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[5371]-11

B.H.M.C.T. (I Sem.) EXAMINATION, 2018

101 : FOOD PRODUCTION—I

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

N.B. :— Q. No. 5 is compulsory. Solve any *three* from the rest.

1. (a) What are the factors influencing eating habits. [4]
(b) Give any *three* varieties of melon and *three* varieties of berry fruit. [3]
(c) Name *four* varieties of rice and *four* varieties of Dal. [3]
2. (a) Draw the organisation chart of kitchen of *three* star hotel. [4]
(b) What is first-aid ? Why is it important ? [3]
(c) What is a Bain Marie ? Explain. [3]
3. (a) What are the advantages and disadvantages of the following metals used for equipments : [4]
(i) Aluminium
(ii) Brass
(b) Write the duties of Chef rotisseur. [3]
(c) Write down the precautions to be taken while enhancing and retaintion of colour. [3]

P.T.O.

4. (a) Classify vegetables giving *two* examples of each. [4]
(b) What are the steps involved in manufacture of cheese. [3]
(c) What is hydrogenation of fat ? [3]
5. (a) Explain the following : [6]
(i) Rennet
(ii) Grating
(iii) Pulveriser
(iv) Suet
(v) Marination
(vi) Blending
- (b) Answer the following : [4]
(i) Give *two* examples of artificial sweetener.
(ii) Give *two* examples of continental spices.
(iii) Write *two* uses of egg in cookery.
(iv) What is homogenisation.

Total No. of Questions—6]

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[5371]-12

B.H.M.C.T. (First Semester) EXAMINATION, 2018

102 : FOOD AND BEVERAGE SERVICE—I

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

1. (a) Classify catering establishment. Explain primary sector in briefly. [5]
- (b) Explain work related attributes of F&B personnel in detail. [5]

2. (a) Differentiate between the following : [6]
 - (i) English Service and Russian Service
 - (ii) Self Service and Single Point Service.
- (b) Explain the following silver cleaning methods : [4]
 - (i) Burnishing machine
 - (ii) Plate powder.

3. (a) Give the sizes of the following crockery : [6]
 - (i) Side Plate
 - (ii) Fish Plate

P.T.O.

- (iii) Sweet Plate
 - (iv) Soup Plate
 - (v) Coffee Cup
 - (vi) Tea Cup.
- (b) Draw the organisation chart large hotel. [4]

- 4. (a) Explain the following : [4]
 - (i) Gueridon
 - (ii) Kiosks
 - (iii) Bar
 - (iv) Food Court.
- (b) Explain the duties and responsibilities of Bar Manager. [6]

- 5. (a) Explain the advantages and disadvantages of Vending Machine. [5]
- (b) State interdepartmental relationship of F&B Service with the following departments : [5]
 - (i) Stores
 - (ii) Maintenance.

- 6. (a) List any *four* Rules of Laying Table Cover. [2]
- (b) Differentiate between Mise-en-place and Mise-en-scene. [4]
- (c) What precautions to take while handling Glassware in restaurant ? [4]

Total No. of Questions—6]

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[5371]-13

BHMCT (First Semester) EXAMINATION, 2018

103 : HOUSEKEEPING OPERATIONS-I

(2008 Pattern)

Time : 2 Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

(iii) Draw suitable diagrams wherever necessary.

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

- (1) Show mitts
- (2) Jewellers Rauge
- (3) Transit hotels
- (4) Larai
- (5) O. O. O.
- (6) Grand Master Key
- (7) Duplex
- (8) Motel
- (9) Under Repair
- (10) Flower Room
- (11) Disinfectant
- (12) Panthouse.

2. (a) Explain the co-ordination of housekeeping department with :

(i) Human Resource Department

(ii) Maintenance. [5]

(b) State the advantages of computerised keys. [5]

P.T.O.

3. (a) Write down the job description of a housekeeping floor supervisor. [5]
(b) What points will you bear in mind while purchasing manual clearing equipments. [5]
4. (a) State the functions of the housekeeping department. [5]
(b) Explain the clearing agent and procedure of the following : [5]
(any *two*)
(1) Wooden bench
(2) Brass trophy
(3) Silver bowl.
5. (a) How are VIP guest room supplies different from standard guest room supplies ? Explain. [5]
(b) List *five* sections of the housekeeping department and explain the functions of each. [5]
6. (a) Explain any 4 attributes of room attendants. [4]
(b) Write short notes on (any 3) : [6]
(1) Chambermaids Trolley
(2) Hard Water
(3) Queen Sized Room
(4) Amenities for lady guest.

Total No. of Questions—6]

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[5371]-14

B.H.M.C.T. (First Semester) EXAMINATION, 2018

104 : FRONT OFFICE OPERATION—I

(2008 PATTERN)

Time : 2 Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

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

(i) Arrival

(ii) Check out

(iii) Sleeper

(iv) VIP

(v) CIP

(vi) Skipper

(vii) DND

(viii) Twin room

(ix) Duplex

(x) Efficiency room

(xi) Black list.

P.T.O.

2. (A) Draw the formats of (any *two*) : [5]
- (i) Bookings diary
 - (ii) Conventional chart
 - (iii) Registration card.
- (B) What is the procedure for handling mail at the front desk ? [5]
3. Classify notes on the basis of (any *four*) : [10]
- (a) Size
 - (b) Location
 - (c) Lenth of stay
 - (d) Facilities offered
 - (e) Clientele.
4. (A) Draw the layout of the front office department of a Five Star Hotel. Briefly explain any *two* sections. [10]
- (B) What are the various types of keys used in the front office ? [5]

5. (A) Draw the organizational chart of the front office department of a large hotel. [5]
- (B) Explain the rules of the house to be followed by guests. [5]
6. (A) Explain the various meal plans followed in hotels. [5]
- (B) List out and explain the various attributes of front office personnel. [5]

Total No. of Questions—7]

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[5371]-15

B.H.M.C.T. (Semester-I) EXAMINATION, 2018

CATERING SCIENCE-I (105)

(2008 PATTERN)

Time : *Three* Hours

Maximum Marks : 70

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

(ii) Attempt any 4 more questions from Q. No. 2 to Q. No. 7.

(iii) Draw diagrams wherever necessary.

1. Give reasons (any 5) : [10]

- (1) Sprouted and green potatoes should be discarded.
- (2) Canning helps to preserve food for a longer time.
- (3) Foodstuffs should be stored away from the wall and above the floor in the storage area.
- (4) Do not cough or sneeze over the food while handling food.
- (5) Yeast is used in the manufacture of bread.
- (6) Pressure cooking is the best method of cooking food.

2. (a) Define the terms (any 5) : [5]

- (1) Foam
- (2) Evaporation
- (3) Melting point
- (4) Smoke point
- (5) Gel
- (6) pH.

P.T.O.

- (b) Mention any 2 spoilage indicators for the following foodstuffs. [10]
- (i) Canned foods
 - (ii) Meat
 - (iii) Coriander leaves
 - (iv) Cereals
 - (v) Fish

3. (a) Explain the importance of rest, recreation and exercise for a food handler. [5]
- (b) Explain the concept of 'Danger Zone' in the catering industry.[5]
- (c) Explain any 5 factors that affect the growth of microorganisms.[5]

Or

Define 'hygiene'. As a catering manager give 4 ways to ensure good health of the staff in a catering establishment.

4. (a) Differentiate between Food poisoning and Food infection.[5]
- (b) Define 'food additives'. Explain any 3 food additives used in the catering industry. [5]
- (c) What is meant by HACCP ? Give the uses of HACCP in the food industry. [5]

Or

Why is pest control necessary ? Give any 2 control measures to control rodents and 2 control measures to control ants.

5. (a) Write short notes on (any 2) : [10]
- (1) Protective display of food.
 - (2) Browning reactions in food.
 - (3) Direct transmission of diseases.

- (b) Explain protective clothing for a kitchen employee in the food and service area. [5]

Or

Explain the morphology of Yeast.

6. (a) Explain any 5 uses of microorganisms in catering industry.[5]

Or

Explain any 5 non-bacterial metal poisoning with examples.

- (b) Define cross contamination. Explain with 3 examples. [5]

- (c) Explain 'Salmonellosis' on the basis of : [5]

Responsible organism

Any 2 foods involved

Any 1 symptom

Any 1 preventive measure

7. (a) Explain any 5 natural toxins occurring in food with examples. [5]

Or

What is the role of food standards in India ? Explain any 2 food standards.

- (b) Give the S.I. unit of length and weight and convert 180°C to °F. [5]

- (c) List any 2 requirements for dry food storage area. Mention any 3 general guidelines for storage of all types of food-stuffs. [5]

Total No. of Questions—8]

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[5371]-16

B.H.M.C.T. (I Semester) EXAMINATION, 2018

106 : COMMUNICATION FUNDAMENTALS-I

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

- N.B. :—**
- (i) Question Nos. 1 and 5 are compulsory.
 - (ii) Answer any *two* from the remaining 3 in each section.
 - (iii) Figures to the right indicate full marks.
 - (iv) Assume suitable data wherever necessary.

