

Total No. of Questions : 5]

SEAT No. :

PD1754

[Total No. of Pages : 2

[6434]-1001

F.Y.B.H.M.C.T.

**C-101: FOOD PRODUCTION
(2019 Pattern) (Semester - I)**

Time : 2 Hours]

[Max. Marks : 40

Instructions to the candidates:

- 1) *Question 1 is compulsory.*
- 2) *Attempt any three from Q.2 to Q.5.*
- 3) *All question carry equal marks.*

Q1) Explain the following terms (any 10)

[10×1=10]

- a) Molasses.
- b) Radiation.
- c) Tofu.
- d) Payasam.
- e) Kneading.
- f) Pot roasting.
- g) Chef tournant.
- h) Poaching.
- i) Convection oven.
- j) Clarified Butter.
- k) Baking.
- l) Marination.

Q2) a) Draw a neat chart of kitchen brigade of a 5 star hotel. State duties of Chef De Partie. **[5]**

b) List any 6 points to be considered while purchasing kitchen equipments. **[3]**

c) State any 4 aims & objectives of cooking. **[2]**

Q3) a) Explain the importance of kitchen uniform. **[4]**

b) List 2 advantages of the following fuels **[4]**

i) LPG.

ii) Electricity.

c) List four uses of curd. **[2]**

P.T.O.

- Q4)** a) Draw a neat chart of methods of Cooking. List any 4 points observed while boiling. [5]
b) Explain any 3 types of sugar. [3]
c) List 4 attributes required for a kitchen personnel. [2]

Q5) Answer the following (any 5) [10]

- a) Name 2 condiments.
- b) Name 2 bi products of.
 - i) Wheat.
 - ii) Ragi.
- c) Name 2 soft cheese.
- d) Explain 2 desirable textures.
- e) Explain hydrogenation of fat.
- f) Explain co-ordination of kitchen with stores.
- g) Name color pigment found in cabbage and spinach.



Total No. of Questions : 6]

SEAT No. :

PD1755

[6434]-1002

[Total No. of Pages : 2

First Year B.H.M.C.T.

**C-102 : FOOD & BEVERAGE SERVICE - I
(2019 Pattern) (Semester - I)**

Time : 2 Hours]

[Max. Marks : 40

Instructions to the candidates:

- 1) Question No. 1 is compulsory.***
- 2) Solve any 3 questions from remaining.***
- 3) All questions carry equal marks.***

Q1) Explain the terms (any 10)

[10]

- a) Cover
- b) Baize
- c) QSR
- d) Coffee shop
- e) Automats
- f) Pubs
- g) Stile Room
- h) Ahoyeur
- i) Sommelier
- j) Bar
- k) Hollow ware
- l) Banquet

Q2) a) Write any 5 advantages and 5 disadvantages of using disposables. [5]

b) Explain the following type of service with appropriate examples [5]

- i) Single point service
- ii) Self service

P.T.O.

- Q3)** a) State interdepartmental relationship of FnB service with the following departments [5]
i) Kitchen
ii) Housekeeping
b) Classify catering establishments with the help of a chart and give suitable examples. [5]
- Q4)** a) Differentiate between [5]
i) Mis en scene and Mis en place
ii) American service and silver service
b) Explain the various duties and responsibilities of a Food and Beverage Manager. [5]
- Q5)** a) With the help of a diagram explain the Triple KDT system. [5]
b) List any 5 speciality equipments used in the hotel along with their uses.[5]
- Q6)** a) List and explain any 10 attributes of a F&B staff. [5]
b) Write the capacities/sizes of the following: [5]
i) Height of a chair
ii) Serviette
iii) Tom collins
iv) Demi Tasse [square table for 4 pple]
v) Square tabel



Total No. of Questions : 5]

SEAT No. :

PD1756

[6434]-1003

[Total No. of Pages : 2

First Year B.H.M.C.T.

C - 103 : BASIC ROOMS DIVISION - I

(2019 Pattern) (Semester-I)

Time : 2 Hours]

[Max. Marks : 40

Instructions to the candidates:

- 1) *Question no. 1 is compulsory.*
- 2) *Attempt any 3 questions from remaining.*

Q1) Explain the following terms (any 10) :

[10]

- a) Front of the House
- b) HWC
- c) FHRAI
- d) Crib
- e) Maids cart
- f) Motel
- g) Resort
- h) EP
- i) FIT
- j) Grand Master Key
- k) GRE
- l) Concierge

P.T.O.

- Q2)** a) Explain the co-ordination between Housekeeping and Front Office. [5]
b) Draw a Hierarchy chart of Housekeeping dept. for medium size hotel. [5]
- Q3)** a) Give the classification of cleaning equipment and explain any two Mechanical equipment. [5]
b) Explain any five types of guest room. [5]
- Q4)** a) Explain classification of hotel on the basis of size. [5]
b) Write down the various duties and responsibility of GRE. [5]
- Q5)** a) Write down the rules of the house for guests. [5]
b) Explain various functions performed by bell desk. [5]



Total No. of Questions : 8]

SEAT No. :

PD1757

[Total No. of Pages : 2

[6434]-1004

First Year B.H.M.C.T.

C 104 : PRINCIPLES OF MANAGEMENT

(2019 Pattern) (Semester -I)

Time : 2½ Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) Question No 1 is compulsory.
- 2) Solve any 5 from Q.2 to 8Q.
- 3) Figures to the right indicate full marks.

Q1) Explain the following terms (Any 10)

[20]

- a) Unity of command
- b) Standing plan
- c) Bureaucratic Leader
- d) Motivation
- e) Top Management
- f) Coordination
- g) Decentralized
- h) Downward communication
- i) Span of control
- j) Formal organization
- k) Management
- l) Resources

Q2) a) List the advantages of Planning.

[5]

b) Explain Systems approach theory.

[5]

Q3) a) Explain the process of controlling.

[5]

b) Explain different types of plan

[5]

P.T.O.

- Q4)** a) Explain managerial skills at different levels of management. [5]
b) Explain role of leader in motivating staff. [5]
- Q5)** a) List down the importance of organizing. [5]
b) Draw and explain the process of communication. [5]
- Q6)** Explain any 10 principles of Henry Fayol's Management Theory. [10]
- Q7)** a) Explain Maslow's Need Hierarchy theory. [5]
b) Difference between Line and staff organization [5]
- Q8)** a) Explain the importance of coordination [5]
b) List and explain different types of leadership style [5]



Total No. of Questions : 5]

SEAT No. :

PD1758

[Total No. of Pages : 2

[6434]-2001

First Year B.H.M.C.T.

C-201 : FOOD PRODUCTION-II

(2019 Pattern) (Semester -II)

Time : 2 Hours]

[Max. Marks : 40

Instructions to the candidates:

- 1) *Question No 1 is compulsory.*
- 2) *Solve any three of the remaining questions from Q2 to Q5.*
- 3) *All questions carry equal marks.*

Q1) Explain the following terms (any 10)

[10]

- a) Court Bouillon
- b) Mire poix
- c) Proprietary sauces
- d) Demi-Glaze
- e) Bisque
- f) Poached Egg
- g) Carotenoids
- h) Waldorf salad
- i) Pull man
- j) Food contamination
- k) Organic Food
- l) Consomme Julienne
- m) Porters

Q2) a) Write down five rules for making of stock.

[5]

b) Explain five thickening agents used in sauces.

[5]

Q3) a) Explain the two types of thin soup with examples.

