

**A1018**

Name.....

Register No.....

**NAIPUNNYA INSTITUTE OF MANAGEMENT AND INFORMATION  
TECHNOLOGY (AUTONOMOUS)**

**FIRST SEMESTER (FYUG) DEGREE EXAMINATION NOVEMBER 2025**

**HOTEL ADMINISTRATION**

**BSA1VN101 - INTRODUCTION TO CULINARY ARTS**

Time:Two Hours

Maximum:70 marks

**Section A**

Answer all questions.

Each question carries 3 marks. Ceiling 24 marks

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|---|-----|
| 1. Evaluate the importance of personal hygiene audits in catering businesses.       | CO2 |
| 2. Define customer expectations in the context of service delivery.                 | CO4 |
| 3. Assess the effectiveness of drying as a method of food preservation.             | CO2 |
| 4. Differentiate between residential and non-residential catering establishments.   | CO5 |
| 5. Draw the organizational structure of a medium-sized hotel's catering department. | CO5 |
| 6. What is the purpose of collecting customer feedback?                             | CO4 |
| 7. Assess the impact of poor professional etiquette on customer relationships.      | CO4 |
| 8. Define food safety.  | CO2 |
| 9. What are the different types of rooms found in hotels?                           | CO1 |
| 10. Examine the effectiveness of using customer history to personalize service.     | CO4 |

**Section B**

Answer all questions.

Each question carries 6 marks. Ceiling 36 marks

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| 11. Define customer satisfaction and explain three common customer expectations in the service industry. | CO4 |
| 12. Analyze the factors affecting microbial growth in food and their impact on food spoilage.            | CO2 |
| 13. Discuss the historical development of the hotel and catering industry in India.                      | CO5 |
| 14. Evaluate the effectiveness of balancing taste and nutrition in menu design for a hospital cafeteria  | CO3 |
| 15. Differentiate between refrigeration, freezing, canning, and drying as methods of food preservation.  | CO2 |

Turn Over

16. List and briefly explain the different types of menus commonly used in the food and beverage industry. CO3

17. Assess the effectiveness of using feedback forms versus in-person follow-up in handling customer complaints. CO4

18. Differentiate between commercial and non-commercial catering establishments with examples. CO5

### **Section C**

Answer any one question  
The question carries 10 marks.

19. Design a hygiene protocol for catering staff that ensures food safety during large-scale events. CO2

20. Analyze the different types of food safety hazards and explain their potential impacts on public health. CO2

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