Section-I

1. (a) Explain the process of communication with the help of a neat diagram. [10]
(b) List down the advantages and disadvantages of written communication. [5]

2. Draft a circular to inform the staff of various departments of the change in the timings of the uniform room. Assume suitable data. [10]

3. Write short notes on any *two* of the following : [10]
 - (i) Types of Listening.
 - (ii) Eye contact
 - (iii) Downward Communication.

P.T.O.

4. As a purchase manager of a Five Star Hotel, draft a letter of order to your regular supplier for grocery items. [10]

Section-II

5. (a) In response to an advertisement placed in Indian express dated 19 March 2016 for the post of Asst. Food and Beverage manager, draft a letter of application along with a suitable resume.[10]
- (b) What are barriers to communication ? Explain any *two* with suitable examples. [5]
6. Write a dialogue between a telephone operator and a guest who wishes to leave a message for an house guest in room 2015.
7. Explain the importance of body language during presentations.[10]
8. Write a report to the co-ordinator of your college informing him about the annual sports day held last month. [10]

Total No. of Questions—5]

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[5371]-21

BHMCT (Second Semester) EXAMINATION, 2018

201 : FOOD PRODUCTION—II

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) Solve any *four* questions.

1. (a) Define Roasting. List and explain any *four* types of Roasting methods. [5]
- (b) Enlist and explain golden rules of stock making. [3]
- (c) Write in brief :
 - (i) Goda Masala
 - (ii) Brown Gravy.

2. (a) Classify Mother Sauces with two derivatives of each. [5]
- (b) Advantages and disadvantages of microwave cooking. [3]
- (c) Explain in brief wet masalas used in Indian cookery. [2]

3. (a) Write short notes on (any *two*) : [5]
 - (i) Steaming with pressure
 - (ii) Braising
 - (iii) Pressure frying.

P.T.O.

- (b) Explain desirable and non-desirable textures. [3]
- (c) What is a consomme ? Give *two* types. [2]
4. (a) Explain moist methods of cooking in Brief. [5]
- (b) Answer in *one* line : [3]
- (i) Hollandaise
- (ii) National Soup of Spain
- (iii) Coulis.
- (c) Discuss various methods of Heat transfer. [2]
5. Explain the following culinary terms (any *ten*) : [10]
- (a) Aspic
- (b) Baking
- (c) Broiling
- (d) Court Bouillon
- (e) Demi Glace
- (f) Au Gratin
- (g) Estouffade
- (h) Mirepoix
- (i) Raft
- (j) Roux
- (k) Poaching
- (l) Grilling.

Total No. of Questions—6]

[Total No. of Printed Pages—3

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[5371]-22

B.H.M.C.T. (Second Semester) EXAMINATION, 2018

202 : FOOD AND BEVERAGE SERVICE-II

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) Answer any *four* questions.

1. (a) List and briefly explain the criteria to be considered while planning a menu. [6]
- (b) Draw and explain the format of any one check : [4]
 - (i) Suivant KOT
 - (ii) Retourn En Place KOT.

2. Explain the following terms briefly (any *ten*) : [10]
 - (a) Grist
 - (b) Elevences
 - (c) Lagers
 - (d) Preserves
 - (e) Entremet
 - (f) Tisanes
 - (g) Brunch
 - (h) Café Royale

P.T.O.

- (i) Sake
 - (j) Cider
 - (k) Thé complet
 - (l) Caviar
3. (a) With a neat flow chart, discuss the process of making Beer. [6]
- (b) Classify Non-Alcoholic Beverages with an example each. [4]
4. (a) Plan a full English Breakfast Menu. [6]
- (b) Explain the need for a control system in the F & B department. [4]
5. (a) Give the cover and accompaniments for any *four* dishes : [4]
- (i) Sole Colbert
 - (ii) Roast Turkey
 - (iii) Peach Melba
 - (iv) Pâte de foie gras
 - (v) Camembert
 - (vi) Corn on the cob
- (b) Name the following (any *six*) : [6]
- (i) Two blue veined Cheese
 - (ii) Two types of Sausages
 - (iii) Two Brands of Sparkling Water
 - (iv) Two Speciality Coffees
 - (v) Two Breakfast Rolls
 - (vi) Two Brands of Beer
 - (vii) Two Brands of Syrups.

6. (a) Explain any *three* methods of brewing coffee. [3]
- (b) Differentiate between Ales and Lagers. [4]
- (c) Explain the following courses with an example each
(any *three*) : [3]
- (i) Releve
 - (ii) Hors d'oeuvre
 - (iii) Fromage
 - (iv) Poisson
 - (v) Sorbet.

Total No. of Questions—6]

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[5371]-23

B.H.M.C.T. (II Semester) EXAMINATION, 2018

203 : HOUSEKEEPING OPERATION—II

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) Assume suitable data wherever necessary.

(iii) *All* questions carry equal marks.

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

(i) Siberia

(ii) Hemming

(iii) Stocktaking

(iv) Weekly cleaning

(v) Linen chute

(vi) Baby-sitter

(vii) Turn down service

(b) Explain daily cleaning procedures of an occupied room. [5]

2. (a) Explain the selection criteria for Bath Linen. [5]

(b) Write atleast five rules on the guest floor. [5]

P.T.O.

3. Write short notes on (any *four*) : [10]
- (i) Importance of control desk
 - (ii) Second service
 - (iii) General principles of cleaning
 - (iv) Dirty dozens
 - (v) Discard management.
4. (a) Draw a neat layout of a linen room and explain in brief. [6]
- (b) A guest complains that his wrist watch PS misplaced in the corridor. How would handle the situation as a GRA. [4]
5. (a) Write the spring cleaning procedure for Hotel lobby. [6]
- (b) Explain the importance of check list. [4]
6. (a) Calculate the linen required for 150 Rooms Hotel of Boutique category. (Assume suitable data wherever necessary) [6]
- Single Rooms : 30
- Double Rooms : 110
- Suit Rooms : 10
- (b) Write the spring cleaning procedure of an under repair room. [4]

Total No. of Questions—6]

[Total No. of Printed Pages—2

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[5371]-24

B.H.M.C.T. (II Semester) EXAMINATION, 2018

204 : FRONT OFFICE OPERATION-II

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) Neat chart, diagrams to be drawn wherever necessary.

(iii) All questions carry equal marks.

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

(a) No show

(b) GIT

(c) Cabana

(d) Blacklist

(e) Late checkout

(f) Foreign Exchange

(g) BTC

(h) Stayover

(i) DND

(j) DL

(k) Arrival list

(l) Efficiency Room.

P.T.O.

2. (A) List down the step-by-step procedure for F.I.T. [5]
(B) Explain the various methods of receiving guest. [5]
3. (A) Write the pre-arrival activities to be done for a V.I.P. arrival. [5]
(B) When does a guest ask for a Room change ? Explain. [5]
4. Write short notes on (any *two*) : [10]
(1) Credit cards
(2) Travel Agent
(3) Express check-out.
5. Draw and explain the following (any *two*) : [10]
(1) Express Check-out form.
(2) GRC
(3) Departure Notification slip.
6. (A) What are the various types of passports. [5]
(B) Explain the methods of payments. [5]

Total No. of Questions—7]

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[5371]-25

B.H.M.C.T. (II Semester) EXAMINATION, 2018

205 : CATERING SCIENCE-II

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) Attempt any 4 questions from Q. No. 2 to Q. No. 7

1. Define (any *five*) : [5×2=10]

- (a) Empty Calories
- (b) Nutrient
- (c) Oedema
- (d) Protein
- (e) Food
- (f) Hydrogenation of oil.

2. (A) Give reasons : [5×2=10]

- (1) Cooking soda should not be added during cooking food.
- (2) Oils should be stored in an airtight containers.
- (3) Dietary fibres should be avoided by a patient suffering from diarrhoea.
- (4) Vegetable proteins are not a complete source of protein.
- (5) Common salt should be fortified with iodine.

P.T.O.

- (b) A diet provides 1800 kcal. Out of this 210 gm is carbohydrate content and 30 gm is fat content. Calculate the protein content of the diet.
3. (a) List four important foods to be recommended for patients suffering from the following diseases : [5×2=10]
- (1) Diabetes mellitus
 - (2) Constipation
 - (3) Ischemic heart disease
 - (4) Fever and infection
 - (5) Jaundice.
- (b) Define balanced diet. Plan a balanced lunch menu for a sedentary woman aged 30 years who is a non-vegetarian using the five basic food groups. [5]
4. (a) Write any five ways to preserve nutrients while cooking foods. [10]
- (b) How will you improve the protein quality of a vegetarian diet with the help of *three* examples. [5]
5. (a) Classify carbohydrates giving suitable examples. Explain the effect of heat on starch. [5]

Or

Write short notes on (any *two*) : [2½ each]

- (1) Dietary fibre
- (2) ORS
- (3) Cholesterol.

- (b) Explain the basic five food groups. [5]
- (c) What do you understand by water balance in human body ?
Give any four dietary sources of water. [5]
6. (a) Discuss 'Calcium' under the following headings :
- (1) Any two functions. [2]
 - (2) Any two good food sources. [2]
 - (3) Name of the deficiency disease. [1]
- (b) List all the essential amino acids required by a child. [5]
- (c) Define 'Rancidity of oil'. Give any *three* ways to prevent it.[5]
7. (a) Write any *five* functions of fat. [5]
- (b) Explain the importance of avoiding fast/junk food. [5]
- (c) Discuss 'vitamin A' under the following headings :
- (1) Any *two* functions. [2]
 - (2) Any *two* dietary sources. [2]
 - (3) *One* deficiency disease. [1]

Total No. of Questions—4]

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[5371]-26

B.H.M.C.T. (II Semester) EXAMINATION, 2018

206 : BASIC FRENCH FOR THE HOTEL INDUSTRY

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) All answers to be written in French unless otherwise specified.