[5]

b) Draw a neat labelled diagram illustrating the structure of Egg.

[5]

P.T.O.

Q4) a) Describe the various parts of salad with examples. **[5]**

b) Explain five cuts of vegetables with a neat diagram. **[5]**

Q5) Attempt any four of the following: (any four) **[10]**

a) Write down the importance of kitchen stewarding

b) State the characteristics of organic food

c) Discuss the principles of HACCP

d) Write down five precautions to be taken while making the sandwiches.

e) Write down the mother sauces of following derivatives

i) Bearnaise

ii) Soubise

iii) Portuguese

iv) Supreme

v) Thousand Island



Total No. of Questions : 6]

SEAT No. :

[Total No. of Pages : 2

PD1759

[6434]-2002

First Year B.H.M.C.T.

C - 202 : FOOD & BEVERAGE SERVICE - II

(2019 Pattern) (Semester-II)

Time : 2 Hours]

[Max. Marks : 40

Instructions to the candidates:

- 1) *Question No. 1 is compulsory.*
- 2) *Solve any 3 questions from the remaining.*
- 3) *Draw the diagrams wherever necessary.*
- 4) *All question carry equal marks.*

Q1) Explain the terms (Any 10) :

[10]

- a) Hi-Tea.
- b) Ala carte.
- c) Humidor.
- d) Sorbet.
- e) Espresso.
- f) Champagne of Tea's.
- g) Russian Coffee.
- h) Ginger Ale.
- i) Smooties.
- j) Vinagrette.
- k) Sundaes.
- l) RSOT.

P.T.O.

- Q2)** a) Explain the following meals :- [5]
- i) Brunch
 - ii) Supper
 - iii) Hi-Tea
- b) Write down the characteristics of Table d' hote menu. [5]
- Q3)** a) List down the points while planning the menu & explain one. [5]
- b) What is Cigar? Explain the parts of Cigar. [5]
- Q4)** a) Discuss the refreshing beverages & nourishing beverages with examples. [5]
- b) List down the brand names of following (5 each) : [5]
- i) Cereal's
 - ii) Cigarettes
- Q5)** a) Explain the types of sandwiches with examples. [5]
- b) Write a note on cycle of room service. [5]
- Q6)** State the cover & accompaniment for the following (Any 5) : [10]
- a) Caviar.
 - b) French onion soup.
 - c) Roast duck.
 - d) Cheese.
 - e) Spaghetti Bolognaise.
 - f) Cremé Brulée



Total No. of Questions : 6]

SEAT No. :

PD-1760

[Total No. of Pages : 2

[6434]-2003

B.H.M.C.T.

C 203 : BASIC ROOMS DIVISION - II

(2019 Pattern) (Semester - II)

Time : 2 Hours]

[Max. Marks : 40

Instructions to the candidates:

- 1) *Question 1 is compulsory.*
- 2) *Attempt any three from the remaining questions.*

Q1) Explain the following terms (any 10)

[10]

- a) Spring cleaning
- b) VVIP
- c) FIT
- d) ATG
- e) Crew
- f) GRC
- g) Walk-in
- h) SPa
- i) Graveyard shift
- j) Dead move
- k) Second service
- l) GHC

Q2) a) Write down the coordination between Housekeeping dept. & purchase dept. in hotels. [5]

b) Explain the concept of opening and closing of the house. [5]

Q3) a) Give the procedure of daily cleaning of occupied room. [5]

b) Draw & explain any two records maintained at control desk. [5]

P.T.O.

- Q4)** a) Explain various channels and sources of reservation. [5]
b) Describe the pre-arrival procedure for VIP's. [5]
- Q5)** a) Explain various types of registration conducted at front desk. [5]
b) Write duties & responsibilities of GRE. [5]
- Q6) Write short notes on : (any four)** [10]
a) Mail & Message Handling.
b) Overbooking
c) Importance of spring cleaning
d) Control Desk
e) Amendment



Total No. of Questions : 8]

SEAT No. :

PD1761

[6434]-2006

[Total No. of Pages : 5

First Year B.H.M.C.T.

GE-206A : BASIC ACCOUNTING

(2019 Pattern) (Semester - II)

Time : 2½ Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) Attempt any six questions including question no. 1 which is compulsory.
- 2) Use of pocket calculator is allowed.
- 3) Figures to the right indicate full marks.

Q1) a) Following is a Trial balance of Hotel Avishkar as on 31st Mar. 20. **[15]**

Trial Balance

Debit Balances	Rs.	Credit Balances	Rs.
Stock	1,50,000	Capital	17,33,400
Salary	70,000	Sales	14,50,600
Hotel Furniture	6,00,000	Purchase Returns	35,000
Purchases	8,05,000	Creditors	2,85,000
Discount Allowed	50,000	Discount Received	85,000
Kitchen Equipments	2,00,000		
Wages	58,250		
Advertisement	67,000		
Restaurant Building	1,30,000		
Restaurant Crockery	40,000		
Utensils	1,50,200		
Office Rent Paid	1,75,050		
Cash at Bank	8,70,000		
Cash in hand	2,18,500		
Stationary	5,000		
Total	35,89,000	Total	35,89,000

Adjustments:

- i) Closing stock was valued at Rs. 85,000.
- ii) Depreciate Restaurant Building @ 10% & Hotel Furniture @ 5%.
- iii) Prepaid Rent Rs. 12,050.

Prepare Trading Account, Profit & Loss Account For the year ended on 31st March 2020 and Balance Sheet as on that date.

P.T.O.

- b) State the following statements true or false in the words. [5]
- i) Ledger account always have two sides.
 - ii) There can be more than two accounts in a journal entry.
 - iii) A person who purchases goods on credit from us is a debtor for us.
 - iv) Only monetary transactions get written in books of accounts.
 - v) A journal should get tally by default at the end.

Q2) Write short notes on Any two from the below. [10]

- a) Feature of Book-Keeping.
- b) Importance of Journal.
- c) Process of Balancing Ledger.

Q3) Journalise the Following transactions. [10]

- a) Started business with cash Rs. 50,000 and Bank Rs. 40,000.
- b) Purchased goods on credit from Ganesh for Rs. 5,000.
- c) Received commission Rs. 6,750.
- d) Sold goods worth Rs. 9,000.
- e) Deposited cash in Bank rs. 7,000.
- f) Bought Machinery for Rs. 16,000 from Delta Machines & 50% amount paid in cash immediately.
- g) Paid rent Rs. 5,000 by cheque.
- h) Paid Rs. 7,000 to Delta Machines as a Final payment.
- i) Withdrew cash from bank Rs. 1,200 for personal use.
- j) Purchased stationary for Rs. 500.

Q4) a) Explain the Following terms. [5]

i) Goodwill

ii) Debtors

iii) Drawings

iv) Liabilities

v) Capital

b) Categories the accounts in Real, Personal, Nominol [5]

i) Bank A/c

ii) Cash A/c

iii) Building A/c

iv) Commission A/c

v) Machinery A/c

vi) Sachin A/c

vii) Motor car A/c

viii) Ramesh A/c

ix) Rent A/c

x) Salary A/c

Q5) Prepare Analytical Petty Cash Book from the following information. [10]

April 1 Received a cheque of ₹1,500 from head cashier.

April 2 Paid for carriage ₹220.

April 3 Purchased postal stamps ₹150.

April 4 Paid for sundry expenses ₹80.

April 7 Paid for stationery ₹48.

April 9 Purchased Revenue stamps ₹50.

