

Total No. of Questions : 6]

SEAT No. :

P8351

[Total No. of Pages : 2

[5866]-11

B.H.M.C.T. (Semester - I to VI)
AE-106 : TOURISM OPERATIONS
(2016 Pattern)

Time : 3 Hours]

[Max. Marks : 50

Instructions to the candidates:

- 1) *Question No. 1 is compulsory.*
- 2) *Attempt any four from question Nos 2 to 6.*
- 3) *Figures to the right indicate full marks.*

Q1) Define the following terms (any ten) :

[10]

- a) FHRAI
- b) Excursionist
- c) IATA
- d) Inbound tourism
- e) Tour Escort
- f) Destination
- g) Farm Tourism
- h) NGO
- i) VFR
- j) Special Permits
- k) Sabre
- l) Space travel

Q2) a) Describe the environmental impact of tourism.

[5]

b) Explain the primary and secondary constituents of tourism.

[5]

Q3) a) Enlist and explain main types of accommodation for tourist in India.**[5]**

b) What is a Passport? Explain the types of passports.

[5]

P.T.O.

- Q4)** a) Define travel agent & Describe two types of travel agent in detail.[5]
b) What are the steps involved in itinerary planning. [5]
- Q5)** a) Explain any five types of tourism. [5]
b) Describe the 4 A's of tourism. [5]
- Q6)** Write a Short Notes on (any two) : [10]
a) Tour Operator
b) Technology in Tourism
c) Food tourism



Total No. of Questions : 7]

SEAT No. :

P8358

[Total No. of Pages : 2

[5866]-31

B.H.M.C.T. (Semester I to VI)

SE - 307 : SOFT SKILLS MANAGEMENT

(2016 Pattern) (IT) (305 - C)

Time : 3 Hours]

[Max. Marks : 50

Instructions to the candidates:

- 1) *Question 1 is compulsory.*
- 2) *Answer any four out of following questions.*
- 3) *All questions carry equal marks.*

Q1) Write short notes on (any two): **[10]**

- a) Importance of grooming.
- b) Consequences of positive attitude.
- c) Personal goal setting.
- d) Self concept.

Q2) a) Give the importance of time management in an organisation. **[5]**

b) What is an attitude? Which factors determine our attitude? **[5]**

Q3) a) Define stress. What are the causes of stress? **[5]**

b) Define personality. Explain any three determinants of personality. **[5]**

Q4) a) Your friend is going to appear for an interview. Give any five tips that the recruiters expect. **[5]**

b) Explain the importance of 'Eye Contact' and 'Gestures' in body language. **[5]**

Q5) a) Write down Do's and Don'ts while giving a presentation. **[5]**

b) Write down the steps in a case study method. **[5]**

P.T.O.

- Q6)** a) Explain Johari Window, with the help of a diagram. [5]
b) Explain the importance of a career path. [5]
- Q7)** a) Explain what do you mean by Transactional Analysis? (TA) [5]
b) Give any five points to explain how to work effectively in a term. [5]



Total No. of Questions : 7]

SEAT No. :

P8372

[Total No. of Pages : 2

[5866]-41

B.H.M.C.T.

SE - 407 : BAR TENDING

(2016 Pattern) (Semester - I to VI)

Time : 3 Hours]

[Max. Marks : 50

Instructions to the candidates:

- 1) *All questions are compulsory.*
- 2) *Solve any five questions.*
- 3) *All questions carry equal marks.*

Q1) a) Explain the duties and responsibilities of Bartender. **[5]**

b) List any five types of bar and explain each in brief. **[5]**

Q2) a) Write closing duties performed in the bar in detail. **[5]**

b) Explain the use of below equipments. **[5]**

i) Jigger.

ii) Glass rimmer.

iii) Boston Shaker.

iv) Relish Fork.

v) Muddler.

Q3) a) Explain the Golden rules of making cocktails. **[5]**

b) Classify Alcoholic Beverages with one example each. **[5]**

Q4) a) Write a short note on Bar Menu Engineering. **[5]**

b) Explain the following terms with one example each. **[5]**

i) Classic Cocktails.

ii) Contemporary Cocktails.

Q5) a) Draw and explain any two bar formats. **[5]**

b) Explain point of sale. **[5]**

P.T.O.

- Q6)** a) Explain any five methods of making cocktails with one example each. **[5]**
b) List the following with 2 examples each. **[5]**
- i) 2 International Brands of Rum.
 - ii) 2 Large equipments used in bar.
 - iii) 2 Domestic Brands of Whisky.
 - iv) 2 Flavoured vodkas.
 - v) 2 Liqueurs with flavours and Origin.
- Q7)** a) Write importance of Ice used in bar and explain any two types of Ice. **[5]**
b) Explain the following terms. **[5]**
- i) Cobblers.
 - ii) Specialty coffee.
 - iii) Call Brand.
 - iv) Speed Rail.
 - v) FLR.



