

Assignments for Fall / August 2011 Session

B. Sc. in Hospitality and Catering Management (B.Sc. HCM) - First Semester

HM0001- Introduction to Hospitality - 2 credits

Assignment - 1 (30 marks)

- 1) Draw an organizational chart of a small hotel. (3 Marks)
- 2) Explain the role of tour operators in the functioning of the travel and tourism industry? (5 Marks)
- 3) Explain the characteristics of the following hotels: (6 Marks)
 - a) Downtown
 - b) Heritage
 - c) Time share
- 4) Explain the features of the following Hotel rooms: (4 Marks)
 - a) Quad Room
 - b) Studio Room
 - c) Cabana
 - d) Lanai
- 5) Draw a chart of various components that form the travel & tourism industry. (6 marks)
- 6) Name any six international cruise ship industry. (6 Marks)



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B. Sc. in Hospitality and Catering Management (B.Sc. HCM) - First Semester

HM0001- Introduction to Hospitality - 2 credits

Assignment - 2 (30 marks)

- 1) Briefly explain the role of sales and marketing department in a hotel (5 Marks)
- 2) Explain the following: (3 marks)
 - a) Industrial Catering
 - b) Outdoor Catering
- 3) Explain the following: (3 marks)
 - a) Discrimination
 - b) Sexual Harassment
- 4) Explain any four segmentations of food service area? (4 Marks)
- 5) What is Travel and Tourism industry? (3 marks)
- 6) Explain the various techniques adopted by sales and marketing department to promote the hotel products? (6 Marks)
- 7) Explain the role of ethics in the hospitality industry? (6 Marks)



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B. Sc. in Hospitality and Catering Management (B.Sc. HCM) - First Semester

HM0002 - Indian Constitution - 2 credits

Assignment - 1 (30 marks)

- 1) Explain the importance of constitution for a state? (5 Marks)
- 2) On what basis governments can be classified? (3 Marks)
- 3) Briefly describe the special rights for women? (6 Marks)
- 4) What are the important functions of the parliament? (4 Marks)
- 5) Write a note on our Indian annual Budget? (5 Marks)
- 6) Explain the special rights for different minority religions in India? (7 Marks)

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B. Sc. in Hospitality and Catering Management (B.Sc. HCM) - First Semester

HM0002 - Indian Constitution - 2 credits

Assignment - 2 (30 marks)

- 1) Explain the basic features of the union council of ministers? (5 marks)
- 2) What are the power and functions of chief minister? (5 Marks)
- 3) What are the three important jurisdiction of the Supreme Court? (3 Marks)
- 4) Explain the following (5 Marks)
 - a) Judicial review
 - b) Writs
- 5) Name at least six ruling chief ministers name of different states (6 Marks)
- 6) "The prime Minister of India of India occupies a pivotal place in the government system of our country". Justify this statement. (6 Marks)



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B. Sc. in Hospitality and Catering Management (B.Sc. HCM) - First Semester

HM0003 - Business English - 2 credits

Assignment - 1 (30 marks)

Answer the following questions:

1. A regular customer of Hotel Hill Way has given his clothes for laundry. He was told that he would get them by 12.30 p.m. But he has not. He has to attend a party at 8.00 p.m. So, he needs his black suit by 6.00 in the evening. Write a dialogue between the receptionist and the customer in this situation in about 150 words, taking about ten turns. **[10 marks]**

2. Rewrite the following sentences as directed. **[5 marks]**

- i. You will miss the bus unless you hurry up (Use 'if...not')
- ii. Can anyone count the stars in the sky? (Change into passive voice)
- iii. A passer-by said, "Can you tell me the way to the station?" (Change into indirect speech)
- iv. I got very wet in the rain. I had an umbrella (Combine into one sentence using 'though')
- v. The day went on. The weather got worse. (Combine into one sentence using 'as')

2. Read the following passage and answer the questions that follow:

In the culture of its origin, the Aztec, chocolate was referred to as the food of the gods. Thus, it is not surprising in modern civilization that dark chocolate is good for the heart. This discovery has two different, even contradictory, aspects to it. In the modern West, chocolate has become an integral part of dating and courtship etiquette. Chocolate has become part of dining habits; a box of mints or petit four after dinner is de regeur for fine dining. But now, if the latest medical research is to be accepted, chocolate is acquiring functions which go far beyond the lover's gesture and the gastronome's delight.

