

Mid-West University
Examinations Management Office
Surkhet, Nepal
Final Examination-2079
Bachelor of Hotel Management (BHM)
Semester - III

Roll.No.....

Subject: Human Resource Management and Organizational Behavior
Full Marks: 100 Pass Marks: 50

Course Code: BHM 431/331
Time: 3:00 Hours

SECTION A: MULTIPLE CHOICE QUESTIONS (1 × 15 = 15 MARKS) / (TIME: 15 MINUTES)

Tick the best answers.

1. HRM practices are the important components of Model
 - a. The Fombrum Model
 - b. The Harvard Model
 - c. The Guest Model
 - d. The Warwick Model
2. Employee motivation decreases the.....
 - a. demand
 - b. customer churn
 - c. brand position
 - d. employee longevity
3.is the component of changing environment of HRM
 - a. Workforce Diversity
 - b. Social Inclusion
 - c. Organization Structure
 - d. None of the above
4. Internal hiring is all about.....
 - a. hiring from competitors
 - b. hiring within the organization
 - c. hiring from abroad
 - d. hiring from similar industry
5. does not affect organizational behavior.
 - a. People
 - b. Environment
 - c. Technology
 - d. None of the above
6.is not the component of social inclusion.
 - a. Gender
 - b. Ethnicity
 - c. Migration
 - d. Caste
7. Independent variables could be.....
 - a. individual behavior
 - b. group behavior
 - c. group behavior
 - d. all of above
8. is the lowest-level need as per the ERG Theory
 - a. Existence
 - b. Relatedness
 - c. Physiological
 - d. Growth
9. Lack of motivation factors will result in..... as per the Herzberg Theory
 - a. Dissatisfaction
 - b. Demotivation
 - c. No result
 - d. All of above
10. Motivation through effective leadership occurred by.....
 - a. sharing vision
 - b. effective communication
 - c. inspiring others
 - d. all of the above
11. Group is defined by:
 - a. abilities
 - b. goals
 - c. values
 - d. no of people

12. is the category of leadership skills
- a. Technical skills
 - b. Interpersonal Skills
 - c. Conceptual Skills
 - d. All of the above
13. Which one of the followings does fall under the demographic segmentation?
- a. Education
 - b. Migration
 - c. Values and Attitudes
 - d. Perception
14. The migration of all citizens falls under segmentation
- a. behavioral
 - b. demographic
 - c. psychographic
 - d. geographic
15. Which one of the followings is not the theory of motivation?
- a. Trait Theory
 - b. Herzberg Theory
 - c. Two Factor Theory
 - d. None of the above

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You are required to answer in your own words as far as applicable. The figures in the margin indicate full marks.

SECTION B: SHORT ANSWER QUESTIONS (8 × 5 = 40 MARKS)

Answer any **EIGHT** questions:

1. Discuss the details of the Guest model of Human Resource Management. What are its pros and cons?
2. Discuss the different types of contemporary issues of human resource management.
3. What are the different functions of human resource management. Explain.
4. What are the differences between recruitment and selection. Mention in detail.
5. Explain, in detail, the Alderfer's ERG theory of motivation in context to tourism industry.
6. What is Organizational Behavior? What are its contributing disciplines?
7. What are the commonalities and differences among Teams and Groups?
8. What is occupational safety and how do we create a safe and healthy work environment for an employee?
9. What are the features of Safe working environment? Illustrate with examples.
10. What is workforce diversity. Why is it a contemporary issue in human resource management.

SECTION C: LONG ANSWER QUESTIONS (3 × 10 = 30 MARKS)

Answer any **THREE** questions:

11. Why is Human Resource Management an important component of any organization? What roles does a Human Resource Manager play in an organization?
12. Explain, in detail, the compensation details as per the labor law of Nepal. What are the basic salary compositions and what can be done if any individual salary is below the prescribed level.
13. Discuss in detail the stages of group formation. What are the advantages and disadvantages of working in groups?
14. Discuss in detail the different levels of organizational behavior. How does it play a vital role in shaping up an individual.
15. Discuss, in detail, the following:
 - a. Job Design
 - b. Job Description
 - c. Job Re-engineering
 - d. Job Design

