

Total No. of Questions : 5]

SEAT No. :

P5311

[Total No. of Pages : 2

[5866]-101

F.Y. B.H.M.C.T. (Semester - I)
C101 : FOOD PRODUCTION - I
(2019 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions to the candidates:

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

Q1) Explain following culinary terms (any 10) :

[10]

- a) Shortening
- b) Molasses
- c) Convection
- d) Tournant chef
- e) Tofu
- f) Blanching
- g) Marination
- h) Scalding
- i) Pay sam
- j) Creaming
- k) Planetary Mixer
- l) Pot Roasting

Q2) a) Draw neat chart of kitchen brigade of 5 star hotel starting duties of Sous Chef. **[5]**

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

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

P.T.O.

- Q3)** a) Briefly explain the importance of each Kitchen uniform. [4]
b) List 4 advantages of following Fuels. [4]
 i) Wood
 ii) Electricity
c) List Four uses of Cream. [2]
- Q4)** Answer the following (any 5) : [10]
a) Name any 4 herbs used in continental cuisine.
b) Briefly explain any 2 methods of food preparation.
c) Name 2 bi-products of
 i) Wheat
 ii) Oats
d) Briefly explain any 2 types of desirables texture.
e) What do you mean by hydrogenation of fat.
f) Name colour pigment found in spinach and cauliflower.
g) List 2 semi hard cheese & 2 blue veined cheese.
- Q5)** a) Draw neat chart of methods of cooking list any 4 points observed while frying food. [5]
b) Briefly explain any 3 types of sugar. [3]
c) List 4 attributes required for a kitchen personnel. [2]



Total No. of Questions :6]

SEAT No. :

P5312

[Total No. of Pages : 2

[5866]-102
F.Y. 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 three from remaining questions.*
- 3) *All questions carry equal marks.*

Q1) Explain the terms [Any 10]

[10]

- a) Mis-en-place.
- b) Take away.
- c) Cover.
- d) QSR.
- e) Hot plate.
- f) Sommelier.
- g) Chef d' etage.
- h) Holloware.
- i) Automats.
- j) Kiosk.
- k) Coffee shop.
- l) Drive thru.

Q2) a) Write down any five specialised equipments and write their uses.

[5]

b) Differentiate between-

[5]

- i) A la Carte and Table d' Hote.
- ii) American service and silver service.

P.T.O.

- Q3)** a) List any three softwares used in billing method and explain any one. [5]
b) State three advantages and three disadvantages of disposables. [5]
- Q4)** a) State the interdepartmental relationship of F&B service- [5]
i) Food production.
ii) Housekeeping.
b) List the attributes of a waiter. [5]
- Q5)** a) Write duties and responsibilities of F&B Manager and Restaurant manager. [5]
b) Write the capacities / sizes of the following; [5]
i) Breakfast cup.
ii) Demi - Tasse.
iii) Full plate.
iv) Hi - ball glass.
v) Old - fashioned glass.
- Q6)** a) Explain flow for Duplicate KOT. [5]
b) Explain with example captive and non - captive market. [5]



Total No. of Questions : 5]

SEAT No. :

P5313

[Total No. of Pages : 2

[5866]-103

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 three from remaining question.*

Q1) Explain the following terms (Any 10) :

[10]

- a) Duplex room
- b) Hand caddy
- c) Casino
- d) HRACC
- e) Rack Rate
- f) House-keeping
- g) Abrasive
- h) Vacuum cleaner
- i) Cabana
- j) Dutch wife
- k) No show
- l) Wringer trolley

Q2) a) How does Housekeeping coordinate with front office department? **[5]**

b) Draw the layout of Housekeeping department and write two functions of linen & uniform room. **[5]**

P.T.O.

- Q3)** a) Explain meal plans in detail. [5]
b) Classify the hotels on the basis of location and explain. [5]
- Q4)** a) Write down the principles of cleaning. [5]
b) Explain the essential qualities of housekeeping staff. [5]
- Q5)** a) Draw an organizational chart of front office department & write two duties of front office manager. [5]
b) What are the rules needs to followed by front office staff? [5]



Total No. of Questions : 8]

SEAT No. :

P5314

[Total No. of Pages : 2

[5866]-104

F.Y. 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 1 is compulsory.*
- 2) *Solve any 6 questions from question No. 2 to 8.*
- 3) *All questions carry equal marks.*

Q1) Explain the following terms (any 10) :

[10]

- a) Management.
- b) Esprit de Corps.
- c) Ongoing plans.
- d) Centralized organization.
- e) Bureaucratic leadership.
- f) Extrinsic motivation
- g) Non-verbal communication.
- h) Feedback control.
- i) Budget.
- j) Division of work.
- k) Laissez-Faire.
- l) Staff.

Q2) a) Explain any 2 aspects of management as a science.

[5]

b) Explain the steps in planning.

[5]

P.T.O.

