

**CLASS:** First Year BHMCT

**SEMESTER-I**

**COURSE CODE & NAME:** CC-101 FOOD PRODUCTION-I

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1. Draw a classical kitchen brigade for a 4-star hotel and write the duties of the Executive Chef.
2. Classify kitchen equipment with examples and write in brief about maintenance of refrigerator
3. What is the hydrogenation of fat?
4. List the different types of fats and oils used in cooking
5. Draw the diagram of wheat and explain its composition.
6. Give examples (i) Stone fruit (ii) Citrus fruit (iii) Dried fruit.
7. Give the local equivalents of the following
  - (i) Fenugreek leaves
  - (ii) Asafoetida
  - (iii) Almond
  - (iv) Nutmeg
  - (v) Hung curds
  - (vi) Sweet potato.
8. Write short notes on the following
  - (i) Skimmed milk
  - (ii) Colour pigments
  - (iii) Functions of egg in cookery.
9. Write the short answers -
  - (i) What is a cheese? Name any two types of cheese.
  - (ii) Write any two artificial sweeteners.
  - (iii) List any four good practices of personal hygiene.
  - (iv) State two differences between Homogenised milk and Pasteurised milk.
  - (v) What are the aims and objectives of cooking food?

- (vi) Draw neat labelled a diagram of egg.
10. Define herbs and spices. Explain any two herbs in details
11. Write short notes on the following
- (i) Skimmed milk
  - (ii) Colour pigments
  - (iii) Functions of egg in cookery.
12. Explain the following culinary terms
- (i) Blanching
  - (ii) Creaming
  - (iii) Sous Chef
  - (iv) Colander
  - (v) Palette Knife
  - (vi) Renette
  - (vii) Molasses
  - (viii) Rendering of fat
  - (ix) Condiments
  - (x) Whey (xi) Emulsification (xii) Thawing.
13. Write any ten points related to personal hygiene that needs to be followed in kitchen.
14. Write in brief about any five criteria while selecting commercial kitchen equipment.
15. Differentiate between herbs and spices. Give four examples of each.
16. Differentiate between cereals and pulses. Write any two catering uses of each.
17. List any four characteristics of continental cuisine.
18. Write in brief about any three methods of heat transfer.
19. List the various fuels used in kitchen. What are the advantages of using electricity?
20. List the duties and responsibilities of Executive Chef of hotel.
21. Write in brief about any five methods of mixing food.

22. Describe in short about the effect of heat on -

- (i) Carbohydrates
- (ii) Protein
- (iii) Fat
- (iv) Sugar
- (v) Colour pigments.

23. Explain the following terms

- (1) Brid eye chillies
- (2) Pot roasting
- (3) Radiation
- (4) Crumbly
- (5) Type B fire
- (6) Scald
- (7) Chet de Partie
- (8) Salamander
- (9) Gouda
- (10) Hydrogenation
- (11) Soft ball
- (12) Puffed Rice.

24. Classify commercial kitchen equipment by its size and give one example.

25. List and explain five types of fuels used in kitchens.

26. Name any two varieties of oil obtained from plant.

27. Name any two preparations using green gram.

28. Give two names of soft cheeses available for commercial use.

29. List and briefly explain two by products of rice.

30. Write down two herbs used in Italian Cuisine.

31. Discuss any two types of accidents that commonly occurred in the kitchen and give preventive measures for the same.
32. Write five attributes of a commis I and briefly discuss them.
33. Discuss five methods of mixing foods.
34. Draw a classical kitchen brigade of a Five-star hotel.
35. Explain the following methods of cooking
- (i) Boiling
  - (ii) Frying.
36. Discuss the effect of heat on
- (i) Sugar
  - (ii) Protein
  - (iii) Carbohydrates
  - (iv) Vitamins
  - (v) Colour pigments.
37. List and explain two desirable and two undesirable textures found in food products with suitable examples.
38. Explain the following terms
- (1) Bake
  - (2) Dhansak
  - (3) Dice
  - (4) Mace
  - (5) Gluten
  - (6) Dum
  - (7) Bhagar
  - (8) Amchoor
  - (9) Rafadi
  - (10) Paneer

(11) Whisk

(12) Raita.

39. What is the action of Heat on Colouring Pigments present in vegetables?

40. List and explain two types of animal fats used in the Kitchen.

41. Explain any four preparation methods.

42. Explain any two methods of mixing foods.

43. Give duties and responsibilities of a focused chef of a five-star hotel.

44. What are the aims and objectives of cooking food?

45. List points to be considered in the event of a fire in the Kitchen.

46. Classify fuels with two examples of each.

47. List and explain Eight Herbs and Spices used in Indian Cooking.

48. What are the points you will consider while storing Fresh Fruits?

49. Give the importance of Eggs in the Kitchen.

50. What care will you take to prevent Cuts and Burns and scalds kitchen?

51. Write advantages and disadvantages of the following materials used in Kitchen Equipment:

(a) Copper (b) Stainless Steel.

