

**PSG COLLEGE OF ARTS & SCIENCE**  
(AUTONOMOUS)

**BVoc DEGREE EXAMINATION DECEMBER 2024**  
(Third Semester)

Branch - **HOSPITALITY MANAGEMENT**

**FOOD PRODUCTION OPERATIONS - III**

Time: Three Hours

Maximum: 75 Marks

**SECTION-A (10 Marks)**

Answer **ALL** questions

**ALL** questions carry **EQUAL** marks

(10 × 1 = 10)

Module No.	Question No.	Question	K Level	CO
1	1	Which one of the following is not a pasta? a. Penne                      b. Ravioli c. Spaghetti                d. Tortilla	K1	CO1
	2	Name the most popular wine from Spain. a. Sherry                    b. Port c. Gin                        d. Sake	K2	CO1
2	3	Which among the following is a German soup? a. Minestrone              b. Aalsuppe c. Shorba                    d. Consomme	K1	CO2
	4	Which of the following dish is made from wine leaves? a. Warak Inab              b. Mastic c. Gyro                      d. Knafekh	K2	CO2
3	5	Identify the chilli used for making Mole Poblano. a. Chipotle                  b. Tabasco c. Mole                      d. Poblano	K1	CO3
	6	Choose the French bread a. Baguette                b. Taco c. Pretzel                    d. Pita Bread	K2	CO3
4	7	Name the department which has more sewage. a. Butchery                b. Housekeeping c. Bar                        d. Gardening	K1	CO4
	8	Identify the layer of liquid present between gas bubbles in the froth a. Foam                      b. Film c. Texture                    d. HLB	K2	CO4
5	9	Identify the layer of liquid present between gas bubbles in the froth a. Foam                      b. Film c. Texture                    d. HLB	K1	CO5
	10	Choose the taste comes from Glutamate. a. Umami                    b. Unani c. Arusuvai                  d. Ouzo	K2	CO5

Cont...

**SECTION - B (35 Marks)**

Answer ALL questions

ALL questions carry EQUAL Marks (5 × 7 = 35)

Module No.	Question No.	Question	K Level	CO
1	11.a.	List out the specialty equipment used in Spanish cuisine.	K1	CO1
	(OR)			
	11.b.	Write a short note on special ingredients used in Italian cuisine.		
2	12.a.	Explain the popular dishes from Greece.	K2	CO2
	(OR)			
	12.b.	Discuss the importance of the ingredients used in German cuisine.		
3	13.a.	Brief i) Guacamole ii) Taco      iii) Burrito.	K3	CO3
	(OR)			
	13.b.	Write a short note on i) Mezze ii) Hummus iii) Falafel.		
4	14.a.	Elaborate on the importance of Scandinavian cuisine.	K2	CO4
	(OR)			
	14.b.	Outline the speciality ingredients used in French cuisine.		
5	15.a.	Narrate a short not on history of molecular gastronomy.	K3	CO5
	(OR)			
	15.b.	Infer the equipment used for Sous vide.		

**SECTION -C (30 Marks)**

Answer ANY THREE questions

ALL questions carry EQUAL Marks (3 × 10 = 30)

Module No.	Question No.	Question	K Level	CO
1	16	Elaborate on the types of pasta.	K1	CO1
2	17	Enumerate on Turkish cuisine.	K2	CO2
3	18	Discuss on the specialty ingredients used in Mexican cuisine.	K3	CO3
4	19	Describe the popular dishes of France.	K2	CO4
5	20	Explain Sous vide and its benefits.	K3	CO5

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**BVoc DEGREE EXAMINATION DECEMBER 2024  
(Third Semester)**

**Branch - HOSPITALITY MANAGEMENT**

**HOTEL FRONT OFFICE**

Time: Three Hours

Maximum: 75 Marks

**SECTION-A (10 Marks)**

Answer ALL questions

ALL questions carry EQUAL marks

(10 × 1 = 10)

Module No.	Question No.	Question	K Level	CO
1	1	Who is the person responsible for and manages all the functions at lobby of a hotel a) Lobby Manager      b) General Manager c) Duty Manager      d) Reservation Manager	K1	CO2
	2	Handling of guest luggage at the time of arrival and departure is done by _____ a) Travel Desk      b) Information Desk c) Bell Desk      d) Reservations	K2	CO2
2	3	Which of the following is the most important pre arrival activity a) Registration      b) Reservation c) Payment      d) Handling luggage	K1	CO3
	4	Name the passport issued to government employees for work related travel and to accompanying dependents a) Diplomatic Passport      b) Service Passport c) Collective passport      d) Emergency passport	K2	CO3
3	5	Which of the following contains accounts of more than one guest a) Guest folio      b) City folio c) Master folio      d) Hotel folio	K1	CO4
	6	A guest who leaves the hotel without clearing the payment is called a) Sleeper      b) Skipper c) Non guest      d) Visitor Paid – out	K2	CO4
4	7	Name the report of guest accounts that are nearing or have crossed house limits a) Floor limit report      b) Credit Report c) High balance report      d) Debit report	K1	CO4
	8	The term house count is used to define which of the following a) Total number of rooms in a hotel b) Total number of resident guest present in a hotel c) Total number of guest arriving on a particular day d) Total number of guest departing on a particular day	K2	CO4
5	9	Which of the following IDS fortune PMS is used to manage mid segment and budget hotels a) Fortune enterprise      b) Fortune Genie c) Fortune Express      d) Fortune Budget	K1	CO5
	10	Name the stand alone automated system in which room key is electronically coded a) Point of Sale b) Electronic Locking System c) Room locking system d) Energy and electronic management system	K2	CO5

Cont...

**SECTION - B (35 Marks)**

Answer ALL questions

ALL questions carry EQUAL Marks (5 × 7 = 35)

Module No.	Question No.	Question	K Level	CO
1	11.a.	List down the duties and responsibilities of a hotel front office manager.	K2	CO2
	(OR)			
	11.b.	Outline the attributes of a front office personal.		
2	12.a.	Illustrate the activities of the four phases in a guest cycle.	K2	CO2
	(OR)			
	12.b.	Explain the different stages of Registration process.		
3	13.a.	Why communicating the departure of guest to all other departments in a hotel is important?	K3	CO4
	(OR)			
	13.b.	Summarize on credit settlements during guest checkout in a hotel.		
4	14.a.	Develop a yield management strategy for a hotel facing high competition in the market.	K3	CO4
	(OR)			
	14.b.	Make use of technology in Night Auditing to improve operational efficiency in hotel front office.		
5	15.a.	Plan a training programme for front office staff to use effectively use PMS in their daily operations .	K3	CO5
	(OR)			
	15.b.	Identify the key factors to consider while selecting a front office PMS for a boutique hotel .		