- Q3)** a) Explain important features of Hawthorne Experiment. [5]
b) Differentiate between centralized & De-centralised organisation. [5]
- Q4)** Explain the Maslow's Need Hierarchy Theory. [10]
- Q5)** a) What is span of control? Explain any 4 factors influencing span of control. [5]
b) Write & explain any 5 barriers to communication. [5]
- Q6)** a) Explain the 5 principles of coordination. [5]
b) Write the Benefits of Motivation. [5]
- Q7)** a) Write the process of controlling. [5]
b) Write the importance of planning. [5]
- Q8)** a) Write the contributions of F.W. Taylor. [5]
b) Explain the Role of the leader. [5]



Total No. of Questions : 5]

SEAT No. :

P5315

[Total No. of Pages : 2

[5866]-201

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 1 is compulsory.*
- 2) *Solve any Three questions from Q.2 to Q.5.*
- 3) *All questions carry equal marks.*

Q1) Explain the following terms (any 10) :

[10]

- a) Mirpoix
- b) Flavone
- c) Chalazae
- d) Broth
- e) Dressing
- f) Consomm'e
- g) Pullman
- h) Aspic
- i) Brunoise
- j) Bound salad
- k) Organic Food
- l) Espagnole

Q2) a) Answer the following :

[6]

- i) Briefly explain the composition of stock making.
 - ii) Briefly explain any 3 types of thickening agents used in cookery.
- b) List any 8 points observed while salad making. **[4]**

P.T.O.

- Q3)** a) Write short note on following : [6]
- i) Types of Food Contamination.
 - ii) Importance of kitchen stewarding.
- b) Classify soups giving two examples of each. [4]
-
- Q4)** a) Answer the following : [6]
- i) Name 2 dessert sauces.
 - ii) State 2 principles of HACCP.
 - iii) Name International salad from France & USA.
 - iv) Name International soup from Spain & England.
 - v) State 2 dis-advantages of organic food.
 - vi) Name two derivatives of Tomato sauce.
- b) Briefly explain following types of sandwiches. [4]
- i) Club sandwiches
 - ii) Buffet sandwich
 - iii) Open sandwich
 - iv) Bookmaker sandwich
-
- Q5)** a) Answer the following : [6]
- i) Classify vegetables giving example of each.
 - ii) Draw a neat diagram of egg showing various parts & briefly explain each.
- b) Write down 4 duties & responsibility of kitchen steward supervisor. [2]
- c) Give 1 lit recipe of Mayonnaise Sauce. [2]



Total No. of Questions : 6]

SEAT No. :

P5316

[Total No. of Pages : 2

[5866]-202

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

C202 - FOOD AND BEVERAGE SERVICE - II

(2019 Pattern) (Semester - II)

Time : 2 Hours]

[Max. Marks : 40

Instructions to the candidates:

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

Q1) Explain the terms (any 10) :

[10]

- a) Humidor.
- b) California menu.
- c) Hi-Tea.
- d) Upselling.
- e) IRD.
- f) Breakfast knob.
- g) Continental Breakfast.
- h) Supper.
- i) Cafe complete.
- j) Sorbet
- k) Mini bar
- l) Paté maison

Q2) a) Classify non-alcoholic beverages with one example each.

[5]

b) Explain full breakfast in detail. Write down cutlery used for the same.[5]

Q3) a) Define salads and explain following salads.

[5]

- i) Walford salad
- ii) Caesar salad

P.T.O.

- b) List the accompaniments for the following. [5]
- i) Caviar
 - ii) Roast Chicken
 - iii) Boiled mutton
 - iv) Smoked Salmon
 - v) Grilled Asparagus

Q4) Name the following below : [5 × 2 = 10]

- a) 2 major tea producing countries
- b) 2 nourishing beverages.
- c) 2 breakfast rolls.
- d) 2 Tisanes.
- e) 2 French mineral water brands.

Q5) Give two examples for the following below : [5 × 2 = 10]

- a) Entree
- b) National Soups with countries.
- c) Hors d' oeuvres
- d) Pasta
- e) Rôti

Q6) a) Define sandwiches and explain any two types of sandwiches. [5]

b) Explain cycle of service for IRD in detail. [5]



Total No. of Questions : 6]

SEAT No. :

P5317

[Total No. of Pages : 2

[5866]-203

F.Y. 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) *Attempt any Four questions out of six.*
- 2) *All questions carry equal marks.*
- 3) *Assume suitable data wherever required.*

Q1) a) Explain the following terms (any 5) :

[5]

- i) GHC
- ii) Debriefing
- iii) Log Book
- iv) GIT
- v) Spring cleaning
- vi) VVIP
- vii) Live move

b) Explain the Co-ordination of House Keeping department with Purchase.

[5]

Q2) a) Write in brief the Housekeeping day.

[5]

b) Write in detail the procedure for cleaning under Repair Room.

[5]

Q3) a) Explain in brief weekly cleaning of Swimming Pool.

[5]

b) Explain the guest cycle in detail.

[5]

P.T.O.

- Q4)** a) Write in detail various modes of Reservation. [5]
b) Explain the Pre-Arrival Procedure for VIP's. [5]
- Q5)** a) Write the Arrival Procedure for walk-in with confirmed reservation.[5]
b) Explain the Criteria for taking advance for Walk-ins and Scanty Baggage. [5]
- Q6)** a) Explain manual and fully automated systems & equipments used for reservations. [5]
b) Write the daily Routine of morning shift in House Keeping department. [5]



Total No. of Questions : 8]

SEAT No. :

P5318

[Total No. of Pages : 5

[5866] - 206

F.Y. 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 6 questions including Question No. 1 which is compulsory.*
- 2) Figures to the right indicate full marks.*
- 3) Use of pocket calculator is allowed.*

Q1) The following is the Trial Balance of Dream Holiday, Prepare Trading and Profit and Loss Account for the year ended 31st March, 2021 and Balance sheet as on that date, after taking into account adjustments given below :

[20]

Trial Balance as on 31st March, 2021.