1. (A) Conjuguez les verbes au présent et réécrivez les phrases (Conjugate the verbs in the present tense and rewrite the completed sentence)

[5]

(1) Je (être) française.

(2) Nous (aller) au travail.

(3) Vous (boire) du café.

(4) (Ne pas ajouter) du sel.

(5) Vous (habiter) où ?

(6) Je (se coucher) à dix-heures chaque nuit.

(B) Écrivez la date en français (Any one) :

[1]

(Write the date in French)

(1) Friday 10/12/2003

(2) Tuesday 16/8/2005.

P.T.O.

(C) Quelle heure est-il ? (Any *two*) : [1]

(What time is it ?) (Write in French) :

(1) 10.05 a.m.

(2) 7.45 p.m.

(3) 12.00 noon

(D) Mettez la bonne mesure (Any *two*) : [1]

(Put in the correct measure in French)

(1) Une de tomates.

(2) Une de bière.

(3) Un d'eau

(E) Écrivez les nombres en lettres (Any *four*) : [2]

(Write the numbers in words in French)

(1) 98

(2) 13

(3) 87

(4) 39

(5) 1^{er}

2. (A) Planifiez in menu de 5 cours en donnant un exemple de chaque courses.

(Plan a 5 course menu (French classical) giving *one* example of each course) [5]

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

(Name *two* wines from Loire region)

(C) Expliquez les termes en anglais (Any *three*) : [3]
(Explain the terms in English)

- (1) Couteau
- (2) Crevette rose
- (3) La tasse
- (4) Nappe

3. (A) Expliquez les terms en anglais (Any *eight*) : [8]
(Explain the terms in English)

- (1) Dariole
- (2) Farce
- (3) Jus lié
- (4) Flambé
- (5) Roux
- (6) Zeste
- (7) Sorbet
- (8) Au four
- (9) Bien cuit

(B) Nommez le chef (Any *two*) : [2]

- (1) Prépare les plats de poissons
- (2) S'occupe des potages
- (3) Prépare les sauces

4. (A) Donnez les équivalents en français (Any *four*) : 4
(Give the equivalents in French)
- (1) Milk
 - (2) Mango
 - (3) Oil
 - (4) Wheat
 - (5) Duck
- (B) Donnez les équivalents en anglais (Any *three*) : [3]
(Give the equivalents in English)
- (1) sel
 - (2) maïs
 - (3) moutarde
 - (4) pomme
- (C) Représentez la brigade de restaurant par un organigramme.
(Represent the restaurant brigade with the help of a flowchart
in French). [3]

Total No. of Questions—5]

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[5371]-31

BHMCT (III Sem.) EXAMINATION, 2018

301 : FOOD PRODUCTION III

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

***N.B.* :— Answer any *four* questions from the following.**

1. Explain the following terms : [10]

(i) Bakers Percentage

(ii) Misti Doi

(iii) Scaling

(iv) Ghevar

(v) Bleeding

(vi) Dhuanaar

(vii) Rich Dough

(viii) Idiyappam

(ix) Bench Tolerance

(x) Pinni.

2. (a) List and explain any *five* principles of Baking. [5]

(b) Explain the Boiled method and Flour Batter Method of Cake making. [5]

P.T.O.

3. (a) Write short notes on : [2½×2=5]
(i) Bread improvers
(ii) Institutional catering.
(b) Plan a Kashmiri menu with two starters, two non-veg. and two veg. main course items, two breads and two desserts. [5]
4. (a) Explain any *two* functions of the following ingredients used in Bakery : [2×2½=5]
(i) Flour
(ii) Sugar
(iii) Salt
(iv) Water
(v) Yeast.
(b) Explain Ferment and Dough method and Salt Delayed method of Bread making. [5]
5. (a) Explain the following : [2½×2=5]
(i) Physical and chemical changes during baking
(ii) Factors affecting an eating habit in regional cuisine
(b) List suggestive measures for the following faults : [5]
(i) Dark crust colour in bread
(ii) Less volume in cake
(iii) 'M' fault in cake
(iv) Compact crumb in bread
(v) Setting of fruits at the bottom in cake.

Total No. of Questions—6]

[Total No. of Printed Pages—3

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[5371]-32

B.H.M.C.T. (Semester-III) EXAMINATION, 2018

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) Neat diagrams must be drawn wherever necessary.

1. Explain the following terms (any 10) :

[10]

(i) Fortified wine

(ii) Noble rot

(iii) Cava

(iv) Rose wine

(v) Magnum

(vi) Humidor

(vii) Vermouth

(viii) Asti

(ix) Vinification

(x) Oidium Tukori

(xi) Vintage

(xii) Brut.

2. (A) Explain 'Solera System' in detail.

[5]

P.T.O.

- (B) Explain the following terms (any 5) : [5]
- (i) VCC
 - (ii) DOCG
 - (iii) VDQS
 - (iv) VP
 - (v) AOC
 - (vi) IGT.
3. (A) Define 'Aperitif'. Classify 'Aperitif' with *one* example of each. [5]
- (B) Explain Methode de champegnoise in detail. State *two* champagne shippers. [5]
4. (A) Explain manufacturing process of 'port' in detail with *two* types of port. [5]
- (B) Suggest the best suitable wine for the following food preparations (any *five*) : [5]
- (i) Caviar
 - (ii) Spaghetti Bolognaise
 - (iii) Pomfret orly
 - (iv) Steak Diane
 - (v) Roasted leg of Lamb
 - (vi) Cheese platter
 - (vii) Tiramisu.
5. (A) Explain parts of Cigars. [3]
- (B) State service temperature for the following wines (any 4) : [4]
- (i) White wine
 - (ii) Young red wine

- (iii) Old red wine
 - (iv) Sparkling wine
 - (v) Fortified wine.
 - (C) Explain 'Governo Process' used for manufacturing of 'Chianti'. [3]
- 6. (A) State any 3 different sizes of Cigars. [3]
- (B) Explain different methods of 'Viticulture'. [3]
- (C) Explain the following styles of sherry : [4]
 - (i) Fino
 - (ii) Manzanilla
 - (iii) Amantillado
 - (iv) Olorosso.

Total No. of Questions—6]

[Total No. of Printed Pages—3

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[5371]-33

BHMCT (III Semester) EXAMINATION, 2018

303 : ACCOMMODATION OPERATION-I

(2008 Pattern)

Time : 2 Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

(iii) Assume suitable data, whenever necessary.

SECTION I

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

- (1) Pest
- (2) Weft
- (3) Kenzan
- (4) Hydroextractor
- (5) Dry rot
- (6) Suzie
- (7) Discard.

(b) Write short notes on any *two* : [5]

- (1) Principles of first aid
- (2) Factors for selecting a contractor
- (3) Dry cleaning

2. (a) Explain the merits and demerits of an OPL. [5]

(b) Classify pests with an example. [5]

P.T.O.

3. (a) List and explain any *five* equipments used for flower arrangement. [5]
- (b) Suggest suitable fabrics for the following lines. Justify the same : [5]
- (1) Bath Towel
 - (2) Slip Cloth
 - (3) Bedsheet
 - (4) Table cloth
 - (5) Tray mat.

SECTION II

4. (a) Explain the following (any *five*) : [5]
- (1) Ledger
 - (2) Sleep out
 - (3) Boutique hotel
 - (4) No show
 - (5) Over-booking
 - (6) VPO
 - (7) GRE.
- (b) Write short notes on any *two* : [5]
- (1) Fully automated system
 - (2) Cash sheet
 - (3) Credit monitoring.
5. (a) Explain the role of GRE at front desk. [5]
- (b) Give the formulae for the following : [5]
- (1) ARR
 - (2) Foreign occupancy %
 - (3) Rev par
 - (4) Room occupancy %
 - (5) No show %

6. (a) Draw and explain the following : [6]
- (1) GHC
 - (2) Discrepancy report
- (b) How will you handle the following situations while working at front desk : [4]
- (1) Guest complaint about the cash missing from his room.
 - (2) Guest complains of chest pain.

Total No. of Questions—5]

[Total No. of Printed Pages—2

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[5371]-34

B.H.M.C.T. (Third Semester) EXAMINATION, 2018

304 : COMPUTER FUNDAMENTALS

(2008 PATTERN)

Time : 2 Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

1. (A) Draw block diagram of computer system and explain its working in brief. [5]
- (B) Explain the following concept in E-commerce : [2]
 - (i) B to B
 - (ii) B to C.
- (C) Give any *three* advantages of MS-Access. [3]

2. (A) Write any *five* disadvantages of internet. [5]
- (B) Write down the steps to change wallpaper and screen saver in windows. [3]
- (C) List any *four* datatypes in DBMS. [2]

3. (A) Explain with diagram charts in MS-Excel. [3]
- (B) What is used form in MS-Access ? [2]
- (C) What is difference between SAVE and SAVE AS command in MS-Word. [3]
- (D) Name any *four* slide transition in MS-PowerPoint. [2]

P.T.O.