**SECTION -C (30 Marks)**

Answer ANY THREE questions

ALL questions carry EQUAL Marks (3 × 10 = 30)

Module No.	Question No.	Question	K Level	CO
1	16	Explain the different sections of Hotel front office with its functions.	2	CO2
2	17	Explain the types of reservations.	2	CO2
3	18	Summarize the departure procedure.	3	CO4
4	19	Identify the common problem faced during the night audit task and suggest practical solutions for overcoming the challenges .	3	CO4
5	20	Summarize on different Property Management systems in Hotel front Office.	3	CO5

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Branch - **HOSPITALITY MANAGEMENT**

## ALCOHOLIC BEVERAGES

Time: Three Hours

**Maximum: 75 Marks**

**SECTION-A (10 Marks)**

**Answer ALL questions**

**ALL questions carry EQUAL marks**

$$(10 \times 1 = 10)$$

Question No.	Question	K Level	CO
1	The part of hops used in beer making is _____ a) Flower b) Bark c) Root d) Leaf	K1	CO1
2	Tiger beer is from _____ a) India b) Russia c) Singapore d) Denmark	K2	CO2
3	_____ has grapes of yeasts. a) Stalk b) Pulp c) Pips d) Skin.	K1	CO2
4	Palomino grapes are used in the production of _____ a) Sherry b) Port c) Madeira d) Marsala	K2	CO2
5	_____ method is used in champagne region of France a) Cuvee close b) Transfer c) Methode champenoise' d) Direct impregnation	K1	CO1
6	_____ white grape is used in champagne a) Riesling b) Sylvaner c) Chardonnay d) Chenin Blanc	K2	CO2
7	The Chief flavoring ingredients in absinthe is _____ a) Wormwood b) Kummel c) Juniper berries d) Liquorices	K1	CO2
8	Grog is the term applied to _____ a) Yeast b) Diluted rum c) Dark rum d) White rum	K2	CO2
9	Slivovitz is prepared from _____ a) Apple b) Strawberry c) Plum d) Cherry	K1	CO1
10	Which is one of the following is not a good choice for aperitif? a) Noilly prat b) Sericol c) Champagne doux d) Fino.	K2	CO2

**SECTION - B (35 Marks)**

**Answer ALL questions**

**ALL questions carry EQUAL Marks**

$$(5 \times 7 = 35)$$

Question No.	Question	K Level	CO
11.a.	Elucidate the patent still distillation method.	K4	CO4
(OR)			
11.b	Outline the proof and alcoholic strength of beverages.		

**Cont...**

12.a	Interpret the classification of wines.	K2	CO2
(OR)			
12.b	Examine the common faults in wine.		
13.a	Illustrate the procedure for storing the wines.	K3	CO3
(OR)			
13.b.	Evaluate the manufacturing process of sparkling wine.		
14.a.	Discuss about vodka and its types.	K4	CO4
(OR)			
14.b.	Distinguish cognac and armagnac.		
15.a.	Summarize a note on Eaux de vie.	K3	CO3
(OR)			
15.b.	State a note on aperitifs and its types.		

**SECTION -C (30 Marks)**Answer **ANY THREE** questions**ALL** questions carry **EQUAL** Marks

(3 × 10 = 30)

Question No.	Question	K Level	CO
16	Elucidate the manufacturing process of beer.	K5	CO5
17	Illustrate the factors influencing the quality of wine.	K4	CO4
18	Interpret the production method of still wine.	K5	CO5
19	Discuss the various categories of rum.	K4	CO4
20	Point out the ingredients used in the production of liqueur.	K5	CO5

Z-Z-Z END

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**BVoc DEGREE EXAMINATION DECEMBER 2024**  
(Third Semester)

Branch - **HOSPITALITY MANAGEMENT**

**PRINCIPLES OF MANAGEMENT & HUMAN RESOURCE**

Time: Three Hours

Maximum: 75 Marks

**SECTION-A (10 Marks)**

Answer ALL questions

ALL questions carry **EQUAL** marks

(10 × 1 = 10)

Question No.	Question	K Level	CO
1	Training and development of employees is for their ----- a) Efficiency b) Performance c) Growth d) Both a & c	K2	CO1
2	----- benefits to achieve higher standard of living and to motivate them to show higher productivity a) Welfare b) Monetary c) Fringe d) Children welfare	K4	CO3
3	Which of the following is not an employment function? a) Recruitment b) Selection c) Advertisement d) Training	K3	CO2
4	Transfer from one job to another is an example of ----- a) Job enrichment b) Job up gradation c) Motivation d) Appraisal of performance	K4	CO3
5	----- is an example of Managerial function a) Development b) Planning c) Procurement d) Compensation	K2	CO1
6	Training and development of employees is for their ----- a) Efficiency b) Performance c) Growth d) Both a & c	K4	CO3
7	----- deals with the worker employee relation in any industry a) Human resource b) Industrial relation c) Labour management d) Human relations	K3	CO5
8	All remuneration capable of being expressed in terms of money is - ----- a) Salary b) Remuneration c) Wage d) Income	K2	CO4
9	----- is an association, either of employees or employers or of independent workers a) Staff thrift union b) Fringe benefit committee c) Staff welfare union d) Trade Union (CO5) K3	K3	CO5
10	In ----- method, the trainee is placed under a qualified supervisor or instructor for a long period of time a) Vestibule training b) On the job training c) Apprenticeship d) On specific job	K4	CO3

Cont ...

**SECTION - B (35 Marks)**

Answer ALL questions

ALL questions carry EQUAL Marks (5 × 7 = 35)

Question No.	Question	K Level	CO
11.a.	What information does job analysis provide?	K3	CO2
(OR)			
11.b	Describe the factors affection the span of management.	K2	CO1
12.a	What are the determinants of good industrial relation?	K2	CO4
(OR)			
12.b	Write the essentials of retrenchment.	K3	CO5
13.a	Sketch out the determinants of good industrial relation.	K2	CO4
(OR)			
13.b.	State is the purpose of job description.	K4	CO3
14.a.	Highlight the importance of intellectual property rights.	K3	CO5
(OR)			
14.b.	Point out the conditions for grant of Patent.	K2	CO5
15.a.	Planning is a “on-going, continuing, and cyclical in character” – How?	K3	CO1
(OR)			
15.b.	State the nature of planning.		CO2

**SECTION -C (30 Marks)**

Answer ANY THREE questions

ALL questions carry EQUAL Marks (3 × 10 = 30)

Question No.	Question	K Level	CO
16	State the rights of Patentee.	K4	CO3
17	How do you co-relate intellectual property rights with Hotel industry?	K3	CO5
18	Mention various source of recruitment and explain any five.	K4	CO3
19	Describe any five definitions of management.	K2	CO1
20	Highlight the purpose & need of induction training.	K2	CO4



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BVoc DEGREE EXAMINATION DECEMBER 2024  
(Fourth Semester)

Branch – HOSPITALITY MANAGEMENT

FOOD AND BEVERAGE MANAGEMENT

Time: Three Hours

Maximum: 50 Marks

**SECTION-A (5 Marks)**

Answer ALL questions

ALL questions carry EQUAL marks (5 x 1 = 5)

- 1 Choose the type of establishment where welfare catering is available  
(i) Clubs (ii) Prisons  
(iii) Airlines (iv) Ships
- 2 Which of the following helps in calculating meat costs per day?  
(i) Meat tag (ii) Cost tag  
(iii) Weight tag (iv) Control tag
- 3 Identify the language that represents the word 'menu'  
(i) Spanish (ii) Italian  
(iii) German (iv) French
- 4 Label the equipment that is a double-ended stainless steel measuring device which resembles a shot glass  
(i) Pourer (ii) Jigger  
(iii) Plain shot glass (iv) Lined shot glass
- 5 Find the budget that is needed for promotion, advertising and public relations  
(i) Capital budget (ii) Production budget  
(iii) Marketing budget (iv) Revenue budget

**SECTION - B (15 Marks)**

Answer ALL Questions

ALL Questions Carry EQUAL Marks (5 x 3 = 15)

- 6 a. State the importance of a 'feasibility study'.  
OR  
b. Describe the concept of 'Luxury catering'.
- 7 a. Narrate the major steps involved in receiving the food.  
OR  
b. Show how stocktaking of beverages is done in 5 star hotels.
- 8 a. Bring out the features of a 'menu card'.  
OR  
b. Summarize the contents of a menu card.
- 9 a. Discuss the objectives of Food and Beverage control.  
OR  
b. Outline the significance of Standard Portion Sizes.
- 10 a. Sketch the steps in budget planning.  
OR  
b. Describe the essentials of control system.

Cont...