SECTION D: CASE STUDY (15 MARKS)

16. Read the case given below and answer the following questions:

Harsha and Franklin both of them are postgraduates in management under different streams from the same University. Both of them are close to each other from the college days itself and the same friendship is continuing in the organization too as they are placed in the same company, Hy-tech technology solutions. Harsha placed in the HR department as employee counsellor and Franklin in the finance department as a key finance executive. As per the grade is concerned both are at the same level but when responsibility is concerned Franklin is holding more responsibility being in core finance. By nature, Harsha is friendly in nature and ready to help the needy. Franklin is silent in nature ready to help if approached personally and always a bit egoistic in nature. They have successfully completed 4

years in the organization. And management is very much satisfied with both of them as they are equally talented and constant performers.

Harsha felt that now a day's Franklin is not like as he uses to be in the past. She noticed some behavioral changes with him. During general conversations, she feels that Franklin is taunting her that she is famous among the employees in the organization, on the other hand, he is not even recognized by fellow employees.

One morning Mr. Mehta General Manager Hy-tech technology solutions shocked while going through the mail received from Franklin about his resignation. Mr. Mehta called Harsha immediately and discussed the same as she is close to Franklin. By hearing the news Harsha got stunned and said that she does not know this before she also revealed here current experience with him. Mr. Mehta who does not want to lose both of them promised her that he will handle this and he won't allow Franklin to resign.

In the afternoon Mr. Metha took Franklin to Canteen to make him comfortable after some general discussion he starts on the issue. Franklin, after some hesitation, opened his thinking in front of Mr. Mehta. The problem of Franklin is

- When he comes alone to canteen the people from others don't even recognize him but if he accompanied by Harsha he gets well treated by others.
- One day Both of them entered the company together the security in the gate wished them but the next day when he came alone the same security did not do so.
- Even in meetings held in the office, the points raised by Harsha will get more value so many times he keeps silent in the meeting.

It happens to Franklin that he has to face such degradation in each day of work which totally disturbs him. Franklin also questioned that " Harsha and myself have the same qualification, from the same institute, passed out in the same year both with first class. We have the same number of experiences in this organization. Moreover, the responsibilities with me are more valuable than those of Harsha. After all these things if I am been ignored or unrecognized by the fellow employees my ego does not allow me to continue here".

- a. If you were Mr. Mehta, how would you handle the three issues identified by Franklin? [5]
- b. If you were Harsha, what would you have done to resolve the matter? [5]
- c. What are the main issues with Franklin in terms of human resource management? [5]

THE END

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Bachelor of Hotel Management (BHM)
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Roll.No.....

Subject: Food Production and Patisserie III

Course Code: BHM432/ 332

Full Marks: 100 Pass Marks: 50

Time: 3: 00 Hours

SECTION A: MULTIPLE CHOICE QUESTIONS (1 × 15 = 15 MARKS) / (TIME: 15 MINUTES)

Tick the *best* answers.

1. Appetizers were originally introduced by the Athena ansasa buffet in the early.....century B.C.
 - a. FOURTH
 - b. FIFTH
 - c. THIRD
 - d. SIXTH
2. Caviar is the egg obtained from.....fish
 - a. sturgeon
 - b. mackerel
 - c. anchovies
 - d. tuna
3.are types of caviars.
 - a. Beluga
 - b. Ossetra
 - c. Sevruga
 - d. All of them
4. Cold kitchen is also known as
 - a. larder
 - b. garde manger
 - c. pantry
 - d. all of above
5. Canape refers to
 - a. bite size small open sandwich
 - b. sandwich
 - c. appetizers
 - d. bread
6. Red caviar is obtained from
 - a. salmon fish
 - b. sturgeon fish
 - c. haddock
 - d. herrings
7. Pinwheel sandwich is a type of.....sandwich.
 - a. toasted
 - b. grilled
 - c. ribbon
 - d. rolled
8. can be defined as dish in which ingredients are set with the meat stock or consommé and gelation.
 - a. Pate
 - b. Terrine
 - c. Galantine
 - d. aspic
9. Type of lettuce, chicory or loose leaf lettuceetc basically can be used as the
 - a. base
 - b. body
 - c. garnish
 - d. dressing
10. Niçoise salad is the type of salad.
 - a. Salad singular
 - b. Compound salad
 - c. Green Salad
 - d. Vegetable