April 12 Refreshment to staff ₹200.

April 14 Purchased one chair of ₹150.

April 17 Paid for printing ₹240.

April 20 Received ₹200 from sale of old news papers.

April 22 Paid subscription to news paper ₹340.

April 25 Paid for conveyance ₹50.

Q6) Answer the following.

a) State the golden rules of accounting applicable for Personal A/c, Real A/c and nominal A/c. [6]

b) Write one word, term or phrase for the following sentences. [4]

i) Irrecoverable debts.

ii) A person whose assets are more than or equal to his liabilities.

iii) A written evidence in support of a business transaction.

iv) A list of balances of all ledger accounts which are either closed with Debit or Credit Balance.

Q7) a) From the following information of Hotel I.T.C. prepare special Functions Book for the month of July 2021. **[5]**

July 1 Bill No. 6115 - Wedding Reception Party, 300 covers @ ₹450 per cover, Sundry Extra ₹2,300. Account to Mr. Rajnath.

July 14 Annual General Meeting - 245 covers @ ₹400 per cover; Wine and Tobacco ₹17,000. Account to Mr. Shrinivas Bill No. 6230.

July 26 Bill No. 6305 - Luncheon Party, Pancard club - 120 covers @ ₹525 percover, wine and Tobacco ₹12,000. Account to Miss Mrunal, secretary.

b) From the following prepare a Trial Balance of Mr. Madhav as on 31st March 2020. **[5]**

Particulars	₹	Particulars	₹
Capital	15,00,000	Bank balance	4,00,000
Building	12,00,000	Sales	2,00,000
Stock	90,000	Commission received	50,000
Purchases	1,30,000	Creditors	2,30,000
Outstanding rent	20,000	Machinery	1,80,000

Q8) Answer the following questions (Any Two) **[10]**

- What is contra entry? Explain with example.
- What is Double Entry System of Accounting?
- Why closing stock is always valued at cost or market price whichever is less.



Total No. of Questions : 7]

SEAT No. :

PD1762

[6434]-2007

[Total No. of Pages : 1

First Year B.H.M.C.T.

GE 206 B : LOGISTICS AND SUPPLY CHAIN MANAGEMENT

(2019 Pattern) (Semester-II)

Time : 2½ Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) *Question No.1 is compulsory.*
- 2) *Attempt any 5 questions from remaining questions.*

Q1) Write short notes on (any 4) **[20]**

- a) Transportation
- b) Reverse logistics
- c) Pipe line inventory
- d) Cross Dorking
- e) Out sourcing
- f) Carrier selection

Q2) Define supply chain management and explain any four objectives of it. **[10]**

Q3) Define the term warehousing and classify warehouse. **[10]**

Q4) Explain logistics with its objectives. **[10]**

Q5) Explain the various costs associated with inventory. **[10]**

Q6) a) Explain the concept of benchmarking with its features. **[5]**

b) Discuss on the characteristics of global supply chain. **[5]**

Q7) a) With the help of a diagram elaborate the generalised supply chain model. **[5]**

b) Classify various types of inventories and describe each in brief. **[5]**



Total No. of Questions : 5]

SEAT No. :

PD1763

[Total No. of Pages : 1

[6434]-3001

S.Y.B.H.M.C.T.

**C-301: BAKERY & CONFECTIONERY
(2019 Pattern) (Semester - III)**

Time : 2 Hours]

[Max. Marks : 40

Instructions to the candidates:

- 1) *Question 1 is compulsory.*
- 2) *Attempt any three from remaining.*
- 3) *All question carry equal marks.*

Q1) Explain the following terms (any 10)

[10×1=10]

- a) Choux pastry.
- b) Baking loss.
- c) Oven spring.
- d) Artisan bread.
- e) Vol-au-Vent.
- f) Marzipan.
- g) Meringue.
- h) Sheet cookie.
- i) Cake improvers.
- j) Bench proofing.
- k) Caramel.
- l) Whisk.

Q2) a) Classify bakery equipments giving two examples for each.

[5]

b) Define icing. Explain any four uses of icing.

[5]

Q3) a) Explain the characteristics and causes of cookies.

[5]

b) Write a short note on.

[5]

i) Characteristic of good bread.

ii) Bread improvers

Q4) a) What are two types of bread diseases, its symptoms & causes.

[5]

b) Classify leavening agents with examples.

[5]

Q5) a) Explain the following cake making methods.

[5]

i) Sugar batter method.

ii) Flour batter method.

b) Explain the french method of making puff pastry.

[5]



Total No. of Questions : 5]

SEAT No. :

PD1764

[6434]-3002

[Total No. of Pages : 2

Second Year B.H.M.C.T.

**C-302 : FOOD & BEVERAGE SERVICE - III
(2019 Pattern) (Semester - III)**

Time : 2 Hours]

[Max. Marks : 40

Instructions to the candidates:

- 1) Question No. 1 is compulsory.
- 2) Solve any 3 questions from remaning.

Q1) Explain the following terms. (any 10)

[10]

- a) Tannin
- b) Grappa
- c) Perry
- d) Lees
- e) Mistelle
- f) Vermouth
- g) Mead
- h) Draught Beer
- i) Chaptalization
- j) Vini fication
- k) Vhino verde
- l) Remuage

Q2) a) With a neat diagram of a Grape Berry, explain the function of each part.[6]

b) Explain the process of storing Beer.

[4]

P.T.O.

- Q3)** a) Explain the different parts of a Bar. [4]
b) Define wine. Classify wines with an example each. [6]
- Q4)** a) With a flow chart, write the process of making champagne by the traditional method. [8]
b) Write 2 large and 2 small equipments used in a Bar. [2]
- Q5)** a) Write any 4 glass ware with their capacities, used to serve wine. [4]
b) Write about the diseases that can affect the vines (any 4). [4]
c) Classify apperitifs with a neat chart. [2]



Total No. of Questions : 6]

SEAT No. :

[Total No. of Pages : 2

PD1765

[6434]-3003

S.Y. B.H.M.C.T.

C - 303 : ACCOMMODATION OPERATIONS - I

(2019 Pattern) (Semester-III)

Time : 2 Hours]

[Max. Marks : 40

Instructions to the candidates:

- 1) *Q. no. 1 is compulsory.*
- 2) *Solve any three from Question 2 to Question 6.*

Q1) Define the following terms (any 5) :

[10]

- a) Inventory.
- b) Flat Press.
- c) Par stock.
- d) Floor limit.
- e) Departure Errand.
- f) Late charges.

Q2) a) Prepare a check list for inspection of a VIP room by supervisor. **[5]**

b) What is discard management? Briefly explain. **[5]**

Q3) a) Briefly explain departure procedure in fully automated system. **[5]**

b) Discuss various credit control measures taken by front office department. **[5]**

P.T.O.

- Q4)** a) What are the various methods of settlement of Bill? Explain any two. [5]
b) Draw and explain cash sheet. [5]
- Q5)** a) Write the flow process of handling Hotel laundry. [5]
b) Write the advantages of on premise laundry. [5]
- Q6)** a) Write short notes on (any Two) : [5]
i) Storage of uniforms.
ii) Express checkout.
iii) City ledger.
- b) Give formula for the formula for the following : [5]
i) Bed occupancy percentage.
ii) Double occupancy percentage.
iii) ARR.
iv) House count.
v) Understay%.



Total No. of Questions : 9]

SEAT No. :

PD1766

[Total No. of Pages : 2

[6434]-3006

S.Y.B.H.M.C.T.