Particulars	Dr. Amount (Rs.)	Particulars	Cr. Amount (Rs.)
Drawings	5,000	Capital	4,55,000
Plant & Machinery	3,50,000	Return Outwards	2,000
Goodwill	50,000	Sundry Creditors	30,500
Purchases	3,80,000	Bills Payable	9,000
Returns Inwards	3,000	Sales	5,53,000
Patents	80,000	Discount Received	5,500
Freight & Duty	18,000	Loan from Bank	3,35,000
Opening stock	85,000	Bank Overdraft	97,500
Printing & Stationary	2,700	Interest Received	5,000
Insurance	6,400	Reserve Fund	1,50,000
Sundry Debtors	45,000		
Furniture	1,00,000		

P.T.O.

Bills Receivable	7,500	
Rent & Taxes	5,500	
Bad debts	1,300	
Wages	7,200	
Cash in Hand	5,600	
Salary	67,000	
Carriage outward	5,000	
Discount Allowed	3,500	
Land and Buildings	4,00,000	
Cash at Bank	3,800	
Fuel and Power	3,000	
Carriage Inward	7,500	
Bank charges	500	
	16,42,500	16,42,500

Additional Information :

1. Stock on 31st March 2021 was valued at Rs. 1,70,000.
2. Outstanding Salaries Rs. 10,000 and Rent Rs. 800.
3. Prepaid Insurance Rs. 1,700.
4. Charge depreciation on - Plant and Machinery @ 15%, Furniture @ 10%, Land and Building @ 5%.
5. Staff Meals Rs. 5,000.

Q2) a) Define the following terms : [5]

- i) Drawings,
- ii) Capital,
- iii) Liabilities,
- iv) Carriage Inward,
- v) Debtors.

- b) Classify into real, personal and nominal [5]
- i) Cash A/C,
 - ii) Sachin A/C,
 - iii) Outstanding Salary A/C,
 - iv) Creditors,
 - v) Bank overdraft,
 - vi) Bank loan,
 - vii) Loss by fire,
 - viii) Rent,
 - ix) Premises,
 - x) Commission.

Q3) Journalise the following : [10]

March 2021

1. Started business with Cash Rs. 50,000 and Furniture Rs. 1,00,000.
2. Purchased goods Rs. 15,000 from Mr. Amol at 5% T.D. on cash.
3. Sold goods to M/S Vijay & Sons for Rs. 10,000 @ 10% C.D. for Cash.
4. Paid electricity bill Rs. 600.
10. Received commission of Rs. 300 from Dalal.
13. Distributed goods of Rs. 2,000 as free samples and used goods of Rs. 1,000 for personal use.
16. Purchased furniture for Rs. 15,000 from Aaram Furniture works by paying Rs. 7,000 as part payment.
19. Cash Deposited into bank Rs. 15,000.
20. Paid salary of Rs. 10,000, wages Rs. 3,000 and Rent Rs. 4,000 in cash.
27. Settled the account of Aram Furniture works Rs. 7,500 and Received discount of Rs. 500.

Q4) Write short note on (any two) : **[10]**

- a) Classification of Accounts.
- b) Dual Aspects Concepts.
- c) Balancing of Ledger.
- d) Debit note and Credit note.

Q5) Enter the following transactions into Three Column Cash Book of M/S. Vibhavi Traders for the month of April, 2021 : **[10]**

April 2021

- 1. Cash in Hand Rs. 15,000 (debit balance) Cash at Bank Rs. 6,000 (debit balance).
- 2. Received a cheque of Rs. 1540 from Vijay in Full Settlement of Rs. 1,600.
- 3. Cash withdraw for personal use Rs. 3,000.
- 8. Paid by cheque to varsha of Rs. 2,450 in Full Settlement of Rs. 4,000.
- 15. Received a cheque of Rs. 3950 from Manisha in Full Settlement of Rs. 4,000.
- 20. Cash withdrawn from Bank Rs. 3,000 for office use and Rs. 1,000 for personal use.
- 26. Deposited Cash into Bank Rs. 5,000.
- 30. Telephone bill paid Rs. 4,000.

Q6) a) Differentiate between Revenue Expenditure and Capital Expenditure. **[5]**

b) What is imprest system of Petty Cash Book? Explain its advantages. **[5]**

Q7) a) From the following information of Hotel White Diamond, Prepare Special Functions book for the month of April, 2021 : **[5]**

April. 1 - Wedding Reception Party, 400 covers @ Rs. 530 per cover, Account to Mrs. Rekha Bill no. 015.

April. 15 - Annual General Meeting, 305 covers @ Rs. 425 per cover, Wine & Tobacco Rs. 25,000, Account to Mr. Sharma, Bill no. 102.

April. 28 - Luncheon party, Pancard club, 605 covers @ Rs. 450 per cover, Wine and Tobacco Rs. 35,000. Account to Mr. Prashant, Bill no. 308.

b) From the following prepare a trial balance : **[5]**

Particulars	Rs.	Particulars	Rs.
Building	2,00,000	Trade Creditors	1,25,000
Capital	4,20,000	Bills Payables	10,000
Furniture and Fixtures	1,50,000	Drawings	1,05,000
Purchases	5,50,000	Cash in hand	3,000
Carriage Inward	3,000	Sales	6,25,000
Returned Inward	5,000	Opening Stock	70,000
Return Outward	6,000	Plant and Machinery	1,60,000
Bank loan	60,000		

Q8) Attempt (any two) : **[10]**

- a) Explain objectives of Hotel Accounting.
- b) Write rules of Accounting with examples.
- c) Explain Money Measurement Concept.



