

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR - 2024-2025

COURSE SUBJECT	1 st Semester of 3-year B.Sc. (HHA) Program 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)

- Food Chain
- Soil Erosion
- Biodiversity
- Land Degradation
- Global Warming
- Wildlife Protection Act
- Ozone Depletion
- Vermicomposting
- Disaster Management
- Grassland Ecosystem

(3x5=15)

SECTION - B

Attempt all questions

(6x5=30)

Q.2. Discuss the role of individual in conservation of natural resources.

OR

Explain the structure and function of ecosystem, highlighting the role of producers, consumers and decomposers.

Q.3. Explain the environmental and societal impacts of deforestation caused by human activities such as timber extraction, mining & dam construction.

OR

Difference between renewable & non-renewable energy resources.

Q.4. Define water pollution. State causes & control measures for it.

OR

Define Air pollution. State causes and control measures for Air pollution.

Q.5. Discuss waste land reclamation.

OR

Evaluate the role of Information Technology in addressing environment and human health issues.

Q.6. Discuss India as Mega diverse nation.

OR

Discuss threats to bio-diversity.

SECTION - C

Attempt all questions

(15x1=15)

Q.7. Discuss the causes & effects of solid waste generation in urban and industrial areas. Discuss the control measures.

OR

Analyze the impact of population growth and its effect on environment. Discuss the role of family welfare & value education in addressing these challenges.

SUBJECT CODE: BHA109

EXAM DATE: 18.12.2023

HALL: 109

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, INDIA
ACADEMIC YEAR - 2024-2025

COURSE
SUBJECT
TIME ALLOWED

1st Semester of 3-year B.Sc. (HHA) Program
Communication Skills - I
03 Hours

MAX. MARKS: 75

(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 Communication
- Listening
- Facial expressions
- Accent
- Importance of eye contact in oral communication
- Posture
- Gestures
- Audience analysis
- Grapevine
- Pronunciation

SECTION - B

Attempt all questions

(6x5=30)

Q.2 With the help of a neat diagram, explain the levels of communication in an organization.
OR

Draw and explain the model of communication.

Q.3 Discuss the importance of polite and effective enquiries and responses in the context of restaurant guests, providing relevant examples.
OR

Discuss common phonetic difficulties with ways to overcome them.

Q.4 Distinguish between marginal listening and fake/pretended listening.
OR

List the steps in effective telephone handling.

Q.5 Explain the concept of proxemics with suitable examples.
OR

Define paralanguage. In short, explain the elements of paralanguage.

Q.6 List the qualities of a good speaker.
OR

Explain how artifacts such as furniture, plants and colours contribute to effective communication in a given environment.

SECTION - C

Attempt all questions

(15x1=15)

Q.7 You are team leader in a hospitality organization, and your team is facing communication challenges that are affecting overall efficiency. Some team members complain about unclear instructions, while others struggle to provide effective feedback. Additionally, during team meetings, important details are often missed, leading to errors in task execution.

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2024-2025

COURSE	1 st Semester of 3-year B.Sc. (HHA) Program	
SUBJECT	Employability Skills	
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) Social skills
 - b) Leadership
 - c) Team building
 - d) Goal setting
 - e) Stress interview
 - f) Conflict management
 - g) Group dynamics
 - h) Employability

SECTION – B

Attempt all questions (4x3=12)

- Q.2. Define etiquette and list common areas where etiquettes need to be followed in hotels.
OR
List and explain in few lines any four types of aptitude tests.
- Q.3. What is dependency management process? Neatly draw and explain.
OR
What is a resume? What are the most important contents to be reflected in it?
- Q.4. Draw and explain prioritization, based on 'urgency & importance'.
OR
What do you understand by non-verbal communication? Why is it important in communication?

SECTION – C

Attempt all questions (10x1=10)

- Q.5. You have been asked to organize a Christmas fest involving local hospitality institutes. You are organizing a grand buffet. The tickets for the fest have been prized at Rs.2500/- per couple and Rs.1200/- for individuals.
- a) What factors will you keep in mind before forming your team?
 - b) What are the major skills you would require to handle such an event?
- OR
- Explain the importance of group discussion & highlight its key concepts. How can review and feedback improve an individual's performance?