Total No. of Questions : 7]

SEAT No. :

P8373

[5866] - 42

[Total No. of Pages :2

B.H.M.C.T.

**SE - 409 : ENTREPRENEURSHIP DEVELOPMENT
(2016 Pattern) (Semester - I to VI)**

Time : 3 Hours]

[Max. Marks : 50

Instructions to the candidates:

- 1) *Solve any five questions.*
- 2) *All questions carry equal marks.*
- 3) *Figure to the right indicate full marks.*

- Q1)** a) Discuss the reasons for growth of entrepreneurship. [5]
b) Explain the importance of women entrepreneurship. [5]
- Q2)** a) Discuss the need for evaluation of business idea. [5]
b) Explain the importance of manpower planning. [5]
- Q3)** a) Define entrepreneur. Discuss the types of entrepreneur based on socio-cultural variables. [5]
b) Elaborate on the following sources of finance any two. [5]
i) Internal funds
ii) Family & friends
iii) Commercial Bank
- Q4)** a) Elaborate on the stages of growth. [5]
b) Explain the following legal compliances in doing business. [5]
i) Provident Fund
ii) Pollution control

P.T.O.

- Q5)** a) Elaborate on the reasons for exiting business . [5]
b) Explain the need for change and adopt with time in entrepreneurial process. [5]
- Q6)** a) Define Social responsibility and explain its role. [5]
b) Explain the following terms. [5]
i) Trade mark
ii) ISI
iii) FDA
iv) Geographical Indication
v) Patent
- Q7)** Writ short notes on (any Five) [10]
a) Bureaucracy.
b) Franchising.
c) Internal Accruals
d) IDBI
e) Marketing Plan
f) SWA SHAKTI
g) Entrepreneurial pitfalls.



Total No. of Questions : 7]

SEAT No. :

P8352

[Total No. of Pages : 2

[5866]-61

B.H.M.C.T.

**SE - 605 : EVENT MANAGEMENT
(2016 Pattern) (Semester - I to VI)**

Time : 3 Hours]

[Max. Marks : 50

Instructions to the candidates:

- 1) *Question No. 1 is compulsory.*
- 2) *Solve any 4 of the remaining.*
- 3) *All questions carry equal marks.*

Q1) Explain the following terms (Any - 5) :

[10]

- a) Mega Event.
- b) Sponership.
- c) Site.
- d) Budget.
- e) Fundraising event.
- f) Exhibition.
- g) Event.

Q2) a) Explain Major and Hallmark event.

[5]

b) Write step by step planning procedure for food festival at your college.

[5]

Q3) a) Illustrate activities carried out during the event.

[5]

b) Describe any five Liquor licences.

[5]

P.T.O.

- Q4)** a) What are the points need to be considered while confirming a site? [5]
b) List & explain five advantages of publicity an event. [5]
- Q5)** a) How will you select vendor for your event? [5]
b) Explain any five types of principles of planning. [5]
- Q6)** a) Explain the activities carried out post event. [5]
b) Design a feedback form for vendor to fill in after an event. [5]
- Q7)** Write short note on (Any - 2) : [10]
a) Crowd Management.
b) Request for proposal.
c) Event Advertising.
d) Risk Management.



Total No. of Questions : 7]

SEAT No. :

P8375

[Total No. of Pages : 2

[5866]-62

B.H.M.C.T. (Semester - VI)

SE-606 : HOTEL INFORMATION SYSTEM

(2016 Pattern)

Time : 3 Hours]

[Max. Marks : 50

Instructions to the candidates:

- 1) *Q.1 is compulsory, Solve any four of the remaining six.*
- 2) *All question carry equal marks.*

Q1) Explain the following terms : (Any 10)

[10]

- a) PMS
- b) DSS
- c) ICR
- d) POS software
- e) Recipe Management
- f) RAM
- g) Non - affiliate system
- h) Energy management system
- i) WAN
- j) Night Audit
- k) Rooms Management chart
- l) O O O

Q2) Depict a flow chart and explain the process of selecting and implementing a computer system in hotel. **[10]**

Q3) a) Define MIS. Explain the concept and objectives of MIS. **[5]**

b) Explain any 2 reports generated by Front office module in PMS. **[5]**

P.T.O.