Total No. of Questions : 8]

SEAT No. :

P5319

[Total No. of Pages : 2

[5866]-207

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

Q1) Write Short Notes (Any Four) : [20]

- a) Outsourcing.
- b) Reverse Logistics.
- c) Trade-off between Customer Service & Cost.
- d) Benchmarking.
- e) Global Supply Chains.
- f) Types of Warehouses.

Q2) Explain in brief the structure & operation of Distribution channel. [10]

Q3) Discuss 'Hub & Spoke' Model. Also mention its advantages. [10]

Q4) Write a note on Carrier Selection & Vendor Consolidation. [10]

P.T.O.

Q5) What are various Objectives & characteristics of Supply Chain? **[10]**

Q6) What is Centralized & Decentralized purchasing? **[10]**

Q7) Enumerate the differences between CRM & SCM using suitable examples. **[10]**

Q8) Explain in brief the importance of Supply Chain Management in Hotel Industry. **[10]**



Total No. of Questions : 6]

SEAT No. :

P5320

[Total No. of Pages : 2

[5866]-301
S.Y. B.H.M.C.T
C - 301 : BAKERY AND CONFECTIONERY
(2019 Pattern) (Semester - III)

Time : 2 Hours]

[Max. Marks : 40

Instructions to the candidates:

- 1) *Q. 1 is compulsory.*
- 2) *Solve any 3 from remaining.*
- 3) *All questions carry equal marks.*

Q1) Explain the following culinary terms (Any 10) : **[10]**

- | | |
|-------------------|-------------------|
| a) Blind baking | g) Emulsification |
| b) Flying ferment | h) Oven spring |
| c) Treacle | i) Creaming |
| d) Gelatinization | j) Meringue |
| e) Gluten | k) Crimping |
| f) Knock back | l) Barquettes |

Q2) a) List any 5 large equipments used in Bakery with their uses. **[5]**

b) Explain in detail stages in bread making. **[5]**

Q3) a) What are leavening agents? Explain any 2 mechanical ways of leavening. **[4]**

b) Explain any 4 types of flour pastries with their proportions and suitable examples. **[4]**

c) List any 2 methods of making a short crust pastry. **[2]**

P.T.O.

- Q4)** a) Explain in brief any 6 faults occurred in breads. [6]
b) Explain any 2 methods of cake mixing in detail. [4]
- Q5)** a) List any 2 sweeteners used in baking. [2]
b) What are bread improvers? Enlist any 4 bread improvers. [4]
c) Explain the role of fat and sugar in making cookies. [4]
- Q6)** a) Define icing and list functions of icing. [2]
b) Explain in detail any 2 bread making methods. [4]
c) Enlist any 4 types of cookies with suitable examples. [4]



Total No. of Questions : 6]

SEAT No. :

P5321

[Total No. of Pages : 2

[5866]-302

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) *Q. 1 is compulsory.*
- 2) *Solve any 3 from remaining questions.*

Q1) Explain the terms (any ten) :

[10]

- | | |
|-------------------|-----------|
| a) Sake | b) Jigger |
| c) Agrafe | d) Grist |
| e) Speed rail | f) Wort |
| g) Trocken | h) LDE |
| i) AOC | j) Ale |
| k) Fortified wine | |

Q2) a) Write and explain Process of method champenoise.

[8]

b) List any four International brands of beer.

[2]

Q3) a) Explain the following in brief :

[5]

- | | |
|-------------------|----------------|
| i) Viticulture | ii) Rose' wine |
| iii) Organic wine | iv) Lager |
| v) Espumante | |

b) Define sherry. Draw and explain solera system.

[5]

P.T.O.

- Q4)** a) List any four wine regions of Italy. [4]
b) What are the wine laws of Italy. [6]
- Q5)** a) Draw and explain the classification chart of Alcoholic beverages. [6]
b) List ingredients used in making beer. [4]
- Q6)** a) Draw bar Profile. [4]
b) Explain parts of bar. [6]



Total No. of Questions : 6]

SEAT No. :

P5322

[Total No. of Pages : 2

[5866]-303

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) *Question No. 1 is compulsory.*
- 2) *Choose any 3 questions from Q.2 to Q.6.*

Q1) Define the following term (Any 5) :

[10]

- | | |
|-----------------|-----------------|
| a) Supervision | d) Late changes |
| b) Dry cleaning | e) BTC |
| c) Linenroom | f) Guest Folio |

Q2) a) Describe any 2 methods of pricing a contract in housekeeping department. **[5]**

b) What selection criterias are considered while buying liven for hotels?[5]

Q3) a) Draw & explain departure notification slip. **[5]**

b) Illustrate the various methods of payment adopted for settlement of bills. **[5]**

Q4) a) Differentiate between on premises laundry & off premises laundry.[5]

b) How does floor supervisor inspect the room for VIP guest? **[5]**

P.T.O.