52. Classify vegetables with two examples of each.

53. Explain the following terms (any ten) :

(a) Grinding

(b) Garam Masala

(c) Garnish

(d) Rubbing-in

(e) Marination

(f) Juliennes

(g) Kneading

(h) Sprouting

(i) Steeping

(j) Creaming

(k) Blanching

(l) Filleting

54. What safety practices will you take to prevent accidents in the kitchen?

55. Give examples of fats and oils with their sources.

56. What is the action of heat on colour pigments of vegetables in presence of acids?

57. List any four steps of cheese manufacturing process.

58. Name any four stone fruits

59. List down any four available bi-products of wheat and rice.

60. Write any four functions of sugar.

AISSMS CHMCT, PUNE

**CLASS:** First Year BHMCT

**SEMESTER-I**

**COURSE CODE & NAME:** CC- 102 – Food & Beverage Services - I

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1. Explain the types of menu.
2. Explain American service with Example.
3. What do you mean by Table service and explain any one service?
4. Write any 6 attributes of food and beverage personnel?
5. Write definition and evolution of the term menu.
6. Differentiate self-service and assisted service with examples.
7. Write the latest trend in service?
8. What is the Gueridon service?
9. Explain single-point service.
10. What is a Food court? Explain with example
11. What is Clientele centric approach in service?
12. How do cafeteria services differ from room service?
13. What do you mean by KOT and BOT? Draw a format?
14. Draw Table d hotel set up.
15. What is a kiosk? Explain with example
16. What is Food truck.
17. Explain the flow chart of KOT.
18. Explain the steps in order taking process?
19. Write a note on software used in billing methods and explains in detail any one method in detail.
20. Explain in detail the triplicate system.
21. List of software used in billing methods. Explain in detail any one method.
22. Explain the steps in order taking process?
23. Define cover? Write down the size of the cover.
24. What is Serviette and write down its uses.
25. Explain to the waiter's friend and enlist the parts.
26. Define buffet?

27. Explain take away service with example
28. What is a lounge?
29. What is vending machine and its uses?
30. Define bill folder.
31. Classify catering establishments?
32. Give 03 examples of each category of catering establishment.
33. Explain Bistro and Brasserie.
34. Write a note on Buffet and smorgasbord.
35. Explain the difference between casual dining and fine dining restaurants.
36. Explain what QSR is?
37. Write a note on the type of food served in QSR?
38. What is IRD?
39. What is an executive lounge?
40. Write a note on equipment used in Pantry Room?
41. Write a note on Burnishing Machine.
42. Who is an Aboyeur?
43. Write a note on Polivit.
44. Draw an organisational structure of a 5-star hotel.
45. List down 05 Special equipment and use of it
46. Write 05 trends which are seen in F & B outlets.
47. Write sizes of Slip Cloth, Serviette.
48. How much is 1 ounce?
49. Give 03 glasses used for Sparkling Wine service
50. What are the parts of glasses?
51. What is the standard size of a Dinner plate and Side Plate?
52. Write down 05 advantages of disposables.
53. Write down 05 disadvantages of disposables.
54. Explain Drive Through.
55. Give examples of 02 captive F & B outlets
56. 56. Give examples of 04 non-captive F & B outlets.



57. What is a station in the restaurant?
58. Write the purpose of baize.
59. What is a Dummy Waiter?
60. What is a Flatware?

AISSMS CHMCT, PUNE

**CLASS:** First Year BHMCT

**SEMESTER-I**

**COURSE CODE & NAME:** CC- 103 – Basic Rooms Division - I

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- Q.1 Define Housekeeping and mention 5 responsibilities of the department.
- Q.2 Draw the organization chart of Housekeeping department in Medium hotel.
- Q.3 Discuss any 5 career opportunities in Housekeeping in Hospitality Industry.
- Q.4 Explain Front of the house and Back of the house areas with 3 examples of each.
- Q.5 Explain the co-ordination of House-keeping department with food and beverage service.
- Q.6 Mention any 5 guest supplies that would be placed in the following areas (any 2 areas):
- a) Shower Cubicle b) Writing Table c) Wardrobe
- Q.7 Explain the duties and responsibilities of an Executive Housekeeper
- Q.8 Explain the sections of the House-keeping department with the help of a layout.
- Q.9 What points will you keep in mind while selecting and storing a vacuum cleaner?
- Q.10 Explain the duties and responsibilities of Floor Supervisor.
- Q.11 Explain the duties and responsibilities of a GRA.
- Q.12 Explain the duties and responsibilities of a Desk Supervisor.
- Q.13 Give the role and importance of Housekeeping department.
- Q.14 Explain any five types of guest room.
- Q.15 Enlist the classification of cleaning equipment's.
- Q.16 Draw the organisation structure of a Housekeeping department of a medium size Hotel.
- Q.17 Use and care of cleaning agent.
- Q.18 Storage and labelling of cleaning agent.
- Q.19 Explain the coordination of Housekeeping with Maintenance and Food and Beverage department.

