, NOVEMBER 2010

Catering and Hotel Administration

ADVANCED ACCOMMODATION MANAGEMENT

Time : 3 Hours

Maximum : 60 Marks

Part - A

(6 × 3 = 18)

Answer **all** questions.

1. What is Inventory control ?
2. List out some guest room furnitures and fixtures.
3. What is interview and orientation.
4. What are the areas in the star hotel, you can see more interior decoration ?

5. What is Job description and Job specification ?
6. What do you mean by safety awareness ?

Part - B

(4 × 8 = 32)

Answer any **four** questions.

7. How will you survey and administer on a periodic basis twice a year ?
8. Explain different types of material budgets.
9. List out and explain different types of contract cleaning.
10. What is the role of color in Interior design ?

11. How will you supervise Guest room and Public area ?

12. Draw the layout of Linen room and Laundry departments.

Part - C

(1 × 10 = 10)

Case Study - Compulsory

13. You are working as an Executive Housekeeper in a 3 Star Hotel for five years. Suddenly you are been asked to meet Managing Director regarding sudden change in absenteeism and insubordination in H/k department. Though you are an Executive House keeper how will you motivate the employees and increase the productivity of H/k department ? What are the necessary steps you will take ?

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B.Sc. DEGREE EXAMINATION, NOVEMBER 2010

Catering and Hotel Administration

TRAVEL AND TOURISM MANAGEMENT

Time : 3 Hours

Maximum : 60 Marks

Part - A

(6 × 3 = 18)

Answer **all** questions.

1. How does tourism contribute to Indian economy ?
2. List out the various incentives and subsidies provided by the Government for Tourism development.
3. Which are the countries come under Non-visa countries ?

4. Expand SITA, TCI, ITDC and STDC.
5. What do you mean by Open Sky Policy ?
6. What are the important functions of a Travel Agency ?

Part - B

(4 × 8 = 32)

Answer any **four** questions.

7. Discuss the role of private sector in Tourism Industry.
8. Classify different types of Tourism.
9. Explain the procedure of obtaining Passport and Visa.

10. Describe the Historical development of Travel Agencies.
11. Elaborate the various types of Charters.
12. Discuss the various Tourist Festivals in Tamilnadu and Pondicherry

Part - C

(1 × 10 = 10)

Compulsory question.

13. Describe the special features of important tourist places in Southern part of India

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B.Sc. DEGREE EXAMINATION, NOVEMBER 2010

Catering and Hotel Administration

HUMAN RESOURCE MANAGEMENT

Time : 3 Hours

Maximum : 60 Marks

Part - A

(6 × 3 = 18)

Answer **all** the questions.

1. Explain vertical type of organizational structure.
2. What is the need for training ?
3. What is job evaluation ?
4. How does Performance appraisal differ from Job evaluation ?

5. What is Job rotation and Job enrichment ?
6. Explain the importance of rewards and recognition.

Part - B

(4 × 8 = 32)

Answer any **four** questions.

7. Explain the roles of a personnel manager.
8. What is recruitment ? What are sources of recruitment ?
9. Describe the methods of training.
10. Explain the impact of culture and social system in organizations.

11. Explain the types of performance appraisals.

12. Discuss the various forms of organizational structures.

Part - C

(1 × 10 = 10)

Case Study-Compulsory

13. As a HR manager in a World class hotel, having over 200 employees of different cadres, how will you rate the job, what elements would you consider for rating, what steps are connected with Job evaluation and what method will you adopt to evaluate them ?

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B.Sc. DEGREE EXAMINATION, NOVEMBER 2010

Catering and Hotel Administration

FOOD AND BEVERAGE MANAGEMENT

Time : 3 Hours

Maximum : 60 Marks

Part - A

(6 × 3 = 18)

Answer **all** questions.

1. Write a brief note on :

(a) Dogs.

(b) Plow Horses.

(c) Stars.

(d) Puzzles.

2. What is Henri Carpentier popularly known as “The Father of Guerdon Service” ?

3. What is Average cover rate ?
4. Explain Speed pourers and Muddler.
5. Define State banquets.
6. How does Perpetual Inventory System act as an Food and Beverage Control tool ?

Part - B

(4 × 8 = 32)

Answer any **four** questions.

7. Explain the different types of charges followed in a Floating Bar.
8. Enumerate on the aspects related to care and maintenance of a Guerdon Trolley.

9. How will you plan the ceilings, windows and floor requirements for a Bar ?

10. Differentiate the modalities followed between Formal Banquets and Informal Banquets.

11. What are the points to be observed while deciding the concept and theme for a restaurant ?

12. Explain the V.I.P. protocols to be followed in State Banquets.

Part - C

(1 × 10 = 10)

Compulsory

13. Explain the typical Receiving and Issuing process with the help of a process chart. List out the various bar frauds and suggest measures to control the same.

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B.Sc. DEGREE EXAMINATION, NOVEMBER 2010

Catering and Hotel Administration

MANAGEMENT INFORMATION SYSTEM

Time : 3 Hours

Maximum : 60 Marks

Part - A

(6 × 3 = 18)

Answer **all** questions.

1. What are the applications of MIS in Hotel Industry ?
2. What are the advantages of office automation ?
3. What are the activities of information system ?
4. How will you copy and move a database using Microsoft access ?

5. What do you understand by database management system ?

6. What are the problems with manual database ?

Part - B

(4 × 8 = 32)

Answer any **four** questions.

7. Explain the roles of MIS in Hotel management.

8. Write short notes on

(a) LAN.

(b) WAN.

9. Discuss in detail the implication of office automation in hotel management.
10. Briefly explain the uses of learning Microsoft access.
11. What are the advantages of using computers for database ?
12. How will you design, create, modify reports ? Explain.

Part - C

(1 × 10 = 10)

Compulsory

13. Discuss in detail the different types of reports generated by a good hotel management information system.

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