

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

COURSE : 5th Semester of 3-year B.Sc. (HHA) Program
SUBJECT : International Cuisine – 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) Speciality equipment used in Chinese cuisine
 - b) Ingredients used in Thai cuisine
 - c) Main pillars/flavours of Thai cuisine
 - d) Ingredients used in bread making
 - e) Tunneling (in reference to bread)
 - f) Reasons for poor volume of bread
 - g) Staple ingredients of Japanese cuisine
 - h) Reason for crust being too hard in pie making
 - i) How Chinese cuisine influenced Japanese cuisine?
 - j) Basic etiquettes for eating dim sum

SECTION – B

Attempt all questions (6x5=30)

- Q.2. Explain how geography of Japan has influenced/shaped Japanese cuisine.
OR
"Geographical location influences the food habits of people of that place." Explain how the geographical location has influenced Chinese cuisine.
- Q.3. What are the main differences between Chinese cuisine and Japanese cuisine?
OR
Bento Box are very popular in Japanese culture. Explain the concept of bento box.
- Q.4. Explain the distinct features of Thai cuisine.
OR
Write a note on how "Monarchy in Thailand has influenced that cuisine over a period of time."
- Q.5. What is the importance of gluten in flour dough? Explain what is a windowpane test, and why is it done?
OR
Explain different types of flour along with its uses in bakery products.
- Q.6. Sourdough bread is becoming popular in today's times. Write a note on sourdough.
OR
Explain five bread faults in bread making along with their remedies.

SECTION – C

Attempt all questions (15x1=15)

- Q.7. Yin yang concept is an integral part of Chinese culture and the same is reflected in Chinese food. Explain the concept of Yin yang highlighting its relevance in Chinese cuisine.
OR
Fermented food plays a vital role in Japanese culture. Keeping this in mind, explain the relevance, importance and health benefits of fermented food like Miso, Soy sauce, Natto.

SUBJECT CODE: BHA505

EXAM DATE: 12.11.2025

ROLL No.....

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

COURSE : 5th Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Rooms Division Management – II
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)
- Purpose of a division of work document
 - Types of housekeeping inventories with example
 - Principles of design
 - Types of renovation used in hotels
 - Types of purchasing commonly used in hotels
 - Areas prone to pest infestation in hotels
 - Snagging and desnagging
 - Types of audits conducted in a hotel
 - Electricity consumption and its unit of measurement
 - Expand and explain HVAC

SECTION – B

Attempt all questions (6x5=30)

- Q.2. Discuss the role of productivity standards in maintaining operational efficiency.
OR
Outline the four-step training method used for training room division employees and its benefits.
- Q.3. Describe various colour schemes and explain how colours can affect mood and ambiance in hotel interiors.
OR
Discuss key factors to consider when selecting furniture and fabrics for guest rooms.
- Q.4. Describe the procedure of issuing linen for day-to-day operations from the housekeeping linen room.
OR
Outline the key clauses that should be included in a service contract with a vendor supplying cleaning agents.
- Q.5. Discuss the differences between predictive and emergency maintenance, with necessary examples.
OR
What are the different types of audits in hotels? Explain any one audit in detail.
- Q.6. Discuss the role of robotics in routine cleaning and its advantages in hotel operations.
OR
Explain the types of detectors installed in hotels for fire detection. What are the systems used to detect gas leaks?

SECTION – C

Attempt all questions (15x1=15)

- Q.7. Hotel Marina Bay, a 150 room business hotel, recently outsourced its laundry operations to an external vendor. Within 2 months, guest complaints about linen quality and delay in delivery increased. The executive housekeeper discovered the vendor was using lower-grade detergents and lacked proper equipment due to inadequate maintenance. Additionally, there was no clear penalty clause in the contract.

The General Manager has requested the housekeeping team to reassess the vendor agreement and suggest improvements for future contracts and monitoring systems.

- a) Identify the shortcomings in the vendor management and contract process.
- b) Propose a structured vendor evaluation and contract review system for housekeeping related out sourced services.
- c) As an executive housekeeper, would you recommend to outsource laundry services?

