

Total No. of Questions—5]

[Total No. of Printed Pages—3

Seat No.	
-------------	--

[4776]-101

B.H.M.C.T. (First Semester) EXAMINATION, 2015

101 : FOOD PRODUCTION-I

(2008 PATTERN)

Time : 2 Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

(iii) Neat diagrams must be drawn wherever necessary.

1. (a) Explain the following terms (any *six*) : [6]

(i) Zarda

(ii) Quabarga

(iii) Rista

(iv) Wark

(v) Dum

(vi) Phirnee

(vii) Khoa

(viii) Baghar.

P.T.O.

- (b) Give Hindi equivalents for the following (any *four*) : [2]
- (i) Celery
 - (ii) Beetroot
 - (iii) Sago
 - (iv) Cluster beans
 - (v) Mustard leaves
 - (vi) Plantain.
- (c) Name *two* Indian dry spices and *two* continental herbs. [2]
2. (a) Give colour pigments present in the following vegetables : [2]
- (i) Broccoli
 - (ii) Beetroot
 - (iii) Cauliflower
 - (iv) Carrot.
- (b) Enlist the aims and objective of cooking food. [2]
- (c) Classify vegetables with suitable examples. [4]
- (d) Name *two* Bi-products of wheat and *two* Bi-products of Rice. [2]

3. (a) Differentiate between Herbs and Spices. [2]
- (b) Draw and label the various parts of Chef's knife and give *two* precautions while using knife. [4]
- (c) Draw an organisation structure of a Classical Kitchen Brigade. [4]
4. (a) Importance of Chef uniform in Kitchen. [2]
- (b) Draw a neat labelled diagram of wheat structure. [2]
- (c) *Four* responsibilities of Larder Chef. [2]
- (d) What is Hydrogenation of Fat ? Enlist *four* functions of fat. [4]
5. (a) Write *two* artificial sweetners. [2]
- (b) Explain the composition of egg and *two* functions of egg. [4]
- (c) Name *two* stone fruits and *two* tropical fruits. [2]
- (d) Name any *four* Milk Bi-products. [2]

Total No. of Questions—6]

[Total No. of Printed Pages—2

Seat No.	
-------------	--

[4776]-102

B.H.M.C.T. (First Semester) EXAMINATION, 2015

102 : FOOD AND BEVERAGE SERVICE-I

(2008 PATTERN)

Time : 2 Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

1. (a) Classify the catering establishment with *two* examples of each. [6]
- (b) Explain *four* important attributes of F&B personnel. [4]
2. (a) Differentiate between the following : [6]
 - (i) *Mise-en-place* and *Mis-en-scene*
 - (ii) *American service* and *Silver service*.
- (b) Explain Interdepartment relation of F&B service with house-keeping and stores. [4]
3. (i) Explain any *two* cleaning methods of Silver-ware. [4]
- (ii) State the capacity of the following glass-wares : [2]
 - (a) High ball
 - (b) Tom Collins
 - (c) Juice glass
 - (d) Water goblet.
- (iii) List **2** specialised equipments and uses in F&B. [2]
- (iv) List **2** linen used in restaurant with sizes. [2]

P.T.O.

4. (a) Give the job descriptions of the following (any *three*) : [6]
- (i) Reception head waiter
 - (ii) Station waiter
 - (iii) Debarrasseur
 - (iv) Trancheur
 - (v) Sommelier.
- (b) Explain the role of Side Board. [4]
5. (a) Explain the following (any **6**) : [6]
- (i) Buffet
 - (ii) Gueridon Service
 - (iii) Room Service
 - (iv) Cafeteria
 - (v) Kiosks
 - (vi) Food court
 - (vii) Takeway
 - (viii) Vending.
- (b) What are the various methods of Table Service ? Explain shortly. [4]
6. (a) Explain the following F&B service outlets in hotel (any *three*) : [6]
- (i) Night clubs
 - (ii) Room service
 - (iii) Bar
 - (iv) Coffee shop.
- (b) What is 'Hotplate' ? List any *three* duties and responsibilities of 'Aboyeur'. [4]

Total No. of Questions—6]

[Total No. of Printed Pages—2

Seat No.	
-------------	--

[4776]-103

B.H.M.C.T. (First Semester) EXAMINATION, 2015

103 : HOUSE-KEEPING OPERATIONS-I

(2008 PATTERN)

Time : 2 Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

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

- (i) Briefing
- (ii) Floor Pantry
- (iii) Maid's Cart
- (iv) Cabana
- (v) Bath Linen
- (vi) Crib bed
- (vii) PND
- (viii) Linen
- (ix) Grand Master Key
- (x) W.C.
- (xi) Twin Room
- (xii) Dutch Wife.

P.T.O.

2. (a) How does House-keeping co-ordinate with the following : [5]
(i) Front office
(ii) Security.
(b) What are functions of House-keeping Department in a hotel ? [5]
3. (a) Draw a layout of House-keeping Department in a hotel. Describe briefly each section. [5]
(b) Explain the attributes required for House-keeping staff. [5]
4. Write short notes on (any *two*) : [10]
(a) Duties of G.R.A.
(b) Selection criteria for cleaning equipment
(c) Key control.
5. (a) List down the various supplies and amenities kept in the following areas : [6]
(i) Vanity counter
(ii) Writing table
(iii) Wardrobe.
(b) What points to be consider while storing cleaning agents ? [4]
6. (a) Explain any *five* types of guest rooms. [5]
(b) Classify the cleaning equipment with one example of each. [5]

Total No. of Questions—6]

[Total No. of Printed Pages—2

Seat No.	
-------------	--

[4776]-104

B.H.M.C.T. (First Semester) EXAMINATION, 2015

104 : FRONT OFFICE OPERATION-I

(2008 PATTERN)

Time : 2 Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

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

- (i) CRS
- (ii) Cabana
- (iii) Royankan
- (iv) Demi Pension
- (v) Crib Rate
- (vi) Information Rack
- (vii) Shennon Slip
- (viii) Adjoining Room
- (ix) CVGR
- (x) Hospitality Room
- (xi) Black List
- (xii) No Show.

P.T.O.

2. (a) Draw a neat organisation chart of a medium sized hotel. [5]
(b) Write the duties and responsibilities of Concierge. [5]
3. (a) Draw and write the importance of guest cycle. [5]
(b) List at least 10 equipments used in Front Office Department. [5]
4. Write short notes on (any *two*) : [10]
 - (i) Paging of guest
 - (ii) Meal plans
 - (iii) Procedure of reservation cancellation.
5. (a) Draw formats for the following (any *two*) : [5]
 - (i) Key Register
 - (ii) Booking Diary
 - (iii) Advance letting chart.
(b) Explain left luggage procedure. [5]
6. (a) Write the rules to be followed by front office staff. [5]
(b) Explain co-ordination of front office with food and beverage. [5]

Total No. of Questions—7]

[Total No. of Printed Pages—4

Seat No.	
-------------	--

[4776]-105

BHMCT (First Semester) EXAMINATION, 2015
105 : CATERING SCIENCE-I
(2008 PATTERN)

Time : 3 Hours

Maximum Marks : 70

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

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

(iii) Draw diagram wherever necessary.

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

(i) Sanitation

(ii) Food Adulteration

(iii) Smoking Point

(iv) Evaporation

(v) Osmosis

(vi) Melting Point.

2. (a) Match the following contents from column A with the contents from column B : [5]

'A'

'B'

(i) Tapeworm

(A) Class II preservative

(ii) Reproduction process
of Yeast

(B) 4°C to 7°C

(iii) Cooking of Dhokla

(C) Intestinal parasite

(iv) Sodium benzoate

(D) Budding

(v) Ideal refrigeration

(E) Boiling under pressure

temperature for

(F) Binary fission

vegetables and fruits

(G) 15°C to 21°C

P.T.O.