A study published by the American Heart Association states that dark chocolate can actually lower blood pressure. This action is a function of compounds, called flavonoids, found in chocolates. Chocolates thus serve not only to win heart but they are good for



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heart in general. No wonder the Aztecs, in their wisdom, held that chocolates were something that could be offered to the gods. From sheer delight, chocolate is poised to become a medicine. This will bring a smile to the faces of chocolate manufacturers and chocolate lovers. This joy should not take away from what actually the medical research is saying. Not all kinds of chocolates are good for the heart, but only dark chocolate is. This point is not without importance.

Most of the common brands of chocolates that are readily consumed off the shelves are not of the dark variety. They are what is known in the trade as “milk chocolate”, which means that the cocoa content in those chocolates is low. In India, milk chocolates mixed with other ingredients like nuts and fruits are so popular that dark chocolates are difficult to find. Dark chocolates, like most good things of life, are an acquired taste. Not many take to the pleasantly bitter taste of the dark brown chocolate. Most prefer the sweetened form. The Aztecs would have turned up their noses at such a concoction. They drank their chocolate, and they drank it in its dark, unsweetened form.

Despite modern man’s fascination with it, chocolate retains some of its ancient mysteries. This is invoked in the name given to the latest discovery of the house of Valrhon. The name is the Sanskrit word ‘manjari’ meaning bouquet. It is made from 100 percent criollo beans, from a single plantation in the Indian Ocean, the location of which is a house secret.

A. Answer the following:

[5 marks]

- i) What has chocolate become an integral part of in the modern west?
- ii) How has chocolate become a part of dining habits?
- iii) How does chocolate lower blood pressure
- iv) From where has the new variety of chocolate introduced by the house of Valrhon got its name?
- v) How did the Aztecs consume chocolate?

B. Say whether the following are True or False

[5 marks]

- i) All types of chocolates are good for the heart.
- ii) To like dark chocolates, you have to acquire the taste.
- iii) Cocoa content is very high in milk chocolates
- iv) The chocolates of highest consumption in India is milk chocolate



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v) Aztecs believed that chocolates could be offered to gods.

C. Find appropriate word which mean the same as described below:

[5 marks]

- i) Holding or consisting of an opposite view
- ii) Without hesitation or without much difficulty
- iii) To gain for oneself
- iv) A mixture of many things put together
- v) Anything that is kept secret or remains unexplained or unknown

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HM0003 - Business English - 2 credits

Assignment - 2 (30 marks)

Answer the following questions:

1. You have noticed many stray animals on the road closer to the Hotel where you are the Manager, HR. Write a letter to the concerned authority in the municipality about the nuisance created by the stray animals and request remedy. **[5 marks]**
2. You are invited to 'Gourmet 2009', the National Food Festival organized by the SMU. Write a letter of acceptance. **[5 marks]**
3. You need some utensils for the kitchen of Hell's Kitchen where you are the Purchase Head. Write a letter to your supplier to send the required items within one month. Create the data that you require and write a request order letter to the supplier. **[10 marks]**
4. There is a vacancy for the post of Administrative executive in Hotel Hill Way, Amritsar, Punjab. The candidate needs to be a commerce graduate, who can handle correspondence independently. The ideal candidate should be computer literate, should have a good command over spoken and written English. Write an application to the post. **[10 marks]**



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Assignments for Fall / August 2011 Session

B. Sc. in Hospitality and Catering Management (B.Sc. HCM) - First Semester

HM0004 - Hospitality French - 2 credits

Assignment - 1 (30 marks)

1. Write a short note on the letters of the French alphabet and the importance of the 3 main accents with 1 example for each accent. (10 Marks)

2. Give the French for the following: (1 x 7 Marks)

- a. Fall
- b. The father-in-law
- c. The post office
- d. An overcoat
- e. The fingers
- f. window
- g. A mountain

3. Answer the following:

i. Give the names of at least 2 countries which are not feminine though they end with the letter 'e' (2 Marks)

ii. How is 1.00 a.m. written in French? (1 Mark)

iii. Write 2 sentences using the correct form of 'être', one using 1st person singular and other using 1st person plural. (2 marks)

iv. Write 2 sentences using the correct form of 'avoir', one using 2nd person singular and the other using 2nd person plural. (2 marks)

v. Write 2 sentences using the correct form of 'acheter', one using 3rd person singular and the other using 3rd person plural (2 marks)

vi. Write 2 sentences using the correct form of 'appeler', one using 1st person singular and the other using 2nd person plural (2 marks).

