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[5171]-11

B.H.M.C.T. (First Semester) EXAMINATION, 2017

101 : FOOD PRODUCTION—I

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

N.B. :— (i) Solve any *four* questions.

(ii) *All* questions carry equal marks.

1. (A) What are the aims and objectives of cooking ? [2]
(B) Classify vegetables giving examples. [4]
(C) Draw an organisational chart of a classical kitchen brigade. [4]

2. Attempt any *five* of the following : [10]
(a) Name any *four* canned fruits.
(b) Give any *two* examples of bread spreads.
(c) Name any *two* artificial sweeteners.
(d) Draw and label a neat diagram of structure of egg.
(e) Enlist *four* pigments found in vegetables.
(f) Give any *two* examples of condiments.
(g) List any *two* hygienic practices to be followed in kitchen.

3. (A) Give the importance of kitchen uniform. [2]
(B) Distinguish between herbs and spices giving examples. [3]
(C) Explain the process of manufacturing of cheese. [5]

P.T.O.

4. (A) What are the different metals used for kitchen utensils ? Give advantages and disadvantages of any *two* metals. [6]
- (B) Draw and label the different parts of wheat kernel. [4]
5. (A) Define any *six* of the following : [6]
- (i) Hydrogenation
 - (ii) Marination
 - (iii) Roganjosh
 - (iv) Blanching
 - (v) Vindaloo
 - (vi) Biryani
 - (vii) Khorma
 - (viii) Whisking.
- (B) Write down the bi-products of the following : [4]
- (i) Wheat
 - (ii) Rice.

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[5171]-12

BHMCT (First Semester) EXAMINATION, 2017

102 : FOOD AND BEVERAGE SERVICE—I

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

N.B. :— (i) Answer any *four* questions.

(ii) *All* questions carry equal marks.

1. (a) State interdepartmental relationship of F&B service with the following departments : [4]
 - (i) Front office
 - (ii) Housekeeping.
- (b) Explain the following types of service : [6]
 - (i) Russian Service
 - (ii) Take away
 - (iii) Gueridon.
2. (a) Explain the following F&B service outlets in detail : [6]
 - (i) Discotheque
 - (ii) Grill Room
 - (iii) Coffee Shop.

P.T.O.

- (b) Explain the following silver cleaning methods : [4]
- (i) Polivit
 - (ii) Silver dip.
3. (a) Differentiate between the following : [6]
- (i) Pre-plated service and silver service
 - (ii) Mise-en-scene and Mise-en-place.
- (b) List any *eight* provisions supplied from still room. [4]
4. (a) Give the sizes of the following equipments : [6]
- (i) Joint knife
 - (ii) Serviette
 - (iii) Full plate
 - (iv) Buffet table cloth
 - (v) Square table for 4
 - (vi) B&B plate.
- (b) Classify catering establishments with the help of chart and give suitable examples. [4]
5. (a) Explain the following : [4]
- (i) Kiosk
 - (ii) Food court
 - (iii) Pub
 - (iv) Auto mat.

- (b) Draw organisation chart of F&B service department of large size hotel and explain the duties of F&B manager. [6]
- 6.** (a) Explain the attributes of F&B personnel in detail. [5]
- (b) List and explain the types of services used in F&B department. [5]

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[5171]-13

B.H.M.C.T. (First Semester) EXAMINATION, 2017

103 : HOUSE-KEEPING OPERATIONS—I

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

N.B. :— (i) Attempt any *four* questions.

(ii) *All* questions carry equal marks.

(iii) Draw suitable diagram wherever required.

1. (a) Explain the following terms (any *five*) : [5]

(1) Cabana

(2) U.R.

(3) Resheeting

(4) Dutch Wife

(5) Master Key

(6) Linen

(7) Front of the House.

(b) Describe the importance of House-keeping department. [5]

2. (a) Draw the format of the Key Control Register and explain Key Control Procedure. [5]

P.T.O.

- (b) Explain how House-keeping co-ordinates with the following
(any *two*) : [5]
- (1) Front Office
 - (2) Food and Beverage Service
 - (3) Security.
3. (a) List down the attributes of the House-keeping Staff. [5]
- (b) List any *five* guest supplies with their location. [5]
4. (a) Draw an organization chart of the House-keeping department
of a Five Star Hotel. [5]
- (b) Explain any *five* types of guest room. [5]
5. (a) Give the use and care of the following equipments : [5]
- (1) Wet Mop
 - (2) Hard Broom
 - (3) Vacuum Cleaner
 - (4) Floor Scrubbing Machine
 - (5) Hot Water Extraction.
- (b) Write duties and responsibility of control desk supervisor. [5]
6. (a) What are the selection criteria for House-keeping cleaning
agent ? [5]
- (b) Write a Job Description for Floor Supervisor. [5]

Total No. of Questions—6]

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[5171]-14

B.H.M.C.T. (First Semester) EXAMINATION, 2017

104 : FRONT OFFICE OPERATIONS—I

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

- N.B. :—** (i) Attempt any *four* questions.
(ii) *All* questions carry equal marks.

1. Explain the following terms (any *ten*) : [10]
- (1) Skipper
 - (2) MAP
 - (3) Suite
 - (4) Corporate Rate
 - (5) Amendment
 - (6) Floatel
 - (7) FIT
 - (8) HWC
 - (9) DNCO
 - (10) HRACC
 - (11) Due In.
2. (a) Explain the co-ordination of Front department with Housekeeping dept and Concierge. [5]
- (b) Draw an organisation chart for the F.O. dept of a large hotel. [5]

P.T.O.

- 3.** (a) Explain the duties and responsibilities of the Front Office Manager. [5]
- (b) Explain the various key control procedures followed in the hotel. [5]
- 4.** (a) Write short notes on : [5]
- CRS
 - Left Luggage handling.
- (b) Explain the qualities required for the Front Office Staff. [5]
- 5.** (a) Explain Guest Parcel handling procedures at the Front desk. [5]
- (b) Draw the format for the following : [5]
- Reservation Form
 - Message Slip.
- 6.** (a) Explain — Guest Cycle with an appropriate diagram. [5]
- (b) List and explain **5** sources of Reservations. [5]

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[5171]-15

B.H.M.C.T. (I Sem.) EXAMINATION, 2017

105 : CATERING SCIENCE—I

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Q. No. 1 is compulsory.

(ii) Attempt any *four* more questions from Q. Nos. 2 to 7.

(iii) Draw diagram wherever necessary.

1. Define the following terms (any *five*) : [10]

- (a) Emulsion
- (b) Smoking point
- (c) pH
- (d) Boiling under pressure
- (e) Food adulteration
- (f) Evaporation.

2. (a) Differentiate between food poisoning and food infection. [5]

(b) Explain the concept of HACCP in the catering industry. [5]

(c) Explain Enzymatic browning in foods. Give any *three* ways to prevent it. [5]

P.T.O.

3. (a) Mention the food adulterant and the test to detect them in the following foodstuffs. [5]
- (i) Tea
 - (ii) Ghee
 - (iii) Turmeric
 - (iv) Sugar
 - (v) Semolina
- (b) Define cross contamination. Give any *three* ways to prevent it. [5]
- (c) Explain any *three* factors affecting growth of micro-organisms. Give any *two* sanitary practices to be followed by a food handler while working in the kitchen. [5]
4. (a) Explain the concept of Danger Zone in food industry. [5]
- (b) List any *two* spoilage indicators in the following food-stuffs : [5]
- (i) Fish
 - (ii) Canned foods
 - (iii) Eggs
 - (iv) Coriander leaves
 - (v) Butter.
- (c) Explain any *five* uses of micro-organisms with their name in the food industry. [5]

Or

Explain any five ways to control the growth of micro-organisms in food.

5. (a) Explain Botulism food poisoning on the basis of : [5]
- (i) Responsible micro-organisms
 - (ii) Any *two* foods involved
 - (iii) Any *one* symptom
 - (iv) Any *one* preventive measure
- (b) List any *four* requirements to store food in a Refrigerated food storage area. State the SI unit of area. [5]
- (c) Explain the importance of protective clothing in catering industry. [5]

Or

Give morphology of moulds.