- (b) Answer the following (any *five*) : [10]
- (i) Explain any *two* natural toxins present in food.
 - (ii) Give any *two* differences between food poisoning and food infection.
 - (iii) Why is chef cap necessary for a food handler ?
 - (iv) Convert 100°C into Fahrenheit scale.
 - (v) Why are Additives added to food ?
 - (vi) Give any *two* applications of pH in food industry.
3. (a) Explain any *two* factors affecting growth of microorganisms in food. Explain the importance of Hygiene and Sanitation in catering industry. [5]
- (b) Explain the concept of Danger Zone in catering industry. [5]
- (c) Why is personal hygiene necessary ? Explain the importance of rest, recreation and exercise for a food handler in catering industry. [5]
4. (a) Explain 'Botulism Food Poisoning' on the basis of the following headings :
- (1) Name of the responsible microorganism [1]
 - (2) Any *two* foods involved [2]
 - (3) Any *two* preventive measures. [2]
- (b) Define cross contamination. Give any *three* ways to prevent it [5]
- (c) Give any *two* control measures for cockroaches, *two* control measures for house flies and *one* control measure for rodents. [5]

5. (a) Mention any *five* uses of microorganisms with their names in food industry. [5]
- (b) Mention any *two* spoilage indicators for the following food-stuffs : [5]
- (i) Canned food
 - (ii) Fish
 - (iii) Rice grains
 - (iv) Leafy vegetables
 - (v) Milk.
- (c) Explain the concept of HACCP in Catering Industry. [5]

Or

Explain any *five* ways to control the microbial growth in food.

6. (a) Mention the Common Food Adulterant and the test to detect them in the following foodstuffs : [10]
- (i) Turmeric
 - (ii) Semolina
 - (iii) Tea
 - (iv) Sugar
 - (v) Ghee.
- (b) Give any *two* examples of desirable browning and any *three* ways to prevent undesirable browning in foods. [5]

7. (a) Explain any *five* non-bacterial metal poisoning in food. [5]
- (b) Why is protective display of food necessary ? Give any *three* ways to display food protectively. [5]
- (c) What is the role of food standards in India ? Explain any *two* food standards. [5]

Or

Give any *three* general guidelines for storage of all kinds of foodstuffs. List any *two* requirements needed to store food in freezer storage area.

Total No. of Questions—8]

[Total No. of Printed Pages—2

Seat No.	
-------------	--

[4776]-106

BHMCT (First Semester) EXAMINATION, 2015

106 : COMMUNICATION FUNDAMENTALS-I

(2008 PATTERN)

Time : 3 Hours

Maximum Marks : 70

N.B. :— (i) Question Nos. 1 and 5 are compulsory.

(ii) Answer any *two* questions from the remaining three in each Section.

(iii) Figures to the right indicate full marks.

(iv) Assume suitable data wherever necessary.

SECTION I

1. (a) What is communication ? Explain the basic elements of communication. [10]
- (b) Write a notice informing all employees of the hotel about the New Year's celebration to be held in hotel. [5]
2. What is Listening ? What guidelines should be followed to develop good listening skills ? [10]
3. Write a formal report about any visit/or event after joining BHMCT. [10]
4. What is body language ? Explain any *two* positive body languages. [5+5=10]

P.T.O.

SECTION II

5. (a) Write a letter applying for the post of Food and Beverage Associate at Hotel Mariotts. [5+5=10]
- (b) Draft a suitable resume. [5]
6. Write a letter complaining to the food supplier about the poor quality of vegetables supplied. [5+5=10]
7. What is Communication Barrier ? Enlist and explain any *two* Barriers. [10]
8. Give any **5** (*five*) differences between written and oral communication. [10]

Total No. of Questions—5]

[Total No. of Printed Pages—2

Seat No.	
-------------	--

[4776]-201

BHMCT (Second Semester) EXAMINATION, 2015

201 : FOOD PRODUCTION-II

(2008 PATTERN)

Time : 2 Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

1. (a) Write down *two* advantages and *two* disadvantages of electricity as a fuel. [2]
- (b) Describe the factors that affect the textures in food. [4]
- (c) Give the precautions and rectification in making of mayonnaise. [4]
2. (a) List *four* advantages of microwave cooking ? [2]
- (b) State the composition and use of the following masalas : [4]
 - (i) Chaat Masala
 - (ii) Garam Masala.
- (c) Explain the thick soups with examples. [4]
3. (a) Differentiate between Aspic and Glaze. [2]
- (b) Discuss the various dry methods of cooking. [4]
- (c) State the basic rules for Boiling. [4]

P.T.O.

4. (a) Write short notes on : [5]
- (i) Types of frying medium
 - (ii) Deep frying.
- (b) Give the recipe for 500 gm of Hollandaise sauce. List any *four* derivatives of Hollandaise sauce. [5]
5. Explain the following culinary terms (any *ten*) : [10]
- (i) Green gravy
 - (ii) Firm and Close
 - (iii) Gumbo
 - (iv) Bouquet Garni
 - (v) Fond de Cuisine
 - (vi) Magnetron
 - (vii) Steamer
 - (viii) Conduction
 - (ix) Poaching temperature
 - (x) Minestrone
 - (xi) Consommé
 - (xii) White gravy.

Total No. of Questions—6]

[Total No. of Printed Pages—3

Seat No.	
-------------	--

[4776]-202

B.H.M.C.T. (Second Semester) EXAMINATION, 2015

202 : FOOD AND BEVERAGE SERVICE-II

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) Neat diagrams must be drawn wherever necessary.

(iii) Answer any *four* questions.

(iv) Figures to the right indicate full marks.

1. Write short notes on (any *ten*) : [10]

(a) Continental Breakfast

(b) Brunch

(c) Supper

(d) Wines

(e) Sake

(f) Tisanes

(g) Cappuccino

(h) Mocktail

(i) Cider

(j) Suivant

(k) Entrémet.

P.T.O.

2. (a) Differentiate between the following : [6]
(i) Table d' hôte and A'la carte
(ii) Ale and Lager
(b) List points to be considered while planning menu. [4]
3. (a) Explain Triplicate checking system with the help of flow chart. [8]
(b) Name any *four* International brands of Mineral water. [2]
4. (a) Classify Alcoholic Beverage giving *one* example of each. [4]
(b) Draw and explain the format of the following checks : [6]
(i) Retour and Enplace
(ii) Supplement
(iii) Suivant.
5. (a) Explain any *three* major ingredients used in making of Beer. [3]
(b) Plan full English Breakfast Menu. [4]
(c) Characteristics of Good Coffee. [3]
6. Name the following (any *ten*) : [10]
(1) 2 Breakfast Rolls
(2) 2 Egg Preparations
(3) 2 Types of Sausages;
(4) 2 Canned Jucies
(5) 2 Types of Tea

- (6) 2 Types of Preserve
- (7) 2 Types of Cheese
- (8) B.O.T.
- (9) 2 examples of entrée
- (10) 2 examples of lithiated water
- (11) 2 examples of squashes
- (12) 2 examples of Alkaline water.

Total No. of Questions—6]

[Total No. of Printed Pages—2

Seat No.	
-------------	--

[4776]-203

B.H.M.C.T. (Second Semester) EXAMINATION, 2015

203 : HOUSEKEEPING OPERATIONS-II

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) Answer any *four* out of six questions.