NATIONAL EXAMINER FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY BOARD
ACADEMIC YEAR - 2024/2025

COURSE
SUBJECT
TIME ALLOWED

1st Semester of 3 year B. Sc. (H) Program
Foundation Course in Tourism Operations - I (F)
1½ Hours

MAX. MARKS: 50

(Marks allotted to each question are given in brackets)

SECTION - A

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

(1/3×3=1½)

- Revenue Producing Department
- Internal agencies
- Cancellation
- Express check-in
- Role of concierge desk
- Upselling

SECTION - B

Attempt all questions

(6/3×1½)

Q.2. Illustrate the key milestones in the evolution of hospitality industry.

OR

Differentiate between a full-service and a limited service hotel.

Q.3. Explain the features of SMART rooms & their significance in modern hospitality.

OR

"The guest cycle's significance in hotel lies in its direct impact on a hotel's reputation, revenue & overall success." Keeping this in mind, describe the stages & major activities of guest cycle.

Q.4. Explain in brief different types of meal plans.

OR

A non-residential guest would like to leave a message for a residential (in-house) guest. Illustrate stepwise procedure with relevant formats.

SECTION - C

Attempt all questions

(7/1×1=7½)

Q.5. You are the owner of a non-rated city-centre metropolitan hotel. However, except for the season time, your occupancy rate is 20-30% throughout the year. You approach a friend who owns a four star hotel with 50% occupancy during lean and 100% as it has immense benefits. You are convinced with his advice & have made up your mind to apply for star rating which according to your friends, qualifies for a 3 star category.

a) To whom will you apply for star rating?

b) What is the procedure for star-rating that you will follow to get your property standardized and achieve better occupancy throughout the year?

OR

A patronizing guest of a prominent 5-star hotel in executive suite notices a leak in the bathroom ceiling, which is causing water to drip intermittently onto the floor and causing serious disturbance to the guest during afternoon sleep. The guest immediately reports the issue to the hotel's reception & demands a change of room. Unfortunately, only a penthouse suite is vacant till midnight as another patronizing VIP is scheduled to arrive by half past midnight.

You are a front office assistant of the hotel. Answer the following:

a) What problem did the guest identify in this case?

b) How will you handle the situation?

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2024-2025COURSE
SUBJECT
TIME ALLOWED1st Semester of 3-year B.Sc. (HHA) Program
Foundation Course in Rooms Division Operations – I (B)
1½ Hours

MAX. MARKS 30

(Marks allotted to each question are given in brackets)

SECTION – A

(2½x3=7½)

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

- Housekeeping pantry
- Housekeeping caddy
- Housekeeping in cruise line
- Spring Cleaning
- Duvet
- Invisible Housekeeping

SECTION – B

(5x3=15)

Attempt all questions

Q.2. Explain the importance of interdepartmental coordination between the rooms division and other departments of a hotel.

OR

Describe the process of setting priority to schedule the cleaning tasks.

Q.3. Elaborate on the daily tasks performed in an afternoon shift in housekeeping department.

OR

Discuss the setup of a floor pantry. Suffice your answer with a layout.

Q.4. What are the opportunities and application of housekeeping in the hospitality sector?

OR

Describe the process of cleaning or servicing a vacant room.

SECTION – C

Attempt all questions

(7½x1=7½)

Q.5. Study the following scenario and answer the questions.

Mr. John Smith, a frequent guest had been staying in Room 405 for three days. On the morning of the fourth day, the housekeeping staff noticed that Mr. Smith had a "Do not Disturb" sign on his door for consecutive 24 hrs. Since he was a regular guest, hotel staff decided to respect his privacy & not disturb him. However, post 24 hrs the supervisor decided to take action and call security. Security opened the door after several knocks & found him unconscious on floor. He was rushed to hospital and luckily survived. This incident however raised several questions about the DND policy & safety procedures.

- Was the supervisor right in leaving the room unserviced for 24 hrs?
- What should the supervisor/guest room attendant should have done? Explain the process step by step.
- Give remedial measures at your end, so that such a situation is not repeated in future.

OR

You are working in housekeeping department at a five-star hotel. One morning, the Front Office informs you that a differently-abled guest will be checking-in later in the day. At the same time, a departure room on the same floor is scheduled for cleaning and immediate turnover due to an early check-in request.