- Q.20 What points need to be considered when selecting cleaning agents?
- Q.21 Classify cleaning agents.
- Q.22 Explain selection criteria for cleaning equipments.
- Q.23 List any ten amenities and supplies kept in guest room.
- Q.24 Explain attributes of housekeeping staff.
- Q.25 What role does housekeeping play in making a guest's stay in a hotel memorable?
- Q.26 Draw an organizational chart of the housekeeping department of a large 5-star hotel with 600 guestrooms having laundry on the premises.
- Q.27 Draw a neat layout of the housekeeping department and explain the various functions of the department.
- Q.28 In what way can Computer and Information Technology systems be utilized in Housekeeping operations in hotels?
- Q.29 Name any software used for housekeeping operation in hotels?
- Q.30 Explain any 5 ways of maintaining hygiene while working in housekeeping. [5 Marks]
- Q.31 Discuss any 5 safety measures to be implemented by housekeeping staff while working on the floor?
- Q.32 Mentioned selection criteria for cleaning equipments?
- Q.33 Give 5 examples of mechanical cleaning equipments.
- Q.34 Give 5 examples of manual cleaning equipments.
- Q.35 Explain the coordination between housekeeping and maintenance department.
- Q.36 Explain the coordination between housekeeping and security department.
- Q.37 Explain the coordination between housekeeping and Human resource department.
- Q.38 Explain the coordination between housekeeping and Account department.

Q.39 Explain the coordination between housekeeping and Food and beverage service department.

Q.40 Enlist any 10 touchpoints in guest room.

Q.41 Explain any 10 floor rules for the housekeeping staff.

Q.42 Explain 5 types of guest rooms.

Q.43 What all VIP amenities are placed in the room mentioned any 5 with their exact placements.

Q.44 What all types of keys use in housekeeping department.

Q.45 List amenities placed on vanity counter.

Q.46 List amenities placed in the minibar.

Q.47 Which all amenities are part of TCMS.

Q.48 Which all amenities are part of wardrobe.

Q.49 Explain bed making components used in modern bed making.

Q.50 Draw the neat diagram of maid's cart with list of amenities placed in it.

Q.51 List down bath linen placed in guest room.

Q.52 What is the Key handling procedure in the Housekeeping Department.

Q.53 What are the advantages of computerize key?

Q.54 What are the disadvantages of manual key?

Q.55 Define interconnecting room, Adjustment room, Adjoining room.

Q.56 Give any 5-market brand of cleaning agents.

Q.57 Explain R1, R2, R3, R4, R5, R6 with their dilution.

Q.58 Discuss new normal implemented in hotels.

Q.59 Explain Operating principles of equipment.

Q.60 Give 3 examples of Special sanitization equipment.

Q.61 What points will you be keep in mind while storing cleaning equipments.

Q.62 Explain following terms.

Metal Polish

Furniture and Floor Polishes

Hard floor finishes

Floor rules

Cleaning Equipment

Maid's service room

Detergents

Box sweeper

Disinfectants

Squeegee

Murphy bed

Janitors trolley

Johnny mop

Tarnish

Special sanitization equipment.

Master key

Grand master key

Section key

Single room

Double room

Suit room

King size bed

Front of the house

GRA

Weekly cleaning

DND card

Duvets

Hard Caddy.

Control desk

Dutch wife

Min cream

OOO

DND

Scanty Baggage

Sleep Out

Wringer trolley

Lanai

Cabana

Efficiency room

Pent House

Studio Room

Parlour room

Hospitality Suite

Silent room

El Safe

Dusset

Linen Chute

Laundry Valet

Housekeeping

Coordination

**CLASS:** First Year BHMCT

**SEMESTER-I**

**COURSE CODE & NAME:** CC- 104 – Front Office – I

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Q.1.Mention any five International Brands of hotel worldwide.

Q.2.Write a Short notes on:

a) Taj group of hotels

b) Oberoi hotels

c)Welcome Group

d) Park Hotels

Q.3.Write the importance of Hospitality.

Q.4.Write short notes on: E.M .Statler , Caesar Ritz, J.W.Marriott, Conrad Hilton

Q.5.Define the following terms

Check In, Check out, Walk in, Meal Plan, Suite, Guaranteed Reservation, PMS, FIT, Full Board, DND, Concierge, GHC, CREW, American Plan, MAP, European Plan, Continental Plan, Overbooking, Cancellation, Waitlist, No show, Understay, MasterKey, Motel, Heritage Hotel, Floatel, GRE, Left Luggage Room, FHRAI, HRACC.