1. (A) Write short notes on (any *two*) : [5]
 - (1) Spring cleaning
 - (2) Second service
 - (3) Supervision.
- (B) Explain the daily cleaning procedure for a departure room. [5]
2. (A) Write down the procedure of lost and found for Guest articles. [5]
- (B) Explain weekly cleaning procedure for the following areas (any *two*) : [5]
 - (1) Lobby
 - (2) Restaurant
 - (3) Staircase.
3. (A) Enlist and explain records maintained at control desk. [5]
- (B) Enlist dirty dozen. [5]
4. (A) Draw a neat layout of linen room. [5]
- (B) Explain the daily cleaning procedure for under repair rooms. [5]

P.T.O.

5. (A) Write down selection and classification of Bath linen. [5]
(B) Write down the function of control desk. [5]
6. Explain the terms (any *five*) : [10]
- (1) Par stock
 - (2) Napery
 - (3) Warp
 - (4) Baby sitting register
 - (5) Duvet
 - (6) Special cleaning
 - (7) Monogramming.

Total No. of Questions—6]

[Total No. of Printed Pages—2

Seat No.	
-------------	--

[4776]-204

B.H.M.C.T. (Second Semester) EXAMINATION, 2015

204 : FRONT OFFICE OPERATIONS-II

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

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

(iii) *All* questions carry equal marks.

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

- (1) Overstay
- (2) Late checkout
- (3) CIP
- (4) Penthouse
- (5) No-shows
- (6) Skipper
- (7) Blacklist
- (8) FHRAI
- (9) Rooming list
- (10) Paging
- (11) Travellers cheque
- (12) V.I.S.A.

P.T.O.

2. (A) Explain the step by step procedure for VIP arrival. [5]
(B) Explain rooming a guest. [5]
3. Draw and explain the following (any *two*) : [10]
(1) C-Form
(2) Express Checkout
(3) Guest Registration Card
4. (A) Explain the functions of a Travel Agent. [5]
(B) Write down the activities performed at Bell Desk. [5]
5. (A) What are the pre-arrival activities for Group Check-in ? [5]
(B) Give any *five* methods of Payment used in Hotels. [5]
6. (A) Explain any *five* types of Passport. [5]
(B) Give the procedure for room change. [5]

Total No. of Questions—7]

[Total No. of Printed Pages—4

Seat No.	
---------------------	--

[4776]-205

B.H.M.C.T. (Second Semester) EXAMINATION, 2015

205 : CATERING SCIENCE-II

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

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

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

- (1) Malnutrition
- (2) Edible Portion of Food
- (3) Health
- (4) Vitamin
- (5) Empty Calories
- (6) Nutrients.

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

Column A

Column B

- | | |
|------------------------|----------------------------|
| (1) Deficiency of iron | (1) Vitamin C rich sources |
| (2) Vitamin K | (2) Vitamin D deficiency |
| (3) French fries | (3) Anaemia |

P.T.O.

- | | |
|---------------------------------|---------------------------------|
| (4) Oedema | (4) 9 kcal |
| (5) Composition of carbohydrate | (5) Anticoagulant |
| (6) Rickets | (6) Amino acids |
| (7) Eggs | (7) Junk food |
| (8) 1 gm of fat provides | (8) Carbon, Hydrogen,
Oxygen |
| (9) Citrus foods | (9) Excess of water |
| (10) Building blocks of protein | (10) Good quality of protein |
| | (11) Kwashiorkor |

(B) A medium plate of veg. biryani provides 50 gm of carbohydrate, 20 gm of proteins, 12 gm of fats. Calculate total energy provided by a medium plate of veg. biryani. [5]

3. (A) Explain supplementary value of protein with any *one* suitable example. [5]

(B) Define rancidity of oil. Explain any *three* preventive measures to prevent rancidity of oil. [5]

(C) State any *two* importance, 1 limitation of sodium chloride along with any *four* good food sources of sodium chloride. [5]

4. (A) Explain any *two* functions of carbohydrate along with any *three* effects of heat on carbohydrate. [5]

(B) List any *two* good food sources of plant proteins; along with all the essential amino acids required for adults. [5]

Or

State the importance of fibre in the diet. Mention any *four* good food sources of dietary fibre.

- (C) Discuss 'Vitamin A' on the basis of :
- (i) Its scientific name [1]
 - (ii) Any *two* good food sources [2]
 - (iii) Any *two* functions. [2]
5. (A) Write a note on cholesterol. Enlist any *four* good food sources of cholesterol. [5]

Or

Discuss 'Calcium' on the basis of :

- (i) Any *two* functions; [2]
 - (ii) Any *two* good food sources [2]
 - (iii) Name of the deficiency disorder; [1]
- (B) State the importance of avoiding junk food in the diet. [5]
- (C) Mention any *four* good food sources of water. Explain data balance in human body. [5]
6. (A) State any *three* ill-effects of excess consumption of fats in the diet. Enlist any *two* examples of hydrogenated fats. [5]

Or

Classify protein with suitable examples.

- (B) Define balanced diet. Plan a balanced lunch menu for a college going girl who prefer non-vegetarian food. [5]
- (C) Explain basic *five* food groups with suitable examples. [5]

7. (A) State any *two* foods to be included and any *two* foods to be avoided for the following disorders : [10]
- (i) Diabetes Mellitus
 - (ii) Fevers and infection
 - (iii) Diarrhoea
 - (iv) Heart related disease
 - (v) Jaundice.
- (B) Explain any *five* ways of preserving nutrients while cooking food. [5]

Total No. of Questions—4]

[Total No. of Printed Pages—4

Seat No.	
-------------	--

[4776]-206

B.H.M.C.T. (Second Semester) EXAMINATION, 2015

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 are to be written in French unless otherwise specified.*

1. (A) *Conjugez les verbes au présent et réécrivez les phrases : [5]*
(Conjugate the verbes in the present tense and rewrite the complete sentences) :

(1)(commencer)—nous le repas.

(commençons; comencez, comment)

(2) Ils (aimer) le vin rosé.

(aimes; aiment; aimons)

(3) Tu (ne pas pouvoir) stationner ici.

(ne peux pas; ne pas peux; ne pouvez pas)

(4) (Attendre) un peu.

(Attends; Attendent; Attendu)

(5) Je (préférer) des plats épicés.

(préfère; prefers; me préfère)

P.T.O.

- (B) Ecrivez la date en Français (any *one*) : [1]
(Write the date in French)
(1) Friday 13/7/2010
(2) Monday 28/8/2001
- (C) Quelle heure est il ? (any *one*) : [1]
(1) 7 : 35 am
(2) 6 : 40 pm
- (D) Mettez la bonne mesure (any *two*) : [1]
[Put in the *correct* measure in French]
(1) Une de vin rouge.
(bouteille; verre; kilo)
(2) Un de crème fraîche.
(kilo, tasse; filet)
(3) Un de sucre vanille.
(sachet; boîte; pincée)
(4) Un de tissu.
(grappe; rondelle; rouleau)
- (E) Ecrivez les nombres en lettres (any *four*) : [2]
(Write the numbers in words in French)
(1) 16
(2) 21^e
(3) 96
(4) 59^e
(5) 100

2. (A) Répresentez la brigade de restaurant par un organigramme : [5]
(Represent the restaurant brigade with the help of a flow chart.)

(B) Mariez les colonnes et réécrivez les paires. [5]

(Match the following and rewrite the *correct* pair) :

A

B

(1) Au revoir

(1) That's nice of you

(2) Très bien, merci

(2) All the best

(3) De rien

(3) You are welcome

(4) Bonne chance!

(4) Very well, Thank you

(5) C'est gentil

(5) Good bye

3. (A) Nommez le chef (any *two*) : [2]

(Name the chef in French) :

(1) S'occupe de la gestion générale de la cuisine

(2) S'occupe des potages, soupes.

(3) Prépare les sauces.

