

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR - 2025-2026

COURSE	:	1 st Semester of 3-year B.Sc. (HHA) Program	
SUBJECT	:	Foundation Course in Food Production - I	
TIME ALLOWED	:	03 Hours	MAX. MARKS: 60

(Marks allotted to each question are given in brackets)

SECTION - A

- Q.1. Write short notes on (Attempt any five questions) (3x5=15)
- Types of contaminants of food
 - HACCP
 - Raising agents
 - Types of sweeteners used in cooking
 - Moist methods of cooking
 - Types of thickening agents
 - Salads
 - Quality checking points of fishes
 - Ingredients used in bread making
 - Benefits of probiotics

SECTION - B

Attempt all questions (6x5=30)

- Q.2. Explain the purpose of various parts of a chef uniform.
OR
What are the three "Doshas" mentioned in Ayurveda. What are the ayurvedic approaches to healthy living?
- Q.3. What are the job responsibilities of a chef de partie in the kitchen?
OR
Explain the classification of fish and describe the factors to be considered while selecting fresh fish.
- Q.4. Explain the three methods of heat transfer with suitable examples.
OR
Explain the term stock in food production and describe the different types of stocks.
- Q.5. Draw a labeled structure of an egg. Also, mention its uses in bakery.
OR
Classify vegetables. List down 08 cuts of vegetables used in cooking.
- Q.6. List down the internal and external faults that occur in breads. What type of flour should be used for making breads and why?
OR
Explain the various ingredients used in cake making.

SECTION - C

Attempt all questions (15x1=15)

- Q.7. A newly opened fine-dining restaurant, The Heritage Spoon, has been receiving mixed reviews about its soup and sauce preparations. Guests appreciated the variety of soups on the menu but complained that the cream of mushroom soup was too thin, the Minestrone lacked flavour, and the clear soup was cloudy. During service, the chef also noticed that the mother sauces prepared in advance had developed a skin, and the Hollandaise sauce separated during plating.
- Identify and explain the likely causes of faults in the soups mentioned in the case.

- b) Discuss the importance and functions of sauces in enhancing food quality and presentation at the restaurant.
- c) Suggest corrective measures and best practices for preparing, holding, and serving soups and sauces to maintain quality and consistency.

OR

Explain the role of stocks, thickening agents, flavourings, and seasonings in the preparation of soups. Discuss the steps involved in producing a well-balanced soup and compare the characteristics of consommé, cream soup, and national soups with suitable examples.

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ACADEMIC YEAR – 2025-2026

COURSE : 1st Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Foundation Course in Food & Beverage Service - I
TIME ALLOWED : 03 Hours

MAX. MARKS: 60

(Marks allotted to each question are given in brackets)

SECTION – A

- Q.1. Write short notes on **(Attempt any five questions)** (3x5=15)
- a) Differentiate between casino and kiosk
 - b) Responsibilities of Trancheur
 - c) Differentiate between Goblets and tumblers
 - d) Compare carte du jour with plat du jour
 - e) English breakfast menu
 - f) Concept of Brunch and Hi tea
 - g) Kitchen stewarding
 - h) Draw a neat format of bill
 - i) Grill room
 - j) Point of sale control system

SECTION – B

Attempt all questions

(6x5=30)

- Q.2. List any six attributes of a good waiter. Discuss briefly.
OR
What are ancillary departments? Discuss briefly.
- Q.3. What do you mean by secondary catering sector? Discuss briefly with examples.
OR
Differentiate between captive market and non-captive market.
- Q.4. What are the various types of linen used in the restaurant and their use?
OR
Differentiate between mise-en-scene and mise-en-place.
- Q.5. What is dumb-waiter, what is the role of host in French service?
OR
What do you mean by Flambé service, why service personnel handling Flambé work need to be highly skilled?
- Q.6. What are the various modes of payments popular in F&B service outlet, discuss.
OR
List and discuss various types of KOT used in special circumstances.