6. (a) Explain any *two* types of food additives with *one* example of each. Convert 50°C in F. [5]
- (b) Explain the necessity of pest control in kitchen. Give any *two* control measures for each [5]
- (i) Rats
 - (ii) Fruits Flies
- (c) Write a note on – Importance of rest, recreation and exercise for a food handler. [5]

7. (a) Explain any *one* compulsory food standard and any *one* voluntary food standard in India. [5]
- (b) Define Hygiene. Explain importance of Hygiene and Sanitation in food industry. [5]
- (c) Explain any *two* non-bacterial metal poisoning. Also add a note on protective display of food. [5]

Or

Explain with the help of neat diagram Direct transmission of disease.

Total No. of Questions—6]

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[5171]-22

B.H.M.C.T. (II Sem.) EXAMINATION, 2017

202 : FOOD AND BEVERAGE SERVICE-II

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

N.B. :— (i) Solve any *four* questions.

(ii) Draw diagrams wherever necessary.

1. (a) Explain the following terms (any *five*) : [5]
- (i) Supper
- (ii) Sorbet
- (iii) Suivant
- (iv) Grenadine
- (v) Kilning
- (vi) Sake.
- (b) Write the 17 course French classical menu in sequence with examples of each. [5]
2. (a) Plan an American breakfast menu with choices of dishes. Also write the service procedure of it. [4]
- (b) Classify non-alcoholic beverages with examples of each. [3]
- (c) List and explain any *three* ingredients used in beer making. [3]

P.T.O.

3. (a) What are the functions of the control system ? List the various control methods used in the food service establishments. [5]
- (b) Write the cover and accompaniments for the following dishes (any *five*) : [5]
- (i) Stilton cheese
 - (ii) Irish stew
 - (iii) Grilled herring
 - (iv) Fresh fruits
 - (v) Roast lamb
 - (vi) Caviar
4. (a) Write the following (any *four*) : [4]
- (i) *Two* examples of French mineral waters
 - (ii) *Two* examples of Hard Cheese
 - (iii) *Two* examples of Bread Rolls
 - (iv) *Two* dishes of Entrée
 - (v) *Two* International brands of Beer.
- (b) Differentiate between : [6]
- (i) Table D' hote and A' la carte
 - (ii) Continental breakfast and American Breakfast
5. (a) List the special KOT's used in food service operation. Explain any *two* in detail. [4]
- (b) What are alcoholic beverages ? Classify them. Give examples of each. [4]
- (c) Explain : cider and perry. [2]

6. Answer the following :

[10]

- (i) Explain : Tisanes and earl grey tea
- (ii) Reasons for bitter coffee
- (iii) Storage of Tea
- (iv) *Four* examples of aerated waters
- (v) *Two* examples of specialty coffee with their base.

Total No. of Questions—6]

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[5171]-23

B.H.M.C.T. (Second Semester) EXAMINATION, 2017

203 : HOUSEKEEPING OPERATIONS—II

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

- N.B. :—** (i) Attempt any *four* questions.
(ii) *All* questions carry equal marks.
(iii) Assume suitable data wherever required.

1. (a) Explain the following terms (any *five*) : [5]
- (1) Inventory
 - (2) Par Stock
 - (3) Check list
 - (4) Suite room
 - (5) Weft
 - (6) Baby Sitter
 - (7) Monogramming.
- (b) Explain the work routine of a guestroom attendant. [5]
2. Write short notes on the following (any *four*) : [10]
- (1) Daily cleaning of occupied room
 - (2) Importance of supervision
 - (3) Functions performed by Control Desk
 - (4) Weekly cleaning of elevator
 - (5) Evening Service.

P.T.O.

- 3.** (a) Classify Hotel Linen and give the selection criteria for Bed Sheets. [6]
- (b) A wrist watch is found in departure room, explain the procedure for the same. [4]
- 4.** (a) Explain the lost and found procedure followed in Housekeeping Department. [6]
- (b) What do you understand by Dirty Dozen ? Explain the same. [4]
- 5.** (a) Explain any *five* records maintained in the Housekeeping Department. [5]
- (b) Explain the procedure of Discard Management followed in the Housekeeping Department. [5]
- 6.** (a) Explain any *five* rules followed by GRA in Housekeeping Department. [5]
- (b) Give the appropriate sizes of the following linen : [5]
- (1) Single Bed Sheet
 - (2) Face Towel
 - (3) Bath Mat
 - (4) Four seater square table cloth
 - (5) Pool side towel.

Total No. of Questions—6]

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[5171]-24

B.H.M.C.T. (Second Semester) EXAMINATION, 2017

204 : FRONT OFFICE OPERATIONS-II

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

N.B. :— (i) Solve any *four* questions.

(ii) *All* questions carry equal marks.

1. (A) Explain the following terms (any *five*) [5]
 - (i) Hotel
 - (ii) F.I.T
 - (iii) Meal coupons
 - (iv) O.O.O
 - (v) Late charges
 - (vi) Cabana room
- (B) Write down the check-in procedure for V.I.P guest. [5]
2. (a) Draw and explain "C-form". [5]
 - (b) What is Room change ? Give reasons for Room change.[5]
3. (a) Draw the following formats : [5]
 - (i) Arrival Notification slip
 - (ii) Errand card
- (b) Explain the various functions of Travel agent. [5]

4. (a) What are the various task performed at the front desk while guest departure ? [5]
- (b) Give any *five* modes of payments used in hotels. [5]
5. (a) Explain any *five* types of passport. [5]
- (b) Write in short all the stages of Guest cycles. [5]
6. (a) Write the procedure for Issue of safes deposit locker to guest. [5]
- (b) How will you handle situation "If the guest is sick in room"? [5]

Total No. of Questions—7]

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[5171]-25

B.H.M.C.T. (Second Semester) EXAMINATION, 2017

205 : CATERING SCIENCE-II

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Q. No. 1 is compulsory.

(ii) Attempt any *four* more questions from Q. No. 2 to Q. No. 7

1. Define the terms (any *five*) : [10]

- (1) Nutrient
- (2) Proteins
- (3) Hydrogenation of Oil
- (4) Empty calories
- (5) Health
- (6) Dehydration

2. (A) Match the following contents from 'column A' with the contents from 'column B' : [10]

'Column A'

'Column B'

- | | |
|-----------------|---|
| (1) Vitamin A | (a) Only carbohydrate which supplies energy to the brain. |
| (2) Cholesterol | (b) Maintains blood pressure |
| (3) Iron | (c) Night blindness |
| (4) Vitamin K | (d) Salt and sugar solution |
| (5) Glucose | (e) Goitre |

P.T.O.

- (6) Sodium chloride (f) Excess of carbohydrates in the diet
- (7) Oedema (g) Lipid present in animal body
- (8) Dental carries (h) Prevents Anaemia
- (9) Lysine (i) Manufacture of jams and jellies
- (10) Pectin (j) Excess accumulation of water in
the body.
- (k) Helps in clotting of blood
- (l) Essential amino acid lacking in
cereals.
- (B) Explain the importance of avoiding junk foods. Give any *four* examples of junk food. [5]
- 3.** (A) Explain the concept of supplementary value of proteins with two examples. Mention any *two* deficiency diseases of protein. [5]
- (B) Explain the basic five food groups with suitable examples. [5]
- (C) Classify 'Vitamins'. Give any *two* food sources and one deficiency disease of Vitamin C. [5]
- 4.** (A) Explain any *five* ways to preserve nutrients while cooking food. [10]
- (B) State any *three* differences between Fat and Oil. Give any *four* food sources of saturated fat. [5]
- 5.** (A) Define 'Balanced diet'. Plan a balanced lunch menu for an adolescent boy who prefers non-vegetarian diet. [5]

- (B) Explain any *three* ill-effects of excess consumption of fat in the diet. What is the effect of heat on fat. [5]
- (C) A balanced diet contains 60 gms of protein, 210 gms of carbohydrate and 25 gms of fat. Calculate the total energy content of the diet. [5]
- 6.** (A) Mention any *two* foods to be recommended and two foods to be avoided for the following diseases : [10]
- (1) Diabetes Mellitus
 - (2) Diarrhoea
 - (3) Fever and infection
 - (4) Jaundice
 - (5) Cardiovascular diseases
- (B) Write short notes on (any *two*) : [5]
- (1) Action of heat on proteins
 - (2) Cholesterol
 - (3) Importance of Cellulose/dietary fibre in the diet.
- 7.** (A) List the ten essential amino acid needed for a child. [5]
- Or*
- Define Rancidity of oil. Give any *three* ways to prevent it.
- (B) Classify Carbohydrates with suitable examples. Give any *one* side-effect of carbohydrate in the diet. [5]
- (C) Water balance is important in human body. Explain. Give any *four* dietary sources of water. [5]

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[5171]-26

B.H.M.C.T. (II Semester) EXAMINATION, 2017

206 : BASIC FRENCH FOR HOTEL INDUSTRY

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

N.B. :— (i) *All* questions are compulsory.