- Q5)** a) Describe the front office accounting cycle. [5]
- b) Write down the step by step procedure of check out in fully automated system. [5]
- Q6)** a) Write short notes on following (Any 2) : [5]
- i) Issue & Exchange of uniforms
 - ii) Classification of stains
 - iii) Advantages of contract cleaning
- b) Write the formulae for the following : [5]
- i) Housecount
 - ii) ARR
 - iii) No show %
 - iv) Overstay %
 - v) Room occupancy %



Total No. of Questions : 8]

SEAT No. :

P5323

[Total No. of Pages : 2

[5866]-306

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

Q1) Explain the following terms (any 10).

[10]

- a) Marketing automation.
- b) Advertising.
- c) Customer acquisition.
- d) Suggestive selling.
- e) Business to - Business (B 2 B).
- f) Cross selling.
- g) Relationship marketing.
- h) Market segmentation.
- i) Brand awareness.
- j) Public relations.
- k) Search Engine Optimization (SEO).
- l) Digital marketing.
- m) Direct sales.

Q2) a) Discuss the difference between sales and marketing.

[5]

b) Explain the role of employees in internal sales.

[5]

Q3) a) Explain any five types of training for sales personnel.

[5]

b) Discuss any five components of banquet sales package.

[5]

Q4) a) Discuss the role of technology in hospitality sales.

[5]

b) Explain the role of intermediaries in hospitality sales.

[5]

P.T.O.

- Q5)** a) Discuss demographic segmentation. [5]
b) Explain the process of prospecting. [5]
- Q6)** a) Explain CRS and CDS. [5]
b) Discuss the recruitment process of sales personnel. [5]
- Q7)** a) Explain the functions of director of sales. [5]
b) Discuss the coordination of sales department with front office dept. and food and beverage service dept. [5]
- Q8)** a) Draw organization sales structure of large Hotel. [5]
b) Discuss various sales promotion tools used in Hotels. [5]



Total No. of Questions : 8]

SEAT No. :

P5324

[Total No. of Pages : 2

[5866]-307

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 1 is compulsory.*
- 2) *Solve any 6 questions from 2 to 8.*

Q1) Explain the following terms (any 10).

[10]

- a) CPU
- b) ROM
- c) Icon
- d) MICR
- e) SAP
- f) MAN
- g) Worm
- h) WWW
- i) Hyperlink
- j) Note Pad
- k) Domain
- l) Search Engine

Q2) a) List down five input & output devices.

[5]

b) Explain various accessories of window.

[5]

Q3) a) Explain the following DOS command (Any 5).

[5]

- i) DIR
- ii) VER
- iii) Copy
- iv) REN
- v) CD
- vi) RD

b) Step by stop write mail & merge procedure.

[5]

P.T.O.

- Q4)** a) Explain the various types of filter in MS. Excel. [5]
b) Explain the procedure for inserting audio & video in MS Power point.[5]
- Q5)** a) Describe pre-requisites for internet. [5]
b) Define social media. Write disadvantages of social media. [5]
- Q6)** Write short note on (Any 4). [10]
a) Application software
b) ERP
c) Star topology
d) Skype
e) One drive
- Q7)** a) Give the steps for 'Find & Replace' in MS Word. [5]
b) Write formula for the following MS Excel command. (Any 5) [5]
i) AUTOSUM
ii) AVG
iii) PER
iv) MAX
v) MZN
vi) COUNT
- Q8)** a) Explain B2B and B2C concept. [5]
b) Define Twitter and write usage of Twitter. [5]



Total No. of Questions : 6]

SEAT No. :

P5325

[Total No. of Pages : 2

[5866]-401

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) *Attempt any four questions.*
- 2) *All questions carry equal marks.*

Q1) Explain the following terms (any 10) :

[10]

- a) SPS
- b) Panch phoran
- c) Yield test
- d) Zameen Dos
- e) Standard portion
- f) Jalebi
- g) Menu balancing
- h) Phulka
- i) Payasam
- j) Bratt pan
- k) Ghevar
- l) Dum Pukht

Q2) Answer the following :

[10]

- a) Define volume forecasting.
- b) Write the characteristics of welfare catering.
- c) Name 2 meat dishes from Kashmir.
- d) Name 2 sweets from West Bengal.
- e) Name 2 famous dishes from Rajasthan.

P.T.O.

Q3) Answer the following : **[10]**

- a) Write the merits & demerits of volume forecasting.
- b) Describe the challenges of Institutional catering.

Q4) Answer the following : **[10]**

- a) Describe factors influencing menu planning for regional menus.
- b) Discuss the characteristics of Industrial catering.

Q5) Answer the following : **[10]**

- a) Plan a festive menu for the following states with narration of each dish.
 - i) Gujarat
 - ii) Maharashtra
- b) Name and explain any 5 equipments used in quantity food production.

Q6) Answer the following : **[10]**

- a) Discuss the importance of purchasing & indenting for quantity kitchen.
- b) Describe the advantages of yield management.



Total No. of Questions : 6]

SEAT No. :

P5326

[Total No. of Pages : 2

[5866]-402

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

C 402 : FOOD AND BEVERAGE SERVICE - IV

(2019 Pattern) (Semester - IV)

Time : 2 Hours]

[Max. Marks : 40

Instructions to the candidates:

- 1) *Q. 1 is compulsory.*
- 2) *Answer any three questions from Q. No.2 to Q. No.5.*

Q1) Explain the following terms :

[10]

- a) Single malt scotch
- b) Deluxe whisky
- c) GL
- d) Amaretto
- e) Marc
- f) Wort
- g) Outdoor catering
- h) Sloe gin
- i) Scandinavian Buffet
- j) Dunder
- k) Risers
- l) Function catering

Q2) a) List and explain the points to be considered while arranging buffet. **[5]**

- b) Draw the banquet function prospectus for 100 pax cocktail dinner with Indian menu. **[5]**

P.T.O.