SECTION – C

Attempt all questions

(15x1=15)

- Q.7. Explain in detail different types of dining services popular in different food & beverage outlets. Discuss how the KOT/bill control system support these services styles in maintaining smooth operation and preventing revenue loss.
OR
Provide an overview of Food & Beverage service sector in India. Examine how different F&B formats (Commercial restaurants, hotels, industrial canteens & transport catering services) contribute to the industry's development. Analyse the challenges and opportunities faced by the Indian F&B service sector in the context of globalization and evolving guest expectation.

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ACADEMIC YEAR – 2025-2026

COURSE	:	1 st Semester of 3-year B.Sc. (HHA) Program	
SUBJECT	:	Foundation Course in Rooms Division Operations – I (A)	
TIME ALLOWED	:	1½ Hours	MAX. MARKS: 30

(Marks allotted to each question are given in brackets)

SECTION – A

- Q.1. Write short notes on **(Attempt any three questions)** (2½x3=7½)
- a) Operating and non-revenue producing departments in a hotel
 - b) Bermuda plan
 - c) Stages of guest cycle
 - d) Categories of guest complaints received in hotels
 - e) Job descriptions and job specifications
 - f) Compare Upselling & upgrading

SECTION – B

Attempt all questions (5x3=15)

- Q.2. Classify hotels based on ownership and affiliation.
OR
Explain the basis of charging room rent in a hotel.
- Q.3. Discuss the modes of reservation requests in a hotel.
OR
Explain the steps in taking a reservation from a caller over phone.
- Q.4. What are the circumstances under which guests leave their baggage in the custody of the hotel?
OR
List the functions of valet parking attendants.

SECTION – C

Attempt all questions (7½x1=7½)

- Q.5. Illustrate the process of handling a FIT in a hotel highlighting on-arrival and post-arrival procedure.
OR

The Barlett House is a well-known hotel in central city. For years, it has served as the center of social occasions and most of the business functions in the city. Knowing that the hotel was starting to show some age, the owners of the Barlett House decided to sell the hotel to a group of local investors, who appointed John Richards as the new General Manager. One of the John's first challenges is to improve the hotel revenue and guest perception of the property.

Caroline Kramer is the front desk manager at the Barlett House. She has been at the hotel for several years and knows the guests and procedures very well. John and Caroline meet to determine what can be done to meet the new owners' objectives. John ask Caroline how long it takes to check a guest into the hotel. Caroline answers about five minutes per guest. John recognizes that this is a long time for a guest, especially if there a long line at the front desk. He also asks Caroline if the front desk upsells. Caroline tells John they did before she got there, and she was told it wasn't very successful.

John asks Caroline to develop a plan to improve the speed of check-in and also to upsell guestrooms.

- a) What are the front desk procedures Caroline should look at to speed the check-in process? What often departments should Caroline be working with on this plan?
- b) What measures can Caroline recommend to start and sustain on upselling program at the hotel?

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SUBJECT	:	Foundation Course in Rooms Division Operations – I (B)	
TIME ALLOWED	:	1½ Hours	MAX. MARKS: 30

(Marks allotted to each question are given in brackets)

SECTION – A

- Q.1. Write short notes on (Attempt any three questions) (2½x3=7½)
- How does housekeeping create a "home away from home" for the guests?
 - Nerve Centre of housekeeping department
 - Housekeeping Pantry
 - Features of a "Differently Abled Room"
 - Domestic service department
 - Explain the terms: OOO, DND, DL

SECTION – BAttempt all questions (5x3=15)

- Q.2. Discuss some of the potential career paths in housekeeping.
OR
Explain the sequence and procedure for cleaning the guest bathroom.
- Q.3. What are the actions and recommendations required to achieve invisible housekeeping?
OR
Explain the role of housekeeping in F&B outlets.
- Q.4. Discuss the co-ordination of housekeeping with maintenance or engineering department.
OR
How does the room attendant set priority for cleaning rooms?