**SECTION -C (30 Marks)**

Answer ALL questions

ALL questions carry EQUAL Marks

(5 x 6 = 30)

- 11 a. Enumerate the functions of a Food and Beverage department in a 5-star hotel.  
OR  
b. Survey a feasibility study to launch a 'Japanese restaurant' in Coimbatore.
- 12 a. Outline vital points to be kept in mind while purchasing beverages.  
OR  
b. Highlight the significance of 'price and quality performance' in food and beverage operations.
- 13 a. Design an attractive 7 course dinner menu for a farewell function.  
OR  
b. Discuss the importance of quality in menu planning.
- 14 a. Outline a brief introduction to Food and Beverage control.  
OR  
b. Discover the need for a standard recipe.
- 15 a. Draw a neat format of a Food Cost Report.  
OR  
b. Summarize the different types of budget.

Z-Z-Z

END

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BVoc DEGREE EXAMINATION DECEMBER 2024  
(Fourth Semester)

Branch: HOSPITALITY MANAGEMENT

HOTEL HOUSEKEEPING

Time: Three Hours

Maximum: 50 Marks

SECTION-A (5 Marks)

Answer ALL questions

ALL questions carry EQUAL marks

(5 x 1 = 5)

- 1 Who is a malis?  
(i) Gardener (ii) Head gardener  
(iii) Horticulturist (iv) None of the above
- 2 Which of the following report is exchanged between housekeeping & maintenance department?  
(i) attendance report (ii) occupancy report  
(iii) job order slip (iv) all the above
- 3 ----- is mainly affected by termites  
(i) leather (ii) carpet  
(iii) wood (iv) sofa
- 4 The process of identifying a stain is called  
(i) identifying (ii) cleaning  
(iii) staining (iv) spotting
- 5 "S" shaped flower arrangement is called  
(i) Ikebana (ii) Hogarth  
(iii) Moribana (iv) Crescent

SECTION - B (15 Marks)

Answer ALL Questions

ALL Questions Carry EQUAL Marks

(5 x 3 = 15)

- 6 a Draw the organizational hierarchy of housekeeping department of a small hotel.  

OR

b Discuss the interdepartmental coordination of Housekeeping with front office.
- 7 a Explain the various types of registers maintained in HKD.  

OR

b What is a minibar? Explain its set up.
- 8 a Write a note on frequency of cleaning.  

OR

b Name any three types of pests and their area of infestation.

Cont...

- 9 a Discuss the advantages of off premises laundry.  
OR  
b Write a brief note on storage of linen.
- 10 a Define the following terms: 1. Ikebana 2. Oasis. 3. Mister  
OR  
b Write a note on eco friendly amenities.

**SECTION -C (30 Marks)**

Answer ALL questions

ALL questions carry EQUAL Marks (5 x 6 = 30)

- 11 a Explain the interdepartmental coordination of Housekeeping Department with other departments.  
OR  
b Draw the organizational hierarchy of HKD of a large hotel and explain.
- 12 a Explain any six types of guestrooms.  
OR  
b Write down the procedure of cleaning a guest room.
- 13 a Write a note on public area cleaning with specification to few public areas.  
OR  
b Explain the various types of manual cleaning equipment with its use.
- 14 a Explain the equipment used in laundry along with their use.  
OR  
b Explain the handling of guest laundry with a neat flow chart.
- 15 a Elaborate the equipment used in flower arrangement.  
OR  
b What are the principles of flower arrangement?

Z-Z-Z

END

**PSG COLLEGE OF ARTS & SCIENCE  
(AUTONOMOUS)**

**BVoc DEGREE EXAMINATION DECEMBER 2024  
(Fifth Semester)**

**Branch – HOSPITALITY MANAGEMENT**

**BAR MANAGEMENT**

Time: Three Hours

Maximum: 50 Marks

**SECTION-A (5 Marks)**

Answer ALL questions

ALL questions carry EQUAL marks (5 x 1 = 5)

1. ----- bar is a bar that presents live music as an attraction  
a) Fern      b) Discotheque      c) Music      d) Casino
2. Bar stock, also colloquially known as -----  
a) Billet      b) Buffer      c) Feeder      d) Cellar stock
3. All alcoholic beverages received are recorded in a book called -----  
a) Stock card      b) Cellar inward book  
c) Bin card      d) Receiving book
4. Robroy is a ----- based cocktail  
a) Rum      b) Gin      c) Brandy      d) Whiskey
5. A wine or liquor poured over ice cubes is -----  
a) Pick-me-Up      b) On the Rocks  
c) Neat      d) Frappe

**SECTION - B (15 Marks)**

Answer ALL Questions

ALL Questions Carry EQUAL Marks (5 x 3 = 15)

6. a      What is the purpose of Dump sink and Mop sink?  
            OR  
b      State any three uses of equipment counters.
7. a      What is Mixology?  
            OR  
b      List any three essential equipments required by the bartender for flair bartending.
8. a      Describe the term Stirred cocktail.  
            OR  
b      Enumerate the history of Cellar.
9. a      Name any three types of Cash register.  
            OR  
b      Mention any three types of Bar.
10. a      Define the term Inventory.  
            OR  
b      State any three aim's of store control.

**Cont...**

**SECTION -C (30 Marks)**

Answer ALL questions

ALL questions carry EQUAL Marks

(5 x 6 = 30)

11. a Categorize any six types of bar based on the entertainment they offer.  
OR  
b List out the opening duties of Bar.
12. a Highlight the essential elements of bar design.  
OR  
b Enumerate the role of Bartender in the success of beverage operations.
13. a Enlist documents used in cellar management and describe any two.  
OR  
b Explain any six points to be considered while designing a cellar.
14. a Summarize any six effects of Alcohol on human's.  
OR  
b Stress the importance of responsible sale of Alcohol.
15. a Explain various components of a Bar.  
OR  
b Mention the fraud practices found in bar operations.

Z-Z-Z

END

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BVoc DEGREE EXAMINATION DECEMBER 2024  
(Fifth Semester)

Branch- HOSPITALITY MANAGEMENT

**FACILITIES MANAGEMENT**

Time: Three Hours

Maximum: 50 Marks

**SECTION-A (5 Marks)**

Answer ALL questions

ALL questions carry EQUAL marks

(5 x 1 = 5)

- 1 Heritage hotels often emphasize:  
i) Modern and sleek designs      ii) Historical architecture and décor  
iii) Standardized room layouts      iv) High-tech amenities
- 2 What is the first step in designing a commercial kitchen?  
i) Selecting appliances      ii) Determining the kitchen's layout  
iii) Establishing a budget      iv) Hiring staff
- 3 How do colours and materials impact restaurant design?  
i) They have minimal effect on the overall experience  
ii) They influence the restaurant's mood and guest comfort  
iii) They are only used for aesthetic purposes  
iv) They should match the kitchen appliances
- 4 Which category includes ovens, stoves, and fryers in a commercial kitchen?  
i) Refrigeration equipment      ii) cleaning equipment  
iii) Storage equipment      iv) Cooking equipment
- 5 Which method is commonly used to control food costs?  
i) Implementing portion control      ii) Increasing inventory levels  
iii) Reducing the number of menu items      iv) Ignoring supplier prices

**SECTION - B (15 Marks)**

Answer ALL Questions

ALL Questions Carry EQUAL Marks

(5 x 3 = 15)

- 6 a Explain the architectural facilities in a heritage hotel.  
OR  
b Summarize management of resources.
- 7 a Construct a physical layout of a kitchen.  
OR  
b Plan a proper ventilation system for a kitchen.
- 8 a Model ambiance for a multicuisine restaurant.  
OR  
b Construct a design for a Japanese theme restaurant.
- 9 a Examine the purchase decisions for equipment's.  
OR  
b List out the methods that involve in care of equipment's.
- 10 a Identify the components of cost.  
OR  
b Inspect food cost control.

Cont...

**SECTION -C (30 Marks)**

Answer **ALL** questions

**ALL** questions carry **EQUAL** Marks

(5 x 6 = 30)

11 a Compare the materials and equipment's in managing a facility.

OR

b Elaborate guidelines for a star hotel.