- Q4)** a) Write a short note on Automated Beverage Control System. [5]
b) Explain Global distribution system. [5]
- Q5)** a) Discuss the concept of Central Reservation System (CRS). [5]
b) What is Call Accounting System. Explain its features. [5]
- Q6)** a) Describe the important housekeeping functions performed by room management module. [5]
b) With help of a flow chart, explain the accounting cycle. [5]
- Q7)** Write a Short Notes on (Any 2) : [10]
a) Hotel Information system
b) Various Software used in Hotels
c) E I S



Total No. of Questions : 6]

SEAT No. :

P8374

[Total No. of Pages : 2

[5866]-63

B.H.M.C.T.

**602 C - : INTRODUCTION TO CYBER SECURITY & INFORMATION SECURITY
(2016 Pattern) (Semester - I to VI)**

Time : 3 Hours]

[Max. Marks : 50

Instructions to the candidates:

- 1) *Question No. 1 is Compulsory.*
- 2) *Attempt any 04 from the remaining.*

Q1) Define the following (any 10).

[10]

- a) TCP/IP.
- b) Computer forensics.
- c) IPR.
- d) Digital signature.
- e) Five wall.
- f) VPN.
- g) IDS.
- h) Antivirus.
- i) LAN.
- j) Operating system.
- k) Desktop security.
- l) Strong password.

Q2) a) Write a note on steganography.

[5]

b) What is computer operating system.

[5]

Q3) a) Write in short on cyber crime & terrorism.

[5]

b) Explain what are computer vulnerabilities.

[5]

Q4) a) Explain any 05 network topologies.

[5]

b) Discuss intrusion prevention system.

[5]

P.T.O.

- Q5)** a) Discuss various types of firewalls. [5]
b) Write a note on cryptography. [5]

- Q6)** Write short note on : (any 2) [10]
a) e-Commerce.
b) Security laws.
c) Public Key infrastructure.



Total No. of Questions : 7]

SEAT No. :

P5294

[Total No. of Pages : 2

[5866]-71

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

CEA- 701 : SPECIALIZATION IN FOOD PRODUCTION

MANAGEMENT-II

(2016 Pattern) (Semester - VII)

Time : 3 Hours]

[Max. Marks : 60

Instructions to the candidates:

- 1) *Question No. 1 is compulsory. Solve any five questions out of remaining questions.*
- 2) *All questions carry equal marks.*
- 3) *Draw neat diagrams wherever necessary.*

Q1) Explain the following terms (Any ten)

[10]

- a) Nachos
- b) Guacamole.
- c) Sausage
- d) Sequestrants.
- e) Terrine.
- f) Barding
- g) Sushi
- h) Salsa
- i) Chinois.
- j) Ballotine
- k) Laksa
- l) Tamale.

Q2) a) Describe the functions of Larder kitchen.

[5]

b) Define forcemeat and explain any 4 types.

[5]

Q3) a) Write step by step recipe of Galantine

[5]

b) Explain the classification of frozen dessert.

[5]

Q4) a) Explain different market forms of chocolates.

[5]

b) Define the following food additives with Examples_____.

[5]

- i) Preservative class I & II
- ii) Flavouring Agents.
- iii) Sweetening Agent.
- iv) Thickness
- v) Anticaking Agents.

P.T.O.

- Q5)** a) Plan a banquet 5 course menu for delegates coming from Mexico for a convention write a brief explanation of each dish. [5]
b) Write a note of chand froid and Aspic. [5]

- Q6)** a) Discuss about types of marinades and explain briness & cures in brief.[5]
b) Enlist & discuss the steps followed in manufacturing chocolate. [5]

Q7) Write a short note on (any 4) [10]

- a) Hot pudding.
- b) Handling chocolate.
- c) Pate & Types.
- d) Assembly and presentation of cold meat.
- e) Humectants.



Total No. of Questions : 8]

SEAT No. :

P5295

[Total No. of Pages : 2

[5866]-72

B.H.M.C.T.

**CEB701 : SPECIALIZATION IN FOOD AND BEVERAGE
SERVICE AND MANAGEMENT-II
(2016 Partern) (Semester - VII)**

Time : 3 Hours]

[Max. Marks : 60

Instructions to the candidates:

- 1) *Slove any six questions.*
- 2) *All questions carry equal marks.*

- Q1)** a) List 4 records maintained in the fine dine restaurant. Also draw and explain the importance of any one. [4]
b) Discuss the importance of the following types of menu merchandising[6]
i) Floor stand
ii) tent card
iii) Posters
- Q2)** a) Elaborate on the essentials of food control system. [4]
b) State the advantages and disadvantages of daily food cost report. [6]
- Q3)** Write short notes on any two [10]
a) POS used in F & B Service.
b) Sources of finance for restaurant planning.
c) Importance of any two records maintained in bar.
- Q4)** a) Describe the beverage control procedure. [5]
b) Enlist the importance features of mobile application. [5]
- Q5)** a) State the approvals and liceness required for starting and operating speciality restaurant. also explain the importance of any two [6]
b) Explain with examples the following types of bar based on (any two)[4]
i) Product
ii) Architectural design.
iii) Location
iv) Client.