(ii) Answers are to be written in French unless otherwise specified.

1. (A) Conjuguez les verbes au présent et récrivez les phrase
(5 au choix) : [5]

(Conjugate the verbs in present tense and rewrite the sentences)

(any *five*) :

(1) Je (débarasser) la table.

(2) (Finir) vite votre travail.

(3) Nous (avoir) quatre chiens.

(4) Vous (boire) du thé.

(5) Nous (voyager) très souvent à l'étranger.

(6) (ajouter) du sel.

(B) Écrivez la date (1 au choix) : [1]

(Write the date in French) (any *one*) :

(1) Tuesday 3/7/2009

(2) Thursday 15/5/2005.

P.T.O.

(C) Quelle heure est-il ? (2 au choix) [1]

(What time is it) Write in French (any *two*) :

(1) 7 a.m.

(2) 16:15

(3) 8.30 p.m.

(D) Mettez la bonne mesure (2 aux choix) : [1]

(Put in the correct measure) (any *two*) :

(douzaine/litre/brin)

(1) de lait

(2) d'oranges

(3) de menthe.

(E) Écrivez les nombres en lettres (4 au choix) [2]

(Write the numbers in words) (any *four*)

(1) 92

(2) 12

(3) 4th

(4) 100

(5) 30.

2. (A) Planifiez un menu français de 5 cours en donnant un exemple de chaque cours. [5]

(Plan a 5 course French Menu giving *one* example of each course).

(B) Nommez deux vins de Bordeaux. [2]

(Name *two* wines from the Bordeaux region)

- (C) Expliquez les termes en anglais (**3** au choix) : [3]
(Explain the terms in English) (any *three*) :
- (1) à point
 - (2) dépêchez-vous
 - (3) bleu
 - (4) cuvée.
- 3.** (A) Expliquez les termes en anglais (**8** au choix) : [8]
(Explain the terms in English) (any *eight*) :
- (1) Abaisse
 - (2) Aspic
 - (3) Baron de bœuf
 - (4) Bistro
 - (5) Chauffroid
 - (6) Caviar
 - (7) Brioche
 - (8) Foie de veau
 - (9) Guacamole
 - (10) Marsala.
- (B) Nommez le chef (**2** au choix) : [2]
(Name the chef) (any *two*) :
- (1) Prépare les sauces
 - (2) Prépare les fritures
 - (3) Prépare les glaces.
- 4.** (A) Donnez les équivalents en anglais (**3** au choix) : [3]
(Give the equivalents in English) (any *three*) :
- (1) escargot
 - (2) cannelle
 - (3) fraise
 - (4) poivre.

(B) Donnez les équivalents en français (4 au choix) : [4]

(Give the equivalents in French) (any *four*) :

(1) Sugar

(2) Apple

(3) Milk

(4) Mango

(5) Cheese.

(C) Représentez la brigade de restaurant par un organigramme.

[3]

(Represent the restaurant brigade with the help of a flowchart in French).

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[5171]-31

B.H.M.C.T. (Third Semester) EXAMINATION, 2017

301 : FOOD PRODUCTION—III

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

N.B. :— (i) Answer any *four* questions.

(ii) *All* questions carry equal marks.

1. Explain the following terms (any 10) :

[10]

- (a) Bran
- (b) Emulsion
- (c) Proofing
- (d) Khandavi
- (e) Invert Sugar
- (f) Lapsi
- (g) Bonda
- (h) Dum
- (i) Avial
- (j) Meringue
- (k) Malt Syrup
- (l) Baker's Percentage.

P.T.O.

2. Write short notes on the following (any 4) : [10]
- (i) Hospital Catering
 - (ii) Principles of Baking
 - (iii) Shortening agents
 - (iv) Yeast doughs.
 - (v) Recipe balancing.
3. (A) Plan a Goan Festival Menu Considering the availability of raw material and Historical background. [4]
- (B) What is Cake ? Explain any *two* methods of High ratio fat cake. [4]
- (C) Differentiate between bread flour and cake flour. [2]
4. (A) Briefly explain any *four* factors affecting eating habits of Indian People. [4]
- (B) What are the physical and chemical changes takes place during baking ? [4]
- (C) Give recipe of 1 (pound) Pound Cake. [2]
5. (A) Answer the following (any 6) : [6]
- (1) Name *two* Dessert from Andhra Pradesh.
 - (2) Name *two* meat preparations from Kashmir.
 - (3) List *two* natural Raising agent.

- (4) State *two* principles of bread making.
 - (5) List *two* natural bread improver.
 - (6) Name Staple ingredients of Bengali Cuisine.
 - (7) State *two* functions of Milk in Bakery and Confectionary.
 - (8) Name *two* equipments used in Rajasthani Cuisine.
- (B) Give reasons of the following (any 4) : [4]
- (1) Blisters on top of baked bread.
 - (2) White flour have better keeping quality than whole wheat flour.
 - (3) Too dark cake crust.
 - (4) Baking ingredients usually weighed rather than measured by volume.
 - (5) Poor volume of Baked bread.

Total No. of Questions—6]

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[5171]-32

BHMCT (Third Semester) EXAMINATION, 2017

302 : FOOD AND BEVERAGE SERVICE—III

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

N.B. :— (i) Solve any *four* questions.

(ii) *All* questions carry equal marks.

(iii) Draw neat diagrams wherever necessary.

1. Explain the terms (any *ten*) :

[10×1]

- (a) Latakia
- (b) Fermentation
- (c) Viticulture
- (d) Organic wine
- (e) Bloom
- (f) Aromatized wine
- (g) Eiswein
- (h) DOCG
- (i) Flor
- (j) Byrrh
- (k) Longsdale
- (l) Kabinett.

P.T.O.

- 2.** (a) Write short notes on (2 each) : [4]
(i) Service and storage of Cigars
(ii) Storage of wines.
- (b) Explain any *three* German wine laws (1 each). [3]
- (c) List any *six* wine producing regions of France with suitable examples of wines ($\frac{1}{2}$ each). [3]
- 3.** (a) Define Aperitif. Write *two* types with examples of it. [5]
- (b) What are fortified wines ? Give examples. [2]
- (c) List and explain parts of Cigar. [3]
- 4.** (a) What is Vinification ? Explain the manufacturing of champagne with flow-chart. [8]
- (b) List any *four* vine diseases. [2]
- 5.** (a) Write the principles of matching food and wine. [5]
- (b) List any *two* wines from the following countries : [5]
(i) Australia
(ii) California
(iii) India
(iv) Spain
(v) Germany.

- 6.** (a) List any *four* white grape varieties found in Germany. [2]
- (b) List *two* sherry shippers. [2]
- (c) List any *two* Indian sparkling wines. [2]
- (d) Explain Ruby port and sercial maderia. [2]
- (e) List any *four* wines from Burgundy. [2]

Total No. of Questions—6]

[Total No. of Printed Pages—3

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[5171]-33

B.H.M.C.T. (Third Semester) EXAMINATION, 2017

303 : ACCOMMODATION OPERATION—I

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

N.B. :— (i) Attempt any *two* questions from each Section.

(ii) *All* questions carry equal marks.

(iii) Assume suitable data wherever necessary.

SECTION I

1. (A) Explain the following terms (any *five*) : [5]

(1) Out-sourcing

(2) Wet Rot

(3) Stain

(4) Kenzan

(5) Selevedge

(6) Horticulture

(7) Efficiency Room.

(B) Give characteristics of wool fibres. [3]

(C) Explain the procedure followed in a hotel of a guest property. [2]

P.T.O.