11. is part of the garde manger devoted to preparing cold meat products
- a. Cold meats
 - b. Preserved foods
 - c. Charcuterie
 - d. None of the above
12. Major function of dressings is
- a. add flavor and provides food value
 - b. help digestion
 - c. improve palatability and appearance
 - d. All of the above
13.are the famous fast food establishment.
- a. Arby's
 - b. Carl's jr.
 - c. checkers
 - d. all of above
14. can be defined as dish in which ingredients are set with the meat stock or consommé and gelatin
- a. Pate
 - b. Aspic
 - c. Terrine
 - d. Galantine
15. Standard serving size for soup is.....ml.
- a. 100-150
 - b. 150-200
 - c. 200-250
 - d. 250-300

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SECTION B: SHORT ANSWER QUESTIONS (8 × 5 = 40 MARKS)

Answer any **EIGHT** questions:

1. Compile a four course chinese table d' hote menu along with the recipe of any one chinese soup. [5]
2. What are the possible faults in cake making? Explain. [5]
3. Explain the various types of paste used in bakery. [5]
4. Write down the advantages and disadvantages of convenience food. [5]
5. "Appetizers help to create the first impression to the guest" how? [5]
6. Make a recipe card of salad of your choice in a standard recipe format. [5]
7. Explain the cuts of chicken and its culinary uses. [5]
8. What are the characteristics of fast food. [5]
9. What is salad made by? Exemplify. [5]
10. write about the duties and responsibilities of ex-chef. [5]

SECTION C: LONG ANSWER QUESTIONS (3 × 10 = 30 MARKS)

Answer any **THREE** questions:

11. What are the duties and responsibilities of garde manger? [10]
12. Explain the types of game with examples. [10]
13. "The bant food industry is a multibillion dollar industry" hood. [10]
14. What are the herbs, spices and cooking techniques used in Chinese cuisine.? [10]
15. Write about the recipes and methods of preparation of sweet paste. [10]

SECTION D: CASE STUDY (15 MARKS)

16. Read a case given below and answer the following questions:

Think you are an executive chef of ABC hotel. And you have to prepare a new menu for the breakfast. And for it you are thinking to include the sandwich and canapes.

- a. Differentiate between canape and sandwich. [5]
- b. Give the guidelines for your staffs while preparing the sandwich. [5]
- c. Create your own new sandwich with recipe card that you will add to your menu. [5]

THE END

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Subject: Food and Beverage Service III
Full Marks: 100 Pass Marks: 50

Roll.No.....
Course Code BHM433/333
Time: 3: 00 Hours

SECTION A: MULTIPLE CHOICE QUESTIONS (1 × 15 = 15 MARKS) / (TIME: 15 MINUTES)

Tick the best answers.

1. Chaptalization is the addition of
 - a. alcohol
 - b. grape
 - c. must
 - d. sugar
2. Bourbon is
 - a. tennessee whiskey
 - b. scotch whisky
 - c. irish whiskey
 - d. american whiskey
3. Which one of the followings is the red grape variety ?
 - a. Chardonnay
 - b. Riesling
 - c. Merlot
 - d. Chenin
4. Rum was first produced in the
 - a. African country
 - b. Balkan country
 - c. European country
 - d. Caribbean country
5. Which one region of France is popular for Cognac?
 - a. Avignon
 - b. Bordeaux
 - c. Charente
 - d. Champagne
6. Mescal is produced in the very similar way to
 - a. tequila
 - b. gin
 - c. vodka
 - d. brandy
7. What is the vaporizing temperature of alcohol ?
 - a. 76.5°C
 - b. 78.5°C
 - c. 80.5°C
 - d. 82.5°C
8. In whiskey making process , fermentation is done after....
 - a. malting
 - b. blending
 - c. distillation
 - d. mashing
9. is obtain by the process of fermentation
 - a. Mojito
 - b. Whiskey
 - c. Tequila
 - d. Cider
10. Bloody Marry isbase cocktail.
 - a. Whisky
 - b. Gin
 - c. Vodka
 - d. Rum
11. Which one of the followings is not a fermented beverage?
 - a. Jand
 - b. Raksi
 - c. Chhyang
 - d. Tongba

