

**BOARD OF DEPARTMENTAL EXAMINATION  
SESSION APRIL, 2014**

**Paper No. - II  
(Hotel Management)  
(For Senior Manager of HPTDC)**

**Marks: 100**

**Time Allowed 3 hours  
(with Reference Books)**

Note:

1. All question carry equal marks.
2. Attempt any five Questions.

- Q.1 What are the components of Catering Cycle in Food & Beverages Operations? (10+10)  
Describe them briefly in sequence.
- Q.2 Write short notes to describe the purpose of any 5 of the following: (4 marks each)
- a) Fast Food
  - b) Licensed Food Trade
  - c) Take away
  - d) Banqueting
  - e) Outdoor Catering
  - f) Welfare Catering
- Q.3 Describe any 5 of the following: (4 marks each)
- a) Canapés
  - b) Console
  - c) Gueriton Services
  - d) Flambé
  - e) Commissary
  - f) Hors de Oeuvres
  - g) Aperitifs
  - h) Sorbet
  - i) Baste
  - j) KOT
- Q.4 (i) Define Housekeeping. How does housekeeping contribute to earning projects in a hotel? List the duties and responsibilities of a Deputy Housekeeper and a GRA. (10 marks)
- (ii) Match the following billing methods in Table A with its correct description from those given in Table B. (10 marks)

Table (A)		Table (B)	
a.	Bill as check	a.	Customer not paying - credit transaction
b.	Separate bill	b.	Customer purchases ticket or card in advance, either specific meal or specific value.
c.	Bill with order	c.	Customer has credit issued by third party for either specific meal or specific value, e.g. luncheon voucher or tourist agency voucher
d.	Pre paid	d.	Bill made up from duplicate check and presented to customer
e.	Voucher	e.	Service to order and billing at same time, e.g. bar or take-away methods.
f.	No charge	f.	Refers to, for example, function-type catering where bill paid by organizer.
g.	Deferred	g.	Second copy of order used as bill.

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Q.5 Write short notes on any 5 of the following:-

- a) Wazwan
- b) Role of Sommelier
- c) Egg Noggs
- d) Gelatinization
- e) Umami
- f) Marbling effect of meat
- g) Sauté Cooking
- h) Antipasto
- i) Tandoor Cooking
- j) Rizala

(4 Marks each)

Q.6 Select any 5 to differentiate between

- a. Braising & stewing
- b. Larding & Barding
- c. Cooking & baking
- d. Broiling & barbecuing
- e. Crepes and pancakes
- f. Stock, broth, bouillon & consommé
- g. Dredging & breading
- h. Bar & Pub
- i. French & fluffy omeletes
- j. Homogenized & pasteurized milk

(4 Marks each)

Q.7 State "True" or "False"

- a) Volume of a tablespoon is 5 ml.
- b) Volume of a gallon in liters is 3.8 liters
- c) Mass (weight) of an ounce is 28 gm.
- d) Caramelization is a form of custard.
- e) Marinade is a Restaurant on the Sea Beach
- f) A bin card is the number given to waste bins.
- g) Truffles are a kind of edible fungus.
- h) Gherkins are small pickled cucumbers
- i) Food & material costs are fixed costs
- j) Labour and overhead costs are variable costs

(2 marks each)

Q.8 Attempt any 5 from the following

- a) What is espresso and how it is different from a Cappuccino?
- b) What does the abbreviation LBV on a port bottle mean?
- c) What does VSOP on cognac mean?
- d) Describe the method of making a good pot of tea.
- e) Describe the process of pasteurization.
- f) Explain the Indian cooking terms Bhuna, Talna, Baghar/Tarka, Dhuannar & Bhunna.
- g) What is the advantage of giving 'dum' in Indian cooking?
- h) Differentiate between rack and special rate.
- i) How is room occupancy different from bed occupancy?
- j) Differentiate between stock and inventory

(4 marks each)

Q.9 a) What are ECOTELLS and how do they get certified?

(10 marks)

b) List out some IT Savvy techniques that can be used in hotel operations along with their advantages

(10 marks)

Q.10 a) What is ergonomics? How is it relevant in the hotel industry? State the ergonomics principles

(10 marks)

b) Discuss Prangi's colour system with the help of a colour wheel?

(05 marks)

c) Write a short note on curtain hardware.

(05 marks)

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