2. (A) What is dry cleaning ? What are the various agents used for dry cleaning ? [5]
- (B) Give the reasons for the following : [5]
- (a) Flowers should be cut either early in the morning or late in the evening.
- (b) Flowers must have their stems cut under water.
3. (A) What are the factors that you would consider before entering into a contract for cleaning ? [5]
- (B) What are the control measures for the following Pest (any 2) : [5]
- (1) Bed Bugs
- (2) Carpet beetles
- (3) Termites.

SECTION II

4. (A) Explain the following terms (any *five*) : [5]
- (1) City Ledger
- (2) Overbooking
- (3) Boutique hotel
- (4) Minus position
- (5) Credit monitoring
- (6) VPO.
- (B) Explain the various Accounting systems followed in a hotel. [5]

5. (A) Describe the functions carried out by a GRE. [5]
- (B) Give the formulae for the following : [5]
- (1) ARR
 - (2) Single room occupancy
 - (3) House Count
 - (4) Local guest %
 - (5) No show %.
6. (A) Explain the various reports generated at the Front Desk. [5]
- (B) Explain complaint handling procedure to be followed at the Front desk. [5]

Total No. of Questions—5]

[Total No. of Printed Pages—2

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[5171]-34

B.H.M.C.T. (Third Semester) EXAMINATION, 2017

304 : COMPUTER FUNDAMENTALS

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

N.B. :— (i) Attempt any *four* questions.

(ii) *All* questions carry equal marks.

1. (a) What is Virus ? Give precautions to keep viruses away. [5]
(b) What is ERP system ? [2]
(c) Define table, records, fields. [3]

2. (a) Explain the advantages of Internet. [5]
(b) Define the term Desktop, File, Folder in windows. [3]
(c) Explain advantages of DBMS. [2]

3. (a) Explain the Autofill feature in MS-Excel. [3]
(b) Explain use of MS-Access. [2]
(c) Explain the following terms : [3]
(i) Desktop
(ii) Cut
(iii) Past.
(d) Give the difference between slide transition and animation. [2]

P.T.O.

4. (a) Explain the following commands in DOS. [3]
(i) CLS
(ii) TYPE
(iii) MD.
- (b) What is Hyperlink in MS-Word ? [2]
- (c) What is Excel Sheet ? Use of Relative and Absolute in MS-Excel. [1+2]
- (d) Give the steps to add audio to the slide in PPT. [2]
5. Write short notes on (any 5) : [10]
(i) Software
(ii) Windows-Explorer
(iii) Block Diagram of Computer
(iv) Cell Reference in MS-Excel
(v) Broadband
(vi) Form in MS-Access
(vii) Spyware.

Total No. of Questions—9]

[Total No. of Printed Pages—3

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[5171]-35

B.H.M.C.T. (III Sem.) EXAMINATION, 2017

305 : FOOD AND BEVERAGE CONTROL

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

- N.B. :—** (i) Answer any *seven* questions.
(ii) Figures to the right indicate full marks.
(iii) Assume suitable data wherever necessary.

- 1. Explain the following :** [10]
(a) Transfer notes
(b) Perpetual Inventory Record
(c) En Pension
(d) Stock turnover
(e) Breakages and Damaged goods.
- 2. (a) Explain cost based and market based pricing of menu.** [6]
(b) Explain ABC analysis. [4]
- 3. (a) Explain the following :** [10]
(i) Standard yields

P.T.O.

- (ii) Standard recipe
 - (iii) Standard portion size
 - (iv) Volume forecasting.

- 4. (a) Explain the importance of Detailed Food Cost Report. [5]
- (b) Explain the importance of the following records : [5]
 - (i) Purchase order
 - (ii) Goods received book.

- 5. (a) Explain Beverage Par stock system. Also state the advantages of this system. [5]
- (b) Describe the receiving procedure. [5]

- 6. (a) Explain the objectives of standard purchase specification. [5]
- (b) Explain the following : [5]
 - (i) Economic Order Quantity
 - (ii) Basic Concept of Profits.

- 7. (a) Explain *five* problems of Food and Beverage Control. [5]
- (b) Explain the following terms : [5]
 - (i) Break-even point
 - (ii) Contribution
 - (iii) Fixed Cost
 - (iv) Variable Cost
 - (v) Margin of safety.

8. (a) Define Budget. Mention *four* objectives of budgeting. [5]
(b) Explain the main performance criteria which is used in the rating system of supplier. [5]
9. (a) List *four* methods of purchasing. Explain any *two*. [5]
(b) Explain the following Budgets : [5]
(i) Sales Budget
(ii) Capital Budget
(iii) Operating Budget
(iv) Budgeted Trading Account
(v) Overhead Cost Budget.

Total No. of Questions—6]

[Total No. of Printed Pages—3

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[5171]-42

B.H.M.C.T. (Fourth Semester) EXAMINATION, 2017

402 : FOOD AND BEVERAGE SERVICE-IV

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

N.B. :— (i) Answer any *four* questions.

(ii) *All* questions carry equal marks.

(iii) Draw neat diagrams wherever necessary.

1. (a) With the help of neat diagram explain the process of distillation. [6]
- (b) List the important points of difference between a pot still and patent still method. [4]

2. (a) List and explain the various methods of mixing cocktails with *one* example of each. [6]
- (b) Explain the following cocktails : [4]
 - (i) Cobblers
 - (ii) Daisy
 - (iii) Coolers
 - (iv) Bloody Mary.

P.T.O.

3. (a) List and explain *three* methods of preparing liqueurs. [6]
(b) List *four* liqueurs along with the colours, flavours, alcoholic base and country of origin. [4]
4. Differentiate between (any *two*) : [2×5=10]
(a) Pot still and patent still
(b) Generic and proprietary liqueurs
(c) Frish whiskey and Scotch whiskey.
5. (a) List any *ten* rules to be observed while mixing cocktails. [5]
(b) Define mocktails. List any *two* popular mocktails. [2]
(c) Name any *six* exotic sweetners and flavourings used in making of cocktails. [3]
6. (a) List down the following liqueurs : [5×1=5]
(i) *Two* Orange flavour liqueurs
(ii) *Two* Bar equipments
(iii) *Two* Canadian whiskey
(iv) *Two* Mocktail
(v) *Two* Cocktail glasses.

(b) Explain the following :

[5×1=5]

(i) Grappa

(ii) Muddler

(iii) Mezcal

(iv) Jigger

(v) Dunder.

Total No. of Questions—6]

[Total No. of Printed Pages—2

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[5171]-43

B.H.M.C.T. (IV Semester) EXAMINATION, 2017

403 : ACCOMMODATION OPERATIONS—II

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

N.B. :— (i) Attempt any *two* questions from each section.
(ii) *All* questions carry equal marks.

Section I

1. (a) Discuss objectives of interior design. [5]
(b) Define budget. Explain various expenses that are included in H.K. Operating budget. [5]

2. (a) State various reasons for renovation. [2½]
(b) Draw and explain purchase order. [2½]
(c) Write a short note on flexible budget. [2½]
(d) Draw and state the purpose of snag list. [2½]

3. (a) Explain the purchasing procedure for guest supplies in H.K. department. [5]
(b) Explain the following terms : [5]
 - (i) Par stock
 - (ii) Bin card
 - (iii) Redecoration
 - (iv) ROL
 - (v) Refurbishing

P.T.O.

Section II

4. (a) Discuss various techniques used by F.O. personnel to maximise occupancy. [5]
(b) Explain the role of night auditor. [5]
5. (a) Draw and explain 10 days forecast. [5]
(b) Write the short notes on (any *two*) : [5]
(i) Rule of Thumb approach
(ii) Top down technique
(iii) Discrepancy report.
6. (a) Explain the importance of forecasting. [2½]
(b) State the significance of repeat guest. [2½]
(c) Explain the following terms : [5]
(i) High balance report
(ii) Substitute selling
(iii) Bottom up technique
(iv) Overstay
(v) Retainment charges.

Total No. of Questions—4]

[Total No. of Printed Pages—2

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[5171]-44

BHMCT (Fourth Semester) EXAMINATION, 2017

404 : HOTEL ENGINEERING

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Answers to the two sections should be written in separate answer books.

(ii) Neat diagrams must be drawn wherever necessary.

(iii) Figures to the right indicate full marks.

