



DCHM – 103

I Semester B.H.M. Examination, May/June 2022  
(NEP)

**HOTEL MANAGEMENT**

**1.3 : Accommodation and Front Office Operations Foundations – I**

Time : 2½ Hours

Max. Marks : 60

- Instructions** : 1) Read instruction **carefully**.  
2) Number the question **correctly**.  
3) Draw diagram **wherever** required.

SECTION – A

1. Answer **any five** questions. (5×2=10)
- Name any four foreign brands of Five Star Properties in India.
  - Define Job Specification.
  - What is Discrepancy Report ?
  - Define amenities.
  - Who is a Room Division Manager ?
  - What is lost and found in Housekeeping ?
  - What do you mean by Heritage Hotels ?

SECTION – B

- Answer **any four** questions **not** exceeding **two** pages. (4×6=24)
- Draw the organisational structure of housekeeping department and give the job description of guest room attendant.
  - What are the emergency procedures followed in case of fire in a hotel ?
  - Draw the organization chart of front office.
  - What is travel desk and its function ?
  - Draw the layout of a double bed room.
  - Mention the department with which housekeeping coordinates in hotels.

SECTION – C

- Answer **any two** questions **not** exceeding **four** pages. (2×13=26)
- Draw the layout of front office and explain its sub-sections.
  - Write in detail the interdepartmental coordination of housekeeping with other departments.
  - Explain the attributes and qualities of a good housekeeper.
  - Explain duties and responsibilities of executive housekeeper.
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**DCHM – 102**

**I Semester B.H.M. Examination, May/June 2022  
(NEP) (Semester Scheme)  
HOTEL MANAGEMENT  
Paper – 1.2 : Food and Beverage Service**

Time : 2½ Hours

Max. Marks : 60

**Instructions :** 1) Number **all** questions correctly.  
2) Provide diagrams **wherever** necessary.

**SECTION – A**

1. Answer **any five** in **not** more than **3** lines.

**(5×2=10)**

- a) What is a standalone restaurant ?
- b) What is meant by cyclic menu ?
- c) What is BOT ?
- d) Who is Aboyeur ?
- e) Expand and explain RSOT.
- f) What is meant by Chinese cruet ?
- g) What is meant by Table d'hote menu ?

**SECTION – B**

Answer **any four** in **not** exceeding **two** pages.

**(4×6=24)**

2. Write the duties and responsibilities of Food and Beverage manager.
3. Write short notes on crockery in the restaurant.
4. Write short notes on assisted service.
5. What is Guerdon Service ? Explain the advantages and limitations.
6. Write a short note on still room and pantry.
7. Draw and explain the classification of F&B department.

**P.T.O.**





SECTION – C

Answer **any two** in **not** exceeding **three** pages.

(2×13=26)

8. Explain the attributes of a waiter.
9. Explain the types of services in detail.
10. What is Menu ? What are the types of menu ? Explain the functions of menu.
11. Draw and explain the hierarchy of Food and Beverage Service Department.



DCHM – 101

I Semester B.H.M. Examination, May/June 2022  
(NEP)  
HOTEL MANAGEMENT  
Paper – 1.1 : Food and Beverage Production – 1

Time : 2½ Hours

Max. Marks : 60

SECTION – A

1. Answer **any 5** questions. **Each** question carries **2** marks :

(5×2=10)

- a) Who is chef de Petit de Jeuner ?
- b) List out four root vegetables.
- c) Give names of two souring agents.
- d) Give the French name for Fish Stock.
- e) What is operational equipment ?
- f) What is Mirepoix ?
- g) Define Heat.

SECTION – B

Answer **any 4** questions **not** exceeding **two** pages **each**. **Each** question carries **6** marks : (4×6=24)

2. Explain the roles and responsibilities of chef de cuisine in brief.
3. Explain HACCP as a tool and procedure to maintain the shelf life of food products.
4. Define the characteristics of baking powder and Yeast.
5. What is a gas bunk and how does it function and list the safety measures required ?
6. List out six international soups with country name.
7. Write short note on herbs and spices with few example.

P.T.O.



SECTION - C

Answer **any 2** questions **not** exceeding **three** pages **each**. Each question carries **13** marks : (2×13=26)

8. Briefly explain the types of salads with examples and list the trends in soup presentation.
9. Write the classification of classical kitchen brigade system and explain the role of each member of the hierarchy.
10. "Co-ordination and co-operation of kitchen with other allied departments are vital for a successful operation of kitchen". Explain and list the importances.
11. Write about the class of fire and the relevant type of fire extinguishers used in food preparation.





DCHM – 102

I Semester B.H.M. Examination, May/June 2022  
(NEP) (Semester Scheme)  
HOTEL MANAGEMENT  
Paper – 1.2 : Food and Beverage Service

Time : 2½ Hours

Max. Marks : 60

**Instructions :** 1) Number **all** questions correctly.  
2) Provide diagrams **wherever** necessary.

SECTION – A

1. Answer **any five** in **not** more than **3** lines.

(5×2=10)

- a) What is a standalone restaurant ?
- b) What is meant by cyclic menu ?
- c) What is BOT ?
- d) Who is Aboyeur ?
- e) Expand and explain RSOT.
- f) What is meant by Chinese cruet ?
- g) What is meant by Table d'hote menu ?

SECTION – B

Answer **any four** in **not** exceeding **two** pages.

(4×6=24)

2. Write the duties and responsibilities of Food and Beverage manager.
3. Write short notes on crockery in the restaurant.
4. Write short notes on assisted service.
5. What is Guerdon Service ? Explain the advantages and limitations.
6. Write a short note on still room and pantry.
7. Draw and explain the classification of F&B department.

P.T.O.



SECTION – C

Answer any two in not exceeding three pages.

(2×13=26)

- 8. Explain the attributes of a waiter.
- 9. Explain the types of services in detail.
- 10. What is Menu ? What are the types of menu ? Explain the functions of menu.
- 11. Draw and explain the hierarchy of Food and Beverage Service Department.

SECTION – B

Answer any two in not exceeding two pages.

1. Explain the importance of Food and Beverage Service Department.

2. Explain the importance of the restaurant.

3. Explain the importance of the bar.

4. Explain the importance of the banquet hall.

5. Explain the importance of the lounge.

6. Explain the importance of the F&B Department.