12 a Develop a continental kitchen plan.

OR

b List out the environmental condition while design a kitchen.

13 a Examine the checklist for an effective design of a restaurant.

OR

b Appraise the basic principles for design a restaurant.

14 a Inspect the classification of equipment's used in a kitchen.

OR

b Criticize the care of equipment's.

15 a Interpret the cost concepts.

OR

b Simplify the methods of pricing.

Z-Z-Z END



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(AUTONOMOUS)  
**BVoc DEGREE EXAMINATION DECEMBER 2024**  
(Fifth Semester)  
Branch – **HOSPITALITY MANAGEMENT**  
**HOSPITALITY COMPUTER APPLICATION**

Time: Three Hours

Maximum: 50 Marks

**SECTION-A (5 Marks)**

Answer **ALL** questions

**ALL** questions carry **EQUAL** marks (5 x 1 = 5)

1. Choose the component that is considered the 'brain' of the computer.  
(i) Hard Drive (ii) RAM  
(iii) CPU (iv) Monitor
2. Identify the feature in MS-PowerPoint that helps in adding visual effects to slides.  
(i) SmartArt (ii) Slide Layout  
(iii) Animations (iv) Data Bars
3. Name the metric which measures the percentage of available rooms that are occupied.  
(i) House Count (ii) Average Room Rate  
(iii) Room Occupancy Percentage (iv) Average Revenue Per Guest
4. Mention the primary purpose of a Central Reservation System (CRS).  
(i) Track guest information  
(ii) Manage point of sale transactions  
(iii) Facilitate room bookings across multiple properties  
(iv) Handle housekeeping tasks
5. Indicate the system interface that is used for managing guest room security.  
(i) Cash Accounting System (ii) Electronic Locking System  
(iii) Point of Sale System (iv) Guest Information System

**SECTION - B (15 Marks)**

Answer **ALL** Questions

**ALL** Questions Carry **EQUAL** Marks (5 x 3 = 15)

6. a. State the importance of confirmation of reservation in a hotel's booking system.  
OR  
b. Describe about 'computer hardware' and list three examples.
7. a. Bring out the primary uses of MS-Word.  
OR  
b. State the purpose of the "Format Painter" tool in MS-Excel.
8. a. Explain what does the term 'room status' refer to in a hotel's room management system.  
OR  
b. Analyze the purpose of a 'desk control update'.

Cont...

9. a. Describe the role of a Property Level Reservation System.

OR

- b. Outline the primary components of a hotel's Information System (HIS).

10. a. Summarise the key advantages of Electronic Locking Systems in hotels.

OR

- b. Analyze the purpose of using Immediate Character Recognition (ICR) Terminals in a POS system.

**SECTION -C (30 Marks)**

Answer ALL questions

ALL questions carry EQUAL Marks

(5 x 6 = 30)

11. a. Discuss the evolution of computer systems from early mechanical computers to modern digital computers.

OR

- b. Elucidate the main components of a computer system and their functions.

12. a. Outline the process of creating a presentation in MS-Power Point

OR

- b. Discuss the procedures followed on formatting a document in MS-Word.

13. a. Point out the key functions of housekeeping in a hotel's room management system.

OR

- b. Identify how room and rate assignments are managed and optimized within a hotel's room management system.

14. a. Analyze the integration of Online Travel Agents (OTAs) with hotel reservation systems.

OR

- b. Elucidate the concept of the Hotel Information System (HIS) with an overview.

- 15 a. Examine the key features and advantages of Point of Sale (POS) Systems in a hotel.

OR

- b. Enumerate the role of Cash Accounting Systems (CAS) in hotel management.

Z-Z-Z

END

**PSG COLLEGE OF ARTS & SCIENCE**  
(AUTONOMOUS)

**BVoc DEGREE EXAMINATION DECEMBER 2024**  
(Fifth Semester)

Branch - **HOSPITALITY MANAGEMENT**

**BAKERY & CONFECTIONERY**

Time: Three Hours

Maximum: 50 Marks

**SECTION-A (5 Marks)**

Answer **ALL** questions

**ALL** questions carry **EQUAL** marks (5 x 1 = 5)

1. Which piece of equipment is typically used for mixing dough in a bakery?  
(i) Rolling pin (ii) Sifter (iii) Stand mixer (iv) Pastry brush
2. Identify the purpose of pasteurization in dairy products.  
(i) To enhance flavor  
(ii) To improve texture  
(iii) To kill harmful bacteria and extend shelf life  
(iv) To increase the fat content
3. Which of the following is NOT a common type of bread dough?  
(i) Whole wheat dough (ii) Rye dough  
(iii) Sourdough (iv) Shortcrust dough
4. Indicate the primary ingredient that gives cakes their structure.  
(i) Sugar (ii) Flour (iii) Eggs (iv) Baking powder
5. Mention the type of frozen dessert does NOT require churning.  
(i) Sorbet (ii) Gelato (iii) Frozen mousse (iv) Ice cream

**SECTION - B (15 Marks)**

Answer **ALL** Questions

**ALL** Questions Carry **EQUAL** Marks (5 x 3 = 15)

6. a. Explain the role of formulas and measurements in baking.  
OR  
b. Bring out the importance of different types of pans and molds in baking.
7. a. Explain the differences between saturated and unsaturated fats.  
OR  
b. Describe the composition of an egg and its functions in baking.
8. a. Outline the significance of gluten development in the baking process.  
OR  
b. State the key differences between high-ratio and low-ratio cookies
9. a. Analyze the process of tempering chocolate and its significance in baking.  
OR  
b. State how the main ingredients contribute to the cake's texture and flavor.
10. a. Summarise the significance of proper storage and service of frozen desserts.  
OR  
b. Explain the factors affect the overrun in churn-frozen desserts.

**Cont...**

**SECTION -C (30 Marks)**

Answer ALL questions

ALL questions carry EQUAL Marks

(5 x 6 = 30)

11. a. Analyze the role and function of different types of bakery equipment.  
OR  
b. Discuss the principles of food safety in the context of baking.
12. a. Elucidate the process and significance of pasteurization in dairy products.  
OR  
b. Outline the concept of fat emulsions in baking.
13. a. Classify the various types of cookies and their preparation methods.  
OR  
b. Distinguish between the different types of bread faults.
14. a. Point out the methods used to make different types of icings and fillings.  
OR  
b. Elucidate the history and production methods of chocolate.
15. a. Differentiate between Bombe, Frozen Mousses, and Soufflés in terms of preparation, ingredients, and final texture.  
OR  
b. Elucidate the different methods used to prepare still-frozen desserts.

PSG COLLEGE OF ARTS & SCIENCE  
(AUTONOMOUS)

BVoc DEGREE EXAMINATION DECEMBER 2024  
(Sixth Semester)

Branch – HOSPITALITY MANAGEMENT

PRINCIPLES OF MANAGEMENT

Time: Three Hours

Maximum: 50 Marks

SECTION-A (5 Marks)

Answer ALL questions

ALL questions carry EQUAL marks (5 x 1 = 5)

- 1 Which role of the manager plays officially as a professional representing his organization in social activities and events?  
(i) Interpersonal Role (ii) Figurehead Role  
(iii) Liaison Role (iv) Decision making Role
- 2 The process of defining and grouping the activities of the enterprise and establishing authority relationships among them is known as  
(i) Planning (ii) Controlling  
(iii) Organizing (iv) Staffing
- 3 Identify the internal factor of SWOT analysis.  
(i) Supplier (ii) Partner  
(iii) Economic Environment (iv) Company Image
- 4 A leader, one who tends to centralize authority and rely on legitimate reward and coercive power to manage subordinates is called as  
(i) Autocratic leader (ii) Democratic leader  
(iii) Laissez-faire leader (iv) Bureaucratic leader
- 5 Which of the following is Patent protected?  
(i) Painting (ii) i-phone design  
(iii) Coke formula (iv) Movie

SECTION - B (15 Marks)

Answer ALL Questions

ALL Questions Carry EQUAL Marks (5 x 3 = 15)

- 6 a Explain the levels of Management in an Organisation.  
OR  
b Highlight the skills required for a Manager.
- 7 a List out the importance of Organizing.  
OR  
b Illustrate the Steps in Control process.
- 8 a How does SWOT help in internal and external analysis of an Organisation.  
OR  
b Explain the various channels of communication.
- 9 a Outline the importance of Motivation.  
OR  
b Differentiate between a Manager and a Leader.
- 10 a Compare Intellectual Property with Physical Property.  
OR  
b List out the rights covered by copyrights.