(B) Donnez les équivalents en Français (any *four*) : [4]

(Give equivalents in French) :

(1) Raddish

(2) Cherry

(3) Crab

(4) Veau

(5) Buttermilk

- (C) Donnez les équivalents en Anglais. (any *four*) : [4]
- (1) Piment
 - (2) Navet
 - (3) Marron
 - (4) Boeuf
 - (5) Grenade
4. (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) Expliquez les terms en anglais (any *five*) : [5]
- (1) Du Jour
 - (2) Ratatouille
 - (3) Zeste
 - (4) Degustation
 - (5) Concassé
 - (6) Au gratin

Total No. of Questions—5]

[Total No. of Printed Pages—3

Seat No.	
-------------	--

[4776]-301

B.H.M.C.T. (Third Semester) EXAMINATION, 2015

301 : FOOD PRODUCTION-III

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) Each question carries equal marks.

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

- (a) Shortening
- (b) Proofing
- (c) DUM
- (d) Angel food cake
- (e) Sandesh
- (f) Over spring
- (g) Invert sugar
- (h) Balchao
- (i) Emulsion
- (j) Gatte
- (k) Yakhani
- (l) Korma.

2. (A) Plan a festival menu with narration for the following state (any *two*) : [6]

- (1) Kashmir

P.T.O.

- (2) Awadhi
- (3) Goan.
- (B) Briefly explain any *four* physical and chemical changes occurred during baking. [4]
3. (A) Write down any *two* functions of the following in bakery : [4]
- (1) Milk
- (2) Yeast
- (3) Corn Syrup
- (4) Butter
- (B) State any *six* points considered while planning school menu. [3]
- (C) Write down the factors that affect the eating habits of Rajasthani cooking with geographical location . [3]
4. (A) Explain the following methods of bread making (any *two*) : [4]
- (1) No-time dough method
- (2) Salt delayed method
- (3) Ferment and dough method.
- (B) Describe the concept of Recipe balancing in cake making with examples. [4]
- (C) List any *four* principles of baking. [2]
5. (A) Answer the following (any **6**) : [6]
- (1) Name *two* rice preparation from Gujarat.
- (2) Name *two* meat preparation from Maharashtra.
- (3) What do you mean by Baker's Percentage ?

- (4) List *two* bread diseases.
- (5) State *two* bread preparation from Rajasthan.
- (6) State *four* staple ingredients used in Punjabi cooking.
- (7) Name *two* equipments used in Hyderabadi cooking.
- (8) List *two* bread improver.

(B) Give reason (any *four*) : [4]

- (1) Bread crust too hard
- (2) Cake burst at top
- (3) Poor volume of bread
- (4) Soggyness in cake
- (5) Dense cake texture.

Total No. of Questions—6]

[Total No. of Printed Pages—3

Seat No.	
-------------	--

[4776]-302

B.H.M.C.T. (Third Semester) EXAMINATION, 2015
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. (A) With the help of a neat flowchart, explain manufacturing of Red Wine. [6]
- (B) Explain the following varieties of TOBACCO : [4]
 - (i) Latakia
 - (ii) Perique
 - (iii) Chewing tobacco
 - (iv) Pipe tobacco
2. (A) Define sherry. Draw the solera system and explain it in brief. [5]
- (B) Enlist *five* wine producing regions of France and give one wine name from each. [5]
3. (A) Suggest suitable wine for the following preparations : [5]
 - (i) Caramel custard
 - (ii) Roast Turkey
 - (iii) Smoked Salmon
 - (iv) Poulet saute chasseur
 - (v) Maccaroni A'La Italiene

P.T.O.

- (B) Explain the following aperities : [5]
- (i) Campari
 - (ii) Lillet
 - (iii) Pernod
 - (iv) Dubonnet
 - (v) Byrrh
4. (A) Explain the following wine laws : [5]
- (i) IGT
 - (ii) VDQS
 - (iii) AOC
 - (iv) DOCG
 - (v) QBA
- (B) Explain the following vine diseases : [5]
- (i) Hail
 - (ii) Odium Tukori
 - (iii) Grape Phylloxera
 - (iv) Mildew
 - (v) Grey Rot
5. (A) Write important principles of storing wine. [4]
- (B) Name one wine producing region and one wine each from the following countries : [4]
- (i) South Africa
 - (ii) India
 - (iii) Australia
 - (iv) USA
- (C) Give *two* international brand names each of cigarette and cigar. [2]

6. Explain the following terms :

[10]

- (i) Viticulture
- (ii) Fortified wine
- (iii) Chaptalization
- (iv) Estufagen
- (v) LDE
- (vi) CC
- (vii) BOB
- (viii) Aperitif
- (ix) Vinhovfrde
- (x) Humidor

Total No. of Questions—6]

[Total No. of Printed Pages—2

Seat No.	
-------------	--

[4776]-303

B.H.M.C.T. (Third Semester) EXAMINATION, 2015

303 : ACCOMMODATION OPERATIONS-I

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

N.B. :— (i) Answer any *four* questions selecting *two* from each Section.

(ii) *All* questions carry equal marks.

Section I

1. (A) Answer the following terms (any *five*) : [5]
- (1) Contract cleaning
 - (2) Floor pantry
 - (3) Wet rot
 - (4) Discard
 - (5) OPL
 - (6) Weft
- (B) Explain how the pricing of contract is done. [5]
2. (A) Give classification of pests. What are the preventive measures of pests ? [5]
- (B) Write short notes on : [5]
- (1) First aid
 - (2) Characteristics of silk fibres
3. (A) Draw and explain flow chart of the guest laundry. [5]
- (B) Explain how the conditioning of flowers is done. [5]

P.T.O.

Section II

4. (A) Write the following terms (any *five*) : [5]
- (1) ARR
 - (2) Folio
 - (3) Credit Limit
 - (4) GRE
 - (5) BTC
 - (6) GHC
- (B) Give the formula for : [5]
- (1) Double occupancy %
 - (2) Rev Par
 - (3) No show %
 - (4) Foreign occupancy %
 - (5) Cancellation %
5. (A) List various vouchers used in Hotels and explain any *two*. [5]
- (B) Write short notes on (any *two*) : [5]
- (1) Discrepancy Report
 - (2) Guest Folio
 - (3) Role of GRE.
6. (A) Enlist and explain types of complaints. [5]
- (B) Differentiate between non-automated and fully automated record keeping system. [5]

Total No. of Questions—5]

[Total No. of Printed Pages—2

Seat No.	
-------------	--

[4776]-304

B.H.M.C.T. (Third Semester) EXAMINATION, 2015

304 : COMPUTER FUNDAMENTAL

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

1. (A) Explain the following MS-DOS commands with example : [3]
 - (i) MD
 - (ii) Vol
 - (iii) DIR
- (B) Give the importance of Mail Merge in MS-WORD. [2]
- (C) Give the steps for slide transition in MS-PowerPoint. [2]
- (D) Give any *three* advantages of MS-Access. [3]
2. (A) Give menu command for the following in MS-Word : [3]
 - (i) Cut
 - (ii) Change case
 - (iii) Find Vs. Replace
- (B) Explain different types of chart in MS-Excel. [3]
- (C) Explain the following PowerPoint feature : [1+1=2]
Slide layout, slide timing.
- (D) Explain the term primary key in MS-Access. [2]

P.T.O.

