

SECOND SEMESTER B.A./B.Sc. DEGREE EXAMINATION, APRIL 2020

(CBCSS—UG)

Hotel Management and Catering Science/Culinary Arts

BSH/C 2C 04—MANAGEMENT PRINCIPLES AND PRACTICES

(2019 Admissions)

Time : Two Hours

Maximum : 60 Marks

Section A*Answer the following questions.**Each question carries 2 marks.*

1. What is Planning ?
2. What is Centralisation and Decentralisation ?
3. What is Stress Interview ?
4. What is Co-ordination ?
5. What is Team Management ?
6. What is Semantic Barrier in communication ?
7. What is Span of Control ?
8. What is Blank Application ?
9. What is Autocratic Leadership ?
10. What is Ethics Committee ?
11. What is Performance Management ?
12. What is Oral Communication ? Give two examples ?

(Maximum 20 marks)

Section B (Short Answer Type Questions)*Each carries 5 marks.*

13. Explain the four Scientific Management Principles ?
14. List the factors affecting Span of Control ?

Turn over

15. Describe the Role of Organisational Culture in Ethics ?
16. Characteristics of a Work group ?
17. What is Directing ? Explain the principles of Directing ?

(Maximum 20 marks)

Section C

Answer any two.

Each carries 10 marks.

18. What is planning ? Explain the types of plans ?
19. What is MBO ? Explain its steps and limitations ?
20. What is Directing and explain the Principles of Directing ?
21. Describe the Styles of Leadership ?

(Maximum 20 marks)

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BSH/C 2C 03—EVENT MANAGEMENT

(2019 Admissions)

Time : Two Hours

Maximum : 60 Marks

Section A*Answer any ten from the following questions.*

1. Define Event.
2. What do you mean by event committee ?
3. What is Campaign ?
4. What is Publicity ?
5. What is MICE ?
6. What are the *three* features of services marketing ?
7. What is SWOT ?
8. What is Programming ?
9. What is PATA ?
10. What is meant by staffing ?
11. What is Event leadership ?
12. What is event budget ?

(Maximum 20 marks)

Section B*Answer any four from the following questions.*

13. Explain the activities in Event Management.
14. The key to a successful marketing plan is "positioning." Comment.
15. What do you mean by Direct Interaction ?

Turn over

16. Explain types of Crisis.
17. Write a note on ITB.

(Maximum 20 marks)

Section C

Answer any two from the following questions.

18. What are five traditional techniques used to promote events ? Explain each of them.
19. Elaborate Planning of MICE.
20. Explain Visual Electronic Communication.
21. What are the importance and benefits of Fairs ? Explain.

(Maximum 20 marks)

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Hotel Management and Catering Science

BSH 2B 02—ACCOMMODATION OPERATIONS

(2019 Admissions)

Time : Two Hours and a Half

Maximum : 80 Marks

Section A

*Answer the following questions.
2 marks each (maximum 25 marks).*

1. What is the main function of Housekeeping department of a hotel ?
2. Describe HRACC.
3. What is Casino Hotel ?
4. What is Penthouse ?
5. What do you mean by Quad room ?
6. What is SB ?
7. What is Spring Cleaning ?
8. Describe Turndown Service.
9. What do you mean by DND ?
10. What is TASKI R9 ?
11. Describe importance of Control Desk.
12. Explain Departure Register.
13. What is Master Key ?
14. What are mitts ?
15. What are Sani bins ?

Section B

*Short answer type questions.
Each carry 5 marks (maximum 35 marks).*

16. Point out the role of Housekeeping.
17. Describe guest floor reportable.
18. Explain the procedure of cleaning an occupied room.

Turn over

19. What are the duties and responsibilities of Floor supervisor ?
20. List out various types of work conducted during Daily weekly spring cleaning.
21. What is Condominium ?
22. Explain the functions of Control Desk.
23. Draw a *Housekeeping Occupancy Report* format and describe its uses.

Section C

Answer any two.

Each carry 10 marks. (Maximum 20 marks)

24. Classify Hotels. Explain the classification *on the basis of Location*.
25. Explain the functions of control desk and write down the different registers maintain by the department.
26. The housekeeping department is the backbone of every hotel. Justify.
27. Explain the co-ordination of the Housekeeping department with other departments.

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(CBCSS—UG)

Hotel Management and Culinary Arts

BHC 2B 02—FOOD AND BEVERAGE PRODUCTION

(2019 Admissions)

Time : Two Hours and a Half

Maximum : 80 Marks

Section A*Answer the following questions 2 marks each.*

1. What do you mean by cooking ?
2. What is Firm and Close texture in cooking ?
3. What do you mean by Coating ?
4. Who is a Sous Chef ?
5. What is a traditional Brigade system in Kitchen ?
6. What is Bulb ?
7. What is a Stock ?
8. What is Mirepoix ?
9. Explain the structure of the Sauce ?
10. What is Degrees of Doneness
11. What is the composition butter ?
12. What is Static Menu ?
13. What is Poaching ?
14. What do you mean by Thickening Agent ?
15. Explain Conching.

(Maximum 25 marks)

Turn over

Section B

Short Answer Type.
Each question carries 5 marks.

16. What are the aims and objectives of cooking food ?
17. Explain the different type of Menu ?
18. What are the duties and responsibilities of a commis chef ?
19. List out the selection criteria of an Egg.
20. What are the functions of Sugar ?
21. Explain Mechanical Leavening Agents.
22. Draw and illustrate Basic Layout of main kitchen.
23. What are the points to be considered while whipping Cream ?

(Maximum 35 marks)

Section C

Answer any two questions.
Each question carries 10 marks.

24. Classify the Cheese according to Ripening and Explain the process of manufacturing.
25. Explain the points to be considered while planning a restaurant menu.
26. Define Stock. Classify stock and Explain ingredients used to make stock.
27. Classify Basic Commodities used in the Kitchen and Explain the cooking effects on fruits.

(Maximum 20 marks)