P.T.O.

Q6) a) Assume suitable data of a fine dine restaurant for calculating the food cost percentage. [4]

b) Discuss the importance of following methods of beverage control. [6]

i) Bottle control system

ii) Potential sale value system

iii) Ounze method.

Q7) Enlist the basic elements of bar layout and explain any two with the design consideration. [10]

Q8) Write short note on. [10]

a) Suggestive selling with example.

b) Modern styles of wine service.

c) Disadvantages of manual system of revenue control.

d) Equipment for wine service.



Total No. of Questions : 7]

SEAT No. :

[Total No. of Pages : 1

P5296

[5866]-73

B.H.M.C.T.

CEC -701 : SPECIALIZATION IN HOUSEKEEPING

MANAGEMENT-II

(2016 Pattern) (Semester - VII)

Time : 3 Hours]

[Max. Marks : 60

Instructions to the candidates:

- 1) *Q.No.1 is compulsory.*
- 2) *Solve any four from the remaining questions.*

- Q1)** Write short note on (any four) **[20]**
- a) Contrast colour scheme.
 - b) Selection of carpet.
 - c) Stiff window treatment.
 - d) Care & maintenance of upholstery.
 - e) Fixed furniture in guest room.
- Q2)** a) Explain any five types of wall covering. **[5]**
b) Discuss significance of ergonomics in housekeeping. **[5]**
- Q3)** a) Explain importance and psychological effect of colour. **[5]**
b) Discuss the different types of materials used in the construction of furniture. **[5]**
- Q4)** a) What are the principles of ergonomics? **[5]**
b) Explain specialized window cleaning procedure. **[5]**
- Q5)** a) What are the points needs to be considered. While selecting furniture for guest rooms? **[5]**
b) Explain any five types of curtain. **[5]**
- Q6)** What are the points needs to be considered while selecting lighting for Entrance area. Lobbies. Restaurants and Guest rooms. **[10]**
- Q7)** List the different types of hard flooring. State the advantages and disadvantages of Hard flooring. **[10]**



Total No. of Questions : 7]

SEAT No. :

P5297

[Total No. of Pages : 2

[5866]-74

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

CEB-701-D : SP. IN FRONT OFFICE MANAGEMENT-II

(2016 Partern) (Semester - VII)

Time : 3 Hours]

[Max. Marks : 60

Instructions to the candidates:

- 1) *Question No. one is compulsory.*
- 2) *Slove any four questions. Out of remaining questions.*

Q1) Write short notes on the following (any four) **[12]**

- a) Staffing guidelines for uniform staff.
- b) SOP for luggage handling.
- c) Factors affecting budget planning.
- d) Benefits of Revenue Management.
- e) Concepts of forecasting.
- f) Capacity management.

Q2) a) Draw a format for a 15 days forecast report. and explain it. **[6]**

b) Discuss the benefits of using S.O.P. **[6]**

Q3) a) Explain and give formulas for the following. **[6]**

i) Rate spread

ii) Rev PAR

b) What points are to be comidered while preparing a duty rota for front desk staff. **[6]**

Q4) a) What is Revenue management? Explain its elements. **[6]**

b) Discuss any three types of budget. **[6]**

Q5) a) With the help of a neat format explain occupancy report and its importance. **[6]**

b) Prepare a time and motion study for check-out process. **[6]**

P.T.O.

- Q6)** a) As a Revenue Manager of a business hotel. How will you increase occupancy in off season. [6]
b) What is budgetary control? Explain its objectives. [6]

Q7) Explain the following terms (any 6) [12]

- a) HWR
- b) ARR
- c) Left Luggage
- d) Overbooking
- e) Arrival
- f) Rooming a guest
- g) Resort
- h) Crew Rate.



Total No. of Questions : 6]

SEAT No. :

P5298

[Total No. of Pages : 2

[5866]-75

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

AE - 702 : FOOD SAFETY MANAGEMENT SYSTEMS

(2016 Pattern) (Semester - VII)

Time : 2 Hours]

[Max. Marks : 50

Instructions to the candidates:

- 1) *Answer any five questions.*
- 2) *All answer carry equal marks.*
- 3) *Assume suitable data wherever necessary.*

Q1) a) Why is continual improvement of the system required for an organisation. [5]

b) Explain the importance of internal communication. [5]

Q2) a) Enlist any five appropriate descriptives of raw material needed to conduct hazards analysis. [5]

b) Explain any five selection & categorization measures to be carried out using a logical approach. [5]

Q3) a) Why a flow diagram is prepared and what is its purpose. [5]

b) What points must be considered to ensure the reassuring equipment give valid results. [5]

Q4) a) What do you understand by critical limit. Explain with example. [5]

b) Enlist five effective points that training of personnel should include. [5]

Q5) a) Enlist any five documents included in food safety policy and objectives. [5]

b) What do you understand by “withdrawal”. [5]

P.T.O.