4. (A) Explain the following commands in MS-DOS : [3]
(i) DIR
(ii) CLS
(iii) CD.
- (B) What is use of Find and Replace in MS-Word. [2]
- (C) Write any *three* advantages of MS-Excel. [3]
- (D) Explain uses of PowerPoint. [2]
5. Write short notes (any *five*) : [10]
- (i) E-Mail
- (ii) LAN
- (iii) CPU
- (iv) MODEM
- (v) Auto correct in MS-Word
- (vi) Query in MS-Access
- (vii) Application software.

Total No. of Questions—10]

[Total No. of Printed Pages—3

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[5371]-35

B.H.M.C.T. (Third Semester) EXAMINATION, 2018

305 : FOOD AND BEVERAGE CONTROL

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) Solve any *seven* questions.

(iii) Draw neat diagram wherever necessary.

1. Define food and beverage control. List and explain objectives of food and beverage control. [10]

2. (a) Explain the following elements of cost : [6]

(i) Labour cost

(ii) Food cost

(iii) Overhead cost

(b) Draw the format of : [4]

(i) Meat Tag

(ii) Goods Received book

3. (a) Explain the supplier rating principles in brief. [5]

(b) Define volume forecasting. Explain *four* advantages of it. [5]

P.T.O.

4. (a) Explain the menu pricing procedure for : [5]
(i) A'la carte menu
(ii) Table d'hote menu
(b) Draw food and beverage control cycle and explain the operational phase in detail. [5]
5. (a) Draw the format of the following and explain its functions : [5]
(i) Transfer note
(ii) Standard purchase specification
(b) Write short notes on : [5]
(i) ABC Analysis
(ii) E.O.Q.
6. (a) Explain the monthly food cost report in detail. [5]
(b) Explain the weekly beverage cost report. [5]
7. Draw a neat diagram and explain the concept of BREAK-EVEN ANALYSIS. [10]
8. (a) Define budget. Write down the objectives of budgetary control. [5]
(b) Explain the procedure of receiving beverages. [5]

9. (a) Explain the following : [5]
- (i) Sales budget
 - (ii) Labour cost budget
- (b) Write in detail about storage procedure for perishable and non-perishable food items. [5]
10. Explain the following in short : [10]
- (i) En Pension
 - (ii) Cook-chill
 - (iii) Cook-freeze
 - (iv) LIFO
 - (v) Budgeted P & L.

Total No. of Questions—8]

[Total No. of Printed Pages—6

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[5371]-36

M.H.M.C.T. (III Semester) EXAMINATION, 2018

306 : BASIC 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 following is the Trial Balance of A.S. Foundation, Pune, prepare Trading and Profit and Loss Account for the year ended 31st March 2017 and Balance Sheet as on that date, after taking into account adjustments given below : [20]

Trial Balance as on 31st March, 2017

Dr.

Cr.

Particulars	₹	Particulars	₹
Salaries	1,50,000	Sales	6,50,000
Drawings	75,000	Capital Account	5,50,000
Purchases	3,50,000	Discount Received	500
Sales returns	10,000	Purchase returns	5,500
Office furniture	1,00,000	Sundry creditors	1,80,000
Buildings	3,50,000	Bills payable	20,000

P.T.O.

Office expenses	5,000	Bank Loan	1,86,000
Wages	6,000	Reserve funds	1,00,000
Advertisement	15,000	Bank Overdraft	30,000
Opening Stock	80,000		
Rent rates and taxes	35,000		
Commission	1,000		
Bills Receivable	10,000		
Travelling Expenses	5,000		
Sundry debtors	75,000		
Cash in hand	10,000		
Investments	20,000		
Fuel and power	8,000		
Carriage inward	2,000		
Plant and Machinery	1,50,000		
Printing and Stationery	5,000		
Bank charges	500		
Cash at Bank	5,500		
Carriage outwards	4,000		
Motor Car	2,50,000		
	17,22,000		17,22,000

Additional Information :

- (1) Stock on 31st March 2017 was valued at ₹ 1,25,000.
- (2) Salaries Outstanding ₹ 15,000
- (3) Prepaid Advertisement ₹ 5,000.

(4) Charge depreciation on Plant and Machinery @ 10%, Office Furniture @ 15%, Motor Car @ 5%..

(5) Staff meals ₹ 2,500.

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

(a) Dual Aspects Concepts

(b) Bank Reconciliation statement.

(c) Balancing of Ledger.

3. Journalise the following transactions in the books of Miss Meena : [10]

2017

May

1 Meena started business with cash ₹ 2,00,000, Goods ₹ 1,50,000 and Furniture ₹ 50,000.

2 Cash Deposited into Bank ₹ 25,000.

4 Purchased goods of ₹ 25,000 on cash.

5 Purchased goods from M/s. Vijay & Sons for ₹ 60,000 at 5% cash discount term. Half the amount paid immediately.

7 Sold goods to Reena ₹ 20,000 @ 20% trade discount.

10 Purchased machinery of ₹ 47,000 from Viraj sales by cheque and paid in cash ₹ 3,000 for its transportation.

13 Distributed goods of ₹ 1,000 as free samples and used goods of ₹ 200 for personal use.

16 Paid ₹ 28,000 by cheque to M/s. Vijay and Sons, in full settlement of their claim.

20 Paid salaries to staff ₹ 10,000 paid electricity charges ₹ 1,500.

4. (A) Classify the following into personal, Real and Nominal Account.

(i) Bank overdraft [10×½=5]

(ii) Debtors

(iii) Livestock

(iv) Land and building

(v) Investment

(vi) Depreciation

(vii) Bills Payables

(viii) Rent and Taxes

(ix) Drawings

(x) Bank charges.

(B) State with reasons whether the following statements are true or false : [2×2½=5]

(i) Goodwill is not a fictitious assets.

(ii) Journal is a book of prime entry.

5. Enter the following transactions in the three columns cash book of Mr. Vijay for the month of March, 2017. [10]

2017 :

March

1 Opening cash balance ₹ 85,500 Bank overdraft ₹ 18,000.

2 Introduced further cash ₹ 20,000 in the business.

5 Received cash from Mohan ₹ 2,000 and allowed him discount ₹ 60.

6 Deposited ₹ 35,000 into the bank.

- 9 Purchased goods worth ₹ 30,000 at 10% trade discount and 5% cash discount.
11. Received commission ₹ 10,500 from Meena & Co.
- 15 Received a cheque of ₹ 1,750 from Mr. Nilesh in settlement of ₹ 1,800.
- 18 Sold goods of ₹ 3,000 @ 5% cash discount, amount received by crossed cheque.
- 22 Deposited Nilesh's cheque into the bank.
- 27 Cash sales ₹ 20,000 @ 15% Trade Discount and 10% Cash Discount.
31. Paid salaries ₹ 5,000 Electricity charges ₹ 800.
6. (A) State need of Accounting for Hotel Industry. [5]
(B) Wht is imprest system of Petty Cash Book ? Explain its advantages. [5]
7. From the following transactions prepare necessary subsidiary books. [10]

January

2017 :

- 1 Purchased goods from Sameer worth ₹ 50,000 @ 20% Trade Discount.
- 3 Returned goods to Sameer worth ₹ 2,000 (Gross).
- 6 Sold goods to Rajesh worth ₹ 60,000 @ 5% Trade Discount

- 8 Rajesh returned goods worth ₹ 1,000 (Gross).
- 11 Received an order for the supply of goods for ₹ 5,000 from Chetan.
- 18 Invoiced goods to Prashant ₹ 15,000.
- 21 Purchased furniture worth ₹ 12,000 from ABC & Co. on credit.
- 24 Prashant returned goods to us ₹ 500.
- 28 Purchased goods from Bharat & Co. worth ₹ 25,000 at 10% Trade Discount and 5% Cash Discount.
- 31 Cash sales of ₹ 18,000.

8. Answer the following (any *two*) : [5×2=10]
- (i) Rules of Accounting with examples.
- (ii) Trade Discount and Cash Discount.
- (iii) Explain Revenue Expenditure, Capital Expenditure and Deferred Revenue Expenditures.

Total No. of Questions—5]

[Total No. of Printed Pages—2

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[5371]-41

BHMCT (Fourth Semester) EXAMINATION, 2018

401 : FOOD PRODUCTION—IV

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

N.B. :— Attempt any *four* questions from the following :

1. Define the following : [10]
 - (i) Offals
 - (ii) Tripe
 - (iii) Giblet
 - (iv) Truffle
 - (v) Blind Baking
 - (vi) Docking
 - (vii) Mille feuille
 - (viii) Crackling
 - (ix) Green meat
 - (x) Escalope.

2. (a) Draw a neat labelled diagram of the various cuts of pork. [5]
(b) List and explain any *five* types of cookies. [5]

P.T.O.