- Q3) a)** Differentiate between. (any one) [4]
- i) American Whiskey and Tennessee Whisky
 - ii) Cognac and Armagnac
- b) Define liqueur. Explain the manufacturing process of liqueurs. [6]
- Q4) a)** Write the points to be considered for making Cocktails. [4]
- b) Write short notes on : [6]
- i) Pot still method
 - ii) Types of Buffet
- Q5) a)** Explain the following spirits. [4]
- i) Absinthe
 - ii) Feni
 - iii) Korn
 - iv) Calvados
- b) List the methods of making Cocktails. Explain any two in detail. Give suitable examples. [6]
- Q6) a)** Draw the organization chart of banquet department. Explain duties and responsibilities of banquet sales manager. [5]
- b) Explain the manufacturing of rum in detail. Give suitable examples. [5]



Total No. of Questions : 6]

SEAT No. :

P5327

[Total No. of Pages : 2

[5866]-403

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

C 403 : ACCOMMODATION OPERATIONS - II

(2019 Pattern) (Semester - IV)

Time : 2 Hours]

[Max. Marks : 40

Instructions to the candidates:

- 1) *Q. 1 is compulsory.*
- 2) *Choose any 3 questions from Q. No.2 to Q. No.6.*

Q1) Define the following terms (any 5) :

[10]

- a) First A/d
- b) Renovation
- c) Interior designing
- d) Charge privileges
- e) BAR
- f) Tent Cards

Q2) a) Explain the steps of Refurbishing hotel guest room.

[5]

b) What are the objectives of interior designing?

[5]

Q3) a) Describe the factors affecting on room tariff.

[5]

b) Write down direct sales avenues used for sale of hotel products.

[5]

P.T.O.

Q4) a) Write down any 2 types of guest complaints with example. [5]

b) How do you control the intestation of cockroaches & mice & rats? [5]

Q5) a) Illustrate the errors during night audit process. [5]

b) Explain different types of sales techniques for front office department.[5]

Q6) Write short note on following (any 2) : [10]

a) Causes of Accidents

b) Snag list

c) Market based pricing

d) Upselling & substitute selling



Total No. of Questions : 9]

SEAT No. :

[Total No. of Pages : 2

P5328

[5866]-406

B.H.M.C.T.

GE 406 A : CUSTOMER RELATIONSHIP MANAGEMENT

(2019 Pattern) (Semester - IV)

Time : 2½ Hours]

[Max. Marks : 70

Instructions to the candidates:

Solve any 7 questions out of 9.

Q1) a) Write a note on types of customer. [5]

b) Explain importance of customer satisfaction in hospitality sector. [5]

Q2) a) Draw & explain 05 Gap Model. [8]

b) Write a note on advantages of using CRM software in service sector.[2]

Q3) a) Explain how QRC management helps improve service quality. [5]

b) List down 04 segments of market. [2]

c) Define CRM. [3]

Q4) a) Write a note on essential features of CRM (any 5) [5]

b) Explain CSAT score? NPS. [5]

P.T.O.

- Q5)** a) Draw & explain CRM process cycle. [5]
b) List down any 5 & explain factors determine customer expectations.[5]
- Q6)** a) Write a note on role of CRM in HRM & Technology. [5]
b) Give any 05 customer retention strategies. [5]
- Q7)** a) Explain 02 methods of measuring customer satisfaction. [5]
b) Write a note on benefits of CRM to customers & market. [5]
- Q8)** a) List down 04 strategies to overcome gaps in providing service quality. [4]
b) Write a note on sales profile. [6]
- Q9)** a) List down 04 CRM softwares. [2]
b) Write a note on CLV. [4]
c) List down drivers of customer royalty (any 04). [4]



Total No. of Questions : 8]

SEAT No. :

[Total No. of Pages : 2

P5329

[5866]-407

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) *Q.1 is compulsory.*
- 2) *Solve any 6 questions from the remaining.*

Q1) Write a note on (solve any 5) :

[10]

- a) Systematic layout planning.
- b) Checklist for effective design.
- c) Flow of work in Kitchen.
- d) Equipments requirement in front office department.
- e) Lighting & colour scheme in the guest rooms.
- f) Two floor finishes.

Q2) a) Explain the following lobby types.

[6]

- i) Atrium
- ii) Multi level

b) Write in brief about factors that affect front office design.

[4]

Q3) a) Draw a multicuisine restaurant layout having 100 covers & mention the space required for it. **[6]**

b) Explain the decor & ambience needed for restaurant & bar. **[4]**

P.T.O.