Q6) Explain the following terms (Any Ten).

[10]

- a) Continual improvement.
- b) Control measures.
- c) End product.
- d) Food safety.
- e) Traceability system.
- f) Validation.
- g) Critical limit.
- h) Food safety hazard.
- i) Pre-Requisite program.
- j) Operational pre requisite program.
- k) Food safety policy.
- l) HACCP.



Total No. of Questions : 7]

SEAT No. :

P5299

[Total No. of Pages : 1

[5866]-76

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

AE : 703 - TOTAL QUALITY MANAGEMENT

(2016 Pattern) (Semester - VII)

Time : 3 Hours]

[Max. Marks : 50

Instructions to the candidates:

Solve any Five questions.

- Q1)** Write short notes on (any two). **[10]**
- a) PDCA cycle.
 - b) Internal customer and its importance.
 - c) Quality circle.
- Q2)** a) Explain role of communication in TQM. **[5]**
b) Describe cost of Quality. **[5]**
- Q3)** a) Explain kaizen 5 's' activity in TQM. **[5]**
b) Explain the importance of training, how does it help in development. **[5]**
- Q4)** a) Write note on ISO. **[5]**
b) Define Quality and explain the basic concept of TQM. **[5]**
- Q5)** a) Explain methods of measuring customer satisfaction. **[5]**
b) Explain 'Perfectionism' and 'Innovation' as core values of Japanese management. **[5]**
- Q6)** a) Draw and explain fishbone diagram with example. **[5]**
b) Explain Juran's Trilogy. **[5]**
- Q7)** a) Explain four absolutes of quality defined by crosby. **[5]**
b) List problem solving tools and explain any one. **[5]**



Total No. of Questions : 3]

SEAT No. :

[Total No. of Pages : 2

P5300

[5866]-77

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

SE704 : MICE

(2016 Pattern) (Semester - VII)

[Max. Marks : 50

Instructions to the candidates:

- 1) *Q.1 is mandatory.*
- 2) *Number to the right indicates full marks.*
- 3) *Draw diagrams wherever necessary.*
- 4) *Do not write anything on blank portion.*

Q1) Explain the following terms (any 10)

[10×1=10]

- a) Variable cost in MICE.
- b) Function prospectus.
- c) Convention.
- d) Conference.
- e) Meeting planner.
- f) Trade fair.
- g) Exposition.
- h) Incentive travel.
- i) Budget for MICE.
- j) Breakout rooms.
- k) Exhibition.
- l) Forum.

Q2) Answer in short (any 5)

[5×3=15]

- a) Planning process for MICE (any 3)
- b) Significance of a convention.
- c) List 6 activities when organising a conference.
- d) List & explain types of meeting planners.
- e) Discuss the purpose of a trade show.
- f) Define incentive travel with reasons.
- g) Differentiate between sponsorship & subsidy.

P.T.O.

Q3) Explain the following (any 5)

[5×5=25]

- a) What are the components of MICE with examples.
- b) Discuss selection criterias for convention.
- c) Differentiate between corporate and independent meeting planners.
- d) Purpose of a trade fair and it's need for client identification.
- e) Discuss client profile & selling incentive travel.
- f) Draw & label any 5 setups used in MICE.
- g) Write short notes on convention centre locations with types.
- h) List all responsibilities of a meeting planner.



Total No. of Questions : 7]

SEAT No. :

P5301

[Total No. of Pages : 1

[5866]-78

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

**SE 705 : CUSTOMER RELATIONSHIP MANAGEMENT IN
HOSPITALITY**

(2016 Pattern) (Semester-VII)

[Max. Marks : 50

Instructions to the candidates:

- 1) *Solve any 5 questions.*
- 2) *Figures to the right indicate full marks.*

- Q1)** a) Write a short note on 'QRC Management'. [5]
b) Explain any 5 drivers of customer loyalty. [5]
- Q2)** a) Give importance of customer retention. [5]
b) Write a note on 5 types of customers. [5]
- Q3)** a) Define CRM [2]
b) What are the advantages of CRM Software (write any 5) [5]
c) Explain CSAT & NPS. [3]
- Q4)** a) Write a note on Types of CRM. [4]
b) Explain 4 stages of customer relationship. [6]
- Q5)** a) Draw & Explain 6 stages of customer service model. [6]
b) Give importance of customer loyalty. [2]
c) Write a note on customer loyalty programme by any known brand. [2]
- Q6)** a) Explain CRM process. [4]
b) What are the benefits of CRM to any organisation (write any 4) [4]
c) Enlist 4 softwares used by customer relationship department for better CRM. [2]
- Q7)** a) List & explain any 4 factors determining customer expectation. [6]
b) Write a note on essential features of CRM. [4]



Total No. of Questions : 7]

SEAT No. :

P5302

[Total No. of Pages : 2

[5866] - 79

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

SE - 706 : FACILITY PLANNING

(2016 Pattern) (Semester -VII)

Time : 2¼ Hours]

[Max. Marks : 50

Instructions to the candidates:

- 1) *All questions carry equal marks*
- 2) *Attempt any 5 questions.*
- 3) *Draw Neat diagram wherever necessary.*
- 4) *Assume suitable data & clearly state your assumptions.*

Q1) Write Short Notes (any 2)

[10]

- a) Blue print-concept & purpose
- b) Wall covering
- c) Flow of work

Q2) a) Explain modular and cylinder building plans.

[5]

b) Write in brief any Five types of restaurants.

[5]

Q3) a) Explain the structural regulations laid down by Municipal Authorities.[5]

b) Explain the factors that affect kitchen design.

[5]

Q4) a) Classify colours under any 2 categories.

[5]

b) Explain the Factors to be considered while designing housekeeping department.

[5]

P.T.O.

- Q5)** a) Draw a layout of kitchen for a speciality restaurant. [5]
b) Explain the location, equipments and functioning with regards to below areas [5]
- Shopping Arcade
- Swimming pool
- Q6)** a) Explain in brief the various equipments used in laundry. [5]
b) Write & Explain any five types of guest rooms. [5]
- Q7)** a) Classify the hotels on the basis of location. [5]
b) Explain any five types of lighting. [5]



Total No. of Questions : 4]

SEAT No. :

P5304

[Total No. of Pages : 2

[5866]-80A
F.Y. B.H.M.C.T
SE - 708 : Hotel Maintenance
(2016 Pattern) (Semester - VII)

[Max. Marks : 50

Instructions to the candidates:

- 1) *All questions are compulsory.*
- 2) *Figures to the right indicate full marks.*

Q1) Answer any four **[20]**

- a) What is defrosting? Why it is needed?
- b) Draw only sketch of window AC.
- c) State advantages and disadvantages of contract maintenance.
- d) Explain any two methods of water purification.
- e) Define
 - i) Sensible and latent heat
 - ii) Specific heat and relative humidity.

Q2) Answer any two **[10]**

- a) Describe central AC system used in 5-Star Hotel.
- b) Give importance and responsibilities of maintenance engineering department in Hotel.
- c) Explain types of maintenance with an example of each.

Q3) Answer any two **[10]**

- a) Describe upfeed and downfeed water distribution system in hotel.
- b) List energy saving tips in kitchen and Guest room.

P.T.O.

c) Calculate electricity bill for the month of may having following electricity load.

- | | | | | |
|------|--------|------------|---------|------------|
| i) | 120 W | fan | 03 Nos. | 04 hrs/day |
| ii) | 1.5 KW | Heater | 02 Nos. | 02 hrs/day |
| iii) | 40 W | Tube light | 08 Nos. | 08 hrs/day |
| iv) | 750 W | Dryer | 01 No. | 02 hrs/day |

Cost of electricity is Rs. 12/- per unit.

Q4) Answer any two

[10]

- Define fire and give its classification and symbol.
- Draw any five plumbing fixtures.
- Describe security system in Hotel for guest and parking.



Total No. of Questions : 7]

SEAT No. :

P5305

[Total No. of Pages : 2

[5866] - 81

B.H.M.C.T. (Semester - VIII)

**CEA - 801 : SPECIALIZATION IN FOOD PRODUCTION
MANAGEMENT - III**

(2016 Pattern)

Time : 3 Hours]

[Max. Marks : 60

Instructions to the candidates :

- 1) *Question No. 1 is compulsory.*
- 2) *Solve any 5 questions from Q. 2 to Q. 7.*
- 3) *All questions carry equal marks.*
- 4) *Draw neat diagrams wherever necessary.*

Q1) Explain the following culinary terms. (Any 10)

[10]

- | | |
|-----------------|--------------|
| a) Clear meat | b) Glaze |
| c) Liaison | d) Tartare |
| e) Blind Baking | f) Dashi |
| g) Nori | h) Guacamole |
| i) Barquettes | j) Durum |
| k) Tamale | l) Wasabi |

Q2) a) Enlist the desirable attributes for entry level commis.