(iv) Use of logarithmic tables, slide rule, Mollier charts, electronic pocket calculator and steam tables is allowed.

(v) Assume suitable data, if necessary.

Section-I

1. Answer (any two) : [2×10=20]

(a) How will the water pollution control in Hotel Industry? Also write controlling methods for solid waste.

(b) Explain with diagram maintenance of domestic refrigerator and give importance of defrosting.

(c) What are the functions and responsibilities of maintenance engineering department in hotel.

2. Answer (any three) : [3×5=15]

(a) Define and write their SI units :

(i) Sensible and latent heat

(ii) Specific heat and relative humidity.

(b) Draw a neat sketch of window air-conditioner and label its parts.

P.T.O.

- (c) Differentiate between unitary and central air-conditioning system.
- (d) Give energy saving tips in kitchen and House-keeping.
- (e) State importance of waste disposal in hotel.

Section-II

3. Answer (any *two*) : [2×10=20]

- (a) Calculate electricity energy bill for the month of September, for the following load with rate of Rs. 7.00 per kWh :
 - (i) 40 watt fluorescent tube light 10 Nos. 8 hrs/day
 - (ii) 60 watt ceiling fan 5 Nos. 5 hrs/day
 - (iii) 1.5 kW waterheater 1 No. 2 hrs/day
 - (iv) 1.0 kW refrigerator 1 No. 4 hrs/day
- (b) Describe Ion exchange process for water softening with neat diagram.
- (c) Write energy saving tips for Guest room and kitchen.

4. Answer (any *three*) : [3×5=15]

- (a) Draw any *five* plumbing fixtures.
- (b) Explain any *one* water softening method .
- (c) Write notes on :
 - (i) LPG
 - (ii) Biogas.
- (d) Explain importance of earthing. Write different types of earthing. Explain any *one* with neat sketch.
- (e) Define fire and give its symbols and classification.

Total No. of Questions—8]

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[5171]-45

B.H.M.C.T. (Fourth Semester) EXAMINATION, 2017

405 : PRINCIPLES OF MANAGEMENT

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Question No. 1 is compulsory.

(ii) Answer any 5 questions from the rest.

1. Write short notes on (any *five*) : [10]
 - (1) Delegation of Authority
 - (2) Morale—Its importance and role
 - (3) Barriers to communication (any *three*)
 - (4) Characteristics of a good leader.
 - (5) External factors that affect Management.
 - (6) Need, Drive and Incentive.
 - (7) Importance of organizing.
2. State and explain Taylor's contribution to scientific management [10]
3. State the different types of plans. Explain. [10]
4. Maslow's theory of hierarchy of needs. Explain with a neat diagram. [10]
5. Define leadership. State the managerial Grid theory of leadership with a neat diagram. [10]
6. What is the step-by-step procedure of Decision-making. [10]

P.T.O.

7. Differentiate between any *two* of the following : [10]
- (1) Formal and Informal organization
 - (2) Authority and Responsibility
 - (3) Programmed and unprogrammed Decisions.
8. Define communication. State and explain the process of communication with the help of a diagram. [10]

Total No. of Questions—8]

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[5171]-46

B.H.M.C.T. (Fourth Semester) EXAMINATION, 2017

406 : HOTEL ACCOUNTING

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Attempt any *six* questions including Question No. 1 which is compulsory.

(ii) Figures to the right indicate full marks.

(iii) Use of simple calculator is allowed.

1. The authorised capital of Hotel Shailey Ltd. consists of 50,000 equity shares of ₹ 10 each fully paid. Out of this company has issued 30,000 equity shares of ₹ 10 each. The following is a trial balance of a company as on 31st March 2016 : [20]

Trial Balance as on 31st March 2016

Dr.			Cr.
Particulars	₹	Particulars	₹
Stock on 1-4-2015	1,50,000	5% Debentures	2,00,000
Freehold land	2,00,000	General reserve	2,40,000
Plant and Machinery	2,50,000	Sundry creditors	2,00,000
Sundry debtors	1,20,000	Profit & Loss Appropriation	
Preliminary expenses	15,000	Account	75,000
Salaries	1,20,000	Return outward	7,000
Wages	50,000	Sales	10,93,000

P.T.O.

Bad debts	3,000	Bills payable	96,500
Interest on debentures	5,000	Share capital	
Insurance	17,000	[25,000 equity shares of	
Power and Fuel	25,000	₹ 10 each)	2,50,000
General expenses	15,000	Sundry receipts	8,000
Postage	1,000	Share Transfer Fees	15,000
Repairs	4,000	Interest on investment	25,000
Travelling expenses	2,000	Bank Overdraft	3,55,000
Purchases	5,07,000		
Directors fees	20,000		
Cash in hand	16,000		
Investments	2,50,000		
Building	4,00,000		
Goodwill	2,00,000		
Furniture and Fixture	1,00,000		
Glass, China and Cutlery	41,000		
Audit Fees	5,000		
Calls-in-Arrears	25,000		
Return inward	3,000		
Carriage outward	16,000		
Carriage inward	4,500		
	25,64,500		25,64,500

Additional information :

- (1) Stock on 31st March 2016 was valued at ₹ 2,00,000.
- (2) Outstanding salaries ₹ 10,000 and wages ₹ 5,000.

- (3) Write off one-third of the preliminary expenses.
- (4) Prepaid insurance ₹ 3,500.
- (5) Charge depreciation on—Plant and Machinery @ 10%, Furniture and Fixture @ 5%, Building @ 10% and Glass, China and Cutlery was valued at ₹ 40,000.
- (6) Directors have proposed the following appropriations.
 - (i) Transfer ₹ 10,000 to General Reserve.
 - (ii) Proposed and Final Dividend @ 5% on Equity Shares.
- (7) Make provision for Taxation @ 25% on Net Profit.
- (8) Interest on debentures is due for six months.

2. Write short notes on (any two) : [2×5=10]

- (a) Processing of guest weekly bill
- (b) Debentures
- (c) Discount and allowances.

3. The following are the transactions of Silver Cloud Hotel, Pune, on 18th November 2016. Balance brought forward from the previous day are given below : [10]

Room No.	Name of Guest	Time of Arrival	Plan	Room Rate (₹)	Balance B/f (₹)
101	Ms. Meena	7:30 a.m.	EP	3,500	4,000 Dr.
105	Mr. and Mrs. Pawar	9:00 p.m.	EP	6,000	6,500 Dr.
102	Mr. Suresh	5:00 a.m.	EP	3,500	2,000 Dr.

Following are the transactions during the day :

6:00 a.m. Tea served to all rooms except room no. 101 has one cup of coffee.

6:30 a.m. Newspaper costing ₹ 5 was supplied to all rooms except Room No. 105.

8:00 a.m. Breakfast was served in room no. 101, 105 and with two guest in room no. 102.

9:00 a.m. Mr. and Mrs. Santram arrived and occupied Room No. 103 on EP @ ₹ 6,000, deposited ₹ 10,000 as advance.

9:15 a.m. Mr. Suresh ordered for Snacks for ₹ 150.

10:30 a.m. following checks are to be entered in the accounts of guest :

Room No. 101—Laundry ₹ 100, and Cinema Tickets ₹ 450.

Room No. 105—Laundry ₹ 175, Local Tour ₹ 1,000.

Room No. 102—VPO for Flowers ₹ 250, Magazines ₹ 200.

Room No. 103—Taxi Charges ₹ 300.

11:30 a.m. Ms. Meena deposited cash ₹ 5,000.

12:00 noon : Mr. Prem arrived and occupied Room No. 106 @ ₹ 3,500 on EP. Front office paid his Taxi bill ₹ 200.

12:30 noon Mr. and Mrs. Pawar checked out after settling their account in cash.

1:00 p.m. Lunch was served to all rooms; Room No. 101 has one guest.

3:00 p.m. : Mr. Suresh checked out and paid bill in cash.

3:30 p.m. Cinema Tickets of ₹ 600 were purchased for Room No. 103.

4:00 p.m. Tea was served to Room No. 103 had two guests, and coffee served two cups in Room No. 101 and one cup 106.

5:00 p.m. Mrs. Meena ordered for Snacks of ₹ 50.

8:00 p.m. Dinner was served to all rooms.