Cont...

**SECTION -C (30 Marks)**

Answer ALL questions

ALL questions carry EQUAL Marks (5 x 6 = 30)

- 11 a Classify the functions of Management in the context of Henry Fayol and explain them.  
OR  
b Analyze the various styles of Managers.
- 12 a Elaborate the key elements in Decision making process.  
OR  
b Define Planning and explain the nature of Planning.
- 13 a Describe the elements of MBO system.  
OR  
b Analyze the barriers of Communication and ways to overcome the barriers.
- 14 a How does Maslow's hierarchy of needs affect behavior?  
OR  
b Explain the process of becoming a Great Leader.
- 15 a Explain the need for a Patent and list out the conditions for the grant of Patent.  
OR  
b Highlight the importance of IPR for an Organisation.

Z-Z-Z

END

**PSG COLLEGE OF ARTS & SCIENCE  
(AUTONOMOUS)**

**BVoc DEGREE EXAMINATION DECEMBER 2024  
(Sixth Semester)**

**Branch – HOSPITALITY MANAGEMENT**

**CUSTOMER RELATIONSHIP MANAGEMENT**

Time: Three Hours

Maximum: 50 Marks

**SECTION-A (5 Marks)**

Answer ALL questions

ALL questions carry EQUAL marks

(5 x 1 = 5)

- 1 What CRM stands?  
 (i) Customer Retail Management                      (ii) Customer Resource Management  
 (iii) Customer Relationship Management      (iv) Consumer Revenue Management
- 2 Which of the following is NOT a component of CRM strategy?  
 (i) Customer Retention                                      (ii) Product Life Cycle  
 (iii) Customer Acquisition                                      (iv) Customer Extension
- 3 What involves customer acquisition in CRM primarily?  
 (i) Attracting new customers                                      (ii) Retaining existing customers  
 (iii) Building loyalty programs                                      (iv) All of the above
- 4 What includes customer loyalty classification?  
 (i) Loyal and disloyal customers                                      (ii) Active and inactive customers  
 (iii) Satisfied and unsatisfied customers                                      (iv) Regular and irregular customers
- 5 Which of the following is an example of a customer touchpoint?  
 (i) Product cost    (ii) Customer service call  
 (iii) Company revenue    (iv) Employee training

**SECTION - B (15 Marks)**

Answer ALL Questions

ALL Questions Carry EQUAL Marks

(5 x 3 = 15)

- 6 a) Explain the objectives of CRM.  
 OR  
 b) Describe the Customer Life Cycle in CRM.
- 7 a) Outline the elements of a successful CRM strategy.  
 OR  
 b) How does product leadership contribute to CRM?
- 8 a) Summarize the phases of CRM from a business strategy perspective.  
 OR  
 b) Discuss the factors contributing to customer satisfaction.
- 9 a) Analyze the advantages of establishing customer loyalty.  
 OR  
 b) Differentiate between types of customer loyalty.
- 10 a) Explain the concept of marketing automation in CRM.  
 OR  
 b) Highlight the challenges of customer-centric marketing.

Cont...

**SECTION -C (30 Marks)**

Answer ALL questions

ALL questions carry EQUAL Marks

(5 x 6 = 30)

- 11 a) Discuss the role of CRM in enhancing customer value.  
OR  
b) Examine the importance of operational excellence in CRM.
- 12 a) Describe the external context that influences CRM strategy.  
OR  
b) Compare internal and external factors impacting CRM success.
- 13 a) Discuss the key phases in customer retention and extension.  
OR  
b) Describe how IT innovation can support CRM processes.
- 14 a) Analyze the comfort zone in customer loyalty.  
OR  
b) Justify the importance of customer classification in loyalty programs.
- 15 a) Survey the evolution of marketing automation and its role in CRM.  
OR  
b) Infer the importance of customer touchpoints in building relationships.

Z-Z-Z

END



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BVoc DEGREE EXAMINATION DECEMBER 2024  
(Sixth Semester)

Branch – HOSPITALITY MANAGEMENT

SALES & MARKETING

Time: Three Hours

Maximum: 50 Marks

SECTION-A (5 Marks)

Answer ALL questions

ALL questions carry EQUAL marks

(5 x 1 = 5)

- 1 How can marketing be best defined?
  - (i) Selling products
  - (ii) Creating, communicating, delivering, and exchanging offerings
  - (iii) Advertising goods
  - (iv) Conducting surveys
- 2 What is market segmentation?
  - (i) A method of selling products
  - (ii) Dividing a market into distinct groups of buyers
  - (iii) A strategy for direct marketing
  - (iv) Targeting only niche markets
- 3 Identify the first step in market research.
  - (i) Data analysis
  - (ii) Problem definition
  - (iii) Market segmentation
  - (iv) Promotion
- 4 What does yield management most commonly associated?
  - (i) Inventory control
  - (ii) Price optimization based on demand
  - (iii) Advertising
  - (iv) Customer service
- 5 What is primarily used for public relations in marketing?
  - (i) Direct selling
  - (ii) Enhancing brand image
  - (iii) Setting prices
  - (iv) Product delivery

SECTION - B (15 Marks)

Answer ALL Questions

ALL Questions Carry EQUAL Marks

(5 x 3 = 15)

- 6 a) Explain the scope of marketing.  
OR  
b) Describe the importance of marketing in the hospitality industry.
- 7 a) Describe the process of market segmentation.  
OR  
b) Explain the concept of relationship marketing with examples.
- 8 a) Outline the major differences between marketing and selling.  
OR  
b) Describe consumer behavior in the hospitality industry.

Cont...

- 9 a) Explain the importance of personal selling in hospitality.  
OR  
b) Describe the role of internal marketing in hospitality sales.
- 10 a) Discuss the need for advertising in the hospitality industry.  
OR  
b) Explain different types of advertising channels.

**SECTION -C (30 Marks)**

Answer **ALL** questions

**ALL** questions carry **EQUAL** Marks

(5 x 6 = 30)

- 11 a) Discuss the trends in hospitality marketing.  
OR  
b) Elucidate the core concepts of marketing and their relevance.
- 12 a) Analyze the significance of market positioning.  
OR  
b) Differentiate between niche marketing and target marketing.
- 13 a) Examine the steps involved in market research.  
OR  
b) Discuss the impact of consumer behavior on marketing strategies.
- 14 a) Analyze yield management and its role in hospitality sales.  
OR  
b) Discuss the methods of personal selling in the hospitality industry.
- 15 a) Discuss the various channels of distribution in the hospitality sector.  
OR  
b) Compare the roles of publicity and public relations in marketing.