3. (a) Classify Icings and give suitable examples. [4]
(b) Explain any 6 cuts of fish. [6]
4. (a) List the selection criteria for the following : [4]
(i) Duck
(ii) Shell fish.
(b) List and explain the various processing methods followed in preparation of convenience food. [6]
5. (a) Write a recipe and method to prepare Danish Pastry using 1 kg of flour. [5]
(b) List the various cuts of poultry and a dish made from the same. [5]

Total No. of Questions—6]

[Total No. of Printed Pages—2

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[5371]-42

B.H.M.C.T. (Fourth Semester) EXAMINATION, 2018

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 **10 marks each.**

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

- (1) Grappa
- (2) Six Shooter
- (3) Feni
- (4) Mezcal
- (5) Jigger
- (6) Calvados
- (7) VSOP
- (8) Ouzo
- (9) Dunder
- (10) Feint
- (11) Pina
- (12) Distillation.

2. (A) Define distillation and explain distillation process by pot still method with neat diagram. [8]

(B) Give *four* brands of Gin. [2]

P.T.O.

3. (A) Give in detail manufacturing process of Tequila. [6]
(B) List down the rules of making cocktail. [4]
4. Differentiate between the following (any *two*) : [10]
(1) Scotch Whisky and Irish Whisky
(2) Cognac and Armagnac
(3) Patent Still and Pot Still.
5. (A) Name two examples of classic cocktails for the following spirits (any *five*) : [5]
(1) Gin
(2) Brandy
(3) Champagne
(4) Whisky
(5) Beer
(6) Tequilla
(B) Define Liqueurs. Explain any *two* methods of making Liqueurs. [5]
6. (A) List various steps involved in whisky making process. [3]
(B) Name *two* brands of Brandy. [1]
(C) Name *four* International Brands of Whisky. [2]
(D) Name any *two* brands of Tequilla. [1]
(E) Name any *two* Coffee base Liqueurs. [1]
(F) Name *four* International Brands of Dark Rum. [2]

Total No. of Questions—6]

[Total No. of Printed Pages—2

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[5371]-43

B.H.M.C.T. (IV Semester) EXAMINATION, 2018

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 various elements of Interior Design. [5]
(b) Explain the procedure for redecoration. [5]

2. (a) What is a budget ? Discuss its importance. [5]
(b) Draw the formats of : [5]
(i) Purchase order
(ii) Snag List

3. (a) Explain the procedure for identification and selection of supplier for H.K. department. [5]
(b) Write the short notes on (any *two*) : [5]
(i) ROL
(ii) Cost per occupied room
(iii) Bin card.

P.T.O.

Section II

4. (a) Define Night Audit. Explain the night audit process. [5]
(b) Discuss the role of F.O. in maximising the room occupancy. [5]
5. (a) Explain Hubbart formula for establishing room rate. [5]
(b) Write the short notes on (any *two*) : [5]
(i) Upselling
(ii) High balance report
(iii) Overbooking
6. (a) Define Forecasting. Give the data required for forecasting room availability. [5]
(b) Explain the following terms : [5]
(i) Floor limit
(ii) Stay over
(iii) City Ledger
(iv) Downselling
(v) Late charges.

Total No. of Questions—4]

[Total No. of Printed Pages—2

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[5371]-44

B.H.M.C.T. (Fourth Semester) EXAMINATION, 2018

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.

SECTION I

1. Answer any *two* of the following : [20]

(a) Describe central AC system with diagram in hotel.

(b) Give importance of maintenance department. State duties and responsibilities of maintenance engineer in hotel.

(c) Explain and define contract maintenance, classification, advantages and disadvantages.

2. Answer any *three* of the following : [15]

(a) What are the factors which will affect comfort of human being ?

P.T.O.

- (b) What are the sources and control methods for water pollution in hotel ?
- (c) Write any *five* refrigerants with their chemical formulas.
- (d) Write note on Biogas and LPG.
- (e) Define the term :
 - (i) DBT & WBT
 - (ii) Relative humidity.

SECTION II

3. Solve any *two* of the following : [20]
- (a) Explain with diagram purification of water by lime soda process.
 - (b) Write any *ten* energy saving tips in hotel.
 - (c) Calculate electricity bill for the month of Feb., 18 having the following load :

(i) 60 W bulb	4 Nos.	6 hrs./day
(ii) 1.5 kW heater	2 Nos.	2 hrs./day
(iii) 750 W LCD	3 Nos.	2.5 hrs./day
(iv) 15 W pointer	2 Nos.	15 min./day

Cost of electricity of Rs. 15 per unit.
4. Solve any *three* of the following : [15]
- (a) Explain safety of parking and guest in hotel.
 - (b) Draw diagram of carbondioxide fire extinguisher with working.
 - (c) Describe any *one* earthing method used in electricity.
 - (d) Give disadvantages of hard water to hotel industry.
 - (e) Explain upfeed water distribution system in hotel.

Total No. of Questions—8]

[Total No. of Printed Pages—2

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[5371]-45

B.H.M.C.T. (IV Semester) EXAMINATION, 2018

405 : PRINCIPLES OF MANAGEMENT

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

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

1. Write short notes on the following (any *four*) : [20]
 - (a) A typical day schedule of a manager in hotel
 - (b) Modern day Management theory
 - (c) Barriers to communication
 - (d) Types of decisions.
 - (e) Span of control
 - (f) Authority in the organization.
2. Explain the various steps in planning process. [10]
3. Describe Henry Fayol's management theory. [10]
4. Define decision-making. Explain the step by step process of decision making. [10]

P.T.O.

5. Describe the various principles of organizing. [10]
6. Explain MC Gregor's theory X and Y. [10]
7. Explain the various types of communication. [10]
8. State the various characteristics of a good leader. [10]

Total No. of Questions—8]

[Total No. of Printed Pages—4

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[5371]-46

B.H.M.C.T. (Fourth Semester) EXAMINATION, 2018
406 : HOTEL ACCOUNTANCY
(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.

Q1. The Authorised Share Capital of Hilton Hotel Ltd. Pune. 5,000 Equity Shares of ₹ 100 each. Following is the Trial Balance as on 31st March 2016. [20]

TRIAL BALANCE AS ON 31ST MARCH 2016

Dr.			Cr.
PARTICULARS	₹	PARTICULARS	₹
Stock as on 01.04.2015	2,25,000	Share Capital	3,50,000
Purchases	7,35,000	[3,500 Equity Shares of ₹ 100	
Wages	90,000	each fully paid]	
Carriage Inwards	2,850	Sales	10,20,000
Furniture and Fixtures	51,000	Profit and Loss Appropriation	
Salaries	22,500	Account	50,000
Rent	12,000	Discount	9,000
Sundry Expenses	21,150	Creditors	32,600
Debtors	82,500	Purchases Return	30,000
Plant and Machinery	87,000	General Reserve	2,00,000
Cash at Bank	1,38,600	9% Debentures	5,00,000
Glass, China & Cutlery	50,000		
Bills Receivables	15,000		
Carriage Outwards	6,000		
Goodwill	2,00,000		
Kitchen Equipments	75,000		
Land and Buildings	3,50,000		
Debenture Interest	22,500		
Printing and Stationery	1,500		
Insurance	4,000		
	21,91,600		21,91,600

P.T.O.

Additional Information :

- 1) Stock on 31st March 2016 was valued at ₹ 2,90,000.
- 2) Depreciation on the following Assets were charged : -
Plant and Machinery @ 15% p.a.
Furniture and Fixture @ 10% p. a.
Kitchen Equipments @ 5% p.a.
Glass, China and Cutlery revalue at ₹ 45,000.
- 3) Outstanding Salaries ₹ 10,000 and Wages ₹ 2,000.
- 4) Make a Provision for Tax @ 25% of the Net Profits.
- 5) Directors proposed the following :
 - i) Directors proposed 10% Dividend to Equity Shareholders.
 - ii) Transfer ₹ 25,000 to General Reserve.

Prepare Trading Account, Profit and Loss Account, Profit and Loss Appropriation Account for the year ended 31st March 2016 and Balance Sheet as per Schedule VI of the Companies Act 1956, as on 31st March 2016.

Q2. Write Short Notes (Any Two)

[5 x 2] = [10]

- a) Interim Dividend
- b) Types of Debentures
- c) Preference Shares

Q.3. Mr. And Mrs. Khan arrived and Occupied Room No. 303 on EP at the Rate ₹ 7,000 in Hotel Blue Diamond on 24th May 2016 At 10:30 A. M. They checked out on 27th May 2016 at 5:30 P. M. Their charges and credit items are given below. You are required to prepare Guest Weekly Bill for presentation: **[10]**

24th May: Charged Items:-

Tea, Breakfast, Laundry ₹ 160, Telephone ₹ 80, Lunch, coffee, snacks ₹ 450, Dinner was served with two guests.

25th May: Charged Items:-

2 cups Tea, 1 cup coffee, Breakfast, cigarettes ₹ 75, Magazines ₹ 250, Local Tour ₹ 1,200, coffee 2 cups, Dinner, Deposited ₹ 25,000.

26th May: Charged Items: -

Coffee, 1 Cup Tea, Breakfast, Newspaper ₹ 30, Medicine ₹ 110, Lunch, coffee, soft drinks ₹ 70, Dinner.

27th May: Charged Items: -

Tea, Breakfast, Lunch for one person only, Railway Tickets ₹ 2,040, coffee 1 cup only, cigarettes ₹ 75, Magazines ₹ 150.

HOTEL TARIFF:

Tea @ ₹ 45 per Cup.

Coffee @ ₹ 70 per Cup.