OR

You have been tasked with identifying a colour scheme for a hotel room, specifically based on the emotional effect of the colours used. The room should be made based on sustainability, requiring use of eco-friendly material and also work towards conserving energy.

- a) What colour scheme would you suggest?
- b) How can suggestion of colour scheme support energy conservation?

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

COURSE : 5th Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Facility Planning
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)** (3x6=15)
- Hotel & Restaurant Approval and Classification Committee (HRACC)
 - Heritage Hotel
 - Carpet Area
 - Super Built-up area
 - Floor finishes
 - Security check point
 - In-room dining (IRD)
 - Restaurant Equipment Specification
 - Kitchen Workflow Efficiency
 - Automated Cooking Equipment

SECTION – B

Attempt all questions

(6x5=30)

- Q.2. Enlist the classification guidelines for a 5 star hotel in India.

OR

Explain how automation and smart technology can improve guest experience and operations efficiency in hotel design.

- Q.3. Explain any two types of feasibility reports prepared before starting a hotel project.

OR

What are the common green hotel practices in 5 star rated hotels in India?

- Q.4. How do lighting, floor finishes, and wall coverings affect the mood and functionality of a hotel space?

OR

Explain the importance of designing an efficient and guest-friendly porch and entrance area in a hotel. Also, highlight the key design dynamics of these areas.

- Q.5. What are the key design and layout considerations for a multi-cuisine restaurant in a 4 star hotel?

OR

Why is standardization important in restaurant equipment specifications?

- Q.6. Discuss the design requirements of a hotel bar.

OR

What are the unique space and equipment requirements for a cloud kitchen?

SECTION – C

Attempt all questions

(15x1=15)

- Q.7. Hotel Sunset View Residency is a mid-scale hotel located in Shimla, Himachal Pradesh, on the most visited hill stations in North India. The hotel was established in 2024 and currently operates with 40 rooms, a multi-cuisine restaurant, a travel desk, and a wellness center (spa & yoga room). The management has decided to apply for 3 star classification under the Hotel & Restaurant Approval and Classification Committee (HRACC), Ministry of Tourism, Government of India. The hotel aims to increase credibility and visibility

among domestic and international tourists by partnering with leading OTAs and travel operators. It also intends to avail government incentives and tax benefits linked to classified hotels.

The higher management has reviewed the minimum requirements for 3 star classification as prescribed by Ministry of Tourism and has achieved the mandatory requirements. They also understand that inspection visits will be scheduled by HRACC post-application submission to verify compliance.

To evaluate the preparedness of Hotel Hill Residency in meeting the criteria of 3 star hotel classification, the management has hired you as a consultant to guide them with the process of application, the licenses and documentation required, and the roles of the classification committees involved. They well understand that with proper guidance with minor infrastructure and documentation improvements, the property will meet all mandatory and desirable conditions to get 3 star classified hotel.

- a) Describe the procedure for applying for 3 star hotel classification under MOT Government of India.
- b) Name three authorities involved in issuing licenses or permits during hotel project development. In short, write the significance of these licenses.
- c) Explain the responsibilities of state level classification committee for the classification of a hotel.

OR

Star Grand Hotel, has 100 rooms and is a 5 Star classified, located in the heart of Shimla. The hotel faced increasing guest complaints related to delayed service delivery, noise disturbances, and inefficient movement of housekeeping staff across floors. To address these issues, hotel management has partnered with a hospitality design consultant to implement the Systematic Layout Planning (SLP) approach for layout re-designing of the guestroom corridors, service areas, and vertical transportation systems. The management wants to understand the concept before its implementation. You have been appointed by your Hospitality Design Consultancy Company to address the queries raised by the hotel management.

- a) Discuss the concept and the fundamental principles of Systematic Layout Planning (SLP). Also list the advantages and disadvantages of implementing SLP in the hotel.
- b) Describe two tools your company will use to re-design the layout of guest rooms, service corridors, and vertical transportation.