DSE-306 A : HOSPITALITY SALES

(2019 Pattern) (Semester -III)

Time : 2½ Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) *Question No 1 is compulsory. Solve any 6 from the remaining questions.*
- 2) *Figures to the right indicate full marks.*

Q1) Explain the terms (Any 10)

[10]

- a) Leads
- b) Cold calls
- c) P.O.S.
- d) Leisure Traveller
- e) Cross Selling
- f) Direct sales
- g) G.D.S.
- h) Market Research
- i) Advertising
- j) Concept selling
- k) E-commerce
- l) P.M.S.

Q2) a) Write the attributes of sales personnel.

[5]

b) Explain suggestive selling and upselling with examples.

[5]

Q3) a) Discuss the duties of a sales manager.

[5]

b) Explain Negotiations and closing of sales in Detail.

[5]

P.T.O.

- Q4)** a) Draw any 5 Banquet set ups used in Hotels. [5]
b) Discuss selling practices used for Leisure and Business travellers. [5]
- Q5)** a) Define segmentation. Explain the various criteria for segmentation. [5]
b) Explain the co-ordination of sales department with F.O. and Food production department. [5]
- Q6)** Create a B.F.P./B.E.O. for a Training session. Assume suitable data. [10]
- Q7)** a) Write a note on types of Training methods used in sales Department. [5]
b) What is C.R.S? Explain in detail. [5]
- Q8)** a) What are the methods of prospecting? Explain in Detail. [5]
b) List the contents of a Banquet sales kit. [5]
- Q9)** a) Discuss the importance of sales department automation. [5]
b) Define Hospitality sales. Explain its importance. [5]



Total No. of Questions : 8]

SEAT No. :

PD1767

[Total No. of Pages : 2

[6434]-3007

S.Y.B.H.M.C.T.

DSE-306 B : COMPUTER FUNDAMENTAL

(2019 Pattern) (Semester -III)

Time : 2½ Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) Question No 1 is compulsory.
- 2) Attempt any 6 questions from remaining.

Q1) Explain the following terms (any 10)

[10]

- a) Stylus
- b) ROM
- c) Icons
- d) Monitor
- e) Word count
- f) Autosum
- g) Spyware
- h) Blog
- i) E-commerce
- j) Email
- k) Pagebreak
- l) Smart Art

Q2) a) List & explain any five input devices

[5]

b) Define & explain various types of viruses

[5]

Q3) a) Explain various desktop properties

[5]

b) Explain following DOS commands

[5]

- i) SCANDISK
- ii) COPY
- iii) TIME
- iv) REN
- v) DEL

P.T.O.

- Q4)** a) Write down the procedure for entering the hyperlink in MS word. [5]
b) Write down the various functions of MS Excel [5]
- Q5)** a) Draw and explain star topology [5]
b) Give the steps for inserting header & footer in MS PPT [5]
- Q6)** a) Explain the various threats of internet [5]
b) Describe the concept of cloud computing [5]
- Q7)** Write short notes on: (any four) [10]
a) skype
b) Printers
c) WAN
d) Wildcards
e) DOS
- Q8)** a) Write any five advantages of social media [5]
b) Explain the audio output devices. [5]



Total No. of Questions : 5]

SEAT No. :

PD1768

[Total No. of Pages : 2

[6434]-4001

S.Y.B.H.M.C.T.

C - 401 : QUANTITY FOOD PRODUCTION

(2019 Pattern) (Semester -IV)

Time : 2 Hours]

[Max. Marks : 40

Instructions to the candidates:

- 1) *Question No 1 is compulsory.*
- 2) *Attempt any three four remaining*
- 3) *All questions carry equal marks.*

Q1) Explain the following terms (any 10)

[10]

- a) Diet menu
- b) Grater
- c) Biryani
- d) Dum
- e) Yield test
- f) Halal
- g) SPS
- h) Kadhai
- i) Dhokla
- j) Rasgulla
- k) Lagan nu custard
- l) Menu balancing

Q2) a) Write care and maintainence of.

[5]

- i) Pulverizer
- ii) Gas range

b) Write any five advantages of yield management.

[5]

Q3) a) Explain the challanges faced during banquets catering.

[5]

b) Define volume forecasting Discuss any four factors influencing volume forecasting.

[5]

P.T.O.

Q4) a) Plan and elaborate festival menu (min. 10 preparations) with its explanation any one of the following. **[5]**

i) Maharashtra

ii) kashmir

b) Draw the following formats. **[5]**

i) Indent sheet

ii) Standard recipe

Q5) a) Discuss the factors influencing menu planning for regional cuisine. **[5]**

b) Explain the characteristics of school catering. **[5]**



Total No. of Questions : 5]

SEAT No. :

PD1769

[6434]-4002

[Total No. of Pages : 2

S.Y. B.H.M.C.T.

C - 402 : FOOD & BEVERAGE SERVICES - IV

(2019 Pattern) (Semester-IV)

Time : 2 Hours]

[Max. Marks : 40

Instructions to the candidates:

- 1) *Question No. 1 is compulsory.*
- 2) *Solve any three questions from remaining questions.*
- 3) *Draw diagrams wherever necessary.*

Q1) Explain the terms (Any 10) :

[10]

- a) BFP.
- b) Finger buffet.
- c) Vatted Malt.
- d) Single Cask Whisky.
- e) Toddy.
- f) Angel's Share.
- g) Aquavit.
- h) Coolers.
- i) OIML.
- j) Jigger.
- k) Muddler.
- l) Ouzo.

P.T.O.

Q2) a) Define Liqueurs. Explain Hot and Cold methods of manufacturing in detail. [8]

b) List any four international brands of Whisky. [2]

Q3) a) Differentiate between - (Any 2) : [6]

i) Cognac and Armagnac

ii) Pot Still and Patent Still

iii) Scotch Whisky and Irish Whisky

b) Define Banquets and explain types of functions with examples. [4]

Q4) a) Explain golden rules of making cocktails. [5]

b) Explain any two types of buffets in brief. [5]

Q5) a) List and explain any five methods of making cocktails with examples. [5]

b) List down rules considered while setting up the buffet. [5]



Total No. of Questions : 6]

SEAT No. :

PD-1770

[Total No. of Pages : 2

[6434]-4003
S.Y.B.H.M.C.T.
C403 : ACCOMMODATION OPERATION-II
(2019 Pattern) (Semester - IV)

Time : 2 Hours]

[Max. Marks : 40

Instructions to the candidates:

- 1) Question no.1 is compulsory.
- 2) Attempt any 3 from Q2 to Q6.

Q1) Define the following terms (any 5)

[10]

- a) First Aid
- b) Rodents
- c) Redecoration
- d) High balance Report
- e) Brochure
- f) Rack Rate

Q2) a) Define Renovation. Discuss it's types in detail.

[5]

- b) Discuss the steps to be followed by the housekeeping team, incase of a fire on the guest floor.

[5]

Q3) a) List and explain any five principles of interior design.

[5]

- b) Explain the following types of complaints received by housekeeping dept.

i) Service related complaints

ii) Attitudinal complaints

[5]

Q4) a) Discuss the role of a night auditor in a five star hotel.

[5]

- b) Explain the two non-pressure techniques of selling adopted by star hotels.

[5]

P.T.O.

Q5) a) Discuss the following methods of room tariff fixation

- i) Rule of Thumb
- ii) Hubburt's formula

[5]

b) What is a sales call. Discuss why hotels make sales call to travel agents.