HOTEL TARRIFF :

Tea ₹ 30 per cup

Coffee ₹ 40 per cup

Breakfast ₹ 100 per person

Lunch ₹ 300 per person

Dinner ₹ 400 per person

Calculate service charge @ 10% on apartment, food and beverages.

Check out time 12:00 noon.

Prepare Visitors Tabular Ledger.

4. (a) State with reasons whether the following statements are True or False : [2×2½=5]

(i) Net Working Capital is Current Assets less Current Liabilities.

(ii) VAT is an Indirect Tax.

(b) Draw the specimen of : [2×2½=5]

(i) V.P.O. Voucher

(ii) Schedule of Garage and Parking.

5. (a) Prepare a Departmental Income Statement of Laundry as per Schedule No. 6 : [5]

Particulars	₹
Revenue	5,00,000
Printing and Stationery	48,000
Cost of Guest Laundry	75,000
Cleaning Supplies	82,000
Salaries and Wages	30,000
Uniform	17,000
Cost of Concessionaries	35,000
Employees Benefits	8,000
Laundry Supplies	42,000
Cost of House Laundry :	
Rooms	40,000
Food	16,000
Other Department	9,000

- (b) With the help of specimen format explain cost of sales. [5]
6. (a) Define company. State the characteristics of Company. [5]
- (b) Differentiate between preference shares and equity shares. [5]

7. From the following prepare a consolidated income statement of Gold Coast Ltd. for the 31st March 2016, in accordance with the Uniform System of Hotel Accounting : [10]

Particulars	Rooms	Food	Bar
	₹	₹	₹
Payroll Expenses	95,000	2,25,000	80,000
Closing Stock	22,000	92,000	70,000
Sales	15,00,000	9,50,00	5,75,000
Opening Stock	—	82,000	85,000
Purchases	4,85,000	3,85,000	2,25,000
Others Expenses	14,000	20,000	3,000

Undistributed Operating expenses were as follows : ₹

Advertising and Publicity 45,000

Administrative expenses 40,000

Power and Fuel 65,000

Conveyance and transport 35,000

Fixed Charges were as follows :

Rent, Rate and Insurance 42,000

Maintenance fees 14,000

Depreciation 32,000

Income Tax on Net Profit @ 25%.

8. Answer the following (any *two*) : [2×5=10]
- (a) What is Budget ? Explain advantages and disadvantages of Budget.
 - (b) Explain the term VAT. Also state the advantages and disadvantages of VAT.
 - (c) Define the term Working Capital. Explain the types of Working Capital.

Total No. of Questions—6]

[Total No. of Printed Pages—3

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[5171]-62

B.H.M.C.T. (Sixth Semester) EXAMINATION, 2017

602 : ADVANCED FOOD AND BEVERAGE SERVICE

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

N.B. :— (i) *All* questions carry equal marks.

(ii) Solve any *four* questions.

(iii) Assume suitable data wherever necessary.

1. (a) Plan a cocktail dinner menu with Indian and Continental dishes for 100 pan party. Prepare the function prospectus for the same. [5]
- (b) Explain the cycle of service followed in room service. Give importance of time management. [5]

2. (a) Explain any *three* types of trolleys used in gueridon. [3]
- (b) List and explain any *two* types of banquet seating arrangements. [4]
- (c) List and explain any *three* special equipments used in buffet. [3]

P.T.O.

- 3.** (a) Write short notes on : [6]
(i) Airline catering
(ii) Railway catering
(iii) Outdoor catering.
- (b) Draw a neat diagram of breakfast hanger and explain the importance of breakfast hanger. [4]
- 4.** (a) Explain the following types of buffet in brief : [6]
(i) Cold buffet
(ii) Fork buffet
(iii) Scandinavian buffet.
- (b) Explain any *two* types of bar in detail. [4]
- 5.** (a) Explain *three* parts of bar. [3]
(b) List and explain any *three* fuels used on gueridon trolley. [3]
(c) Explain the following types of meetings : [4]
(i) Symposium
(ii) Colloquium
(iii) Workshop
(iv) Convention.
- 6.** (a) Give cover and service procedure for the following dishes served from gueridon trolley (any *two*) : [4]
(i) Banana flambé
(ii) Steak tartare
(iii) Double fillet steak

(b) Explain the following terms :

[6]

(i) Sin shooters

(ii) Cobra sun

(iii) Smorgasbörd

(iv) Bar caddy

(v) Rimmer

(vi) Call brand.

Total No. of Questions—6]

[Total No. of Printed Pages—2

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[5171]-63

B.H.M.C.T. (Sixth Semester) EXAMINATION, 2017

603 : PERSONALITY DEVELOPMENT AND

BUSINESS COMMUNICATION

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

N.B. :— (i) Attempt any *four* questions from Q. Nos. 1 to 6.

(ii) *All* questions carry equal marks.

1. Define the following terms (any *five*) : [10]

- (i) Ego
- (ii) Motivation
- (iii) Notice
- (iv) Blcoked Mind
- (v) Personality
- (vi) SWOT.

2. Write the difference between (any *four*) : [10]

- (i) Internal motivation and external motivation
- (ii) Ego and Pride
- (iii) Inspiration and motivation
- (iv) Positive body language and negative body language
- (v) Self-interest and selfishness.

P.T.O.

- 3.** Write short notes on (any *four*) : [10]
- (i) Recruiter expectation
 - (ii) Elements of personality
 - (iii) Characteristics of high self esteem
 - (iv) Importance of case studies.
 - (v) Stress management.
- 4.** Write a report on sports activity conducted in your college. (Please do not mention college name) [10]
- 5.** Define positive attitude. Explain the benefits of a positive attitude. [10]
- 6.** (a) What are the qualities that make a person successful ? [10]
(b) List down the points to be kept in mind for making use of AV aids.

Total No. of Questions—8]

[Total No. of Printed Pages—2

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[5171]-64

B.H.M.C.T. (VI Semester) EXAMINATION, 2017

604 : HOSPITALITY MARKETING-I

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— Question No. 1 is compulsory. Answer any 5 questions from the remaining questions.

1. Write short notes on (any *four*) : [4×5=20]
 - (a) Economic Environment
 - (b) Societal Marketing Philosophy
 - (c) Branding
 - (d) Direct Marketing
 - (e) Channel levels of distribution
 - (f) Core concepts of marketing.

2. Explain the concept of PLC with a suitable illustration and examples. [10]

3. Discuss the internal factors affecting pricing. [10]

4. Illustrate and explain the consumer behaviour model with suitable examples. [10]

5. What is market segmentation ? Discuss the following basis for segmentation :
 - (i) Geographic
 - (ii) Demographic. [10]

P.T.O.

- 6.** (a) Discuss in brief the 5 M's of advertising. [5]
(b) Enlist any 5 principles of Personal Selling. [5]
- 7.** Discuss in detail the role of intermediaries for Hospitality Industry. [10]
- 8.** (a) Define Marketing. List the 7 P's of marketing mix. [5]
(b) Differentiate between the concept of Franchising and Alliance. [5]

Total No. of Questions—8]

[Total No. of Printed Pages—2

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[5171]-65

B.H.M.C.T. (Sixth Semester) EXAMINATION, 2017

605 : HUMAN RESOURCE MANAGEMENT

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Q. No. 1 is compulsory.

(ii) Solve any *five* questions from Q. No. 2 to 8.

1. Write short notes on (any *four*) : [5×4=20]
 - (a) Job Evaluation
 - (b) Causes of Indiscipline
 - (c) Recruitment Vs Selection
 - (d) Need for HRM in service industry
 - (e) Functions of Trade Unions
 - (f) Induction
2. Discuss any *four* methods of performance appraisal. [10]
3. Enlist various modes of recruitment. Draw flowchart of selection process. [10]
4. What is difference between Training development. Discuss any *four* methods of training. [10]
5. Discuss various regulatory provisions which are required to be taken into consideration while deciding Wage structure. [10]
6. What is grievance ? Discuss various causes of grievance. [10]

P.T.O.

7. What is workers participation in Management ? Explain its relevance to hotel industry ? What are the Pre-requisites for making it effective ? [10]
8. Explain in brief (any *two*) [10]
- (a) Job Analysis
 - (b) Job Description
 - (c) Job Specification.