3. (A) What is computer ? List and explain any *four* features of computer system. [1+4=5]
- (B) Explain the following functions in MS-Excel : [3]
- (i) SUM
- (ii) AVG
- (iii) Count
- (C) Explain concept of B to C in E-commerce. [2]
4. (A) Define the term Wallpaper, File, My Document used in Windows. [3]
- (B) What is E-mail ? List and explain advantages and disadvantages of E-mail. [1+2+2=5]
- (C) Explain Data and Record in DBMS. [1+1=2]
5. Write short notes on : [2×5=10]
- (a) Hardware
- (b) Cell Reference in MS-Excel
- (c) Insert Menu in MS-Word
- (d) Upload Vs. Download
- (e) Query in MS-Access.

Total No. of Questions—9]

[Total No. of Printed Pages—3

Seat No.	
-------------	--

[4776]-305

B.H.M.C.T. (Third Semester) EXAMINATION, 2015

305 : FOOD AND BEVERAGE CONTROL

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) *All* questions carry equal marks.

(iii) Draw diagram wherever necessary.

1. (A) Define Budget. Write the objectives of budget. [4]
(B) List and explain the cost dynamics with suitable examples. [6]
2. (A) Define cost. Explain the elements of costs. [4]
(B) Explain the following : [6]
 - (1) Sales Budget
 - (2) Labour Cost Budget
 - (3) Budgeted Profit and Loss A/c
3. (A) Explain the planning phase of F and B control. [4]
(B) Define Food and Beverage control. What are the obstacles faced by control system ? [6]
4. (A) Write the duties of the purchasing manager. [4]
(B) Write short notes on (any *two*) : [6]
 - (1) Standard Purchase Specification
 - (2) Blind Receiving
 - (3) Standard Portion sizes for food.

P.T.O.

5. (A) Draw the formats of the following (any *two*) : [4]
- (1) Purchase order
 - (2) Meat tag
 - (3) Goods Received Book
 - (4) Stores requisition note
- (B) List the purchasing methods used for food purchases. Explain any *two* in detail. [6]
6. (A) Explain the following with related to beverage (any *two*) : [4]
- (1) Standard Portion Sizes
 - (2) Standard Recipe
 - (3) Standard yield
- (B) Explain any *three* stock records maintained in stores. [6]
7. (A) Write any *four* pricing methods used for issuing non-perishable commodities. [4]
- (B) What is volume forecasting ? Write the objectives of it. [6]
8. (A) Explain the methods of menu pricing for the following : [6]
- (1) A la carte menu
 - (2) Table d' hote menu.
- (B) Explain any *two* methods of control from the following : [4]
- (1) Daily food cost report
 - (2) Bar cost system
 - (3) Ounce system
 - (4) Weekly/monthly food cost report.

9. Explain the following (any *five*) :

[10]

- (1) En Pention
- (2) Breakages and Ullages
- (3) Breakeven analysis
- (4) ABC analysis
- (5) Credit Note
- (6) P/V Ratio
- (7) Margin of Safety.

Total No. of Questions—8]

[Total No. of Printed Pages—7

Seat No.	
---------------------	--

[4776]-306

B.H.M.C.T. (Third Semester) EXAMINATION, 2015

306 : BASIC ACCOUNTING

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) Use of simple calculator is allowed.

(iii) Figures to the right indicate full marks.

1. From the following Trial Balance of Deshpande Traders, you are required to prepare Trading A/c, Profit & Loss A/c for the year ending 31st March, 2014 and a Balance Sheet as on that date after considering the adjustments : [20]

Trial Balance as on 31st March, 2014

Debit Balances	₹	Credit Balances	₹
Drawings	2,500	Capital	55,000
Purchases	56,000	Sales	1,15,380
Furniture	8,000	Purchase returns	800

P.T.O.

Sales returns	4,000	Bills payable	1,900
Building	65,000	Commission received	1,250
Opening stock	8,200	Sundry creditors	12,810
Sundry expenses	800		
Rent, rates & taxes	1,250		
Wages & salaries	10,250		
Carriage inwards	550		
Bills receivables	1,600		
Bad debts	200		
Travelling expenses	800		
Sundry debtors	10,800		
Insurance	300		
Postage	150		
Motor-car expenses	560		
Cash in hand	880		
Carriage outwards	300		
Motor-car	15,000		
	1,87,140		1,87,140

Adjustments :

- (1) Stock on 31st March, 2014 was valued at ₹ 12,250, while its market value was ₹ 14,000.
- (2) Outstanding wages are ₹ 250.
- (3) Depreciate motor car by 10% p.a. and Furniture @ 5% p.a.

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

- (a) Objectives of accounting
- (b) Classification of accounts
- (c) Contra entry.

3. Miss Kanta started business on 1st December, 2013 by investing cash ₹ 40,000, Land & Building ₹ 5,00,000 and Machinery ₹ 1,20,000. 10

Her transactions for the month of December are as follows :

- Dec. 1 : Borrowed ₹ 50,000 from friend Shanta.
- " 3 : Opened a current account with Canara Bank by depositing cash ₹ 10,000.
- " 5 : Purchased goods of ₹ 22,000 @ 10% Trade discount from Mrs. Wilson.
- " 10 : Purchased furniture of ₹ 8,000 by cheque.
- " 15 : Ms. Mamta asked us to dispatch goods of ₹ 12,000.
- " 22 : Mamta paid ₹ 5,000 as advance.
- " 25 : Goods were dispatched to Mamta as per request dated 15th December.
- " 31 : Mamta settled her account @ 2% Cash discount.

Prepare Journal for December, 2013.

4. (A) Fill in the blanks : [5]

(i) Book-keeping is an of recording transactions in a systematic manner.

(ii) Excess of assets over liabilities represents

(iii) Loan account is a account.

(iv) Goods distributed as free samples are debited to account.

(v) Research and development cost is expenditure.

(B) State whether the following accounts are real, personal or nominal : [5]

(i) Interest

(ii) Bank of Baroda

(iii) Investment

(iv) Bank charges

(v) Loose tools

(vi) Income tax

(vii) Patents

(viii) Loss by fire

(ix) Outstanding wages

(x) Prepaid insurance.

5. (A) Prepare a trial balance of Hemangi Enterprises from the following balances extracted on 31st March, 2014 : [5]

Particulars	₹	Particulars	₹
Goodwill	80,000	Depreciation	5,000
Bills payable	8,250	Capital	4,75,750
Prepaid tax	3,500	Building	2,00,000
Debtors	12,850	Creditors	8,500
Plant	1,25,000	Bills receivables	4,950
Loss on sale	5,500	Outstanding rent	2,250
Opening stock	11,950	Drawings	1,000
Purchases	45,000		

- (B) Tejpratap & Sons give you the following transactions for the month of May, 2014 : [5]

- 1 : Placed an order with Ramnik Bros. for goods worth ₹ 14,850 @ 5% trade discount.
- 3 : Ramnik Bros. dispatched goods as per our order dated 1st May.
- 7 : Sold goods of ₹ 8,500 @ 10% Trade discount to Ramlal Enterprises.
- 12 : Returned goods of ₹ 1,500 (gross) to Ramnik Bros.
- 23 : Purchased goods of ₹ 6,200 from Bharat & Sons.

6. (A) What is Ledger ? What is meant by 'Balancing of Ledger Accounts' ? [5]

(B) State the reasons for preparing a Bank Reconciliation Statement. [5]

7. Enter the following transactions in a Columnar Petty Cash on imprest system of Rupali Co. : [10]

2014		₹
March 1	: Received from the main cashier	1500.00
" 1	: Paid postal expenses	150.00
" 2	: Paid printing bill	200.00
" 3	: Paid Manager's Taxi fare	250.00
" 5	: Purchased 20 revenue stamps @ ₹ 1 each	
" 15	: Paid for carriage	55.00
" 27	: Paid tip to sweeper	25.00
" 28	: Purchased stationery	350.00
" 29	: Paid bus fare of clerk	45.00
" 31	: Purchased a plastic tray	175.00

8. Answer the following questions (any *two*) : [10]

(i) With the help of specimen format, explain the different types of cheques.