Based on this scenario, answer the following questions:

- Discuss the steps you would take to ensure that the differently-abled room is fully operational and meets all safety and comfort requirements before the guest's arrival.
- Outline your strategy for efficiently turning over the departure room while ensuring that the quality standards of the hotel are upheld. Include how you would prioritize tasks within the housekeeping team to meet the early check-in request.

SUBJECT CODE: BHA103

EXAM DATE: 13.12.2024

ROLL No.

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA

ACADEMIC YEAR - 2024-2025

COURSE
SUBJECT
TIME ALLOWED

1st Semester of 3-year B.Sc. (HHA) Program
Foundation Course in Food & Beverage Service - I
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) Sommelier
- b) Banquets
- c) Crockery
- d) A` la Carte
- e) American breakfast
- f) Linen room
- g) Russian service
- h) Kitchen Order Ticket
- i) Butler Service
- j) Electronic Cash Register

SECTION - B

Attempt all questions

(6x5=30)

Q.2. What do you mean by kitchen stewarding area? Why it is important for F&B operations?

OR

Describe the key features of a quick service restaurant.

Q.3. What do you mean by welfare catering? Discuss briefly with examples.

OR

Differentiate between primary catering sector and secondary catering sector.

Q.4. Differentiate between flatware and cutlery. Enlist five examples of each.

OR

Enlist objectives of menu planning.

Q.5. Explain concept of room service. What do you mean by decentralized room service?

OR

Discuss how buffet service is beneficial for F&B operations.

Q.6. What is the utility of control system in F&B service operation? Discuss the salient features of a good control system.

OR

What are the various types of billing methods used in food service operations?

SECTION - C

Attempt all questions

(15x1=15)

Q.7.

As an Asst. F&B Manager of a hotel prepare a training session for new staff in a fine-dining restaurant. As part of the session, you need to explain the structure and sequence of the 17 courses in a French classical menu.

Develop a detailed guide by:

- a) Listing the 17 courses in their correct order.

NATIONAL BOARD FOR HITE (NABH) MANAGEMENT SYSTEMS TECHNOLOGY BOARD
ACADEMIC YEAR 2020-21

COURSE
SUBJECT
TECHNOLOGY

Information & Communication Technology
Foundation Course in Food Production - I
Class

MARKS: 10

Mark the correct answer or give a reason

SECTION - A

- Q1. Mark the correct answer for the following questions
- Traditional cooking
 - Non-traditional cooking
 - Deep frying
 - Roasting
 - Grilling
 - Pressure cooking
 - Baking
 - Steaming
 - Boiling
 - Stir-frying

(2x5)

SECTION - B

Answer all questions

(2x10)

- Q2. Why is hygiene important for kitchen personnel? List the ways to achieve hygiene condition in the mentioned situation.
- OR
- Explain any two types of food handling methods in cooking.
- Q3. Discuss the art of cooking. List the advantages of cooking.
- OR
- Classify the necessity of kitchen department in a five star hotel. Which are the duties performed by Class chef assistant?
- Q4. Draw and explain basic food cuts. List the selection criteria of food cuts.
- OR
- List twelve reasons. Also, mention the method of preparation of following items.
- Q5. Draw the classification chart of soups. List any two varieties of consommé with their garnishes.
- OR
- Explain which parts one should keep in mind while selecting quality eggs.
- Q6. Describe any three types of flour and their correct use in baking.
- OR
- List three faults, their causes and remedies.

SECTION - C

Answer all questions

(10x1=10)

- Q7. You are a chef in a five star restaurant and you have to prepare a multi-course meal for an important event. The menu includes a soup, a main course with sauce, and a dessert. Based on your knowledge of basic cooking principles, select and discuss, answer the following questions.
- A. You decide to prepare a classic French soup as a starter. Explain the type of stock you would use, its components, and the method of preparation.