Total No. of Questions—10]

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[5171]-66

B.H.M.C.T. (VI Semester) EXAMINATION, 2017

606 : TRAVEL AND TOURISM

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Attempt any *seven* questions.
(ii) *All* questions carry equal marks.

1. Explain the following terms (any *ten*) : [10]
 - (i) International Tourism
 - (ii) Tourist
 - (iii) Destination
 - (iv) Grand Circular Tour
 - (v) Excursionist
 - (vi) Inbound Tourism
 - (vii) MICE
 - (viii) ASI
 - (ix) Wholesale Travel Agent
 - (x) Escorted Tour
 - (xi) Passport to Peace
 - (xii) NGO.

2. Write down the primary and secondary constituents of tourism industry. [10]

3. Describe *five* main and *five* supplementary types of accommodation. [10]

P.T.O.

4. Explain the various holiday motivators of tourism [10]
5. Discuss the social and cultural impact of tourism [10]
6. Write down the role and functions of the following [10]
 - (i) MTDC
 - (ii) IATA.
7. What is the meaning of Travel Agent ? List down any *eight* functions of Travel Agent. [10]
8. Define Guides and Escorts. Explain any *four* qualities and any *four* functions of a Guide. [10]
9. Define Passport. Explain the types of Passport and Visas. [10]
10. Explain in detail the steps involved in planning a tour itinerary. [10]

Total No. of Questions—8]

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[5171]-71

B.H.M.C.T. (Seventh Semester) EXAMINATION, 2017

701 : A SPECIALIZATION IN FOOD PRODUCTION

MANAGEMENT—I

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) *All* questions carry equal marks.

(ii) Question No. 1 is compulsory.

(iii) Answer any *six* questions from the remaining.

1. Explain the following culinary terms (any 10) : [10]

- (1) Black pudding
- (2) Tapas
- (3) Ballotine
- (4) Class II Preservative
- (5) Scoville Scale
- (6) Bowl Cutter
- (7) Delice
- (8) Macedione
- (9) Vermiculture
- (10) Sweetening agents
- (11) Zakuski
- (12) Cures.

P.T.O.

2. (A) Classify Soaps with examples of each. [5]
(B) Write down the precautions to be taken while preparing and storage of appetizers to prevent food spoilage. [5]
3. (A) Explain the manufacturing process of Sausages. [5]
(B) Draw a neat labelled diagram illustrating the various cuts of lamb. [5]
4. (A) Discuss the sources and culinary uses of Truffles. [5]
(B) Differentiate between the following : [5]
(i) Ham and Bacon
(ii) Marinade and Cures.
5. (A) Write down the role of any *five* ingredients used in cake-making. [5]
(B) Give short notes on : [5]
(i) Nutritive Supplement
(ii) Thickeners.
6. (A) Explain in detail the procedure of making savoury mousse. [5]
(B) Draw a neat layout of an Indian speciality restaurant kitchen. [5]
7. (A) What is Chaud Froid ? Discuss the various types of Chaud Froid. [5]

- (B) Briefly explain any *five* hot appetizers and *five* cold appetizers. [5]
8. (A) Define Food Additives. Explain the types and use of colouring agents. [5]
- (B) Write down the care and maintainance of the following equipments : [5]
- (i) Gravity Slicer
 - (ii) Dough Sheeter.

Total No. of Questions—8]

[Total No. of Printed Pages—3

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[5171]-72

B.H.M.C.T. (Seventh Semester) EXAMINATION, 2017

701-B : SPECIALIZATION FOOD AND BEVERAGE

SERVICE MANAGEMENT

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

- N.B. :—**
- (i) Question No. 1 is compulsory.
 - (ii) Solve any *five* questions from Question No. 2 to Question No. 8.
 - (iii) Figures to the right indicate full marks.

- 1. Answer the following any *five* :** [10]
- (a) State the uses of *four* special equipments used for gueridon service.
 - (b) Define :
 - (i) Cobler
 - (ii) Sangaree.
 - (c) State any *four* guidelines to be observed for food and wine harmony.
 - (d) Explain the terms :
 - (i) Colorado
 - (ii) Petite Corona.
 - (e) Define :
 - (i) Sake
 - (ii) Perry.

P.T.O.

- (f) State the cover and accompaniments for les huîtes.
- (g) Suggest appropriate wines for :
- (i) Steak Diane
 - (ii) Caviar.
- 2.** Write short notes on any *three* : [12]
- (a) Importance of location for restaurant planning
 - (b) Types of food menu
 - (c) Methods of printing menu
 - (d) Sources of finance for restaurant operation.
- 3.** (A) Explain the food and beverage planning for MICE. [6]
- (B) With help of example explain the importance of duty rosters. [6]
- 4.** (A) Explain any *three* records maintained in the restaurant. [6]
- (B) Plan a three course oriental menu with wines and also describe the dishes with appropriate accompaniments. [6]
- 5.** As a Bar manager explain the importance of the following aspects during bar planning : [12]
- (a) Location
 - (b) Basic elements of bar layout
 - (c) Basic elements of design consideration.

6. (A) Briefly describe *two* dishes from the following countries : [6]
- (a) America
 - (b) Mexico
 - (c) Spain.
- (B) Describe the role of sales and marketing in event management. [6]
7. With help of examples explain *six* types of menu merchandizing used by Fast Food outlet. [12]
8. Write short notes on any *three* : [12]
- (a) Suggestive selling
 - (b) Performance measures (any *two*)
 - (c) Licences required for restaurant operation
 - (d) Beverage control procedure.

Total No. of Questions—7]

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[5171]-73

B.H.M.C.T. (Seventh Semester) EXAMINATION, 2017

**701-C : SPECIALISATION IN ACCOMMODATION MANAGEMENT
(2008 PATTERN)**

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Question No. 1 is compulsory.

(ii) Questions from 2 to 7 carry equal marks.

(iii) Attempt any *five* questions from Q. Nos. 2 to 7.

1. Write short notes on (any *two*) : [10]
 - (i) Importance of soft furnishings
 - (ii) Psychological effects of colour
 - (iii) Planning for MICE
 - (iv) Selection criteria for lighting of a guest room.

2. (a) Draw and explain the Layout of a lobby in a Five Star Business Hotel. [6]
(b) It is important to have trained employees in a hotel. Explain. [6]

3. (a) Explain the characteristics and uses of cotton fabric for the hotel industry. [6]
(b) What is advertising ? What are the various means of advertising for a hotel ? [6]

P.T.O.

4. (a) Describe the characteristics of hard floorings. Suggest suitable flooring for a Laundry and Lobby. [6]
- (b) Discuss the factors to be considered while designing hotel rooms for physically challenged guests. [6]
5. (a) Draw and explain the following types of windows : [6]
- (i) Sliding Windows
- (ii) Bay Windows.
- (b) Brochures and Tariff cards are an important marketing tool. Justify. [6]
6. (a) Explain the following terms : [6]
- (i) Roller blinds
- (ii) Pile of a carpet
- (iii) BAR
- (iv) Sanforisation
- (v) On-the-job training
- (vi) Cornice lighting.
- (b) How can accessories enhance the look of a guest room ? [6]
7. (a) Explain the following wall finishes : [6]
- (i) Wall Papers
- (ii) Metallic wall finishes.
- (b) Describe the procedure for Lost and Found of a Non-Valuable guest article. [6]

Total No. of Questions—8]

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[5171]-74

BHMCT (Seventh Semester) EXAMINATION, 2017

702 : ORGANISATIONAL BEHAVIOUR

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Question No. 1 is compulsory.

(ii) Solve any *five* from the remaining questions.

1. Write short notes on (any *four*) : [20]
 - (1) Principle of Learning
 - (2) Sexual Harassment
 - (3) Present view of conflict
 - (4) Significance of groups
 - (5) Differentiation between Human Resource and organisational behaviour
 - (6) Developing multicultural organisation.

2. Define organization. Describe the various types of organisation designs. [10]

3. Discuss stereotyping and halo effect in respect of perception. [10]

4. What are the assumptions of theories X and Y for motivation practices ? [10]

P.T.O.