[5]

b) Explain the concept of Time and motion study.

[5]

Q3) a) List and explain any 5 documents maintained in kitchen to ensure smooth functioning.

[5]

b) Discuss about the communication of Kitchen with other departments.[5]

- | | |
|----------------------------|-------------------|
| i) Food & Beverage Service | ii) House keeping |
| iii) Maintenance | iv) Stores |
| v) Human Resource | |

P.T.O.

- Q4)** a) Define purchasing and explain types of purchasing in brief. [5]
b) Discuss the process of vendor development in detail. [5]
- Q5)** a) Explain the different types of Budgets. [5]
b) What are the basic stages of preparing budget. [5]
- Q6)** a) Discuss the concept of menu matrix & its importance in improving profit in business. [5]
b) Define menu merchandising & explain its importance. [5]
- Q7)** Write short note on - [10]
- a) Food Trial
 - b) Organoleptic & Sensory evaluation
 - c) Developing New Recipe
 - d) Standard Purchase Specification (SPS)
 - e) Chef interaction with Guests
 - f) Function Prospectus.



Total No. of Questions : 8]

SEAT No. :

P5306

[Total No. of Pages : 2

[5866] - 82

B.H.M.C.T. (Semester - VIII)

**CEB - 801 : SPECIALISATION IN FOOD & BEVERAGE
SERVICE MANAGEMENT - III**

(2016 Pattern)

Time : 3 Hours]

[Max. Marks : 60

Instructions to the candidates :

- 1) *Solve any six questions.*
- 2) *All questions carry equal marks.*

Q1) Explain any 10 trends in eating out. **[10]**

Q2) a) Explain types of hotels on the basis of **[5]**

i) Location ii) Size

b) Discuss the Michelin Star restaurant standard. **[5]**

Q3) Explain following terms : **[10]**

- a) PFA
- b) FPO
- c) AGMARK
- d) ISO22000
- e) BSI

Q4) a) Discuss points to be considered while developing a business model of an F & B outlet. **[5]**

b) Draw & label kitchen stewarding department & discuss design principle. **[5]**

P.T.O.

- Q5)** a) Discuss the marketing policy of a QSR. [5]
b) Discuss the financial policy of an industrial catering. [5]
- Q6)** a) Discuss importance of MIS reports. [5]
b) Explain what are statistical revenue reports. [5]
- Q7)** a) Explain importance of menu layout. [5]
b) Differentiate between food menus and beverage menus. [5]
- Q8)** a) Define menu engineering and explain menu engineering matrix. [5]
b) Explain any 2 techniques with ingredients used in molecular gastronomy. [5]



Total No. of Questions : 8]

SEAT No. :

P5307

[Total No. of Pages : 2

[5866] - 83

BHMCT (Semester - VIII)

CEC - 801 : SP. HOUSEKEEPING MANAGEMENT - III

(2016 Pattern)

Time : 3 Hours]

[Max. Marks : 60

Instructions to the candidates :

- 1) *Question no. 1 is compulsory.*
- 2) *Solve any 5 questions from Q.2 to Q.8.*
- 3) *Assume suitable data.*

Q1) Explain the following terms (any 5) :

[10]

- a) SOP
- b) Duty Roster
- c) Job List
- d) Lounge
- e) SPA
- f) Outsourcing

Q2) a) Explain the following training methods used in the Housekeeping Department. **[5]**

- i) On Job Training
- ii) Buddy System

b) List all the tasks / activities that are required to be done in the countdown to the opening of a new hotel, from Housekeeping point of view. **[5]**

Q3) a) Discuss the concept of 'Women only Floors' in modern-day hotels. Elaborate on their importance & relevance in today's world. **[5]**

b) What is the importance of Internal Environment? How is it affected by noise? **[5]**

P.T.O.

Q4) Write short notes on (any 2) : [10]

- a) Role of information technology in the HK dept.
- b) Planning & Designing a room for physically challenged guests.
- c) Induction process in the Housekeeping Department.