12. According to the calculation of proof, 30 % alcohol by volume is equal toin American proof scale
- a. 20°
 - b. 30°
 - c. 40°
 - d. 60°
13. Which one of the following parts of grape gives colour to red wine?
- a. Skin
 - b. Pulp
 - c. Stalk
 - d. Seed
14. Brandy is served in Glass
- a. Collins
 - b. Highball
 - c. Snifter
 - d. Pilsner
15. Dark Rum is aged for in bourbon cask
- a. 6 years
 - b. 4 years
 - c. 8 years
 - d. 2 years

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Course Code: BHM 433/333

Full Marks: 100 Pass Marks: 50

Time: 3: 00 Hours

You are required to answer in your own words as far as applicable. The figures in the margin indicate full marks.

SECTION B: SHORT ANSWER QUESTIONS (8 × 5 = 40 MARKS)

Answer any **EIGHT** questions:

1. What type of alcohol is tequila? Explain its production procedure.
2. Explain the varieties of grape used in champagne production.
3. What is the difference between bourbon and whiskey?
4. Define RMM and its types.
5. "Vodka is a neutral Spirit". Justify
6. Define bar and its types.
7. What are the difference between Cognac and Armagnac?
8. Explain the manufacturing process of gin.
9. Define the cocktails and its component.
10. List out the traditional alcoholic & non alcoholic beverage that are consumed in Nepal and explain them in brief.

SECTION C: LONG ANSWER QUESTIONS (3 × 10 = 30 MARKS)

Answer any **THREE** questions:

11. Explain the complete process of wine production. [10]
12. Explain the various methods of making mixed cocktail with examples. [10]
13. Define brandy and explain the procedure of manufacturing brandy. [10]
14. Enlist each five brand names of distilled alcoholic beverage. [10]
15. Explain the manufacturing process of champagne. [10]

SECTION D: CASE STUDY (15 MARKS)

16. Read a case given below and answer the following questions:

Responsible alcohol service programme has evolved in many countries alongside a general increase in the availability of alcohol and a greater focus on the prevention of alcohol-related road crashes. They also recognize the reality that a great deal of high-risk drinking and preventable harm occurs in and around licensed premises or as drinkers make their way home. Early US efficacy studies of programme which trained managers and bar staff to limit customers levels of intoxication and prevent drink driving showed promise. Studies of effectiveness of these programme in the wider community, and in the absence of the enforcement of liquor laws, found little benefit. The data will be interpreted as suggesting that, in reality, skills deficits in the serving of alcohol are not a significant problem compared with the motivational issue for a commercial operation of abiding by laws that are rarely enforced and which are perceived as risking the goodwill of their best customers. Australian, UK and US experiences with liquor law enforcement by police will be discussed along with outcomes from the Australian invention of Alcohol Accords, informal agreements between police, licensees and local councils to trade responsibly. It will be concluded that the major task involved in lifting standards of service and

preventing harm is to institutionalize legal and regulatory procedures which impact most on licensed premises. A number of strategies are suggested also for creating a political and social climate which supports the responsible service of alcohol and thereby supports the enactment and enforcement of appropriate liquor laws

Questions

- a. Explain the importance of responsible alcohol service . [5]
- b. How can liquor laws minimize the consequences of alcohol and its negative effect on society? [5]
- c. What are the beverage rules in Nepal? [5]

THE END

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Semester - III

Subject: Front Office Operation I
Full Marks: 100 Pass Marks: 50

Roll.No.....
Course Code: BHM 434/334
Time: 3: 00 Hours

SECTION A: MULTIPLE CHOICE QUESTIONS (1 × 15 = 15 MARKS) / (TIME: 15 MINUTES)

Tick the best answers.