Breakfast @ ₹ 175 per person.

Lunch @ ₹ 350 per person.

Dinner @ ₹ 400 per person.

Service charge on apartment and food items @ 10 %

Check out time is 12:00 noon.

Q. 4.

- a) What role does Profit and Loss Appropriation Account play in Company Final Accounts.[5]
b) With the help of Format, explain Visitors Paid out Voucher. [5]

Q. 5. a) The Following data relates of ' Honey' a Gift Shop in Hotel Pearl. [5]

Particulars	₹
Revenue	2,96,940
Cost of merchandise Sold	1,88,700
Employee Benefits	30,840
Operating Supplies	23,250
Salaries and Wages	26,850
Uniforms	6,270
Allowance	1,750
others	2,100

b) Draw the specimen formats of (Any Two)

[2 x 2½] = [5]

- i) Allowance Voucher
ii) Schedule of Telecommunication
iii) Cost of Sales

Q. 6.

(a) Define Company and state its characteristics. [5]

(b) Why are discounts given by Hotels? State the different type of discounts. [5]

Q. 7. From the following prepare a consolidated income statement in accordance with Uniform System of Hotel Accounting. [10]

A] Revenue : Rooms ₹ 18,40,000 , Food ₹ 13,85,000 , Bar ₹ 10,56,000.

B] Payroll Expenses: Rooms ₹ 1, 80,000, Food ₹ 1, 58,500 , Bar ₹ 1,25,000.

C] Other Expenses: Room ₹ 42,500, Food ₹ 35,600, Bar ₹ 38,400.

D] Cost of Sales: Room ₹ NIL, Food ₹ 3, 10,500, Bar ₹ 3,96,000.

E] Undistributed Operating Expenses:

Administration ₹ 55,000, Repairs ₹ 26,250, Advertising ₹ 78,500, Data Processing ₹ 15,000.

F] Fixed Expenses: Rent, Rates, Taxes and Insurance ₹ 15,000, Depreciation ₹ 22,500

G] Income Tax: 25% of Net Profit before Tax.

Q. 8. Answer the following (Any Two) [5 x 2] = [10]

(a) Advantages and Disadvantages of VAT.

(b) Types of Working Capital

(c) Define Budget. State the advantages of budget.

Total No. of Questions—5]

[Total No. of Printed Pages—2

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[5371]-61

B.H.M.C.T. (Sixth Semester) EXAMINATION, 2018

601 : ADVANCED FOOD PRODUCTION

(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 (any *ten*) :

[10]

- (a) Bean Curd
- (b) Cilantro
- (c) Aioli
- (d) Paella
- (e) Barbecue
- (f) Hummus
- (g) Quesadillas
- (h) Baklava
- (i) Forcemeat
- (j) Hot Dog
- (k) Chaud-Froid
- (l) Dressing
- (m) Pullman
- (n) Wraps.

P.T.O.

2. (a) Plan a five course South American Menu (in English) with a narration of each dish. [5]
- (b) List any *six* points considered while preparing sandwiches. [3]
- (c) Differentiate between Galantine and Ballotine. [2]
3. (a) Briefly explain the role of kitchen stewarding department in a hotel (10 points). [5]
- (b) Explain any *five* methods of Garbage Disposal. [5]
4. (a) Write down the ingredients used, Dressing and country of origin for the following salads (any *four*) : [4]
- (i) Ceasar Salad
- (ii) Gado-Gado Salad
- (iii) Nicoise Salad
- (iv) Waldorf Salad
- (v) Tabouleh
- (vi) Kimchee.
- (b) Explain the influence of culture on Mexican cuisine. [4]
- (c) List four salient features of Nouelle cuisine. [2]
5. Write short notes on the following (any *four*) : [10]
- (a) Duties and Responsibilities of Larder Chef
- (b) Haute Cuisine
- (c) Italian cuisine
- (d) Principles of salad making
- (e) Parts of sandwiches
- (f) Importance of Garbage bin.

Total No. of Questions—6]

[Total No. of Printed Pages—2

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[5371]-62

B.H.M.C.T. (Sixth Semester) EXAMINATION, 2018
602 : ADVANCED FOOD AND BEVERAGE SERVICE
(2008 PATTERN)

Time : 2 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) Define In Room Dining. Explain any *two* formats used In Room Dining. [5]
(B) With the help of a flowchart, explain the Banquet Administrative Procedure. [5]
2. (A) Explain the various principles which need to be followed while laying Buffets. [5]
(B) Draw and label a Hambé Trolley. [5]
3. (A) Explain any *two* formats used in the Banquets Department. [5]
(B) Explain the following types of Bars (any *two*) : [5]
 - (i) Lounge Bar
 - (ii) Pubs
 - (iii) Saloon Bars

P.T.O.

4. (A) List and explain the following types of Buffets : [5]
(i) Finger Buffet
(ii) Sitdown Buffet.
- (B) Explain the service procedure of (any *two*) : [5]
(i) Steak Diane
(ii) Crêpe Suzette
(iii) Consommé aux.
5. (A) Explain the following : [5]
(i) Off Premise Catering
(ii) Sea Catering.
- (B) Explain the following : [5]
(i) Six Shooter
(ii) Zester
(iii) Bar Optics
(iv) Stacker Trolley
(v) Cloche.
6. (A) List and explain any *two* fuels used in Gueridon Service. [4]
(B) With the help of a diagram, explain the various parts of a Bar. [6]

Total No. of Questions—6]

[Total No. of Printed Pages—2

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[5371]-63

B.H.M.C.T. (VI Semester) EXAMINATION, 2018

**603 : PERSONALITY DEVELOPMENT AND
BUSINESS COMMUNICATION**

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

1. What is Personality ? What are determinants of Personality ? [10]

2. (a) Define (any *five*) : [5]

(i) Inspiration

(ii) Negative attitude

(iii) Empathy

(iv) Conflict

(v) Self-esteem

(vi) Minutes

(b) What are the various steps to build a positive attitude. [5]

3. (a) What do you think are the expectations of the recruiter from the candidate ? [5]

(b) What are the points to be considered while conducting a meeting ? [5]

P.T.O.

4. Differentiate between (any *four*) : [10]
- (i) Internal and External Motivation
 - (ii) Pride and Ego
 - (iii) High Self Esteem and Low Self Esteem
 - (iv) Positive Body Language and Negative Body Language
 - (v) Self Interest and Selfishness
5. What is stress management ? Explain the various techniques to overcome stress. [10]
6. Write a report on any *one* sports event held in your city. [Assume suitable data]. [10]

Total No. of Questions—8]

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[5371]-64

B.H.M.C.T. (Sixth Semester) EXAMINATION, 2018

604 : HOSPITALITY MARKETING—I

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Q. No. 1 is compulsory.

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

1. Write short notes on any *four* : [20]
 - (a) Core Concepts of Marketing
 - (b) Product Differentiation
 - (c) Franchising
 - (d) Benefits of Market Segmentation
 - (e) Principles of Personal Selling
 - (f) Personal factors affecting consumer behaviour.
2. Define Marketing. What are the 4P's of marketing ? [10]
3. Define Segmentation. Explain Demographic Segmentation Approach. [10]
4. What are the pricing methods adopted for hotels ? (Any *five* methods.) [10]

P.T.O.

5. Draw and explain the various stages of Product Life Cycle. [10]
6. What is Advertising ? What are the 5M's of Advertising ? [10]
7. Explain the role of intermediaries in distribution of hospitality products. [10]
8. Write about the Social and Political Environment affecting the business. [10]

Total No. of Questions—8]

[Total No. of Printed Pages—2

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[5371]-65

B.H.M.C.T. (VI Semester) EXAMINATION, 2018

605 : HUMAN RESOURCE MANAGEMENT

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

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

1. Write short notes on (any *four*) : [20]
 - (a) Need for HRM in the service industry
 - (b) Causes of indiscipline
 - (c) Fringe benefits
 - (d) Importance of induction.
 - (e) Causes of Labour Turnover
 - (f) Difference between training and development.
2. Discuss various sources and modes of recruitment. [10]
3. Write a detailed note on 'Job Description' and Job Specification.[10]
4. Discuss any *four* methods of training in brief. [10]
5. What is job evaluation ? What is its objective ? What is the process of job evaluation (Enlist Steps). [10]

P.T.O.

6. Discuss the factors influencing workers participation in management. [10]
7. What are various causes of grievances ? Explain in brief. [10]
8. What is the concept of trade union ? What are objectives and functions of trade union ? [10]

Total No. of Questions—10]

[Total No. of Printed Pages—2

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[5371]-66

B.H.M.C.T (Sixth Semester) EXAMINATION, 2018

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) Domestic Tourism

(ii) Tour

(iii) Eco Tourism

(iv) Tourism

(v) FHRAI

(vi) Travel Agent

(vii) V.F.R.

(viii) Visitor

(ix) Guide

(x) Escort

(xi) WTO

(xii) ITDC.

P.T.O.