CARE AND ANSWER

SUBJECT CODE BHA101

EXAM DATE: 12.12.2024

ROLL No

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR - 2024-2025

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)
- Traditional cookery
 - Haute cuisine – Origin & Popularity
 - Chief poissonnier
 - Role of yeast
 - Cake faults
 - Professional ethics and etiquettes at workplace
 - Ayurvedic food
 - Thickening agent
 - Proprietary sauces
 - Probiotics

SECTION - B

- Attempt all questions (6x5=30)
- Q.2. Why is hygiene important for kitchen personnel? List the ways by which hygienic condition can be maintained in kitchen.
- OR
- Explain any two types of heat transfer methods in cookery.
- Q.3. Discuss the aim of cooking. List five advantages of cooking.
- OR
- Draw the hierarchy of kitchen department of a five star hotel. Write any three duties performed by Sous chef in kitchen.
- Q.4. Draw and explain basic fish cuts. List the selection criteria of fresh fish.
- OR
- List mother sauces. Also, mention the method of preparation of Hollandaise sauce.
- Q.5. Draw the classification chart of soups. List any two varieties of consommé with their garnishes.
- OR
- Explain various points one should keep in mind while selecting quality eggs.
- Q.6. Describe any three types of flour and their common uses in bakery.
- OR
- List bread faults, their causes and remedies.

SECTION - C

- Attempt all questions (15x1=15)
- Q.7. You are a chef at a fine-dining restaurant, and your team is tasked with preparing a multi-course meal for an important event. The menu includes a soup, a main course with sauce, and a dessert. Based on your knowledge of basic cooking principles, stocks, and sauces, answer the following questions:
- You decide to prepare a classic French onion soup as a starter. Explain the type of stock you would use, its components, and the method of preparation.

CODE: JN/23-24/003-I

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NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2023-2024

COURSE
SUBJECT
TIME ALLOWED

1st Semester of 3-year B.Sc. (HHA) Program
Environmental Studies
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)

- Environmental Studies
- Mangroves
- Aquatic ecosystem
- Soil erosion
- Rainwater Harvesting
- Family welfare programme
- Noise pollution
- Acid rain
- Ex-situ conservation
- Non-renewable resources

SECTION -- B

(6x5=30)

Attempt all questions

Q.2. Name the types of grasslands in India and two animal species found in these grasslands.

OR

Define global warming. List five problems related to global warming.

Q.3. Explain the causes and effects of deforestation.

OR

Define ecological pyramid. Explain what ecological succession is.

Q.4. Write in detail on Environmental Protection Act.

OR

Explain the concepts of disaster management.

Q.5. Explain poaching of animals with suitable examples. Also, elaborate on poaching of wildlife.

OR

Discuss the role of information technology on environment & human health.

Q.6. Illustrate biodiversity at Global, National and local level.

OR

Explain the role of equitable use of resources in sustainable development.

SECTION -- C

Attempt all questions

(15x1=15)

Q.7. There is a view that all our problems and domination over nature started when we started practicing agriculture about 10,000 years ago. Examine this view and give arguments in favour and against of it.

OR

Our liquid planet glows like a soft blue sapphire in the hard-edged darkness of space. There is nothing else like it in the solar system. It is because of water. How water is important in our life? Explain the causes, effects and control measures of water pollution in detail.

SUBJECT CODE: BHA109

EXAM DATE: 20.12.2023

ROLL No.

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR -- 2023-2024

COURSE
SUBJECT
TIME ALLOWED

1st Semester of 3-year B.Sc. (HHA) Program
Communication Skills - I
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)

- Paralanguage
- Barriers to communication
- Audience analysis
- Evaluative listening
- Empathic listening
- Note Making
- Communicative use of artifacts
- Proxemics
- Pronunciation
- Lateral communication

SECTION - B

(6x5=30)

Attempt all questions

Q.2. Explain any three barriers to listening and ways to overcome them.

OR

What are the points to be kept in mind while receiving a phone call?

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

OR

Effective listening is considered as a tool for accuracy. Describe any three levels of listening.

Q.4. Discuss the elements of kinesics.

OR

Illustrate the purpose of communication.

Q.5. With help of a flow diagram, explain model of communication.

OR

Explain the common phonetic difficulties.

Q.6. Write the dialogues between hotel receptionist and walk-in guest requesting for room booking with modified American plan.

OR

Make sentences to bring out the meaning of the following:

a) Bye/Buy

b) Ate/Eight

c) Pear/Pair

SECTION - C

(15x1=15)

Attempt all questions

Q.7. You have been selected to represent your institute in International Food Innovation Expo in Delhi. You have to address a gathering of 300 participants on Innovation in food sustainability. Explain the ways by which you will structure your speech for the event.