SECTION – CAttempt all questions (7½x1=7½)

- Q.5. Explain the process of bed making as per industry standards including turndown service. Discuss the equipment and material linen used in ensuring proper bed making. How does a well made guest room bed help to ensure guest satisfaction?
OR
Discuss the points of intra departmental coordination within rooms division i.e. Housekeeping and front office. How is room status reporting done? Discuss which other sectors apart from hotels is housekeeping a part of.

SUBJECT CODE: BHA107

EXAM DATE: 17.12.2025

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NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2025-2026

COURSE : 1st Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Customer Relation Management
TIME ALLOWED : 2 Hours

MAX. MARKS: 30

(Marks allotted to each question are given in brackets)

SECTION – A

- Q.1. Write short notes on (**Attempt any four questions**) (2x4=8)
- a) Customer value
 - b) Philosophy of guest
 - c) Customer Relation Management
 - d) Elements of service
 - e) Role of technology in guest experience
 - f) Loyalty segments
 - g) Retention
 - h) Mystery audit

SECTION – B

Attempt all questions (4x3=12)

- Q.2. What are the different types of benchmarking?
OR
What is loyalty? What makes a guest loyal to hotel?
- Q.3. What are the basics of guest communication?
OR
How regular feedback is a significant part of guest centric system?
- Q.4. How can a well implemented complaint management system turn negative experience of guest into opportunities?
OR
What are the uses of customer metrics?

SECTION – C

Attempt all questions (10x1=10)

- Q.5. Define the term 'customer' in the context of hospitality industry. Explain in detail the various types of customers with reference to hospitality industry.
OR
Explain the emerging trends in guest retention in the hospitality industry. Discuss how hotels can create excellence in service to ensure long term guest loyalty.

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2025-2026

COURSE : 1st Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Communication Skills - I
TIME ALLOWED : 03 Hours

MAX. MARKS: 60

(Marks allotted to each question are given in brackets)

SECTION – A

(3x5=15)

Q.1. Write short notes on (Attempt any five questions)

- a) Paralanguage
- b) Non-verbal communication
- c) Models of communication
- d) Purpose of communication
- e) Types of listening
- f) How can note taking be improved?
- g) Audience analysis
- h) Instructions for addressing a group
- i) Accent
- j) Pronunciation

SECTION – B

(6x5=30)

Attempt all questions

Q.2. Define communication. Also, explain the role or need of business communication.

OR

What are various barriers to communications? Describe physical barrier in detail.

Q.3. Discuss the essential qualities of a good speaker.

OR

What are the most common barriers to effective listening?

Q.4. Discuss steps involve in organizing ideas for a speech. Explain how effective delivery techniques enhance audience engagement and message clarity.

OR

Discuss the significance of telephone activity in hotel industry. Also, explain the essential rules while using telephone.

Q.5. What is proxemics? Elaborate on different kinds of spaces that determine about interacting with people.

OR

How do plants, furniture, colours and architecture signify communication?

Q.6. What is the meaning of following popular foreign words:

- | | | | |
|-------------------|----------------------|-------------|-------------|
| a) Bonvoyage | b) Bonafide | c) En masse | d) Faux Pas |
| e) Modus Operandi | f) Persona non grata | | |

OR

Explain the common phonetic difficulties faced by hospitality personnel and discuss how these difficulties affect communication with guests.

SECTION – C

(15x1=15)

Attempt all questions

Q.7. Blossom Crown Resort prides itself on personalised guest service, but recently several guest complaints have highlighted major communication issues across departments.

CODE: JN/23-24/027-1

A guest reported that a Front Office Associate gave short answers, avoided eye contact, and appeared disinterested during check-in. Although the words spoken were polite, the guest felt unwelcome due to the employee's negative body language and lack of a smile. Another guest misunderstood the gesture of a housekeeping attendant who pointed towards the lift without speaking, assuming it was rude.