Z-Z-Z

END

PSG COLLEGE OF ARTS & SCIENCE  
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BVoc DEGREE EXAMINATION DECEMBER 2024  
(Sixth Semester)

Branch – HOSPITALITY MANAGEMENT

**DISCIPLINE SPECIFIC ELECTIVE COURSE II :**  
**SOFT SKILL DEVELOPMENT**

Time: Three Hours

Maximum: 50 Marks

**SECTION-A (5 Marks)**

Answer ALL questions

ALL questions carry EQUAL marks (5 x 1 = 5)

- 1 The aptitude to analyze issues, think critically, and develop effective solutions is called as  
(i) Collaboration (ii) Problem solving  
(iii) Adaptability (iv) Time Management
- 2 Which of these is known as the “Frame of Reference”?  
(i) Beliefs (ii) Perception  
(iii) Interaction (iv) Attitude
- 3 Name the activity used for developing loyalty, sharing company culture, and building skills.  
(i) Team Building (ii) Leadership  
(iii) Cultural Events (iv) Mentorship
- 4 Which document emphasizes on academic accomplishments?  
(i) Resume (ii) Bio-data  
(iii) CV (iv) GD
- 5 Identify the Non-Voluntary body language.  
(i) Gestures (ii) Poses  
(iii) Movements (iv) Shaking

**SECTION - B (15 Marks)**

Answer ALL Questions

ALL Questions Carry EQUAL Marks (5 x 3 = 15)

- 6 a Highlight the importance of Soft skills.  
OR  
b Outline the need for Self-Discovery in soft skill development.
- 7 a Discuss the benefits of practicing Positive Attitude.  
OR  
b Differentiate between Value and Attitude.
- 8 a How do you choose a Right Career?  
OR  
b Elaborate the aspects of Team building.
- 9 a Brief the purpose of creating a Resume.  
OR  
b Point out few skills required to present at a Group Discussion.
- 10 a Explain the significance of Eye contact during communication.  
OR  
b How do you dress up for an Interview?

Cont...

**SECTION -C (30 Marks)**

Answer ALL questions

ALL questions carry EQUAL Marks

(5 x 6 = 30)

- 11 a Discuss the process of knowing oneself.  
OR  
b List out the attributes of Soft-skills.
- 12 a Compare the results of Positive attitude with Negative attitude.  
OR  
b Explain the importance of 'Values' in life.
- 13 a Present few tips for a successful Career planning.  
OR  
b Describe the role, a Team Leader plays in managing a productive group.
- 14 a Design your own Resume to attract an employer.  
OR  
b Summarize about the essential element required for a GD.
- 15 a Discuss the importance of Voluntary and Involuntary Body Language in communication.  
OR  
b Outline a few suggestions for making a strong impression during an Interview.

Z-Z-Z

END

**PSG COLLEGE OF ARTS & SCIENCE**  
(AUTONOMOUS)

Branch - **HOSPITALITY MANAGEMENT**

## FOOD PRODUCTION OPERATIONS – I

Time: Three Hours

**Maximum: 75 Marks**

**SECTION-A (10 Marks)**

**Answer ALL questions**

**ALL questions carry EQUAL marks**

$$(10 \times 1 = 10)$$

<b>Question No.</b>	<b>Question</b>	<b>K Level</b>	<b>CO</b>
1	Father of French cooking is _____ a) Escoffier                      b) Dom- Perignon c) David Foscett                d) Thangam E. Phillip	K1	CO1
2	The characteristics of a finished food product is called as ____ a) Texture                          b) Garnish c) Accompaniment             d) Dumpling	K2	CO2
3	Lard is the rendered fat of _____ a) Goat                              b) Ox c) Pig                                 d) Sheep	K1	CO1
4	Baking powder is an example for _____ raising agent a) Physical                        b) Chemical c) Mechanical                    d) Biological	K2	CO2
5	Culinary term for coarsely cut root vegetables is _____ a) Mirepoix                        b) Macedone c) Paysanne                        d) Julienne	K1	CO1
6	Pomfret is example for _____ fish a) Round                            b) Flat c) Shell                              d) Crustacean	K2	CO2
7	_____ is the French term for brown stock. a) Béchamel                        b) Espagnole c) Estouffade                      d) Hollandaise	K1	CO1
8	_____ is the foundation ingredients in soups and sauces. a) Stock                              b) Oil c) Flavouring                      d) Butter	K2	CO2
9	Rutabaga means _____ a) Tomatoes                        b) Potatoes c) A Native turnip                d) Egg plant	K1	CO1
10	The food is protected from contamination by _____ a) Salting                            b) Smoking c) Vermin                            d) Processed	K2	CO2

**SECTION - B (35 Marks)**

**Answer ALL questions**

**ALL questions carry EQUAL Marks**

$$(5 \times 7 = 35)$$

Question No.	Question	K Level	CO
11.a.	Elucidate the origin of modern cookery.	K2	CO2
(OR)			
11.b	Enumerate the various types of equipment used in modern kitchen.		

**Cont...**

12.a	Prepare the manufacturing process of cheese.	K4	CO4
(OR)			
12.b	Classify the various types of butter and its types.		
13.a	Interpret the various methods of cooking.	K4	CO4
(OR)			
13.b.	Point out the selection procedure of fish.		
14.a.	Evaluate the role of sauces in culinary preparation.	K3	CO3
(OR)			
14.b.	Interpret the derivate of bechamel sauce.		
15.a.	Justify the need and importance of salads.	K3	CO3
(OR)			
15.b.	Illustrate the various types of appetizers with examples.		

**SECTION -C (30 Marks)**

Answer ANY THREE questions

ALL questions carry EQUAL Marks (3 × 10 = 30)

Question No.	Question	K Level	CO
16	Determine the aims and objectives of cooking.	K4	CO4
17	Evaluate the role of egg with its selection procedure.	K4	CO4
18	Sketch the carcass of chicken and label the parts.	K5	C05
19	State the points to be considered while preparing stock.	K5	C05
20	Recommend the points to remember while making salads.	K4	CO4

Z-Z-Z

END

**PSG COLLEGE OF ARTS & SCIENCE**  
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**BVoc DEGREE EXAMINATION DECEMBER 2024**  
(First Semester)

Branch -**HOSPITALITY MANAGEMENT**

**FOOD & BEVERAGE SERVICE - I**

Time: Three Hours

Maximum: 75 Marks

**SECTION-A (10 Marks)**

Answer **ALL** questions

**ALL questions carry EQUAL marks**                      (10 × 1 = 10)

Module No.	Question No.	Question	K Level	CO
1	1	Which type of restaurant is characterized by a casual atmosphere, limited menu options, and quick service? A) Fine dining restaurant                      B) Fast-casual restaurant C) Casual dining restaurant                      D) Quick-service restaurant	K1	CO1
	2	Compare from following and mention which is NOT a good quality for food and service staff? A) Punctuality    B) Impatience C) Hygiene    D) Communication skills	K2	CO1
2	3	Which of the following is considered a primary piece of food service equipment in a restaurant? A) Blender    B) Coffee Maker C) Griddle    D) Toaster	K1	CO2
	4	From the options given below show which of the ancillary section is in food and beverage service? A) Kitchen    B) Still room C) Restaurant    D) Bar	K2	CO2
3	5	Which style of service involves pre-plated food being served directly to the guest at the table? A) Buffet Service    B) Silver Service C) American Service    D) Russian Service	K1	CO3
	6	When planning a menu, compare the options and mention what should be considered to ensure a balanced meal? A) Seasonal availability of ingredients B) Price of dishes C) Presentation of food D) Popularity of certain dishes	K2	CO3
4	7	Which of the following is a traditional method of order taking in food and beverage service? A) Electronic Point of Sale (EPOS) system B) Triplicate checking method C) Mobile ordering apps D) Self-service kiosk	K1	CO4
	8	Illustrate the billing method which involves presenting the bill at the end of the meal and is commonly used in fine dining restaurants? A) Pre-paid billing    B) Deferred billing C) Spot billing    D) Bill as check	K2	CO4

Cont...

