

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

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

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