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

COURSE : 5th Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Financial Management
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)
- Short term finance
 - Cash in-flow and cash out-flow
 - Cash Management
 - Tracing cash
 - Idle cash
 - Cash flow to firm approach
 - Relative valuation
 - "The pecking order theory"
 - WACC (Weighted Average Cost of Capital)
 - Cash dividend payment

SECTION – B

Attempt all questions

(6x5=30)

- Q.2. Differentiate between the operating cycle and the cash cycle.
OR
Explain the key elements of short-term financial plan.
- Q.3. Explain the reasons for hold inventory into an organization.
OR
What is optimal credit policy and what key decisions required for establishing an optimal credit policy?
- Q.4. What is "The Indian Financial System"? Explain its importance.
OR
Define ABC analysis and its advantages.
- Q.5. Explain the different forms of market efficiency.
OR
Explain ratio analysis and its importance.
- Q.6. Explain dividends and its different types.
OR
Explain Net Present Value (NPV) and its advantages.

SECTION – C

Attempt all questions

(15x1=15)

- Q.7. The following Trading and Profit & Loss Account of ABC Ltd. for the year 31-03-2024 is given below.

Particular	Rs.	Particular	Rs.
To opening stock	76,250	By sales	5,00,000
* Purchases	3,15,250	* Closing stock	98,500
* Carriage and Freight	2,000		

* Wages	5,000		
* Gross Profit b/d	2,00,000		
	5,98,500		5,98,500
To administration expenses	1,01,000	By Gross Profit b/d	
* Selling and Dist. expenses	12,000	* Non-operating incomes	2,00,000
* Non-operating expenses	2,000	* interest on securities	1,500
* Financial Expenses	7,000	* Dividend on shares	3,750
Net Profit c/d	84,000	* Profit on sale of shares	750
	2,06,000		2,06,000

Calculate (any three):

- Gross Profit Ratio
- Expenses Ratio
- Operating Ratio
- Net Profit Ratio
- Operating (Net) Profit Ratio
- Stock Turnover Ratio

OR

What is inventory management? Explain the techniques used for inventory management.

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

COURSE	:	5 th Semester of 3-year B.Sc. (HHA) Program	
SUBJECT	:	Fundamentals of Marketing Skills	
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)
- Marketing
 - 4 Ps of Marketing Mix
 - Features of Services
 - Difference between marketing & sales
 - SWOT Analysis
 - Search Engine Optimization (SEO)
 - Difference between individual purchases and organizational purchases
 - Competitive Intelligence
 - Affiliate marketing
 - Value exchange

SECTION – B

Attempt all questions (6x5=30)

- Q.2. Explain the role of marketing in an organization.
OR
What are the key elements of Web analytics? Explain
- Q.3. Explain Porter's 5 forces analysis.
OR
Describe social media marketing with example.
- Q.4. Describe buying roles in consumer purchasing process.
OR
Explain different methods of market research.
- Q.5. Describe the barriers in value exchange.
OR
Explain the role of marketing in value exchange.
- Q.6. Illustrate BCG matrix. Describe the four categories of products.
OR
What are 5Cs in marketing? Explain briefly.

SECTION – C

Attempt all questions (15x1=15)

- Q.7. A newly launched online fashion brand, TrendyThreads, is struggling to attract traffic and generate sales through its website. Despite having good-quality products and competitive prices, their visibility on search engines is low, and their social media engagement is minimal. The management decides to invest in a comprehensive Digital Marketing Strategy focusing on Search Engine Optimization (SEO), and Social Media Marketing.

- a) Identify and explain the steps TrendyThreads should take to improve its search engine ranking through SEO.
- b) Discuss how social media marketing can be strategically used to increase engagement and conversions.

OR

AquaPure Solutions is a company that sells water purifiers. It targets both household consumers and institutions such as hospitals, schools, and restaurants. While individual buyers are influenced by product design, brand reputation, and price, institutional buyers focus more on long-term contracts, service support, and bulk pricing.

- a) Examine the consumer product acquisition process for both individual and organizational customers in this context.
- b) Identify the buying roles typically involved in the organizational buying process for AquaPure's institutional clients.