1. Due to Reason front office department is known as nerve center of hotel:
 - a. circulating information to all other department
 - b. circulating rooms to another department
 - c. circulating cash
 - d. generating maximum revenue
2. Where are motels located?
 - a. At sea port
 - b. At airport
 - c. Along highways
 - d. At exotic locations
3. The booking and blocking of room is done by:
 - a. reception
 - b. reservation
 - c. telephone operator
 - d. business centre
4. The guest fails to come despite of confirmed reservation is referred as:
 - a. walk in guest
 - b. skipper
 - c. no show
 - d. in house guest
5. The Department is mainly responsible for enhancing sales revenue
 - a. Front Office
 - b. F&B Service
 - c. Travel Agency
 - d. Sales and Marketing
6. When the guest is not in the room but if someone is visiting him/her or expecting any call, guest can leave information in
 - a. lost and found
 - b. guest paging
 - c. location form
 - d. guest mail delivery
7. Ensuring the safety of life and assets is the responsibility of:
 - a. accounts department
 - b. security department
 - c. it department
 - d. engineering and maintenance department
8. One of the followings falls under functional department
 - a. food production
 - b. purchase and store
 - c. front office
 - d. housekeeping
9. The check out process carried out during
 - a. pre – arrival
 - b. departure
 - c. arrival
 - d. stay

10. Front office manager is responsible for:
- a. preparing budget
 - b. training
 - c. coordination
 - d. all of the above
11. Who is the father of Travel and Tourism?
- a. Sr. Moritz
 - b. Cox and Kings
 - c. Riviera
 - d. Thomas Cook
12. Ensuring safety of life and assets is responsibility of:
- a. Accounts Department
 - b. Security Department
 - c. IT department
 - d. Engineering and Maintenance Department
13. From where the word "Motels" was invented?
- a. United Kingdom
 - b. America
 - c. France
 - d. Australia
14. It is the longest phase in guest cycle:
- a. Pre – arrival
 - b. Departure
 - c. Arrival
 - d. Stay
15. The room with following status can be sold to guest:
- a. OOO
 - b. VC
 - c. VD
 - d. Departure

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Subject: Front Office Operation I

Course Code: BHM 434/334

Full Marks: 100 Pass Marks: 50

Time: 3: 00 Hours

You are required to answer in your own words as far as applicable. The figures in the margin indicate full marks.

SECTION B: SHORT ANSWER QUESTIONS (8 × 5 = 40 MARKS)

Answer any **EIGHT** questions:

1. Define front office. Explain the functions of Front Office Department.
2. Why is the front office department is the first impression of the hotel? Exemplify.
3. Explain night auditing process and their duties.
4. What is the interrelation between front office and housekeeping department?
5. Explain the process of reservation.
6. Define: 1) Scanty Baggage 2) City Hotel
7. Discuss briefly on message slip and location form.
8. What are the types of plan practiced in accommodation industry?
9. List the duties and responsibilities of a reservation department.
10. What are the difference between check in and check out?

SECTION C: LONG ANSWER QUESTIONS (3 × 10 = 30 MARKS)

Answer any **THREE** questions:

11. Classify hotel on the basis of location. [10]
12. List down the duties and responsibilities of a front office manager. [10]
13. List the sections within Front Office Department. [10]
14. What are the types of reservation? Explain. [10]
15. Write Short Notes on (any 2):
 - a. Guest Folio
 - b. Registration
 - c. Left Luggage

SECTION D: CASE STUDY (15 MARKS)

16. Read a **case** given below and answer the following questions:

A reservation agent, received a call from a guest for booking a single room for four days from 15 July. While checking the reservation status, she finds that on 18 July the lower category of rooms is sold out but an executive room is available (Room rent of the same is NPR2500 more than the requested room type). While going through the guest history, she also finds that the guest is a frequent visitor to the hotel and a considerable amount of business is gained from him.

- a. What alternatives can be suggested to the guest? [5]
- b. Should reservation agent upgrade the guest for the night of 18 July on a complimentary basis? Why or Why not? [5]
- c. What are the sources of reservation? [5]

THE END

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Bachelor of Hotel Management (BHM)
Semester - III

Roll.No.....

Subject: Food Science and Nutrition
Full Marks: 100 Pass Marks: 50

Course Code: BHM 435/335
Time: 3: 00 Hours

SECTION A: MULTIPLE CHOICE QUESTIONS (1 × 15 = 15 MARKS) / (TIME: 15 MINUTES)

Tick the *best* answers.