Q.6.Explain Star classification

Q.7.what do you understand by ownership

Q.8.Explain Alternative Accommodation.

Q.9.What are Core departments of Hotel

Q.10.Draw Hierarchy chart of a large hotel

Q.11.write importance of organization chart.

Q.12.write the importance of Liaison with other departments.

Q.13. Draw Hierarchy chart of small, medium and large hotels of FO Department

Q.14. What are the Sub sections of FO Department.

Q.15. Draw the Layout of FO Department.

Q.16. Write the Duties and Responsibilities of FOM, Reservation assistant, Receptionist, GRE, Information assistant, cashier, Telephone Operator, Door Attendant.

Q.17. What are different personality traits a Front office person needs

Q.18. What are rules of the house for the guest.

Q.19. What are rules of the house for the staff.

Q.20. Differentiate between Bell Desk and Concierge

Q.21. Write a short notes on Concierge

Q.22. Explain the importance of Keys.

Q.23. What do you understand by key control.

Q.24. Explain different meal plan

Q.25. What are different types of room rates

Q.26. What are different stages of guest cycle.

Q.27. What is Pre-Arrival stage

Q.28. What do you understand Reservations.

Q.29. What is Pre-Registration.

Q.30. What is ATG

Q.31. What is scanty baggage and what precaution to be taken

Q.32. Expand APC.

Q.33. How is arrival registration done.



- Q.34. what form is generated during Pre-Arrival stage.
- Q.35. What all forms generated in the Arrival stage.
- Q.36. Explain role of Concierge
- Q.37. What are the different guest services are provided to the guest
- Q.38. What is In-Room service.
- Q.39. How much Spa and salon contributes to Revenue Generation
- Q.40. what are different Methods of Payment
- Q.41. Importance of loyalty membership
- Q.42. Explain the process of Departure.
- Q.43. what do understand by Future Reservation.
- Q.44. Importance of Reservation
- Q.45. What are the different sources of Reservation
- Q.46. What are the different Modes of Reservation
- Q.47. What are Types of Reservation
- Q.48. What is Guaranteed Reservation
- Q.49. What is Waitlist
- Q.50. What is process of Reservation in automated System
- Q.51. What is cancellation and its process
- Q.52. Explain Overbooking
- Q.53. Define hotels and explain the growth and evolution of the hotel industry.
- Q.54. Name and 6 international hotel brands.
- Q.55. Name any 6 Indian hotel brands.

- Q.56. Classify hotels on the basis of their location.
- Q.57. Classify hotels on the basis of Size and number of rooms.
- Q.58. Draw an organization chart of a large hotel.
- Q.59. Draw the Front office department hierarchy of a large hotel.
- Q.60. Draw the layout of front office department.
- Q.61. Give the personality traits of the front office staff.
- Q.62. Give the duties and responsibilities of front office manager in the hotel.
- Q.63. What are the rules of the house for the guest?
- Q.64. What are rules of the house followed by the staff?
- Q.65. Explain the luggage handling process in detail at the time of guest arrival and guest checkout.
- Q.66. Give any 6 types of room rates.
- Q.67. Explain the pre arrival procedure for a group guest and for VIP guest.
- Q.68. Explain the Cancellation and amendment procedure in detail along with the format.
- Q.69. Explain the various types of reservations in detail.
- Q.70. Explain modes and sources of reservation.
- Q.71. Give the duties and responsibilities of bell boy in detail.
- Q.72. Explain coordination of front office with Housekeeping and Food and beverage service department.
- Q.73. Name any 5 Indian and 5 International hotel brands.
- Q.74. Classify hotels on the basis of Target market.
- Q.75. Classify hotels on the basis of level of stay and level of service.
- Q.76. Name and explain any 5 types of alternative accommodation.
- Q.77. Draw the hierarchy of front office department for a medium hotel.

- Q.78. Explain coordination of food production with front office.
- Q.79. Explain coordination of human resources with front office.
- Q.80. Give the duties and responsibilities of a GRE in hotel.
- Q.81. Name and explain any 5 types of room rates.
- Q.82. Name and explain any 5 types of meal plans.
- Q.83. Explain the pre-arrival procedure for a VIP guest.
- Q.84. Explain the role of concierge in hotels.
- Q.85. Explain overbooking and procedure to handle overbooking.
- Q.86. Explain the guest steps involved in the guest departure stage.
- Q.87. Explain the guest arrival stage in detail.
- Q.88. Name and explain any 5 types of keys used in the hotel.
- Q.89. Name and explain any 5 sections in front office.
- Q.90. Draw a registration card format and explain registration process.
- Q.91. Explain automated reservation in detail.
- Q.92. Give the full form of : HRACC, FHRAI, GHC, PMS, DND.