2. Define Escorts. Explain any *four* role and 4 functions of Escorts. [10]
3. Define Passport. Explain differenet types of Passport. [10]
4. Plan an Itinerary of 4 days 3 nights for Goa. Explain the costing. [10]
5. Write down the primary and secondary cosntituents of Tourism Industry. [10]
6. Write down the role and functions of the following : [10]
 - (a) ITDC
 - (b) PATA
 - (c) DOT
 - (d) IATO.
7. Describe five main and five supplementary types of Accommodation available in tourism industry. [10]
8. Explain the role of transport in development of tourism Industry. [10]
9. Explain economical impact of Tourism Industry. [10]
10. Explain the role and function of travel agent. [10]

Total No. of Questions—8]

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[5371]-71

BHMCT (VII Sem.) EXAMINATION, 2018

701-A : SPECIALIZATION IN FOOD PRODUCTION MGT—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 ordinary terms (any *ten*) : [10]

(i) Dimsum

(ii) Green Bacon

(iii) Mezze

(iv) Salt Petre

(v) Bleaching agents

(vi) Buffalo chopper

(vii) Pale Maison

(viii) Brinometer

(ix) Supreme

(x) Quenelle

(xi) Paysanne

(xii) Larding

P.T.O.

2. (a) List and explain in brief about any *five* hot and *five* cold appetizer. [5]
- (b) Define Chand Froid and explain any *three* types of Chand Froid. [5]
3. (a) Explain the cuts of poultry with the help of neat diagram and explain suitable cooking methods. [5]
- (b) Explain the Food Additives Humectants and Anticaking agents with suitable examples. [5]
4. (a) Write a detailed note on Marinade and Cures. [5]
- (b) Classify fish with a neat chart with *two* examples of each. [5]
5. (a) Describe step by step method of making galantine. [5]
- (b) Define Samsage. Explain different types of Samsage. [5]
6. (a) Explain any *five* methods of Garbage disposal. [5]
- (b) While planning a kitchen layout explain the importance of placement of equipments. [5]
7. (a) Define Food Preservatives ? Explain class I and class II preservatives with *two* examples of each. [5]

- (b) Write a note on modern developments in kitchen equipments manufacturing. [5]
8. (a) Explain the process of making monsse and monsseline in detail. [5]
- (b) Explain the precaution to be taken while preparing and storage of appetizers. [5]

Total No. of Questions—8]

[Total No. of Printed Pages—2

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[5371]-72

BHMCT (VII Sem.) EXAMINATION, 2018
701-(B) : SPECIALIZATION IN F & B SERVICES
AND MANAGEMENT
(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) Solve any *five* out of other seven questions.

1. Explain the terms : [10]

- (a) Jambalaya
- (b) Tapas
- (c) Teppanyaki
- (d) Gazpacho
- (e) Bouillabaise
- (f) VSOP
- (g) Petite Malonite
- (h) Orgeat
- (i) Rusty nail
- (j) Harvey's wall banger.

2. List and explain the design considerations which need to be followed by a designer of a speciality restaurant with reference to : [12]

- (a) Furniture
- (b) Colour and interior decor.

P.T.O.

3. Define MICE. How are meetings planned and organised in hotels. [12]
4. (a) As a Manager of Speciality Restaurant plan a duty rota for 50 covers Restaurant. [6]
(b) Explain the parts of Bar with the help of diagram. [6]
5. (a) Explain the following yardsticks of performance measures. [6]
(i) Sales Mix
(ii) Seat turn over ratio.
(b) Draw and explain 2 records maintained in Restaurant. [6]
6. (a) List and explain any *three* types of menu merchandising tools. 6
(b) Explain the role of sales and marketing department for an event management. [6]
7. (a) Plan a Spanish Menu with suitable wines. [6]
(b) Plan a German Menu with suitable wines. [6]
8. Explain the following : [12]
(a) FLR 3
(b) Suggestive selling
(c) IBT
(d) BFP
(e) APC
(f) Upselling.

Total No. of Questions—7]

[Total No. of Printed Pages—2

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[5371]-73

BHMCT (VII Sem.) EXAMINATION, 2018

**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) Characteristics of wooden flooring.
- (ii) Importance of having trained staff in Rooms Division.
- (iii) Role of accessories in enhancing guest room ambience.
- (iv) Types of Lobbies.
2. (a) How are stiff window treatments classified ? Explain with examples. [6]
- (b) “The Sales and Marketing Department of a hotel brings in the maximum revenue”. Justify this statement, explaining the role and importance of this department. [6]
3. (a) State any *four* functions of wall coverings. Identify any *four* types of wall coverings. [6]
- (b) What is MICE ? What all things should be considered while planning for MICE ? [6]

P.T.O.

4. (a) Explain the following terms : [6]
- (i) Rugs
 - (ii) Analogous colour scheme
 - (iii) Mercerizing
 - (iv) Wash factor
 - (v) Simulation training
 - (vi) CVGR
- (b) With a neat labelled diagram, explain the layout of a double room. Identify the furniture. [6]
5. (a) Write notes on the following : [6]
- (i) Type of lighting to be planned for guest corridors.
 - (ii) Psychological impact of colours used in hotel interiors.
- (b) List any *three* functions of the linen room and state the points to be kept in mind while planning the linen room [6]
6. (a) Explain the following methods of cleaning carpets : [6]
- (i) Hot water extraction
 - (ii) Dry powdering.
- (b) Design a brochure for a business hotel. [6]
7. (a) What are the characteristics of linen fabric ? List *three* uses of this fabric in hotels. [6]
- (b) What is the procedure for handling mail for in house guests ? [6]

Total No. of Questions—8]

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[5371]-74

B.H.M.C.T. (Semester-VII) EXAMINATION, 2018

702 : ORGANIZATIONAL BEHAVIOUR

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Q. No. 1 is compulsory.

(ii) Solve any 5 questions from the remaining questions.

1. Write short notes on (any *four*) : [20]
 - (a) Social perception
 - (b) Functions of attitude
 - (c) Motivation
 - (d) Decentralization
 - (e) Importance of OB
 - (f) Employee privacy issue.
2. Define the term Personality. Explain the personality traits of a GM of a Five Star Hotel. [10]
3. Define organization culture and its characteristics. [10]
4. Explain the principles and process of learning. [10]
5. Explain group and its formation. Also discuss on group decision making process. [10]

P.T.O.

6. Explain the causes and effect of stress on individual. [10]
7. Explain Maslow's theory of motivation. [10]
8. State the reasons for conflict in an organization. Also state any *three* strategies to overcome conflict. [10]

Total No. of Questions—5]

[Total No. of Printed Pages—2

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[5371]-75

BHMCT (Seventh Semester) EXAMINATION, 2018

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 the remaining.

1. Write short notes on any *two* : [10]
 - (a) Rights of a seller
 - (b) Strike
 - (c) Indemnity
 - (d) Occupational disease.

2. (a) With reference to the Industrial Disputes Act, define the following : Industry, Manufacturing process, Retrenchment, Lay-off. [10]
(b) Name and explain any *five* licences and permits required to start a restaurant. [10]

3. (a) Write a note on State and National Commission, under the Consumer Protection Act. [10]
(b) Explain the essentials of a valid sale. [10]

P.T.O.

4. (a) Define 'contract' under the Indian Contract Act. Explain valid, void and voidable contracts. [10]
- (b) What are the duties and powers of a food inspector. [10]
5. (a) As a hotelism, explain the steps you will take to prevent water pollution being caused by your hotel. [10]
- (b) What are the health and safety provisions under the Factory Act. [10]

Total No. of Questions—8]

[Total No. of Printed Pages—2

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[5371]-76

B.H.M.C.T. (VII Semester) EXAMINATION, 2018

704 : HOSPITALITY MARKETING—II

(2008 PATTERN)

Time : 3 Hours

Maximum Marks : 70

***N.B.* :— (i) Q. No. 1 is compulsory and attempt any *five* of the remaining.**

(ii) All questions carry equal marks.

- 1. Write short notes on :** [4×5=20]
- (a) Exterial facilities**
 - (b) Importance of customer satisfaction**
 - (c) Relationship marketing**
 - (d) Duties of marketing manager**
 - (e) Service trial.**

Or

- 2. Explain various management strategies adopted for service business.** [10]
- 3. Explain *five* gap model of service quality.** [10]
- 4. Explain any *two* forms of marketing organisation.** [10]
- 5. What are the measures taken for enhancing productivity.** [10]

P.T.O.

6. (A) What is the role of employees in marketing. [10]
(B) Explain the methods of training (any *two*).
7. (A) What is blue printing ? [10]
(B) What are the benefits of service quality.
8. Differentiate between goods and services and list *four* characteristics of services. [10]

Total No. of Questions—8]

[Total No. of Printed Pages—2

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[5371]-77

B.H.M.C.T. (Seventh Semester) EXAMINATION, 2018

705 : ENVIRONMENTAL MANAGEMENT

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

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

1. Write short notes on (any *four*) : [20]
 - (1) Improving water quality
 - (2) Types of Hazardous material
 - (3) Eco bricks
 - (4) Sources of external air pollution
 - (5) Objective of Green building

2. Give general guidelines to be observed for energy conservation in a hotel (Guestroom and Public areas). [10]

3. What is Waste Management ? State any *eight* reasons to manage waste with the help of a pyramid. [10]

4. What is Ecotel ? Explain the *five* globes in detail. [10]

P.T.O.