[5]

Q6) Write short notes on (any 2)

[10]

- a) Pest control for bedbugs and rats
- b) Snag List
- c) Pick up errors
- d) Factors affecting room tariff



Total No. of Questions : 8]

SEAT No. :

PD1771

[6434]-4006

[Total No. of Pages : 2

S.Y.B.H.M.C.T.

GE 406 A : CUSTOMER RELATIONSHIP MANAGEMENT

(2019 Pattern) (Semester-IV)

Time : 2½ Hours]

[Max. Marks : 70

Instruction to the candidates:

- 1) Solve any 7 questions out of 8.*
- 2) Figures to the right indicate full marks.*

Q1) Write short notes on (any 5)

[10]

- a) Customer satisfaction
- b) Operational CRM
- c) C-SAT score
- d) Customer retention
- e) Impulsive costomer
- f) WOW moment

Q2) a) Define CRM. State the importance of CRM.

[5]

b) What are the challenges faced in the implementation of CRM.

[5]

Q3) a) Enlist and explain the different customer segmentation.

[5]

b) Explain the various stages of relationship in Customer Relationship Management.

[5]

Q4) a) Name any five after sales service techniques used in the hotel industry. **[5]**

b) State the various methods of measuring customer satisfaction.

[5]

Q5) a) What are the factors that drive customer loyalty?

[5]

b) Explain in detail the customer loyalty ladder.

[5]

P.T.O.

- Q6)** a) Enlist any five benefits of retaining customers in a business. [5]
b) Write a short note on customer lifetime value (CLV). [5]
- Q7)** a) Explain how 'QRC Management' helps our hospitality industry. [5]
b) What is a customer satisfaction survey? How does one design it? [5]
- Q8)** a) Explain the stages of customer life cycle . [5]
b) Explain the five Gap Model. [5]



Total No. of Questions : 8]

SEAT No. :

PD1772

[6434]-4007

[Total No. of Pages : 2

S.Y.B.H.M.C.T.

GE 406 B : FACILITY PLANNING

(2019 Pattern) (Semester-IV)

Time : 2½ Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) Question no.1 is compulsory.***
- 2) Solve any six questions from the remaining.***
- 3) Assume suitable data & mention the same.***

Q1) Attempt any five.

[10]

- a) Explain two types of Blueprint.
- b) List any 2 furniture & 2 equipment used in Bar.
- c) Write disadvantages of circular front desk.
- d) Seating space required to serve 180 pax coffeeshop.
- e) Suggest two types of suitable floorings for guest room.
- f) Importance of landscaping.

Q2) a) What are the factors to be considered while designing housekeeping department. **[6]**

- b) List the equipment required for **[4]**
- i) Gym & SPA
 - ii) Business center

Q3) a) Draw a neat layout of a lobby and front desk for an economy hotel. **[6]**

- b) Discuss the structural regulations laid down by the municipal authorities. **[4]**

Q4) a) Enumerate the points to be considered while planning a speciality restaurant kitchen. **[6]**

- b) Explain any two types of colour schemes used in the restaurants. **[4]**

P.T.O.

- Q5)** a) Draw a layout of fully operational hotel laundry keeping in mind, equipment required & flow of work. [6]
b) What are various types of hard floor finishes used in hotel areas? [4]
- Q6)** a) Write in brief any six types of restaurants. [6]
b) Explain modular & slip building plan. [4]
- Q7)** a) Draw & explain a work flow chart in the kitchen. [6]
b) Write any four rule of thumb while selecting lighting for restaurant. [4]
- Q8)** a) Give space recommendation for the following areas in sq.feet. [6]
i) Lobby of a 200 room hotel.
ii) Conference room of 150 guest capacity.
iii) Seating area for 200 room lobby.
iv) Coffee shop for 500 room hotel.
v) Cocktail lounge 100 room hotel
vi) Staff canteen per person.
b) What are various types of lobbies? Explain any two. [4]



Total No. of Questions : 8]

SEAT No. :

PD1773

[Total No. of Pages : 2

[6434]-6001

T.Y.B.H.M.C.T.

**CS 601 A : SPECIALIZATION IN FOOD
PRODUCTION MANAGEMENT-I
(2019 Pattern) (Semester -VI)**

Time : 3 Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) Question No 1 is compulsory.*
- 2) Attempt any six questions from remaining.*
- 3) All questions carry equal marks.*

Q1) Explain following Culinary Terms (any 10)

[10]

- a) Offals
- b) Tiramisu
- c) Saurkraut
- d) Filo
- e) Calamani
- f) Darne
- g) Brochette
- h) Rigor Mortis
- i) CAD
- j) Ham
- k) Paella
- l) Anti pasti

Q2) a) Draw a neat chart of classification of fish giving two examples of each

[5]

b) Write down the salient features of Nouvelle cuisine

[5]

P.T.O.

- Q3)** a) Explain any five types of Hot Appetizers [5]
 b) Write down the recommended dimensions for planning kitchen layout [5]
- Q4)** a) A delegates of France visiting Germany, plan a five course menu with narration of each dish. [5]
 b) Explain the process of calculating calorific value of a dish [5]
- Q5)** a) Draw a neat layout of specialty restaurant showing placement of equipments. [5]
 b) Explain five cuts of chicken & write down their uses [5]
- Q6)** a) Draw a neat labelled diagram of beef with its catering uses. [5]
 b) Write down the Characteristics of convenience food [5]
- Q7)** Answer the following (any five) [10]
 a) List 4 staple ingredients used in Italian cuisine
 b) State 4 dis-advantages of using convenience food
 c) What is Game? List 2 game animals
 d) List two characteristics of swiss cuisine
 e) List 4 points while selecting shellfish
 f) Name two appetizers from spain & two desserts from Italy
 g) List & explain any two processing of fish
- Q8)** a) Write a short note on (any 2) [6]
 i) Placement of equipments
 ii) Guidelines for plating Nouvelle cuisine dishes
 iii) Basic quality factors of meat
 b) Explain the importance of balanced diet [4]



Total No. of Questions : 7]

SEAT No. :

PD1774

[Total No. of Pages : 2

[6434]-6002

T.Y.B.H.M.C.T.

CS 601 B :SPECIALIZATION IN FOOD & BEVERAGE

SERVICE MGMT.-I

(2019 Pattern) (Semester -VI)

Time : 3 Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) *Question No 1 is compulsory.*
- 2) *Solve any 5 from remaining questions.*

Q1) Write short notes (any 4)

[4×5=20]

- a) Write a note on Types of functions
- b) List down 4 types of trollies & explain any one
- c) Methods of Billing in facility management
- d) Importance of Duty Rosters in F & B service outlets
- e) Special problems of F & B control
- f) Five objectives of Budgetary control

Q2) a) Explain the importance of carving Hygiene.

[5]

b) Write a note on any two pricing methods

[5]

Q3) a) Discuss the problems faced in Airline catering

[5]

b) Explain the importance of customer Relationship in F & B service.

[5]

Q4) a) Write a note on organizing & staffing in facility management

[5]

b) List down 05 seating arrangements for a conference lunch. Draw the seating plan

[5]

P.T.O.

- Q5)** a) Write cover, accompaniments & service procedure for any 1 of the Gueridon preparation [5]
i) Courier
ii) Crepe suzette
b) Discuss stages in the preparation of Budget. [5]
- Q6)** a) Explain menu Engineering matrix in detail [5]
b) Write a note on obstacles faced in Railway catering [5]
- Q7)** Prepare a BFP for Award Night; (Assume suitable data) [10]



Total No. of Questions : 7]

SEAT No. :

PD1775

[Total No. of Pages : 2

[6434]-6003

T.Y. B.H.M.C.T.