Meanwhile, poor interdepartmental communication was affecting operations. The F&B department was not informed on time about special room-service requests, leading to delays. Housekeeping often received unclear or incomplete room-cleaning priorities because supervisors shared updates verbally during rush hours, which different team members interpreted differently.

A critical incident occurred when a customer with a food allergy complained that the restaurant staff did not clearly communicate allergen information. The server nodded without confirming details, leading the guest to assume the dish was safe. Fortunately, the issue was identified before service, but the situation raised a serious concern about clarity in customer communication.

Management realised that employees were not trained to use appropriate facial expressions, gestures, posture, tone of voice, or active listening techniques. They also lacked tools for coordinated interdepartmental updates and a structured approach to customer communication—especially for sensitive situations like complaints or dietary requirements.

Based on the above case, examine the role of non-verbal communication, interdepartmental communication, and customer communication in service delivery. Analyse how communication failures affected guest experience and operational efficiency, and suggest strategies to improve communication effectiveness across departments.

OR

What are the essentials of a good listener? What is the importance of listening ability in business communication? Explain the guidelines for effective listening on the job.

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COURSE : 1st Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Environmental Studies
TIME ALLOWED : 03 Hours

MAX. MARKS: 60

(Marks allotted to each question are given in brackets)

SECTION – A

- Q.1. Write short notes on (Attempt any five questions) (3x5=15)
- a) Vermicomposting
 - b) Ecosystem
 - c) Wildlife Protection Act
 - d) Ozone depletion
 - e) Disaster Management
 - f) Soil Erosion
 - g) Sources of Noise pollution
 - h) Rainwater harvesting
 - i) Endangered and endemic species of India
 - j) Family Welfare Programme

SECTION – B

Attempt all questions

(6x5=30)

- Q.2. Modern agricultural methods have improved productivity but have also created several environmental challenges. Explain the effects of modern agriculture with reference to fertilizer-pesticide problems, waterlogging, and soil salinity.
- OR
- Define biodiversity and explain the various methods used for its conservation.
- Q.3. Explain the role of Information Technology (IT) in environmental management and human health. Discuss how IT tools support environmental monitoring, data analysis, and health-care systems with suitable examples.
- OR
- Discuss why India is considered a mega-diverse nation. Highlight the key features of its biodiversity that justify this status.
- Q.4. Explain the concept of energy flow in an ecosystem. Describe the pathways of energy transfer through different trophic levels and the significance of food chains and food webs.
- OR
- Explain the concept of land degradation. Discuss the major causes, impacts on the environment, and any two measures for its control.
- Q.5. Describe the interrelationship between climate change, global warming, and acid rain. Explain how human activities contribute to these issues and suggest suitable strategies for mitigation.
- OR
- Discuss the role of an individual in the conservation of natural resources. Explain how the equitable use of resources contributes to sustainable lifestyles, with suitable examples.
- Q.6. Explain the key features of the Environment Protection Act, 1986. Discuss its significance in regulating environmental protection and controlling pollution in India.
- OR
- Explain the use and over-utilization of surface water and groundwater resources. Discuss the major causes, consequences, and any two measures to promote sustainable water management.

SECTION - C

Attempt all questions

(15x1=15)

Q.7. Explain the growing global energy needs and differentiate between renewable and non-renewable energy resources. Discuss the importance of adopting alternate energy sources for a sustainable future, with suitable examples.

OR

A mid-sized industrial town, Rivapur, has recently experienced rapid growth in manufacturing units, vehicle numbers, and urban population. Residents have started reporting breathing difficulties, increased allergy cases, foul smell from the river, and visible layers of smoke over the town during peak hours. Local authorities have found untreated industrial effluents being discharged into the river and high levels of particulate matter in the air. Farmers living near the riverbank complain of reduced crop yield due to polluted irrigation water.

Identify and explain the major causes of air pollution and water pollution in Rivapur. Discuss the effects of these pollutants on human health, aquatic life, agriculture, and the overall environment. Suggest effective control and preventive measures that the local administration, industries, and citizens can implement to reduce both air and water pollution.