5. What is Noise pollution ? List down the steps taken to tackle noise pollution in kitchen and laundry. [10]
6. As on environmental friendly hotel, how will you contribute towards community service as a Manager. [10]
7. If you are a Purchase Manager, what principles will you follow while purchasing inventories ? [10]
8. As on Executive Homekeeper, how will you control indoor air pollution in your hotel ? [10]

Total No. of Questions—8]

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[5371]-81

B.H.M.C.T (Eighth Semester) EXAMINATION, 2018
801-A : SPECIALIZATION IN FOOD PRODUCTION
MANAGEMENT-II
(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

- N.B. :—** (i) Questions no. 1 is compulsory.
(ii) Attempt any *six* from remaining questions.
(iii) *All* questions carry equal marks.
(iv) Draw neat diagrams wherever necessary.

- 1. Explain the following culinary terms (any *ten*) :** [10]
- (i) Beannaise
 - (ii) Croquembouche
 - (iii) Zakuski
 - (iv) Wasabi
 - (v) Yakitori
 - (vi) Arborio
 - (vii) Tamale

P.T.O.

- (viii) Borscht
 - (ix) Babaganoush
 - (x) Frittata
 - (xi) Fajitas
 - (xii) Bunuelos.
2. (a) Explain the concept of sensory and organoleptic evaluation with the help of a table of parameters for product fried chicken. [5]
- (b) Explain different types of budgets prepared in hotels in current times. [5]
3. (a) Describe any *five* records maintained in the kitchen for efficient functioning. [5]
- (b) Explain specification buying prepare the standard purchase specification for Tomato and Chicken. [5]
4. (a) Write any *ten* desirable attributes required for developing good food production team. [5]
- (b) Enlist different types of chocolate. State the precautions to be taken while handling chocolate. [5]

5. (a) Explain the following Indian desserts (any *ten*) : [5]
- (i) Imarti
 - (ii) Chum-Chum
 - (iii) Payesh
 - (iv) Sondesh
 - (v) Rajbhog
 - (vi) Mohanthal
 - (vii) Aravana payasam
 - (viii) Petha
 - (ix) Gajak
 - (x) Dodol
 - (xi) Lavang Latika
 - (xii) Churma.
- (b) Define Filling and Topping. Explain the process of tempering chocolate. [5]
6. (a) Explain Task Analysis. Explain its importance. [5]
- (b) Explain the importance of kitchen personal liasoning with guests. [5]
7. (a) Describe the importance of production quality and quantity control. [5]
- (b) Briefly explain the various pricing consideration of a product. [5]

8. Write a short notes on (any *four*) :

[10]

- (a) Food Trials
- (b) Menu Engineering
- (c) Buying Knowledge
- (d) Conduction of meeting
- (e) Time and Motion study.

Total No. of Questions—9]

[Total No. of Printed Pages—2

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[5371]-82

B.H.M.C.T. (Eighth Semester) EXAMINATION, 2018

801-B : SPECIALIZATION FOOD AND BEVERAGE

SERVICE AND MANAGEMENT—II

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) *All* questions carry equal marks.

1. Explain with examples the four approaches to quality management. [10]
2. Explain the following : [10]
 - (a) Budgetary control
 - (b) Pricing based on cost
 - (c) Differential profit margin
 - (d) Types of budgets.
3. Explain five factors with examples which help in enhancing the meal experience of customers. [10]
4. Write short notes on any *two* : [10]
 - (a) Managing quality in F and B operation
 - (b) Basic stages in preparation of budgets
 - (c) Production planning and scheduling.

P.T.O.

5. (a) Explain the performance measures considered while renewing the catering contract in industrial catering. [5]
- (b) Explain pricing based on market. [5]
6. With help of matrix explain menu engineering and also state the importance of menu engineering for Food and Beverage Manager. [10]
7. (a) Explain the latest trends in eating out. [5]
- (b) Define franchising. State the advantages to Franchises. [5]
8. (a) Explain the catering policy for industrial catering. [5]
- (b) Explain the control and performance measure followed by fast food outlet. [5]
9. Compare the following between fast food outlet and speciality restaurant : [10]
- (a) Financial Policy
- (b) Staffing
- (c) Food production styles
- (d) Marketing.

Total No. of Questions—7]

[Total No. of Printed Pages—2

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[5371]-83

BHMCT (Eighth Semester) EXAMINATION, 2018
801-C : SPECIALISATION IN ACCOMMODATION
MANAGEMENT—II
(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) Question No. 2 to Q. No. 7 carry equal marks.

(iii) Answer any *five* questions from Q. No. 2 to Q. No. 7.

1. Write short notes on (any *two*) : [10]
- (i) Recycling of Materials
 - (ii) Yield Management
 - (iii) Functions of Reservation Module in PMS
 - (iv) Effective use of equipments in housekeeping.
2. (a) State the procedure of developing staffing guide for a hotel. [6]
- (b) Explain the concept of Time and Motion study. Explain any *one* method of time and motion study. [6]
3. (a) Write a standard operating procedure for Turn down service in the hotel. [6]

P.T.O.

- (b) Explain the step by step process of selection of employees in front office department of a hotel. [6]
4. (a) Define Budget. Explain cost per room concept. [6]
(b) Explain the legal aspects of scheduling work in the hotel. [6]
5. (a) Draw the following reports : [6]
(i) Guest History Card
(ii) Sales mix report.
(b) What are the main factors to be considered while forecasting rooms in hotel ? [6]
6. (a) State the eco-friendly practices adopted in the guest rooms of a hotel. [6]
(b) Explain the disciplinary action or procedure followed for employees in an organisation. [6]
7. (a) Explain the various ways of motivating employees in your department as a team leader. [6]
(b) Explain the various modes of Recruitment in an Organisation. [6]

Total No. of Questions—10]

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[5371]-84

B.H.M.C.T. (VIII Semester) EXAMINATION, 2018

803 : TOTAL QUALITY MANAGEMENT

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) *All* questions carry equal marks.

1. List and explain core concepts of Total Quality Management. [10]
2. (A) Discuss the role of communication in TQM. [5]
(B) 'Cost of Quality' is an important concept. Explain. [5]
3. Write short notes on :
(A) Investors in people [5]
(B) Quality circle. [5]
4. Explain in detail the International Quality Standard HACCP or QMS—
ISO 9001 : 2000. [10]
5. Explain the '5-S' Philosophy in TQM. [10]
6. (A) Describe 'Quality Plans'. [5]
(B) Explain 'Group Orientation' as a core value of Japanese Management
in TQM. [5]

P.T.O.

7. (A) Discuss the thoughts of Quality Guru Crosby. [5]
(B) What is the importance of 'Vision and Mission' in leadership TQM ? [5]
8. Explain the methods of measuring and managing customer satisfaction in Hospitality Industry. [10]
9. Write short notes on :
(A) Business process Re-engineering [5]
(B) Commitment in TQM. [5]
10. Write in detail about 'Water Management' and 'Waste Management' in green service quality. [10]

Total No. of Questions—7]

[Total No. of Printed Pages—2

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[5371]-85

B.H.M.C.T. (VIII Semester) EXAMINATION, 2018

804 : MANAGERIAL ECONOMICS

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) Answer any *five* questions from Question Nos. 2 to 7.

1. Write short notes on the following (any *four*) : [20]
 - (a) The Law of Equi-Marginal Utility
 - (b) Production Function
 - (c) Determinants of Demand
 - (d) Three phases of return to scale
 - (e) Types of utility
 - (f) Functions of Managerial Economist

2. Explain the concept of price elasticity of demand and its various types. [10]

3. What do you mean by elasticity of supply ? What are the factors effecting elasticity of supply. [10]

P.T.O.

4. Discuss the concept of Market in economics. Explain briefly different types of Market. [10]
5. Define Managerial Economics. Explain any *four* features of Macro and Micro Economics each. [10]
6. Describe Law of Demand. [10]
7. Explain the following terms : [10]
 - (a) Demand schedule
 - (b) Cross Elasticity
 - (c) Firm and Industry
 - (d) Scarcity definition of Economics
 - (e) Increase of supply.

Total No. of Questions—9]

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[5371]-86

B.H.M.C.T. (Eighth Semester) EXAMINATION, 2018

805 : ENTREPRENEURSHIP DEVELOPMENT

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Answer any *seven* from the following.

(ii) *All* questions carry equal marks.

1. Name *two* Young Indian male entrepreneurs with their enterprise. Also state any *eight* qualities of a successful entrepreneur. [10]
2. Write short notes on any *two* : [10]
 - (a) Primary Information Gathering Techniques
 - (b) Principles of market survey
 - (c) Internal sources of finance
 - (d) Importance of control for an Entrepreneur.
3. With help of flowchart describe the entrepreneurial process. [10]
4. Explain SWOT analysis. Also state its importance for an entrepreneur for his enterprise. [10]
5. (a) State *five* points of difference between Entrepreneur and Manager. [5]

P.T.O.

- (b) Explain the importance of Preliminary Project Report for an entrepreneur. [5]
6. Explain the importance of Budgeting and Accounting for an Entrepreneur. [10]
7. (a) Define an Entrepreneur. Explain the benefits of entrepreneurship for the economy. [5]
(b) Explain any *five* problems faced by women entrepreneurs. [5]
8. Explain the *ten* contents of Project Report. [10]
9. How would you as an entrepreneur mobilize the following resources ? [10]
(a) Finance
(b) Inventory.