**CS 601 - C- SPECIALIZATION IN ACCOMMODATIONS
MANAGEMENT**

(2019 Pattern) (Semester -VI)

Time : 3 Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) *Question No 1 is compulsory.*
- 2) *Solve any 5 from remaining questions.*

Q1) Write short notes (any 2) [10]

- a) Principles of flower arrangement
- b) Functions of concierge
- c) Types of Brochures
- d) Importance of PMS

Q2) a) How does housekeeping department receives the supplies for the department from main store? [6]

b) Describe the use of any six fabrics in various areas of the five star hotel. [6]

Q3) a) Explain the operational expenses of housekeeping department. [6]

b) Describe the equipments used in flower arrangement. [6]

Q4) a) How brochure & tariff cards are planned for business hotels? [6]

b) Explain the interface of PMS with Pos & call accounting system [6]

- Q5)** a) As a receptionist, how will you handle the situation of guest non payment. [6]
b) Explain the automated equipment used at front desk. [6]
- Q6)** a) Describe the different types of purchasing methods. [6]
b) Draw & explain the format of the following reports [6]
i) Room status report
ii) Sales mix report
- Q7)** a) Suggest the shapes of front desk counter for any 3 categories of the hotels with justification. [6]
b) Describe the finishes applied to various categories of fabrics. [6]



Total No. of Questions : 8]

SEAT No. :

PD1776

[6434]-6004

[Total No. of Pages : 3

T.Y. B.H.M.C.T.

C - 602 : FOOD AND BEVERAGE CONTROL

(2019 Pattern) (Semester-VI)

Time : 2½ Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) *Question No. 1 is compulsory.*
- 2) *Solve any 6 questions from remaining.*
- 3) *Draw diagrams/formats wherever necessary.*

Q1) Explain the following terms (any ten) :

[10]

- a) LIFO.
- b) FIFO.
- c) Blind Receiving.
- d) Overhead Cost.
- e) Cook Chill.
- f) Break even sales.
- g) Cover Price.
- h) Gross profit.
- i) MOS.
- j) P/V Ratio.
- k) Budget.
- l) Psychological pricing.

P.T.O.

Q2) Draw the format and explain the following (any 4) :

[10]

- a) Credit note.
- b) Purchase order.
- c) SPS.
- d) Bin Card.
- e) Breakages and Ullages.

Q3) Answer the following :

[10]

- a) Explain how a supplier is selected and rated?
- b) Define budget. Write the objectives of budget.

Q4) a) Write short notes on (any two) :

[4]

- i) ABC Analysis.
 - ii) EOQ.
 - iii) Stock levels.
- b) Explain the receiving procedure for food items in detail.

[6]

Q5) Discuss the following with respect to food preparation in detail : **[10]**

- a) Standard Recipe.
- b) Standard Yield.
- c) Standard Portion Size.
- d) Volume Forecasting.

Q6) a) Explain cost dynamics with suitable examples. **[6]**

b) Explain the flow of goods and services in supply chain management. **[4]**

Q7) a) Write the procedure for storage of perishable items. **[5]**

b) Draw the Break Even Chart and explain. **[5]**

Q8) a) Explain the following : **[4]**

- i) Labour cost budget.
- ii) Sales budget.

b) What are the obstacles faced by a control system? **[6]**



Total No. of Questions : 7]

SEAT No. :

PD-1777

[Total No. of Pages : 2

[6434]-6005

B.H.M.C.T

**C603 : HUMAN RESOURCE MANAGEMENT
(2019 Pattern) (Semester - VI)**

Time : 2½ Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) *Question no.1 is compulsory.*
- 2) *Answer any 5 of the remaining questions.*

Q1) Write short notes on any 4

[20]

- a) Need of Human Resource Management in Service Industry
- b) Sources of recruitment
- c) Induction program
- d) Counselling
- e) Women grievance committee
- f) Collective Bargaining

Q2) a) Elaborate role of Human Resource Department.

[5]

b) Give the format for Job specification of F&B manager.

[5]

Q3) a) Explain the need of man power planning.

[5]

b) What is need assessment for training?

[5]

Q4) a) Elaborate any one methods of training in detail with its advantages and disadvantages.

[5]

b) Differentiate between Promotion and transfers.

[5]

Q5) Enlist any 5 methods for performance appraisal and explain any one in detail.

[10]

P.T.O.

- Q6)** a) Explain the limitations of Job evaluation. [5]
b) Elaborate on concept of CTC. [5]
- Q7)** a) Write the steps in formulation of compensation. [5]
b) Enlist and explain causes for labour turn over. [5]



Total No. of Questions : 8]

SEAT No. :

PD1778

[Total No. of Pages : 2

[6434]-6006

T.Y. B.H.M.C.T.

**C - 604 : SERVICES MARKETING
(2019 Pattern) (Semester - VI)**

Time : 2½ Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) Q.1 is compulsory. Answer any 5 from the remaining questions.*
- 2) Figures to the right indicate full marks.*

Q1) Write short notes on: (any 4)

[20]

- a) Importance of service marketing.
- b) Internal Marketing.
- c) Pricing strategies.
- d) E-commerce.
- e) Two types of service encounters.

Q2) a) Discuss Brand value and Brand Image with an example

[5]

b) Write the role of social media in promoting services.

[5]

Q3) a) Explain the stages of developing a new product or service.

[5]

b) With a suitable example, explain the need for relationship marketing

[5]

Q4) a) Write about the management strategies employed to manage Demand in service organisations.

[5]

b) Differentiate between Goods and services.

[5]

P.T.O.

- Q5)** a) Discuss the role of Intermediary in Hospitality. [5]
b) Explain the Duties and Responsibilities of marketing Managers. [5]
- Q6)** a) With a neat Diagram, explain services life cycle. [5]
b) How is Training and Motivation integral for success of Marketing personnel? [5]
- Q7)** a) Discuss the 5Ms of Advertising. [5]
b) Write a note on service Blue printing. [5]
- Q8)** a) Explain the importance of physical evidence in services with examples.[5]
b) Explain service triad. [5]

* * *

Total No. of Questions : 5]

SEAT No. :

PD1779

[Total No. of Pages : 02

[6434]-7001

Fourth Year B.H.M.C.T.

**701 CSA: SP. IN FOOD PRODUCTION MANAGEMENT-II
(2019 Pattern) (Semester - VII)**

Time : 3 Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) *Question no.1 is compulsory.*
- 2) *Solve any 6 from 2 to 8.*
- 3) *All questions carry equal marks.*
- 4) *Figures to the right indicate full marks.*

Q1) Explain the following terms. (any 10)

[10]

- a) Tahini
- b) Basbousa
- c) Kibbeh
- d) Rendang curry
- e) Butchers block
- f) Buffelo chopper
- g) Brino-meter
- h) Bacoa
- i) Carder department
- j) Pulled sugar
- k) Galantine
- l) Milk chocolate

Q2) a) Draw a neat labeled layout of a carder department?

[5]

b) List and explain any 5 types of sausages.

[5]

Q3) a) Define pate and explain the preparation method of pate.

[5]

b) Explain various stages of boiling syrup with its temperature.

[5]

Q4) a) List and explain any five types of chocolate garnishes.

[5]

b) Define humectant, explain its usage and give examples.