5. Discuss the typical stages in the life cycle of a group. [10]
6. Define Learning. Explain the various steps in the learning process. [10]
7. What are the various sources of conflict ? How do differences in cultural factors cause conflict ? [10]
8. Define diversity. Explain the various reasons for the emergence of diversity. [10]

Total No. of Questions—6]

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[5171]-75

B.H.M.C.T. (Seventh Semester) EXAMINATION, 2017

703 : HOTEL RELATED LAWS

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Question No. 1 is compulsory.

(ii) Attempt any *three* questions from remaining.

(iii) Figures to the right indicate full marks.

1. Write short notes on any *two* : [10]
 - (a) Prevention and control of Air Pollution
 - (b) Powers of Food Inspector under Food Adulteration Act
 - (c) Industrial Dispute
 - (d) 'Consumer' under Consumer Protection Act.

2. (a) What are the rights of unpaid seller under Sale of Goods Act, 1930 ? [10]
 - (b) Explain concept of strike and lock out under Industrial Dispute Act, 1947. [10]

3. (a) What are the authorised deductions given under Payment of Wages Act, 1936 ? [10]

P.T.O.

- (b) What are the essentials of valid sale under Sale of Goods Act ? [10]
4. (a) Define the term 'Shop' and 'Establishment' given under Shop and Establishment Act, 1948. [10]
- (b) Explain the procedure for redressal of grievances before State Commission. [10]
5. (a) Describe the procedure as to obtaining registration under Shops and Establishment Act, 1948. [10]
- (b) List and explain 'Health' provisions under Factories Act, 1948. [10]
6. (i) What are the essential elements of valid contract ? [10]
- (ii) List any *five* licenses required for Hotels. [5]
- (iii) When is employer liable to pay compensation under Workmen Compensation Act, 1923 ? [5]

Total No. of Questions—8]

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[5171]-76

B.H.M.C.T. (Seventh Semester) EXAMINATION, 2017

704 : HOSPITALITY MARKETING—II

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Q. No. 1 is compulsory.

(ii) Attempt any *five* questions from the remaining Q. No. 2 to Q. No. 8.

1. Write short notes on (any *four*) : [4×5=20]
 - (a) Service encounter triad
 - (b) Empowerment
 - (c) Service Blueprint components
 - (d) Customer complaint handling procedure
 - (e) Internal marketing.

2. What is service quality and its dimensions ? Explain GAP II and GAP III of the Gap model, in detail. [5+5=10]

3. Explain any *five* tools used for measuring customer satisfaction. [10]

4. (a) Write the advantages of any *two* marketing organisations.
(b) What are the benefits of Service Quality ? [5+5=10]

P.T.O.

5. How is the 'supply' managed in service sector ? [10]
6. Explain elements of Physical Evidence. [10]
7. Explain the characteristics of services. [10]
8. What is Internal marketing ? Explain its process. [10]

Total No. of Questions—10]

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[5171]-77

B.H.M.C.T. (Seventh Semester) EXAMINATION, 2017

705 : ENVIRONMENTAL MANAGEMENT

(2008 PATTERN)

705 : ENVIRONMENTAL ISSUE

(2005 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Attempt any *seven* questions.

(ii) *All* questions carry equal marks.

(iii) Draw neat sketches wherever necessary.

1. Give reasons for the following (any *two*) : [10]

(a) Inorder to reduces negative impact on the environment, linen reuse programme should be followed (water pollution).

(b) Purchasing decisions makes a significant contribution to environmental protection in a hotel.

(c) Hotel Management and Staff should get involved in local and national environmental initiations and attend events related to it.

2. List down the typical sources of noise pollution in a Kitchen and Banquet area. How will you control it ? [10]

P.T.O.

- 3.** What do you understand by HVAC system ? How does engineering and maintenance department control and manage it ? [10]
- 4.** (a) As a front office manager how will you control solid waste and save energy in the hotel ? [8]
(b) List 4 items which can be recycled in store. [2]
- 5.** (a) As a supervisor Design Operations poster for a House-keeping Department, highlighting the control measure for noise pollutions. [5]
(b) Write a short note on Eco-friendly guest supplies and stationery. [5]
- 6.** (a) What are different sources and effect of External air pollution ? [8]
(b) What is Waste Audit ? [2]
- 7.** Write short notes on : [10]
(a) Improving water quality
(b) Smart building.
- 8.** (a) What are Ecotels ? Explain 5 globe in detail. [8]
(b) What do you understand by carbon footprint ? [2]

- 9.** (a) How will you cut down the indoor air pollution in a laundry ? [5]
- (b) What do you understand by green product ? What principles will you bear in mind while purchasing it ? [5]
- 10.** (a) What do you understand by hazardous material ? Explain its types. [5]
- (b) Explain the following terms : [5]
- (i) Environment
 - (ii) Green gases
 - (iii) IAQ
 - (iv) Reuse
 - (v) Sustainability.

Total No. of Questions—10]

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[5171]-84

B.H.M.C.T. (VIII Sem.) EXAMINATION, 2017

803 : TOTAL QUALITY MANAGEMENT

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) *All* questions carry equal marks.

(ii) Solve any *seven* questions.

1. (a) Explain the role of communication in TQM. [5]
(b) Describe challenges and opportunities in green service quality. [5]
2. (a) Draw and explain fish bone diagram with suitable example. [5]
(b) Write in brief about vision and mission statement. [5]
3. Write short notes on : [10]
(a) Quality circle
(b) Investors in people.
4. (a) Explain the concept of business process re-engineering. [5]
(b) Explain the PDCA cycle in continuous improvement. [5]
5. (a) List and explain quality of thoughts of Juran. [5]
(b) Describe the concept of quality plan in TQM. [5]
6. Explain 5 'S' philosophy of TQM. [10]

P.T.O.

7. (a) Explain the classes of EMS in brief. [5]
(b) Write a brief note on waste management in hotel industry. [5]
8. (a) Explain the term preventive cost and failure cost. [5]
(b) Discuss the concept of 'Right first time'. [5]
9. (a) Explain the following core values of Japanese management : [5]
(i) Innovation
(ii) Group orientation.
(b) Write in brief about committment in TQM. [5]
10. Explain the methods of measuring and managing customer satisfaction in hospitality industry. [10]

Total No. of Questions—9]

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[5171]-85

B.H.M.C.T. (VIII Semester) EXAMINATION, 2017

804 : MANAGERIAL ECONOMICS

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) *All* questions carry equal marks.

(ii) Attempt any *seven* out of nine.

1. Explain monopolistic competition. Explain its salient features. [10]
2. Explain elasticity of supply and various factors that are affecting it. [10]
3. Write short notes on : [5 each]
 - (a) Assumptions of Law of Return to Scale
 - (b) Types of demand.
4. What are different types of Elasticity of Demand ? [10]
5. With the help of a diagram explain the Law of Diminishing Marginal Utility. [10]
6. What do you understand by 'Demand' in economics ? State and explain the Law of Demand. [10]
7. What is Macro Economics ? Explain its merits and demerits. [10]

P.T.O.

8. What is Managerial Economics ? Explain its features and significance. [10]

9. Explain the following : [10]

- (a) Utility
- (b) Extension of supply
- (c) Monopoly
- (d) Economics
- (e) Production functions.

Total No. of Questions—9]

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[5171]-86

B.H.M.C.T. (Eighth Semester) EXAMINATION, 2017

ENTREPRENEURSHIP DEVELOPMENT

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Answer any *seven* questions.

(ii) Each question carries 10 marks.

1. Define entrepreneur. Differentiate between entrepreneur and manager. [10]
2. State any *four* methods of analysing survey data and explain any *two*. [10]
3. Discuss *five* qualities of an entrepreneur. Also state *four* names of successful Indian entrepreneurs. [10]
4. Write short notes on (any *two*) : [10]
 - (a) Secondary information gathering techniques.
 - (b) Importance of Accounting to an entrepreneur.
 - (c) *Two* types of entrepreneur.
 - (d) Principles of evaluation of quality control.
5. Explain the entrepreneurial process. [10]
6. Define SWOT. Explain the necessity of SWOT analysis to an entrepreneur. [10]
7. Explain any *five* problems faced by women entrepreneurs. [10]

P.T.O.

8. Discuss any *ten* contents of Project Report. [10]
9. As an entrepreneur how would you mobilize the following resources : [10]
- (a) Finance
 - (b) Human Resource.