Q5) a) "Housekeeping in malls is a huge task". Justify this statement. [5]

- b) Draw a neat labelled diagram to show the layout of a double room. [5]

Q6) a) What is 'Brand Standard Audit'? State its advantages. [5]

- b) What is meant by 'Time & Motion Study'? Explain its importance in Housekeeping Operations. [5]

Q7) a) What are the points to be considered while designing a conference room for 30 - 50 pax. [5]

- b) Calculate the staff strength required for the HK department of a 200 rooms resort, which has a large garden, SPA and 3 restaurants. [5]

Q8) Write short notes on - [10]

- a) Single window service
- b) HACCP in HK department
- c) Location of Floor Pantry
- d) Bathroom Amenities



Total No. of Questions : 7]

SEAT No. :

P5308

[Total No. of Pages : 2

[5866]-84

B.H.M.C.T

**CED - 801 : Specialization in Front Office Management - III
(2016 Pattern) (Semester - VIII)**

Time : 3 Hours]

[Max. Marks : 60

Instructions to the candidates:

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

Q1) Write short notes on the following (any four) **[12]**

- a) Franchising Agreement types
- b) Concept of Service Apartment
- c) Importance of Loyalty program
- d) Analysis of guest-satisfaction
- e) Best Practices at front desk.

Q2) a) Differentiate between standalone SPA & Hotel SPA. **[6]**

b) Discuss the role of social media while selecting a hotel. **[6]**

Q3) a) How does guest feedback mechanism helps in guest satisfaction? **[6]**

b) Describe the enhanced security measures at guest corridors and exit points of the hotel. **[6]**

Q4) a) Discuss financial concerns handled in the front office department. **[6]**

b) Define loyalty and explain the loyalty program of a famous business hotel. **[6]**

Q5) a) What measures to be adopted for Terror attack in the hotel. **[6]**

b) Describe the benefits of service apartment hotels. **[6]**

P.T.O.

- Q6)** a) Define the terms **[6]**
i) Franchising
ii) Franchisee
iii) Franchisor
- b) Write the importance of security and safety for Wellbeing of its guests in hotels. **[6]**

- Q7)** Explain the following terms (any 6) **[12]**
- a) MICE
 - b) Guest cycle
 - c) Foyer
 - d) PMS
 - e) Late charges
 - f) USP
 - g) Cityledger
 - h) CCTV



Total No. of Questions : 7]

SEAT No. :

P5309

[Total No. of Pages : 2

[5866]-85
Fourth Year B.H.M.C.T.
AE 803 : ORGANISATION BEHAVIOUR
(2016 Pattern) (Semester - VIII)

Time : 3 Hours]

[Max. Marks : 50

Instructions to the candidates:

- 1) *Solve any 5 questions.*
- 2) *All questions carry equal marks.*

- Q1)** a) Explain the factors affecting perception. [5]
b) What is Employee Dissatisfaction & also explain its effect on efficiency. [5]
- Q2)** a) Explain the various stages of group and its development. [5]
b) How one can create & sustain an organisation culture. [5]
- Q3)** a) Define Negotiation & the steps involved in negotiation. [5]
b) What is attribution theory and the rules for determining attribution. [5]
- Q4)** a) Explain "Abuse of power" in detail. [5]
b) Enlist & explain in brief the ways to cope up with stress. [5]
- Q5)** a) Define team & explain in detail virtual teams. [5]
b) Define Empowerment & explain what do you understand by empowerment at work place. [5]
- Q6)** a) Explain in details the steps of learning. [5]
b) Explain the factors affecting group cohesiveness. [5]

P.T.O.

Q7) Short notes any 5 :

[5 × 2 = 10]

- a) Goals of organisation behaviour.
- b) Emotional Quotient.
- c) Functional conflict.
- d) Dominant culture.
- e) Group Dynamics.
- f) Types of political activity.



Total No. of Questions : 7]

SEAT No. :

P5310

[Total No. of Pages : 2

[5866]-86

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

AE 804 : MANAGERIAL ECONOMICS

(2016 Pattern) (Semester - VIII)

Time : 2 Hours]

[Max. Marks : 50

Instructions to the candidates:

- 1) *Question 1 is compulsory.*
- 2) *Attempt any 4 questions from question 2 to question 7.*

Q1) Define following terms (any 5) :

[10]

- a) Micro Economics.
- b) Income Elasticity of Demand.
- c) Stock.
- d) Marginal Cost.
- e) Long run.
- f) Oligopoly.

Q2) a) Features and scope of managerial economics.

[5]

b) Explain concept of Plant, Firm & Industry.

[5]

Q3) a) What are determinants of demand.

[5]

b) Explain expansion and contraction of demand.

[5]

Q4) a) Explain what is increase & decrease of supply.

[5]

b) Explain various causes for change in supply.

[5]

P.T.O.

- Q5)** a) Explain what do you understand by implicit and explicit cost. [5]
b) Explain difference between average and marginal cost. [5]
- Q6)** a) Explain the various attributes of production function. [5]
b) Explain in details of law of Returns to Scale. [5]
- Q7)** a) Explain in brief market structure. [5]
b) Explain various types of market by nature. [5]