1. Organism that can survive without oxygen is
 - a. anaerobes
 - b. mesophiles
 - c. halophiles
 - d. microaerophiles
2. Oleic acid is a
 - a. PUFA
 - b. amino acid
 - c. vitamin
 - d. MUFA
3. The Nepal food act law was enforced in the year
 - a. 2034
 - b. 1966
 - c. 1969
 - d. 2040
4. Viruses are a-cellular obligate parasite whose nucleic acid is enclosed within
 - a. Plasma
 - b. Protein
 - c. spore
 - d. Capsid
5. The serving size of vegetable is
 - a. 30gm
 - b. 100gm
 - c. 60gm
 - d. 25gm
6. LTLT pasteurization is performed at
 - a. 75°C for 10 minutes
 - b. 62°C for 30 minutes
 - c. 63°C for 30 minutes
 - d. none of the above.
7. Which one of the followings is true for bacteria?
 - a. Grow and multiply in warm condition
 - b. All causes food poisoning
 - c. Need oxygen
 - d. Freezing can kill it
8. RDA for calorie during pregnancy increases by
 - a. 430Kcal
 - b. 200Kcal
 - c. 300Kcal
 - d. 500Kcal
9. CODEX alimentarius is funded by
 - a. WHO
 - b. FDA
 - c. WTO and FAO
 - d. None of the above
10. Goiter is caused due to the deficiency of
 - a. Vitamin D
 - b. Iodine
 - c. Protein
 - d. Iron
11. Flagella is a structure that provides
 - a. resistance to heat
 - b. motility
 - c. aids in reproduction
 - d. transfer of genetic material

12. Low acid foods are those foods which have pH

- a. <3.7
- b. 3.7 to 4.6

- c. 4.6 to 5
- d. None of the above

13. Sanitizing agents are

- a. chlorine
- b. all of the above

- c. hot water
- d. none of the above

14. Positive oxidation reduction potential value

- a. supports pathogen
- b. supports growth of aerobes

- c. is toxic for psychrophilic
- d. helps in preservation

15. The carbohydrate obtained from leafy vegetables is called

- a. lactose
- b. cellulose

- c. starch
- d. glycogen

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You are required to answer in your own words as far as applicable. The figures in the margin indicate full marks.

SECTION B: SHORT ANSWER QUESTIONS (8 × 5 = 40 MARKS)

Answer any **EIGHT** questions:

1. Discuss, briefly, animal origin food groups.
2. Compare the difference between complete and incomplete protein.
3. Write short notes on the role of DFTQC.
4. Describe the various methods of dish washing.
5. Differentiate between saturated and unsaturated fatty acid.
6. Explain the seven principles of HACCP.
7. Explain the industrial significance of micro-organism with an example.
8. Describe the sociological function of food.
9. Give a brief account on the various methods of garbage disposal.
10. Write short notes on polysaccharide.

SECTION C: LONG ANSWER QUESTIONS (3 × 10 = 30 MARKS)

Answer any **THREE** questions:

11. List down the objective of food preservation. Explain the methods of food preservation by application of heat.
12. Define extrinsic factor. Explain how these factors affect the growth of microorganisms and shelf life of food.
13. Define anemia. Describe its causes, sign and symptoms and preventive measures.
14. Differentiate between cleaning and sanitizing. Write short notes on the various types of cleaning agents.
15. Classify vitamin. List down the various functions of fat soluble vitamin.

SECTION D: CASE STUDY (15 MARKS)

16. Read a case given below and answer the following questions:

Ideally, food should be prepared and eaten fresh. But since they are transported over long distances and even between continents. They may undergo prolong period of storage prior their cooking and consumption. During this period food is potentially liable to microbial spoilage or even food poisoning. Food is derived directly or indirectly from living organism and undergoes natural decay. Food spoilage results from autolytic enzyme of due to microbial activity. Handling and processing of food also increases microbial load in food, increasing the potential of food spoilage of even poisoning. Aseptic handling of food, good Hygienic practices and GMP are the key components in minimizing potential food safety hazards regulated by force of legislation.

Questions:

- a. State your understanding on the various factors causing food spoilage. [5]
- b. What are the food safety hazards? How can one minimize those hazards? [5]
- c. What are the 5 Ps of GMP that help maintain product safety? [5]

THE END