(ii) With suitable examples, explain the different types of discounts.

(iii) Explain the convention of disclosure and concept of conservatism.

Total No. of Questions—4]

[Total No. of Printed Pages—3

Seat No.	
-------------	--

[4776]-401

B.H.M.C.T. (Fourth Semester) EXAMINATION, 2015

401 : FOOD PRODUCTION—IV

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

1. Solve any *two* of the following : [10]

(a) Explain the factors affecting quality of meat.

(b) What points would you consider while selecting fish ?

(c) List and explain any *five* types of cookies.

2. Solve any *two* of the following : [10]

(a) Draw a neat labelled diagram of lamb and list down the approximate weight and suitable cooking method for each cut.

P.T.O.

- (b) While handling poultry, what precautions should one follow for :
- (i) Thawing
 - (ii) Storing.
- (c) Discuss pastry in a tabular form under the following details :
- (i) ratio
 - (ii) method
 - (iii) baking temperature
 - (iv) products prepared.

3. Solve any *two* of the following : [10]

- (a) Give any *five* advantages and disadvantages each of convenience food.
- (b) Draw and explain any *five* cuts of fish.
- (c) Enlist any *five* functions of icing.

4. Solve any *two* of the following : [10]

- (a) Explain the do's and don'ts one should follow while preparing pastries.
- (b) Give the recipe for fondant Icing (1 ltr.).

(c) Explain the following terms (any *five*) :

(i) Blind fold

(ii) Oven spring

(iii) AFD

(iv) Tartare steak

(v) Chateaubriand

(vi) Eclairs

(vii) Royal Icing.

Total No. of Questions—6]

[Total No. of Printed Pages—2

Seat No.	
-------------	--

[4776]-402

BHMCT (Fourth Semester) EXAMINATION, 2015
402 : FOOD AND BEVERAGE SERVICE-IV
(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

1. (a) Define Liqueurs. Explain Liqueurs and name any *four* Generic Liqueurs. [5]
(b) List any *ten* rules to be observed while mixing cocktails. [5]
2. (a) Differentiate between the following (any *two*) : [6]
(i) Scotch whisky and Irish whisky
(ii) Cognac and Armagnac
(iii) White Rum and Dark Rum.
(b) List any *eight* major equipments used in Cocktail Bar. [4]
3. Explain the following (any *ten*) : [10]
 - (1) Aquavit
 - (2) Grappa
 - (3) Absinthe
 - (4) Ouzo
 - (5) Feni
 - (6) Sake
 - (7) Mezcal
 - (8) Dunder
 - (9) Proof
 - (10) Arrack
 - (11) Toddy
 - (12) Cobblers
 - (13) Egg Nog
 - (14) Schnapps.

P.T.O.

4. List down the following (any *five*) : 5×2=10
- (a) *Two* orange flavour liqueurs
 - (b) *Two* Cocktail making methods
 - (c) *Two* Canadian Whisky
 - (d) *Two* Mocktails names
 - (e) Name *two* cocktails glasses
 - (f) *Two* Vodka Based Cocktails
 - (g) *Two* Brand names of Tequila.
5. (a) With the help of neat diagram, explain the process of patent still method in detail. [7]
- (b) List *three* methods of preparing liqueurs. [3]
6. (a) Explain in short making of Dark Rum and name *four* Brands of International Rum. [5]
- (b) Briefly explain *three* styles of Gin. [3]
- (c) Explain the following : [2]
- (i) VSOP
 - (ii) XO.

Total No. of Questions—6]

[Total No. of Printed Pages—2

Seat No.	
-------------	--

[4776]-403

BHMCT (Fourth Semester) EXAMINATION, 2015

403 : ACCOMMODATION OPERATION-II

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) Assume suitable data wherever necessary.

(iii) *All* questions carry equal marks.

SECTION I

1. (A) Define the following terms (any *five*) : [5]
 - (a) Refurbishing
 - (b) Budget
 - (c) Snag List
 - (d) Standard Purchase Specification
 - (e) Inventory
 - (f) Hue.
- (B) Draw and explain the format of Bin Card. [5]
2. (A) Give the importance of interior decoration in Hotels. [5]
- (B) Differentiate between capital and operating budget with examples. [5]
3. (A) Explain the method of receiving and issuing of Housekeeping supplies. [5]
- (B) Explain 'Line and Colour' as elements of design. [5]

P.T.O.

SECTION II

4. (A) Define the following terms (any *five*) : [5]
(i) Overbooking
(ii) Floor limit
(iii) Forecasting
(iv) Stayover
(v) Cash sheet
(vi) Upgrade.
- (B) What is the role of Night Auditor in Hotels ? [5]
5. (A) Write short notes on : [5]
(i) Sales promotion
(ii) Bottom-up technique.
- (B) List the factors to be considered while forecasting room availability. [5]
6. (A) List down the steps involved in establishing room rate by using Hubbart formula approach. [5]
- (B) How would you encourage repeat business through accommodation department ? [5]

Total No. of Questions—4]

[Total No. of Printed Pages—2

Seat No.	
---------------------	--

[4776]-404

BHMCT (Fourth Semester) EXAMINATION, 2015

404 : HOTEL ENGINEERING

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Answers to the two Sections should be written in separate 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) Explain with diagram maintenance of domestic refrigerator and give importance of defrosting.

(b) Describe contract maintenance with its types and advantages and disadvantages.

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

2. Answer any *three* : [3×5=15]

(a) What are the sources of air pollution and give its controlling methods.

(b) State the factors which will affect-comfort of air-conditioning.

P.T.O.

- (c) Define the terms :
 - (i) Dry bulb temperature
 - (ii) Wet bulb temperature
 - (iii) Dry air
 - (iv) Moist air
 - (v) Humidity.
- (d) Explain with diagram window air-conditioner.
- (e) Differentiate between unitary and central air-conditioning system.

SECTION II

3. Answer any *two* : [2×10=20]
- (a) Explain Zeolite process for water softening with diagram.
 - (b) Describe working and construction of any *two* types of fire extinguishers.
 - (c) Calculate electricity bill for 15 days. The electric load is as follows with rate Rs. 10 per kWh :

(i) 100 W bulbs	06 Nos.	10 hrs./day
(ii) 10 W tubes	10 Nos.	04 hrs./day
(iii) 4 kW boiler	02 Nos.	04 hrs./day
(iv) 80 W refrigerator	02 Nos.	3 hrs./day
(v) 2 kW heater	02 Nos.	02 hrs./day.
4. Answer any *three* : [3×5=15]
- (a) Give energy saving tips in Guest room and laundry.
 - (b) Give classification of fuel with examples.
 - (c) Explain importance of earthing with example.
 - (d) Write notes on :
 - (i) LPG
 - (ii) Biogas.
 - (e) Draw any *five* plumbing fixtures.

Total No. of Questions—9]

[Total No. of Printed Pages—1

Seat No.	
---------------------	--

[4776]-405

BHMCT (Fourth Semester) EXAMINATION, 2015

405 : PRINCIPLES OF MANAGEMENT

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Q. No. 1 is compulsory.

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

1. Write short notes on (any *four*) :
 - (a) Centralized Vs. Decentralized Organization
 - (b) Levels of Management
 - (c) Contingency theory
 - (d) Need for Co-ordination
 - (e) Any *three* external factors affecting management
 - (f) Importance of Morale.
2. Define Management. Discuss Henry Fayol's contribution to Management.
3. Discuss types of Plans in brief.
4. Discuss various principles of organization.
5. Define Leadership. Discuss Managerial Grid Theory of Leadership.
6. Discuss McGregor theory 'X' and theory 'Y' of Motivation.
7. Discuss various types of decisions in brief.
8. Define Communication. Draw Communication Process Model and explain process in brief.
9. Explain the following :
 - (i) Process of Control
 - (ii) Importance of Delegation.