[5]

P.T.O.

- Q5)** a) List and explain any five flavouring agents. [5]
b) Plan a five course chinese menu and explain each course. [5]
- Q6)** a) Explain the composition of forcemeat. [5]
b) Define chaudfroid and explain the application technique. [5]
- Q7)** a) Define pudding and explain any two types of puddings. [5]
b) Differentiate between galantine & ballotine. [5]
- Q8)** Write a short notes on. (any 4) [10]
a) Latin American cuisine
b) Frozen deserts.
c) Manufacturing of chocolate.
d) Ingredients used in thai cuisine
e) Presservatives.



Total No. of Questions : 7]

SEAT No. :

PD1780

[Total No. of Pages : 2

[6434]-7002

Fourth Year B.H.M.C.T.

CS 701B : SPECIALIZATION IN FOOD AND BEVERAGE

SERVICE MANAGEMENT-II

(2019 Pattern) (Semester - VII)

Time : 3 Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) Question no.1 is compulsory.
- 2) Solve any 5 out of 6 questions.

Q1) Write short note on (any 4)

[4×5=20]

- a) Types of food & beverage menus.
- b) Licenses required to operate an F&B outlet.
- c) Upselling and suggestive selling.
- d) Types of Bars.
- e) Essentials of a control system.

Q2) a) How can decor and ambiance help enhance the dining experience of a customer. **[5]**

b) Discuss 5 techniques used in Molecular Mixology? **[5]**

Q3) a) List down the duties to be performed while closing and opening a Bar. **[6]**

b) Draw and explain sales mix report generated at the end of the day. **[4]**

Q4) a) Discuss the importance of location in planning a Restaurant. **[6]**

b) Write a note on P.O.S. **[4]**

Q5) With a neat diagram. Explain the parts of a Bar. Also explain any 2 documents maintained here with a neat format. **[10]**

P.T.O.

- Q6)** a) Compare the manual and automated system of maintaining records in a restaurant? [6]
- b) Write a note on Bar Menu Engineering? [4]
- Q7)** a) Discuss the strategies used to keep the food & Beverage costs under control. [6]
- b) Discuss methods of menu merchandising used in restaurants. [4]



Total No. of Questions : 7]

SEAT No. :

[Total No. of Pages : 2

PD1781

[6434]-7003

Fourth Year B.H.M.C.T.

CS 701C : SPECIALIZATION IN ACCOMMODATIONS

MANAGEMENT-II

(2019 Pattern) (Semester - VII)

Time : 3 Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) Question no.1 is compulsory
- 2) Attempt any 5 out of remaining.

Q1) Write short note on (any 4)

[4×5=20]

- a) Care and maintenance of flooring
- b) Explain any two color schemes applicable in guest room.
- c) Importance of SOP?
- d) List down any 5 types of curtains.
- e) Various fillings in cushions
- f) Psychological effect of colour.

Q2) a) Draw and explain any 5 types of blinds?

[5]

b) List down the points to be considered while planning FO budget?

[5]

Q3) a) List and explain different types of lighting methods in guest room?

[5]

b) Write the SOP for guest arrival?

[5]

Q4) a) Describe the characteristics of hard flooring?

[5]

b) Explain the time study of check-in for resort hotel?

[5]

Q5) a) Explain the importance of revenue management in hotel.

[5]

b) Explain the process of budgeting?

[5]

P.T.O.

- Q6)** a) Explain care and maintenance of carpets? [5]
- b) Explain the low demand tactics for good revenue earning? [5]
- Q7)** Explain the terms (any 5) [10]
- a) Primary color.
 - b) Guest room accessories.
 - c) Rev-Par.
 - d) MAP.
 - e) Zero budget.
 - f) Casement Window.
 - g) Indirect-Lighting.
 - h) Swags.



Total No. of Questions : 7]

SEAT No. :

PD1782

[Total No. of Pages : 2

[6434]-7004

Fourth Year B.H.M.C.T.

702 - C : DISASTER MANAGEMENT

(2019 Pattern) (Semester - VII)

Time : 2½ Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) *Q.1 is compulsory*
- 2) *Attempt any 5 questions from remaining questions.*

Q1) Write short Notes on (any 4).

[20]

- a) Natural disaster.
- b) Organization for Disaster management in Hotels.
- c) Safety measures for floods.
- d) Disaster response.
- e) Post disaster effect of landslides.
- f) State calamity management.

Q2) a) Explain Disaster management.

[5]

b) Explain various causes that triggers cyclone.

[5]

Q3) a) In Disaster management, explain disaster preparedness phase.

[5]

b) What is the importance of logistics in Response stage?

[5]

Q4) a) Describe the process of Damage Assessment after disaster.

[5]

b) What points to be considered while dealing with victims?

[5]

P.T.O.

Q5) Discuss the importance of warning system in Disaster management with an example? **[10]**

Q6) Discuss a case study on Industrial pollution. **[10]**

Q7) Explain the following concept (any 5) **[10]**

- a) Mitigation
- b) Vulnerability
- c) Disaster
- d) National calamity
- e) Control room
- f) N.D.M.A.

* * *

Total No. of Questions : 8]

SEAT No. :

PD1783

[6434]-7005

[Total No. of Pages : 1

Fourth Year B.H.M.C.T.

**C - 703 : TOTAL QUALITY MANAGEMENET
(2019 Pattern) (Semester-VII)**

Time : 2½ Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) Solve any Seven Questions.*
- 2) All Questions carry equal marks.*
- 3) Figures to the right indicate full marks.*

Q1) Define 'Quality'. Also explain its Dimensions & Costs. **[10]**

Q2) Discuss various TQM Principles. **[10]**

Q3) Explain Juran's Triology concept. **[10]**

Q4) Discuss the 'Need' & 'Importance of Training'. **[10]**

Q5) What is 'Brainstorming'? Comment on its concept. **[10]**

Q6) Draw & explain 'Ishikawa Diagram' along with its various factors. **[10]**

Q7) Explain different types of 'Quality Costs'. **[10]**

Q8) Write Notes (Any Two) : **[10]**

- a) Types of Communication.
- b) PDSA Cycle.
- c) ISO 14000 & EMS.
- d) Benefits of Five 'S'.



Total No. of Questions : 9]

SEAT No. :

PD1784

[Total No. of Pages : 2

[6434]-7006

Fourth Year B.H.M.C.T.

C 704 : ENVIRONMENT SCIENCE

(2019 Pattern) (Semester -VII)

Time : 2½ Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) *Solve any seven questions from the following.*
- 2) *All questions carry equal marks.*

Q1) Explain the following terms. (any five)

[5×2=10]

- a) Carbon foot prints
- b) LEED
- c) ISO 14010
- d) Grey water
- e) Inorganic waste
- f) Vermiculture

Q2) Explain the types of energy sources in detail with suitable exmples.

[10]

Q3) a) Describe the concept of “Green building”.

[5]

b) List any 5 best eco-practices implemented by the kitchen department of a hotel.

[5]

Q4) a) Define Indoor Air pollution. List any 4 causes of indoor air pollution

[5]

b) List any 5 Acts related to environment.

[5]

P.T.O.

