

**Exam Code: 113902**  
**(50)**

**Paper Code: 2321**

**Programme: Bachelor of Vocation (Hospitality and  
Tourism) Semester-II**

**Course Title: Food Production-II**

**Course Code: BVHL-2661**

**Time Allowed: 3 Hours**

**Max Marks: 40**

**Note: Attempt FIVE questions in all, selecting ONE question from each section. The fifth question may be attempted from any section. Each question carries 08 marks.**

**Section-A**

1. What do you mean by menu planning? Enlist the factors considered While planning menu for a restaurant.
2. Elaborate the following
  - i. Ala-carte menu
  - ii. Table-de-hote menu
  - iii. Cyclic menu

**Section-B**

3. Define sauces and classify sauces with the help of a neat and clean chart.

4. Define cold soups and enlist six international soups with their country of origin.

#### Section-C

5. Write a detailed note on food nutrients and the role of nutrients in plant based and animal based food diets.
6. Give four derivatives of each sauce
  - i. Veloute
  - ii. Espagnole

#### Section-D

7. What is cheese? Enlist step by step industrial process of making butter.
8. Define cream and Enlist step by step industrial process of making cream.

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**Programme: Bachelor of Vocation (Hospitality and  
Tourism) Semester-II**

**Course Title: Food and Beverage Service-II**

**Course Code: BVHL-2662**

**Time Allowed: 3 Hours**

**Max Marks: 40**

**Note: Attempt FIVE questions in all, selecting ONE question from each section. The fifth question may be attempted from any section. Each question carries 08 marks.**

**Section-A**

1. Briefly explain the term Menu. What are the points to be considered while planning a menu?
2. What do you mean by mise en place? Explain different areas of restaurant where mise en place is required?

**Section-B**

3. What is cover? Explain the procedure of laying cover in a restaurant prior to guest's arrival?
4. What do you mean by KOT? Write down various methods of taking food order.

**Section-C**

5. Explain different types of menus used in Hotels.
6. What is IRD? Write down the steps of executing room service order

**Section-D**

7. How do you explain mise en scene? What are the five mise en scene elements?
8. Write down the rules to be observed while laying a cover in a restaurant.

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**Paper Code: 2323**

**Programme: Bachelor of Vocation (Hospitality and  
Tourism) Semester-II**

**Course Title: Basics of Accommodation and Hotel Front  
Office-II**

**Course Code: BVHL-2663**

**Time Allowed: 3 Hours**

**Max Marks: 40**

**Candidates are required to attempt five questions, selecting at least one question from each section. The fifth question may be attempted from any section. Each question carries 8 marks.**

**Section-A**

1. Explain the following:
  - a. Explain the Concept importance, types, channels and systems of reservation
  - b. Explain left luggage handling and foreign currency handling procedure 2x4=8
2. Explain the Procedure for guest check in and baggage handling in detail. 8

**Section-B**

3. What is post departure courtesy services? Explain its importance for hotels. 8
4. Explain the following:
  - a. The guest accounting,
  - b. early and late check outs,
  - c. group departures,
  - d. settlement of bills. 2x4=8

**Section-C**

5. "Cleaning is backbone of hotel operations" explain and support this statement with suitable examples. 8
6. Explain the following:
  - a. Characteristics of a good cleaning agent,
  - b. Types of Cleaning Equipment. 2x4=8

**Section-D**

7. What is control desk? Explain the process of handling of Guest Requests and general operations of control desk. 8
8. Explain the following:
  - a. Inventory of Housekeeping Items,
  - b. Lost and Found Handling 2x4=8

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**Paper Code: 2324**

**Programme: Bachelor of Vocation (Hospitality and  
Tourism) Semester- II**

**Course Title: Fundamentals of Management**

**Course Code: BVHL-2664**

**Time Allowed: 3 Hours**

**Max. Marks: 80**

**Note:** Attempt five questions in all, selecting atleast one question from each section. The fifth question can be attempted from any section. Each question carries 16 marks.

**Section A**

1. Is management a science or an art? Discuss with reference to the characteristics and principles of management.
2. Explain the concept of management levels. How do these levels differ in terms of their roles and responsibilities within an organization?

**Section B**

3. Define planning and organizing in the context of management. Discuss the various types of plans and their significance in organizational planning processes.
4. What is the importance of coordination in organizational management? Discuss the challenges faced in achieving effective coordination within large organizations.

**Section C**

5. Describe the recruitment process and its significance in acquiring talented employees for an organization. How can organizations ensure a fair and effective recruitment process?
6. Discuss the importance of training in employee development. What are the different methods of training that organizations can adopt to enhance employee skills and competencies?

**Section D**

7. Define leadership and its role in influencing organizational behavior and culture. How does leadership style impact employee motivation and performance?
8. Explain the concept of managerial control and its significance in organizational management. How can managers effectively implement control mechanisms to monitor and evaluate performance?

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**Paper Code: 2325**

**Programme: Bachelor of Vocation (Hospitality and  
Tourism) Semester-II**

**Course Title: Applications of Computer in Hospitality and  
Tourism**

**Course Code: BVHM-2125**

**Time Allowed: 3 Hours**

**Max Marks: 25**

**Note: Attempt 5 questions out of the 8 attempting at-least  
one question from each section. All questions carry equal  
marks. Fifth question can be attempted from any section.**

**Section A**

1. Write a short note on different generations of Computers in terms of the capabilities and limitations.
2. Draw block diagram of Computer System and discuss each component in detail.

**Section B**

3. What do you understand by the term 'Software.' How would you differentiate Software from Hardware.
4. What is an 'application software.' List any 5 commonly used application Software



### Section C

5. What do you understand by the term 'Web Search'?  
How it works, discuss
6. Write a short note on the following effects:
  - a) Email and its advantages
  - b) WWW

### Section D

7. What are various social media tools which can be used to benefit hospitality Industry and how. Discuss.
8. What are positive and negative implications of using social media. Discuss.