OR

Poor body language, lack of eye contact, monotony in speech and inappropriate dressing often discourage productive conversations. Justify the statement. Also, write ways of effective communication at workplace

SUBJECT CODE: BHA101

EXAM DATE: 14.12.2023

ROLL No.

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR – 2023-2024

COURSE
SUBJECT
TIME ALLOWED

1st Semester of 3-year B.Sc. (HHA) Program
Foundation Course in Food Production - I
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) Convection cooking
- b) Chef uniform
- c) Doshas in Ayurveda
- d) Objectives of cooking
- e) Raising agents
- f) Thickening agents
- g) Waste segregation
- h) Components of salad
- i) Role of water in Bread making
- j) Probiotics

SECTION – B

Attempt all questions

(6x5=30)

Q.2. What are the personal hygiene standards that a professional chef should practice?

OR

Explain the attitude & behavior a chef must display while working in kitchen.

Q.3. List down the differences between fats and oils.

OR

Draw & label the structure of wheat grain.

Q.4. In a tabular form, enlist the mother/basic sauces along with two derivatives each.

OR

Describe the ingredients used in making stocks.

Q.5. Classify soups with help of a chart giving suitable examples in form of a flowchart.

OR

With help of a flow chart, classify fish based on their types along with examples.

Q.6. Illustrate ways of storing different types of vegetables.

OR

Briefly explain the various cake faults with reasons.

SECTION – C

Attempt all questions

(15x1=15)

Q.7. "The job of a modern day chef is not restricted to cooking only". Justify the statement by elaborating the duties and responsibilities of an executive sous chef of a large hotel. Also draw the classical kitchen brigade of a large hotel.

OR

What are the special cooking techniques or methods used in modern day cooking? With the help of a flow chart, explain the stages of bread making.



EXAM DATE: 15.12.2023

SUBJECT CODE: BHA103

ROLL No. _____

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR - 2023-2024

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

MAX. MARKS: 60

COURSE
SUBJECT
TIME ALLOWED

(Marks allotted to each question are given in brackets)

SECTION - A

(3x5=15)

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

- Commercial catering
- Vending machines
- Linen room
- Hollowware
- Cafeteria service
- Guendon Service
- Food court
- Russian service
- Kitchen order ticket
- Pre-paid bill

SECTION - B

(6x5=30)

Attempt all questions

Q.2. Discuss the Indian concept of hospitality.

OR

Describe the various types of F&B outlets.

Q.3. Differentiate between commercial catering and non-commercial catering with suitable examples.

OR

Differentiate between A` la Carte and Table d'hôte menu with examples.

Q.4. What is the importance of Pantry in a fine dining restaurant?

OR

Discuss the significance of food pick up area/hot plate point.

Q.5. List the salient features of a good sales control system.

OR

Illustrate the importance of coordination between restaurant and kitchen department.

Q.6. Enlist the purpose of kitchen stewarding.

OR

Design the hierarchy of F&B service department for a five star hotel.

SECTION - C

(15x1=15)

Attempt all questions

Q.7. List and describe in detail the 17 courses of French classical menu. Also, write two examples under each course.

OR

Hotel Indospirit is the first choice of clients looking for the perfect weekend getaway in the IT capital of India. Young hardworking youth of Bangalore looks forward to the mouth watering plethora of breakfast offered at the Karnataka Café. With over 18 varieties of Dosa and Uttapam and other south Indian delicacies, the restaurant also offers some of the best quality pancakes, muffins, sandwiches, bread rolls parfaits and



SUBJECT CODE: BHA103

EXAM DATE: 15.12.2023

pudding. One can also order classic egg recipes such as sunny side up, crispy fried eggs, fluffy scrambled eggs, poached eggs, French omelet and perfect boiled eggs. Those fond of ham and cheese sliders, Bacon potato and egg casserole, maple bacon pie, pepperoni & chicken sausages can easily find them on the elaborate breakfast buffet. For morning energizers, variety of tea, coffee, shakes, smoothies and juices are displayed on the detailed beverage counters.

The hotel sells room with various meal plans but clearly, the breakfast is the USP of the hotel. The food and beverage service team of Kamataka café is greatly responsible for the sales of different breakfast menus and also ensuring repeat visitors.

You are an energetic trainee at Kamataka café. In the evening debriefing, the manager has instructed all the trainees to prepare detailed notes for discussion on:

- a) Different types of breakfast along with dishes served.
- b) List of cutlery, crockery, flatware & glassware required for service of breakfast in the café.



NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR - 2023-2024

1st Semester of 3-year B.Sc. (HHA) Program
Foundation Course in Rooms Division Operations - I (A)
1½ Hours

MAX. MARKS: 30

COURSE
SUBJECT
TIME ALLOWED

(Marks allotted to each question are given in brackets)

SECTION - A

(2½x3=7½)

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

- Full service hotel
- Non-revenue producing departments
- HRACC
- Company Volume Guaranteed Rate
- Express Check-in
- Concierge

2+3+2=6

SECTION - B

(5x3=15)

Attempt all questions

Q.2. Draw the Rooms division hierarchy of a luxury hotel.
OR

Explain the stages of guest cycle with the help of a flow diagram.

Q.3. Describe ten types of rooms available in a five-star hotel.
OR

Explain different types of reservation and list various sources of reservation.

Q.4. Describe the importance of uniformed services in a five-star hotel. Enlist the functions of a bell desk.
OR

Upselling is a unique room selling skill. Emphasize the concept of upselling.

SECTION - C

(7½x1=7½)

Attempt all questions

Q.5. **Scenario:** 'Harbour view conference center' is a renowned venue for hosting conferences & events of all sizes. Recently, during a high profile corporate conference, a prominent guest experienced discomfort in their hotel room, leading to a complaint-

Complaint: Keynote speaker Mr. Anderson who hold a significant presence, encountered issues that hindered his comfort & productivity during his stay at conference center. His room had issues with AC, which led to temperature fluctuations, affecting his ability to rest & prepare for presentation. He also experienced noise disturbance from nearby rooms, making it challenging for him to concentrate on his presentation. Mr. Anderson required specific equipment during conference which were initially unavailable. These issues impacted Mr. Anderson's overall experience, potentially affecting his impression of the conference center & its ability to host future events.

a) If you were the front office manager of the hotel, how will you address to the problems experienced by Mr. Anderson.

b) What is the importance of root cause analysis in solving a problem?

OR

Explain various types of meal plans.

EXAM DATE: 19.12.2023

ROLL No.

SUBJECT CODE: BHA108

NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR -- 2023-2024

1st Semester of 3-year B.Sc. (IHA) Program
Employability Skills
2 Hours

MAX. MARKS: 30

(Marks allotted to each question are given in brackets)

SECTION -- A

Write short notes on (Attempt any four questions)

(2x4=8)

- a) Formal leader
- b) Non-verbal communication
- c) Team
- d) Intra-group
- e) SWOT Analysis
- f) Career Vision
- g) Reputation
- h) Internal recruitment

SECTION -- B

II questions

(4x3=12)

between 'employee-oriented and production-oriented jobs', which one is likely to give better results and why?

OR

fine interpersonal relationships. Briefly describe the benefits of interpersonal relationships in an individual's life.

orate on the importance of listening.

OR

ss the importance of time management in career development.

in few lines, the four different types of power that a leader possesses.

OR

ss the effective interview techniques.

SECTION -- C

estions

(10x1=10)

nce in opinion, poor communication, inadequate training and lack of equal opportunities at workplace leads to conflict amongst the staff. In such condition, what is the importance of conflict management? Write five common conflict management styles practiced in progressive hotels to overcome such and create a positive work environment.



SUBJECT CODE: BHA109

- a) Identify the key barriers to communication present in this scenario and explain their impact on the team's performance.
- b) Discuss how models of communication can help address these issues and improve clarity and understanding among team members.
- c) Propose strategies to enhance listening skills within the team, including note-taking practices, to ensure effective communication and better task management.

OR

You are selected to give a formal speech on the 26th January.
Write a speech and explain each step in detail from beginning to end in organizing a speech. Assume required necessary details.

- b) Providing a brief explanation of each course.
- c) Giving at least two examples of dishes for each course to enhance the staff's understanding.

Prepare your response as if you are presenting to a team of trainees who are new to the industry.

OR

You have recently been appointed as Hotel Operation Trainee for a luxury hotel chain. As part of your training, you are required to:

- a) Outline the duties and responsibilities of key F&B staff members, focusing on their contributions to seamless operations.
- b) Highlight the attributes of a good waiter, explaining how these attributes directly impact guest satisfaction and service quality.