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

COURSE : 5th Semester of 3-year B.Sc. (HHA) Program
SUBJECT : Fundamentals of Management Skills
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) Importance of planning in uncertain environment
 - b) Benchmarking
 - c) Scheduling in hospitality operations
 - d) Decision making under certainty
 - e) Robotics in hospitality industry
 - f) Chain of command
 - g) Divisional Structure
 - h) Democratic leadership style
 - i) Cross functional work teams
 - j) McGregor's theory X & Y

SECTION – B

Attempt all questions (6x5=30)

- Q.2. Define planning. Explain its role in effective management.
OR
Discuss different types of plans with examples from the hospitality sector.
- Q.3. Explain how budgets are prepared and used as a control tool in hotels.
OR
Discuss "Queuing Theory" and its application at hotel front office operations.
- Q.4. Explain the relationship between technology and work design in modern hotels.
OR
What are financial control tools? Explain ratio analysis with examples from hotels.
- Q.5. Explain simple, divisional and matrix organizational structures with hospitality examples.
OR
Discuss the concept of organizational culture and its role in hospitality success.
- Q.6. Explain McClelland's Three end theory with relevance to hotel employees.
OR
What is Adam's Equity theory? Apply it to a case of salary dissatisfaction in hotels.

SECTION – C

Attempt all questions (15x1=15)

- Q.7. In Sunrise Business Hotel, Mumbai, Ms. Emma Sophia, the General Manager, faces a financial dilemma. Rising food costs and declining guest numbers have made the hotel's fine-dining restaurant unprofitable, despite being popular with a loyal set of customers. Some board members want to shut it down, while others feel it is vital for the hotel's brand image. Sophia must decide whether to continue operating the restaurant or find new strategies to improve its profitability.
- a) Which planning and control tools can the management use to assess this decision?
 - b) How can break-even analysis help in deciding the restaurant's future?

c) Suggest one alternative strategy to improve profitability without closing the outlet.

OR

Discuss the interrelationship of organizational structure, work design, and technology in improving efficiency and service quality in hotels.

Q.1

Q.2

Q.3

Q.4

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

COURSE	5 th Semester of 3-year B.Sc. (HHA) Program	
SUBJECT	Advance Food & Beverage Management – 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) Define cost in F&B operations
 - b) Benefits of post P&L analysis
 - c) Standard Purchase Specification (SPS)
 - d) Bin card
 - e) Seat turn over in restaurant business
 - f) EDC Machine
 - g) Key performance indicators (KPI) to evaluate event campaign success
 - h) Factors to be considered while selection of venue during any event
 - i) PV ratio
 - j) Marginal Cost

SECTION – B

Attempt all questions (6x5=30)

- Q.2. Explain duty roster. List few points to be considered while making duty roster.
OR
Enlist few factors to be determined while establishing standard staffing guidelines.
- Q.3. Explain meat tag with the help of format.
OR
Narrate few bar frauds and suggest remedy to overcome.
- Q.4. What is a charge slip? Explain closing of batch in EDC.
OR
Explain the concept of budgetary control. Discuss the key factors influencing its effective implementation.
- Q.5. What do you understand by term MICE? Give two examples each of MICE events.
OR
Identify & explain operational and logistical challenges involved in planning and managing a destination wedding.
- Q.6. What is breakeven point? Explain with help of diagram/graph.
OR
What is contribution margin? How it is different from PV ratio?

SECTION – C

Attempt all questions (15x1=15)

- Q.7. Flavour Dine, a premium restaurant, is revamping its operations. The management has decided to introduce standard recipes and fix portion sizes for each dishes and implement better storage practices for raw materials and beverages. You are assigned the following tasks:
- a) Explain the elements of a standard recipe.
 - b) Discuss the benefits of maintaining a standard portion size in restaurant operations.

c) List and describe some features of proper storage of raw material and beverage to ensure safety & efficiency.

OR

Savory heaven, a multi cuisine restaurant chain is planning to expand into new cities. The management has decided to introduce sales forecasting system. You as the restaurant manager have been assigned the following tasks:

- a) Define sales forecast and explain its importance in restaurant operations.
- b) Identify and discuss the factors affecting sales forecast in F&B industry.
- c) Explain types of cost on basis of traceability in restaurant.