[4776]-405

Total No. of Questions—8]

[Total No. of Printed Pages—4+2

Seat No.	
---------------------	--

[4776]-406

BHMCT (Fourth Semester) EXAMINATION, 2015

406 : HOTEL ACCOUNTING ACCOUNTANCY

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) Use of pocket calculator is allowed.

(iii) Assume additional suitable data, if necessary.

(iv) Figures to the right indicate full marks.

1. Artic Co. Ltd. has an authorised capital of ₹ 5,00,000 divided into 50,000 equity shares of ₹ 10 each, out of which 30,000 shares were offered to the public. The company's Trial Balance as on 31st March 2014 is as follows : [20]

Debit Balances	₹	Credit Balances	₹
Land & Building	2,00,000	Sales	4,40,250
Purchases	2,82,000	Reserve Fund	1,00,000
Plant & Machinery	1,80,000	Profit & Loss A/c	52,000
Calls in Arrears	10,000	Creditors	42,900

P.T.O.

Debtors	35,500	Bank Overdraft	10,850
Opening Stock	28,900	5% Debentures	4,00,000
Sales Return	1,250	Bills Payable	22,000
Cash in hand	1,900	Sundry Income	8,250
Loose tools	11,600	Purchase Returns	1,500
Preliminary Expenses	12,000	<i>Share Capital :</i>	
Furniture	8,500	25,000 Equity shares	
Advertisement	7,250	of ₹ 10 each	2,50,000
Audit fees	10,000		
Carriage Inwards	25,000		
Wages and Salaries	78,000		
Rent and Insurance	22,850		
Income tax	18,000		
Repairs to machinery	30,000		
Legal fees	5,000		
Goodwill	80,000		
Bills Receivable	30,000		
Motor van	2,50,000		
	13,27,750		13,27,750

Prepare Trading A/c and Profit & Loss A/c for the year ending 31st March 2014, Profit & Loss Appropriation account for the year and a balance sheet as on that date after considering the following adjustments :

- (a) Stock on 31st March 2014 was valued at ₹ 65,000.
- (b) Depreciate Plant and Machinery by 10% and Furniture by 5%.
Loose tools are revalued at ₹ 10,500.
- (c) Write off 1/2 of Preliminary Expenses.
- (d) Directors have proposed a 5% dividend on equity shares.

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

- (a) Value added tax
- (b) Advantages of Uniform system of Accounting
- (c) Types of Dividend.

3. Mr. & Mrs. Bhandari arrived on 10th November 2014 at Hotel Kamalshree @ 6.00 a.m. on European plane at ₹ 6,000 per day and occupied Room No. 203.

They checked out on 13th November 2014 at 4.30 pm by settling their account in cash @ 2% discount. Their charges during the stay were as follows :

10th November — EMT @ ₹ 40 per cup, Breakfast @ ₹ 160 per person, Magazines of ₹ 150, Lunch @ ₹ 210 per person, Movie tickets @ ₹ 1,000.

Mr. Bhandari deposited ₹ 25,000 on account.

11th November — One cup coffee @ ₹ 50 per cup and one cup tea @ ₹ 40 per cup, Breakfast with one guest, Laundry ₹ 200, VPO for taxi ₹ 800, Lunch with one guest., Newspapers ₹ 20.

12th November — Food sundries ₹ 200, soft drinks of ₹ 80, Cigarettes of ₹ 200, Dinner. Mr. Bhandari pointed out that on 11th they had not been served one cup of coffee. The Front Office Manager agreed to give an allowance.

13th November — EMT, Breakfast with two guests, Laundry ₹ 200, Newspapers ₹ 15 and Lunch.

Prepare a Bill of the Bhandari's assuming that the hotel charges a service charge of 10% on Rooms and Food. Check out time is 12.00 Noon. [10]

4. (a) State with reasons whether the following statements are True or False :
- (i) Interest on debentures must be paid by companies every year.
 - (ii) Staff meals are considered a part of Food Cost.
 - (iii) Preliminary expenses are incurred for the formation of the company.
 - (iv) Working capital is not dependent on the operating cycle of the Company. [5]
- (b) Define a Joint Stock Company. List and explain the characteristics of a Company. [5]

5. (A) Prepare a Laundry Schedule from the following data for the month of August 2014 of Hotel Abhimaan : [6]

Particulars	(₹)
Cost of House Laundry :	
Rooms	18,900
Food	20,000
Other departments	5,000
Other Expenses :	
Cleaning Supplies	20,000
Laundry Supplies	15,000
Printing and Stationery	4,850
Uniforms	12,000
Credits to Cost :	
Cost of Guest Laundry	25,000
Cost of Concessionaries	12,800
Revenue	2,25,000
Payroll and Related Expenses	
Salaries and wages	37,950
Employees Benefit	3,910

- (B) Draw a specimen format of Schedule Garage and Parking. [4]

6. Differentiate between :
 (i) Allowances and Discount
 (ii) Shares and Debentures. [10]

7. From the following information, prepare Income Statement as per Uniform System of Accounting of Hotel Savour for the month of May 2014 : [10]

Particulars	₹
Food Revenue	52,000
Cost of Beverages	12,000
Rates and Taxes	15,000
Interest paid	5,000
Sundry Expenses	1,550
Insurance	2,800
Food expenses	3,200
Beverage sales	75,000
Cost of Food	11,800
Marketing	6,000
Gas & Electricity	8,900
Rooms Revenue	50,000
Room Expenses	23,000
Repairs and Maintenance	5,800
Depreciation	2,000
Payroll and Related Expenses :	
Rooms	7,000
Food	5,000
Beverages	3,850
Income Tax	4,000
Employee Welfare	8,900

8. Answer the following (any two) : [10]
- (a) Explain any *five* factors which affect the working capital requirement of a hotel.
- (b) Define the term 'Budget'. Explain the characteristics of a good budget.
- (c) Draw a specimen of Gift Shop Schedule.

Total No. of Questions—5]

[Total No. of Printed Pages—2

Seat No.	
-------------	--

[4776]-601

BHMCT (Sixth Semester) EXAMINATION, 2015

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.

(iii) Draw neat diagrams wherever necessary.

1. (A) Explain the terms used in the larder department : [5]
 - (a) Fishmonger
 - (b) Walk in fridge
 - (c) Chaud froid
 - (d) Garde Manger
 - (e) Hors d'œuvres
 - (f) Charcuterie
 - (g) Canape.
- (B) What are the responsibilities of Chief Kitchen steward ? [5]
2. (A) Explain the influences of cultures on Chinese cuisine and United States of America cuisine. [5]
- (B) List any *five* classical salads with their country of origin. [5]
3. (A) Discuss the evolution and history of Nouvelle Cuisine. [5]
- (B) Write the ways of accumulation and segregation of garbage in a five-star hotel. [5]

P.T.O.

4. (A) List any *five* hand tools and *five* speciality equipments used in the larder department. [5]
- (B) Plan a four course menu for British delegates visiting India to make awareness about cleanliness and hygiene. [5]
5. Write short notes on (any *five*) : [10]
- (a) Recycling of garbage
 - (b) Kitchen stewarding department
 - (c) Breads used in sandwiches
 - (d) Principles of making salads
 - (e) Ballotine
 - (f) Haute cuisine
 - (g) Middle Eastern cuisine.