5	9	Which non-alcoholic beverage is typically carbonated and flavored with syrups? A) Tea C) Soft drink	B) Lemonade D) Hot chocolate	K1	CO5
	10	Interpret the correct option that the following non-alcoholic beverages is made by steeping dried leaves in hot water? A) Coffee C) Tea	B) Smoothie D) Milkshake	K2	CO5

**SECTION - B (35 Marks)**Answer **ALL** questions**ALL** questions carry **EQUAL** Marks (5 × 7 = 35)

Module No.	Question No.	Question	K Level	CO
1	11.a.	Explain the different types of restaurants and their salient features.	K2	CO1
		(OR)		
	11.b.	Illustrate the essential qualities required for effective food and beverage service staff?		
2	12.a.	Demonstrate the importance of food service equipment in a restaurant and describe the functions of three essential types of equipment used in food service operations.	K2	CO2
		(OR)		
	12.b.	Explain the functioning of a service bar?		
3	13.a.	Identify the points to be considered while planning a menu?	K3	CO3
		(OR)		
	13.b.	Identify the activities after the service?		
4	14.a.	Analyse the uses Triplicate Checking system?	K4	CO4
		(OR)		
	14.b.	Examine EPOS and its utility in a restaurant?		
5	15.a.	Under Non-alcoholic beverages examine milk-based drinks with examples?	K4	CO5
		(OR)		
	15.b.	Analyse natural mineral water under Non-alcoholic beverages?		

**SECTION - C (30 Marks)**Answer **ANY THREE** questions**ALL** questions carry **EQUAL** Marks (3 × 10 = 30)

Module No.	Question No.	Question	K Level	CO
1	16	What are the emerging trends in Food and Beverage Industry?	K4	CO1
2	17	What are the considerations to be kept in mind while purchasing equipment's for Food and Beverage Department?	K4	CO2
3	18	What are the points to be considered while laying a cover?	K4	CO3
4	19	Explain the various methods of order taking.	K5	CO4
5	20	Explain the origin and manufacturing of coffee.	K5	CO5



PSG COLLEGE OF ARTS & SCIENCE  
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BVoc DEGREE EXAMINATION DECEMBER 2024  
(First Semester)

Branch -HOSPITALITY MANAGEMENT

**FOOD SCIENCE, SAFETY AND HYGIENE**

Time: Three Hours

Maximum: 75 Marks

**SECTION-A (10 Marks)**

Answer ALL questions

ALL questions carry EQUAL marks (10 × 1 = 10)

Question No.	Question	K Level	CO
1	Identify the nutrient that is essential for building and repairing tissues in the body. a) Carbohydrates                      b) Proteins c) Vitamins                              d) Fats	K1	CO1
2	Recognize the primary function of carbohydrates in the diet. a) Provide energy                      b) Build muscle c) Maintain temperature              d) Support immune	K2	CO1
3	Which gas is used to ripen the fruits artificially? a) Ethylene                              b) Carbon monoxide c) Oxygen                                d) Nitrogen	K1	CO2
4	Determine the chemical often used to preserve canned vegetables. a) Sulphuric acid                      b) Sodium benzoate c) Hydrochloric acid                  d) Vinegar	K2	CO2
5	Select the type of waste that includes syringes, bandages, and other medical materials. a) Radioactive waste                  b) e-waste c) Organic waste                        d) Biomedical waste	K1	CO3
6	The process of converting wet waste in to manure is a) Conversation                        b) Incineration c) Metabolism                          d) Composting	K2	CO3
7	When alcohol and gas get fire, it is called _____ a) Class A fire                          b) Class B fire c) Class C fire                          d) Class D fire	K1	CO4
8	Recognize the first aid measure for a minor burn. a) Apply ice directly                      b) Run cool water over the burn c) Rub the burn with butter              d) Cover the burn with a blanket	K2	CO4
9	How many principles are in HACCP _____ a) 7    b) 17 c) 9    d) 19	K1	CO5
10	Recognize the ISO standard that addresses environmental management a) ISO 9001                              b) ISO 14001 c) ISO 22000                              d) ISO 45001	K2	CO5

Cont...

**SECTION - B (35 Marks)**

Answer ALL questions

ALL questions carry EQUAL Marks

(5 × 7 = 35)

Question No.	Question	K Level	CO
11.a.	Interpret the basic concepts of food science.	K2	CO1
	(OR)		
11.b.	Demonstrate the food guide pyramid.		
12.a.	Illustrate cross contamination.	K2	CO2
	(OR)		
12.b.	Explain common food adulterants.		
13.a.	Examine the methods of waste disposal.	K4	CO3
	(OR)		
13.b.	Summarize the sanitary practices needs to follow in kitchen.		
14.a.	Analyse the effects of a fire accident.	K4	CO4
	(OR)		
14.b.	Interpret fire triangle.		
15.a.	Compare the types of hazards.	K4	CO5
	(OR)		
15.b.	Examine sanitation risk management.		

**SECTION -C (30 Marks)**

Answer ANY THREE questions

ALL questions carry EQUAL Marks

(3 × 10 = 30)

Question No.	Question	K Level	CO
16	Defend the points to consider in planning a diet.	K5	CO1
17	Elaborate the methods of food preservation.	K5	CO2
18	Categorize the necessity for personal hygiene while handling the food.	K4	CO3
19	Examine the importance of safe working habits.	K4	CO4
20	Discuss the types of hazards.	K6	CO5

Z-Z-Z END

**PSG COLLEGE OF ARTS & SCIENCE**  
(AUTONOMOUS)

**BVoc DEGREE EXAMINATION DECEMBER 2024**  
(First Semester)

Branch - **HOSPITALITY MANAGEMENT**

# FUNDAMENTALS OF TRAVEL AND TOURISM

**Time: Three Hours**

**Maximum: 75 Marks**

**SECTION-A (10 Marks)**

**Answer ALL questions**

**ALL questions carry EQUAL marks**

$$(10 \times 1 = 10)$$

<b>Question No.</b>	<b>Question</b>	<b>K Level</b>	<b>CO</b>
1	Recall who invented wheels and money during ancient times? a) Shulgi                                  b) Sumarians c) Babylonians                         d) None of these	K1	CO1
2	Name the first traveler who visited India and Ceylon? a) Marco Polo                            b) Alexander c) Ibnu Batuta                            d) None of these	K2	CO1
3	How many UNESCO World Heritage sites are in Tamilnadu? a) 4                                  b) 5                                  c) 6                                  d) 2	K1	CO2
4	Which is the most expensive type of tourism a) Green Tourism                        b) Cruise Tourism c) Space Tourism                        d) Wedding Tourism	K2	CO2
5	Select the roads that are primarily used to connect the major tourist centers in the country. a) Expressway                              b) Super highways c) District Roads                         d) State Highways	K1	CO3
6	A tour package that includes Delhi-Agra-Jaipur is called a) Royal Orient                            b) Golden chariot c) Golden Triangle                       d) None of these	K2	CO3
7	Select the first travel agency. a) Ambani                                  b) TATA b) Thomas Cook                         d) Cox & Kings	K1	CO4
8	Where is the headquarters of the UFTAA located. a) Berlin                                    b) Frankfurt c) Brussels                                 d) Cairo	K2	CO4
9	How many Regional Passport Seva Kendra Offices are available in India. a) 40                                  b) 36                                  c) 37                                  d) 42	K1	CO5
10	Interpret the color of a diplomatic passport? a) Blue                                      b) Maroon c) White                                    d) Green	K2	CO5

**SECTION - B (35 Marks)**

**Answer ALL questions**

**ALL questions carry EQUAL Marks**

 $(5 \times 7 = 35)$ 

Question No.	Question	K Level	CO
11.a.	Classify the types of meal plan in hotels.	K2	CO1
(OR)			
11.b.	Describe tourism in India post independence.		

**Cont...**

12.a.	Outline the importance of tourism.	K3	CO2
(OR)			
12.b.	Summarize the travel motivators.		
13.a.	Construct the tourist circuits of India.	K3	CO3
(OR)			
13.b.	List out TEN aircraft names with the carrier codes and their headquarters.		
14.a.	Explain the needs of tourism organizations.	K4	CO4
(OR)			
14.b.	Bring out the suppliers of travel agencies.		
15.a.	Describe the various services offered by the passport office in India.	K4	CO5
(OR)			
15.b.	Define Visa. List out the types of Visas.		