- Q5)** a) Explain any 5 environmental practices as a part of corporate social Responsibility. [5]
b) Explain the process of Reverse osmosis and chlorination for improving water quality. [5]
- Q6)** a) Write down the importance of environment with respect to the Hospitality industry. [5]
b) Discuss the control measures adopted by hotels for Noise pollution. [5]
- Q7)** Describe Waste Management Hierarchy in brief with a diagram. [10]
- Q8)** a) Write a short note on ‘Employee education’ towards environment sustainability. [5]
b) State the benefits of ‘Ecopaints.’ [5]
- Q9)** a) Write down the guidelines to be implemented for eco-friendly practices by guestroom & horticulture in hotels. [5]
b) Write short note on “Energy audit”. [5]



Total No. of Questions : 8]

SEAT No. :

PD1785

[Total No. of Pages : 2

[6434]-8001

Fourth Year B.H.M.C.T.

CS 801 A : SP.IN FOOD PRODUCTION MANAGEMENT-III

(2019 Pattern) (Semester -VIII)

Time : 3 Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) Question No 1 is compulsory.
- 2) Attempt any 6 Questions from Q2 to Q8.
- 3) Assume suitable data if necessary.
- 4) All questions carry equal marks.

Q1) Attempt any 10

[10]

- a) Paupiatte
- b) Gumbo
- c) Glaze
- d) Foyot
- e) Filet Mignon
- f) Croquembouche
- g) Reish
- h) Dashi
- i) Tamales
- j) Beignets
- k) Gnocchi
- l) Tiramisu

Q2) a) Explain the importance of training in developing a good Food production team. **[5]**

b) Discuss the importance of chefs interaction with guest in a fine dinning restaurant. **[5]**

Q3) a) Discuss the significance of efficient production scheduling in the kitchen. **[5]**

b) Write down the stages involved in preparation of Budget. **[5]**

P.T.O.

- Q4)** a) State five points that will help in converting PLOW HORSE into STARS. [5]
b) Write down the organoleptic and sensory evaluation of Sizzling Brownie. [5]
- Q5)** a) Write a short note on : Vendor selection and appraisal. [5]
b) Explain the Job specification of Sous chef. [5]
- Q6)** a) Describe the process of developing new recipes. [5]
b) Define Budget. Explain capital and operating Budget. [5]
- Q7)** a) State any ten points for menu merchandising in a Fast food outlet. [5]
b) Discuss the communication between kitchen and purchase department. [5]
- Q8)** Write short notes: (any 4) [10]
a) Laminated pastry.
b) Responsibility and accountability in the kitchen.
c) Function Prospectus.
d) Cyclic menu.
e) Thai cuisine.



Total No. of Questions : 7]

SEAT No. :

PD1786

[Total No. of Pages : 2

[6434]-8002

Fourth Year B.H.M.C.T.

CS- 801- B : SPECIALIZATION IN FOOD & BEVERAGE

SERVICE MANAGEMENT-III

(2019 Pattern) (Semester -VIII)

Time : 3 Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) *Question No 1 is compulsory.*
- 2) *Solve any five from Q.2 to Q.7.*
- 3) *All questions carry equal marks.*

Q1) Short notes on any 4

[20]

- a) ISO
- b) Genetically modified food
- c) Michelin Restaurants
- d) HACCP
- e) Importance of kitchen stewarding

Q2) a) Write about 5 current trends seen in F & B industry.

[5]

b) Explain the organization & staff scheduling in QSR.

[5]

Q3) Elaborate on the Financial and marketing strategies to be implemented prior to the opening of a Restaurant.

[10]

Q4) a) Write a note on organic wines

[5]

b) Explain the HACCP guidelines for approval of a bar

[5]

P.T.O.

- Q5) a)** Explain points to be considered while designing mobile Food service. **[5]**
- b) Write a note on importance of MIS. **[5]**

Q6) Elaborate on what points to be considered while developing hypothetical business model of F & B outlet. **[10]**

- Q7) a)** Explain **[5]**
- i) PFA
 - ii) FPO
- b) Explain the advantages of calculating Beverage costs and Food costs. **[5]**



Total No. of Questions : 7]

SEAT No. :

PD1787

[Total No. of Pages : 2

[6434]-8003

Fourth Year B.H.M.C.T.

**CS 801 C : SPECIALIZATION IN ACCOMMODATION
MANAGEMENT-III
(2019 Pattern) (Semester -VIII)**

Time : 3 Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) *Question No. 1 is compulsory.*
- 2) *Solve any five questions out of remaining.*

Q1) Write short note on (any 2) [10]

- a) Single window service.
- b) Benefits of loyalty program.
- c) Role of social media in preference of Hotel.
- d) Guest engagement.

Q2) a) Discuss the Brand standard audit process in detail. [6]

- b) List & explain the important factors to be considered while planning & designing of physically challenge guest room. [6]

Q3) a) What are the various motivational techniques are used in Hotel. [6]

- b) Describe the various ways adopted by hotel in enhancing guest satisfaction. [6]

Q4) a) Write step by step cleaning procedure of patient room in Hospital. [6]

- b) Explain the facilities used in Bathroom & floor pantry. [6]

P.T.O.

- Q5)** a) Differentiate between in house & contract security in hotel. [6]
b) Explain scope of Housekeeping audit. [6]
- Q6)** a) What are the steps to be taken by an employee in fire emergency? [6]
b) Discuss the various types of Loyalty program in hotel. [6]
- Q7)** a) Explain customer centric process with example. [6]
b) Write importance of safety & security in hotel. [6]



Total No. of Questions : 7]

SEAT No. :

PD1788

[6434]-8004

[Total No. of Pages : 1

Fourth Year B.H.M.C.T.

**C - 803 : ORGANISATION BEHAVIOUR
(2019 Pattern) (Semester-VIII)**

Time : 2½ Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) *Q.1 is compulsory.*
- 2) *Attempt any 5 questions from the remaining.*
- 3) *Figures to the right indicate full marks.*

Q1) Write short notes on - (any 4) : **[20]**

- a) Emotional quotient.
- b) Stereotyping.
- c) Self fulfilling.
- d) Sexual harrassment.
- e) Generational differences at work place.
- f) Importance of teams.

Q2) Define Personality. Explain Type A & Type B Personality. **[10]**

Q3) Describe various strategies to overcome conflicts at work. **[10]**

Q4) Explain the various ways to cope up with work stress. **[10]**

Q5) a) Describe empowerment at the work place. **[5]**

b) Explain the role of work place ethics. **[5]**

Q6) Define Organisational Culture. Describe the characteristics of organisational culture. **[10]**

Q7) Define Learning. Explain the various stages in the learning process. **[10]**



Total No. of Questions : 7]

SEAT No. :

PD-1789

[Total No. of Pages : 2

[6434] - 8005

B.H.M.C.T.

**C-804: Entrepreneurship Development
(2019 Pattern) (Semester - VIII)**

Time : 2½ Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) Question 1 is compulsory.
- 2) Solve any 5 of remaining.

1) Write short notes on any 4:

[20]

- a) Intrapreneur
- b) SWOT analysis.
- c) SWA SHAKTI
- d) SIDBI
- e) Corporate social responsibility.
- f) Intellectual property rights

2) Explain any 5 major issues faced by the business person while doing business?

[10]

3) What are the various sources of finance explain in brief.

[10]

P.T.O.

- 4) Discuss any 5 problems faced by women entrepreneurs and reasons for growth of women entrepreneur. [10]
- 5) Write the content of Business plan in detail [10]
- 6) a) Write the importance of market research for an entrepreneur. [5]
- b) Give the types of entrepreneurs based on entrepreneurial activity [5]
- 7) a) Elaborate any 5 skills required for entrepreneur. [5]
- b) What is feasibility study explain in detail? [5]