vii. Write 2 sentences using the correct form of 'manger', one using 2nd person plural and the other using 3rd person plural. (2 marks)



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Assignments for Fall / August 2011 Session

B. Sc. in Hospitality and Catering Management (B.Sc. HCM) - First Semester

HM0004 - Hospitality French - 2 credits

Assignment - 2 (30 marks)

1. Write at least 5 sentences about yourself in French. (5)
2. Give the equivalents of the following in French: (5)
 - a. O.K.
 - b. Nothing
 - c. See you soon
 - d. Of course
 - e. Please
3. a. Translate the following into English: (5)

Bonsoir, Madame. Nous sommes Monsieur et Madame Leblanc. Nous avons réservé une chambre pour deux personnes.
Bonsoir, Madame, Bonsoir Monsieur. Un instant, je regarde Madame Leblanc.

 - b. Translate the following into English: (5)

Je vous que l'hôtel est complet. Vous n'avez vraiment plus de chambre ? C'est impossible.
Plus aucune, Monsieur. Je suis désolé.
 - c. Translate into French: (1)

All taxes included
4. Write the following passage in the proper sequence: (6)
 - Avec les petits déjeuners ?
 - 500 euros la nuit. Monsieur
 - Oui, Monsieur. Prix net, service et taxes compris
 - Non, Monsieur, sans petit le petit déjeuner
 - C'est une chambre à combien ?
 - Toutes taxes compris
5. Write the following sentences in passé composé: (3)
 - i. Ils ont des enfants.
 - ii. Elle écoute la radio.
 - iii. Nous sortons de la classe.



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B. Sc. in Hospitality and Catering Management (B.Sc. HCM) - First Semester

HM0005 - Front Office Operations – I (Theory) - 2 credits

Assignment - 1 (30 marks)

- 1) Explain the components of Front Office Department? (5 Marks)
- 2) Draw the format of Crew Wakeup Call List and Lobby Control Sheet (4 Marks)
- 3) Explain the following (4 Marks)
 - a) GDS
 - b) Inter-sell Agencies
- 4) Draw the format of Density Chart and explain its features (5 Marks)
- 5) Draw the layout of Reservation Department and name each sections of the same
(6 Marks)
- 6) Name six types of Credit Cards (6 Marks)



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B. Sc. in Hospitality and Catering Management (B.Sc. HCM) - First Semester

HM0005 - Front Office Operations – I (Theory) - 2 credits

Assignment - 2 (30 marks)

- 1) What are the main advantages of Call Accounting System? (5 Marks)
- 2) What is Law of Contract and Value Added Tax? (4 marks)
- 3) Draw the format of 'No-show Report' and 'Cancellation Report' (3 Marks)
- 4) What are the legal rights of the hotelier (6 Marks)
- 5) As a Front office Manager, what procedure will you follow, when a guest is found dead in the room? (6 Marks)
- 6) Name the forms and formats maintained at front desk (6 Marks)



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B. Sc. in Hospitality and Catering Management (B.Sc. HCM) - First Semester

HM0007 - Accommodation Operations – I (Theory) - 2 credits

Assignment - 1 (30 marks)

- 1) Explain the following: (3 Marks)
 - a) Job Description
 - b) Job Specification
- 2) Draw the format of Work Order Report (2 Marks)
- 3) What are the different types of Vacuum cleaners? (5 Marks)
- 4) Name any four Neglected areas in the guest rooms (4 Marks)
- 5) Explain the selection criteria for the room line? (4 marks)
- 6) Name the different types of carpets used in the hotels (6 Marks)
- 7) Draw the layout of Housekeeping control desk (6 marks)



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B. Sc. in Hospitality and Catering Management (B.Sc. HCM) - First Semester

HM0007 - Accommodation Operations – I (Theory) - 2 credits

Assignment - 2 (30 marks)

- 1) How will you establish a par stock level for room linen in the linen room?
(6 Marks)
- 2) What are the prevention and control measures for pests? (5 Marks)
- 3) Explain the alternative schedule techniques? (5 Marks)
- 4) What is cross training? (2 Marks)
- 5) How will you develop a staffing guide for House Men? Explain with an example
(7 Marks)
- 6) How will you classify the fibers? (5 Marks)

Practical Guidelines – I Semester

All the practical related details pertaining to Front Office Operations – I (Practical) [HM0006] and Accommodation Operations – I (Practical) [HM0008] are furnished in the Practical Manual/SLM of the concerned subjects.

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