**SECTION - C (30 Marks)**

Answer ANY THREE questions

ALL questions carry EQUAL Marks (3 × 10 = 30)

Question No.	Question	K Level	CO
16	Evaluate the origin of hotels and list down the types of room rates.	K4	CO1
17	Elaborate on any 10 types of tourism.	K4	CO2
18	Motive on the advantages of high speed trains.	K4	CO3
19	Infer the functions of government organizations in India.	K4	CO4
20	Discuss the significance of passport and visa in international travel.	K4	CO5

Z-Z-Z END

**PSG COLLEGE OF ARTS & SCIENCE**  
(AUTONOMOUS)  
**BVOC DEGREE EXAMINATION DECEMBER 2024**  
(Second Semester)

Branch - **HOSPITALITY MANAGEMENT**

**FOOD PRODUCTION OPERATIONS - II**

Time: Three Hours

Maximum: 75 Marks

**SECTION-A (10 Marks)**

Answer **ALL** questions

ALL questions carry **EQUAL** marks

(10 × 1 = 10)

Module No.	Question No.	Question	K Level	CO
1	1	Choose the source from which Cinnamon is obtained a) Seed b) Bark c) Leaf d) Pod	K1	CO1
	2	Select the flavor that is from mustard a) Aromatic b) Pungent c) Phenolic d) Coloured	K2	CO1
2	3	Find the major crop of Rajasthan a) Baajra b) Sugarcane c) Groundnut d) None of the above	K1	CO2
	4	What is the specialty dish of Tamil Nadu? a) Payasam b) Poha c) Paan d) Pasli ka Panja	K2	CO2
3	5	Find the utensil that is made from coconut-shell (a) Thavi (b) Uruli (c) Bhatti (d) Khoncha	K1	CO3
	6	Match the dish that is native to Rajasthan a) Laal Maans b) Bolos c) Thuvail d) Pongal	K2	CO3
4	7	Select the dish that is a soft bread from Awadh a) Sheermal b) Kulcha c) Ittar d) Kewra	K1	CO4
	8	Tell the style of cooking in which food is sealed in pots and cooked over low flame to preserve the nutrition and flavor a) Musk b) Dum c) Ver d) Lagan	K2	CO4
5	9	Which of the following is a dish from Thai region? (a) Tom Yum Goong (b) Nasi Padang (c) Okonomiyaki (d) Chow Mein	K1	CO5
	10	Choose the method to preserve fish in Japanese cuisine a) Ikejime b) Yubiki c) Arai d) All the above	K2	CO5

Cont...

**SECTION - B (35 Marks)**

Answer ALL questions

ALL questions carry EQUAL Marks

(5 × 7 = 35)

Module No.	Question No.	Question	K Level	CO
1	11.a.	Discuss the preparation of basic Indian gravies.	K2	CO1
	(OR)			
	11.b.	Explain the Heritage of Indian Cuisine.		
2	12.a.	Develop the need and importance of ‘marination’.	K3	CO2
	(OR)			
	12.b.	Summarize the classical dishes made from ‘Dum’ cooking.		
3	13.a.	Select the specialty dishes of Gujarathi cuisine and write a note.	K3	CO3
	(OR)			
	13.b.	Build an interesting narration on Bengali cuisine.		
4	14.a.	Construct the significance of Tamil Nadu cuisine.	K4	CO4
	(OR)			
	14.b.	Choose and write a short note on any 2 popular dishes of Andhra Pradesh.		
5	15.a.	Examine the popularity of Chinese cuisine with examples.	K4	CO5
	(OR)			
	15.b.	Analyze the equipments used in Japanese cuisine.		

**SECTION - C (30 Marks)**

Answer ANY THREE questions

ALL questions carry EQUAL Marks

(3 × 10 = 30)

Module No.	Question No.	Question	K Level	CO
1	16	Explain the different 'masalas' used in Indian cuisine along with its uses.	K5	CO1
2	17	Explain 'Tandoor Cooking' justifying the significance of seasoning.	K5	CO2
3	18	Evaluate the richness of Awadhi cuisine elaborately.	K5	CO3
4	19	Appraise the uniqueness of Tamil Nadu cuisine thoroughly.	K5	CO4
5	20	Assess the prominence of Chinese Cuisine in detail.	K5	CO5

Z-Z-Z END

**PSG COLLEGE OF ARTS & SCIENCE  
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**BVoc DEGREE EXAMINATION DECEMBER 2024  
(Second Semester)**

**Branch - HOSPITALITY MANAGEMENT**

**FOOD AND BEVERAGE SERVICE – II**

Time: Three Hours

Maximum: 75 Marks

**SECTION-A (10 Marks)**

Answer ALL questions

ALL questions carry EQUAL marks

(10 × 1 = 10)

Question No.	Question	K Level	CO
1	Café complet is the term used in the service of _____ a) American breakfast                      b) Indian breakfast c) Continental breakfast                      d) English breakfast	K1	CO1
2	_____ is grilled and served as a breakfast dish. a) Floaters                                      b) Bloaters c) Danish stew                                      d) Kedgerree	K2	CO2
3	_____ sets up Room Service Trolley a) Room Service Order Taker                      b) Captain c) Room Service Steward                      d) Room service manager	K1	CO1
4	Who handles the guest complaint in IRD? a) Room Service Captain                      b) Room Service Manager c) Order Taker                                      d) Hosters	K2	CO2
5	Carving needs a thorough knowledge of _____ of an animals a) Anatomy                                      b) Structure c) Weight                                      d) Height	K1	CO1
6	Gueridon service is implemented in _____ restaurants. a) Coffee shop                                      b) Multi cuisine c) Fine dining                                      d) Bistro	K2	CO2
7	Banquet is a meal with _____ a) Presentation                                      b) Orientation c) Toast                                      d) Meetings	K1	CO1
8	_____ is a temporary structure erected over the buffet counter. a) Podium                                      b) Lectern c) Risers                                      d) Canopy	K2	CO2
9	Revenue analysis is done by _____ a) Pricing                                      b) Average Spending Power c) Budgeting                                      d) Establishing Standards	K1	CO1
10	Break even formula B/E = a) C/V-S                                      b) S/C-V c) V/S-C                                      d) C/S-V	K2	CO1

**SECTION - B (35 Marks)**

Answer ALL questions

ALL questions carry EQUAL Marks

(5 × 7 = 35)

Question No.	Question	K Level	CO
11.a.	Sketch a sample menu for brunch.	K4	CO4
(OR)			
11.b	Elucidate the American breakfast menu along with its cover.		

Cont...

12.a	Interpret the Mise en place required for room service.	K2	CO2
(OR)			
12.b	Discuss the features of room service department.		
13.a	Illustrate the advantages and limitations of Gueridon trolley.	K3	CO3
(OR)			
13.b.	Categorize the various types of trolleys in Gueridon.		
14.a.	Classify the types of events with examples.	K3	CO3
(OR)			
14.b.	Point out the duties and responsibilities of event staff.		
15.a.	Justify the importance of handling the situations.	K4	CO4
(OR)			
15.b.	Prepare a Break - even point calculations.		

**SECTION -C (30 Marks)**Answer **ANY THREE** questions**ALL** questions carry **EQUAL** Marks (3 × 10 = 30)

Question No.	Question	K Level	CO
16	Compile a menu for English breakfast with its cover.	K5	CO5
17	Interpret the room service procedure of order taking and executing the order to guest.	K5	CO5
18	Interpret the maintenance of the gueridon trolley.	K4	CO4
19	Distinguish buffet service and trolley service.	K4	CO4
20	Appraise the need and importance of staff training.	K4	CO4

Z-Z-Z

END