- Q4) a)** What equipments are required for the following ancillary areas in a hotel & write its functioning. [6]
- i) Swimming Pool
 - ii) Gym & Spa
- b) What is a space management? Explain in context with laundry. [4]
- Q5) a)** Explain the different factors considered while designing of House keeping department. [6]
- b) Write the thumb rules for allocation of space for [4]
- i) Food production department in percentage
 - ii) Food & Beverage service department in percentage.
- Q6) a)** Classify hotels under star category. [6]
- b) Draw any two types of kitchen layouts. [4]
- Q7) a)** Explain any six types of wall finishes used in hotels. [6]
- b) What is a feasibility report? Write any 03 components of it. [4]
- Q8) a)** What are different types of commercial kitchen layouts? [6]
- b) Explain following types of bars. [4]
- i) Lobby bar
 - ii) Pool bar
 - iii) Sports bar
 - iv) Restaurant bar



Total No. of Questions : 9]

SEAT No. :

[Total No. of Pages : 2

P5330

[5866]-601

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

CS - 601A : SPECIALIZATION IN FOOD PRODUCTION

MANAGEMENT - I

(2019 Pattern) (Semester - VI)

Time : 3 Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) *Q. 1 is Compulsory.*
- 2) *Solve any 6 from remaining eight questions.*

Q1) Explain the following culinary terms: (Solve any 10)

[10]

- a) Empanada.
- b) Agneau.
- c) Canard.
- d) Quenelle.
- e) Quiche.
- f) Rouladen
- g) Crudites.
- h) Hors d'oeuvres.
- i) Darne.
- j) Lactose intolerance.
- k) AFD.
- l) Island kitchen.

Q2) a) Plain a Italian four course menu along with bread and explain each course seperately. **[5]**

b) Explain the factors that influence kitchen design. **[5]**

P.T.O.

- Q3)** a) List and explain any four processing methods of convenience foods. [4]
 b) Explain the importance of balanced diet. [4]
 c) Explain Rigor Mortis. [2]
- Q4)** a) Differentiate between nouvelle cuisine & Haute cuisine. [4]
 b) Explain the factors affecting tenderness in meat. [4]
 c) List and explain any two processing of fish. [2]
- Q5)** a) List and explain four food preparations that can be served to an obese person. [4]
 b) Draw a classification chart of fish giving two examples each. [4]
 c) Explain work triangle with the help of diagram. [2]
- Q6)** a) Name the origin of following foods. [3]
 i) Baked Alaska
 ii) Baba au rhun
 iii) Churos
 b) As a chef what points you will consider while selecting chicken. [3]
 c) Explain the points to be considering during plating of service. [4]
- Q7)** a) Draw a layout of bakery showing the placement of various equipments. [4]
 b) List down the points to be observed while storing appetizers. [4]
 c) List two characteristics of Spanish cuisine. [2]
- Q8)** a) Draw a neat labelled diagram of rock. [5]
 b) Write short note on: [5]
 i) Hot appetizers
 ii) French cuisine
- Q9)** a) Explain the storage criteria for sea food. [5]
 b) List any five advantages of convenience food. [5]



Total No. of Questions : 9]

SEAT No. :

[Total No. of Pages : 2

P5331

[5866]-602

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

CS-601-B : SPECIALIZATION IN F & B SERVICE MANAGEMENT - I

(2019 Pattern) (Semester - VI)

Time : 3 Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) *Question 1 is compulsory.*
- 2) *Answer any 6 questions from Q.No. 2 to 9.*
- 3) *All questions carry equal marks.*

Q1) Explain the following terms (any ten).

[10]

- a) Hot plate
- b) Flambé
- c) Toast master
- d) BEO
- e) Cabin crew
- f) Meal coupons
- g) Seat turnover
- h) ASP
- i) Material cost
- j) Split shift
- k) Puzzles in menu engineering
- l) Capital Budget

Q2) a) Define the terms gueridon. List the four reasons which made gueridon service expensive. **[5]**

- b) Write about any two equipment used in gueridon trolley: **[5]**
- i) Flare lamps
 - ii) Chaffing dish
 - iii) Suzette pan

P.T.O.

- Q3)** Give cover, accompaniments and service procedure of any two guéridon dishes. **[10]**
- a) Smoked salmon
 - b) Banana flambé
 - c) Crêpes suzette
- Q4)** a) Draw and fill the banquet function prospectus, assume suitable information. **[6]**
b) Write the order of service for formal functions. **[4]**
- Q5)** a) List and explain any five equipment used in banquets. **[5]**
b) Plan a duty roaster for a fine dining restaurant. **[5]**
- Q6)** a) List and explain meals available in airline catering. **[5]**
b) Write a short note on airline catering. **[5]**
- Q7)** a) Describe catering policies of staff catering. **[6]**
b) Explain control and performance measures of fine dine restaurant in F & B operations. **[4]**
- Q8)** Write short notes on: **[10]**
- a) Objectives of F & B control.
 - b) Pre – opening phase of control cycle.
- Q9)** a) Explain menu engineering in short. **[5]**
b) Explain elements of cost with examples. **[5]**



Total No. of Questions : 8]

SEAT No. :

P5332

[Total No. of Pages : 2

[5866]-603

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

CS-601-C : SPECIALIZATION IN ACCOMMODATION

MANAGEMENT - I

(2019 Pattern) (Semester - VI)

Time : 3 Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) *Question 1 is compulsory.*
- 2) *Solve any 5 questions from the remaining.*

Q1) Define the following terms (any 5 out of 7).

[10]

- a) Master key
- b) Efficiency room
- c) Chamber maids trolley
- d) Crew rate
- e) Shoulder period
- f) Irebana
- g) American plan

Q2) a) How would you condition plant material and flowers?

[6]

b) Describe the various types of brochures used by hotels today.

[6]

Q3) a) Explain the process of purchasing.

[6]

b) Describe the layout of a lobby with special reference to physically challenged requirements.

[6]

Q4) a) State the automated equipment used at the front desk.

[6]

b) Explain the characteristics of 'Wool' and 'Cotton' fibres.

[6]

P.T.O.

- Q5)** a) State the advantages and limitations of a PMS. [6]
b) Describe the various types of fabrics along with its uses in hotels. [6]
- Q6)** a) Explain the different types of budgets in the housekeeping department.[6]
b) What is the classification 'or' and state their functions. [6]
- Q7)** a) Draw and explain 'purchase order' and 'store requisition slip'. [6]
b) As a front office manager, how would you handle a legal obligation of 'guest steler property'. [6]
- Q8)** a) Describe the importance of 'Budget' as a controlling device. [6]
b) Recommend the style of flower arrangement for the following areas. [6]
- i) Banquet hall
 - ii) Front desk
 - iii) VIP guest room
 - iv) Oriental restaurant
 - v) Spa
 - vi) Coffee shop



Total No. of Questions : 7]

SEAT No. :

P5333

[Total No. of Pages : 2

[5866]-604

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

C - 602 : FOOD & BEVERAGE CONTROL

(2019 Pattern) (Semester - VI)

Time : 3 Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) *Question 1 is compulsory.*
- 2) *Answer any five from remaining questions.*

Q1) Explain (any five):

[5 × 4 = 20]

- a) Cost based pricing.
- b) Elements of cost.
- c) Standard yield.
- d) Delivery note
- e) Material cost
- f) ROI
- g) Bin card

Q2) a) Write a note on storage of perishable foods.

[5]

OR

Explain the operational phase of control cycle.

b) Write note on EOQ.

[5]

Q3) a) Draw the breakeven graph & explain BEP.

[5]

OR

Define :

- i) Cost
- ii) Net Profit

b) Write note on centralized & decentralized purchasing.

[5]

P.T.O.

Q4) a) Explain concept of supply chain mgmt. [5]

OR

State the importance of purchase order.

b) Elaborate on ABC analysis. [5]

Q5) a) State the objectives of SPS. [5]

OR

Explain overhead cost budget & sales budget.

b) Discuss the psychological pricing method in brief. [5]

Q6) Explain the terms (any 10). [10]

- a) FIFO
- b) JIT
- c) Transfer note
- d) Danger level
- e) Reorder level
- f) LIFO
- g) Blind Receiving
- h) SPS
- i) Sous vide
- j) Inventory
- k) Cook chill

Q7) a) Draw the flow chart of the post operational phase of control cycle & explain. [5]

OR

Describe the steps involved in food receiving procedure.

b) Explain four methods of inventory control. [5]



Total No. of Questions : 7]

SEAT No. :

P5334

[Total No. of Pages : 2

[5866]-605

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

C 603 : HUMAN RESOURCE MANAGEMENT

(2019 Pattern) (Semester - VI)

Time : 2½ Hours]

[Max. Marks : 70

Instructions to the candidates:

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

Q1) Write short notes (Any 4).

[20]

- a) Need of HRM
- b) Modes of recruitment
- c) Orientation in Hotel
- d) Transfers & promotion
- e) Limitations of Job evaluation
- f) Collective bargaining

Q2) a) Define job analysis & draw the format of the same.

[5]

b) Explain any 05 methods of training.

[5]

Q3) a) Describe counselling along with its importance.

[5]

b) What are the benefits of job evaluation?

[5]

Q4) a) Discuss types of compensation.

[5]

b) Define discipline & write the causes of indiscipline.

[5]

P.T.O.

- Q5)** a) What is trade union? Write the functions of trade union. [5]
- b) Define Human resource & characteristics of Human resource development. [5]
- Q6)** a) Discuss the purpose of performance appraisal. [5]
- b) What are the objectives of fringe benefits. [5]
- Q7)** Explain the following terms. [10]
- a) Job specification
 - b) Induction
 - c) Fringe benefits
 - d) Skill based pay
 - e) CTC



Total No. of Questions : 8]

SEAT No. :

P5335

[Total No. of Pages : 2

[5866]-606

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

C604 : SERVICES MARKETING

(2019 Pattern) (Semester - VI)

Time : 3 Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) *Question 1 is compulsory.*
- 2) *Solve any 5 questions from the remaining.*

Q1) Write short notes on (any five):

[20]

- a) Importance of service marketing.
- b) Characteristics of services.
- c) Service life cycle.
- d) Hospitality products.
- e) Concept of e-commerce.
- f) Significance of Internal marketing.
- g) Service recovery.

Q2) a) Discuss the development of new service product.

[5]

b) Define branding and explain its significance.

[5]

Q3) a) Explain the factors involved in pricing a service product.

[5]

b) Discuss the management strategies for service business.

[5]

Q4) a) Explain the stages of relationship marketing.

[5]

b) Discuss the management strategies to manage changing demand.

[5]

P.T.O.

- Q5)** a) Explain service blue print and discuss any three advantages. [5]
b) Define customer satisfaction and its importance. [5]
- Q6)** a) Discuss the role of service employees in a service business. [5]
b) Explain the duties of marketing manager. [5]
- Q7)** a) Discuss any five key differences between goods and services. [5]
b) Explain the role of hospitality intermediaries in distribution of services.[5]
- Q8)** a) Explain any five forms of marketing organization. [5]
b) Discuss the management strategies to manage supply. [5]