Total No. of Questions—6]

[Total No. of Printed Pages—2

Seat No.	
-------------	--

[4776]-602

BHMCT (Sixth Semester) EXAMINATION, 2015

602 : ADVANCED FOOD AND BEVERAGE SERVICE

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

(iii) Assume suitable data wherever necessary.

1. (a) Explain the role of the toastmaster in Formal Banquets and Wedding Reception. [4]
(b) What is loyal toast ? Give any *two* forms of address. [2]
(c) With the help of flow chart explain the Banquet Administrative Procedure. [4]
2. (a) Explain the order taking and service procedure followed in Room Service. Explain importance of time-management in In-Room dining. [6]
(b) Write a short note on any *one* :
(i) Airline catering
(ii) Sea catering. [4]
3. Write notes on :
(a) List the points in Banquet Space Specification. [4]
(b) Importance of carving hygiene in gueridon service. [4]
(c) List different types of lamps and fuels used in Gueridon Service. [2]

P.T.O.

4. (a) Explain full buffet in detail. [4]
(b) Explain the importance of buffet in hospitality industry. [2]
(c) Explain the following terms :
(i) Cobra gun
(ii) Jigger
(iii) Call brand
(iv) Muddler. [4]
5. (a) Draw and explain any *two* seating arrangements planned for a conference. [4]
(b) Plan a cocktail menu (Indian and Continental dishes) for 60 people. Prepare a checklist for the same. [6]
6. Write notes on :
(a) Front bar and under [4]
(b) Give cover, receipt with accompaniment for crepe suzette [4]
(c) Explain the term Lounge Bar and Pub. [2]

Total No. of Questions—6]

[Total No. of Printed Pages—1

Seat No.	
-------------	--

[4776]-603

BHMCT (Sixth Semester) EXAMINATION, 2015
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. Write short notes on (any *two*) : [2×5=10]
 - (a) External motivation Vs. Internal motivation
 - (b) SWOT analysis
 - (c) Positive body language
 - (d) Types of Meetings.
2. Explain the ways of improving self-esteem. [10]
3. (a) What are the advantages of the case study method ? [5]
(b) State various stress management techniques. [5]
4. Write a report on the staff cafeteria food festival that took place in your hotel. [10]
5. (a) Explain in brief the factors that determine our attitude. [5]
(b) What are the qualities that make a person successful ? [5]
6. Differentiate between : [4×2.5=10]
 - (a) Minutes and Agenda
 - (b) Ego and Pride
 - (c) Routine report and Special report
 - (d) Selfishness and self interest.

[4776]-603

Total No. of Questions—8]

[Total No. of Printed Pages—1

Seat No.	
-------------	--

[4776]-604

BHMCT (Sixth Semester) EXAMINATION, 2015
604 : HOSPITALITY MARKETING-I
(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

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

1. Write short notes on (any *four*) : [4×5=20]
 - (a) Consumer behaviour model
 - (b) Demographic segmentation
 - (c) Marketing core concepts
 - (d) Personal selling
 - (e) Pricing of Functional Packages
 - (f) Internal Environment.
2. (a) What is a brand ?
(b) What is product differentiation ? [3+7=10]
3. Explain the role of Intermediaries for Hospitality Industry. [10]
4. Differentiate between (any *two*) : [5+5]
 - (i) Marketing and selling concept
 - (ii) Franchising and Alliance
 - (iii) Sales promotion and advertisement.
5. Explain the internal factors influencing pricing. [10]
6. (a) Explain behavioural and demographic segmentation.
(b) What is the need for segmentation ? [6+4=10]
7. Explain message and media as 2 M's of Advertising. [10]
8. Draw Product life cycle and explain the stages of PLC. [10]

Total No. of Questions—8]

[Total No. of Printed Pages—1

Seat No.	
-------------	--

[4776]-605

BHMCT (Sixth Semester) EXAMINATION, 2015

605 : HUMAN RESOURCE MANAGEMENT

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Q. No. 1 is compulsory.

(ii) Answer any *five* from the remaining.

1. Write short notes on (any *four*) : [4×5=20]
 - (a) Functions of Human Resource Manager
 - (b) Job Analysis
 - (c) Any three types of transfers
 - (d) Fringe Benefits
 - (e) Aptitude test
 - (f) Orientation and induction
 - (g) Need for human resource planning.
2. Explain any *four* methods of training in a Hotel. [10]
3. Explain the process of selection of candidates in an organization. [10]
4. State and explain the various causes of Labour turnover in an organisation. [10]
5. Explain the different components of Wages. [10]
6. Define Disciple. Explain the different causes of Grievance. [2+8]
7. Explain the process of Collective Bargaining. [10]
8. Write the Job Description of a Duty Manager in a Hotel. [10]

[4776]-605

Total No. of Questions—10]

[Total No. of Printed Pages—2

Seat No.	
-------------	--

[4776]-606

B.H.M.C.T. (Sixth Semester) EXAMINATION, 2015

606 : TRAVEL AND TOURISM

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) Attempt any *seven* questions from the following.

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

(i) Sustainable Tourism

(ii) MICE

(iii) Excursionist

(iv) Agro Tourism

(v) MTDC

(vi) Business Tour

(vii) Visitor

(viii) Tourist

(ix) Inclusive Tour

(x) VISA

(xi) NGO

(xii) PATA.

2. Answer the following : [10]

(a) Explain impact of tourism on National integration.

(b) Write and explain secondary constituents of the Tourism Industry.

P.T.O.

3. Define Passport and VISA with its types. [10]
4. Explain various types of tourism. [10]
5. Define Travel Agent with its types and functions. [10]
6. Explain objectives and roles of the following : [10]
 - (i) TAAI
 - (ii) MTDC
 - (iii) IATA
 - (iv) WTO.
7. As a tour operator which points you will keep in mind while planning an itinerary. [10]
8. Write short notes on : [10]
 - (i) Grand circular Tour
 - (ii) 4A's of Tourism
9. Define guide and functions of guide. [10]
10. Explain the various types of accommodations for tourist in India. [10]

Total No. of Questions—8]

[Total No. of Printed Pages—3

Seat No.	
-------------	--

[4776]-701

B.H.M.C.T. (Seventh Semester) EXAMINATION, 2015

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) Attempt any *seven* questions.

(iii) Draw neat diagram wherever necessary.

1. (a) What are the factors that affect kitchen designing ? [5]
(b) Define appetizers and name any *five* cold and *five* hot appetizers. [5]
2. (a) Explain Mousse and Mousseline with an example. [5]
(b) With the help of a diagram show the different cuts of beef. [5]
3. Write uses of food additives and explain the following : [10]
 - (i) Humectant
 - (ii) Bleaching agents
 - (iii) Anticaking agents
 - (iv) Sequestrant.

P.T.O.

4. (a) Define sausages with suitable examples. [5]
- (b) Explain step by step process of making Galantines. [5]
5. (a) Write short note on Ham, bacon and Gammon. [5]
- (b) (i) Explain the term flow of work in the kitchen.
- (ii) What is truffle ? Give its types. [5]
6. (a) What precautions need to be taken while handling the following kitchen equipments ? [5]
- (i) Deep fat fryer
- (ii) Combi Oven.
- (b) Explain the following pastries (any *two*) : [5]
- (i) Choux pastry
- (ii) Danish pastry
- (iii) Puff pastry.
7. (a) Explain the following terms : [5]
- (i) Andalouse
- (ii) Veloute Princess

- (iii) Entrecote steaks
 - (iv) Bouchee's
 - (v) Zakuski.
 - (b) What precautions to be taken while preparing cold meat platter ? [5]
- 8. (a) Explain different types of chaud froid and its uses. [5]
- (b) (i) Draw a layout of bakery and confectionery in various organizations. [3]
- (ii) What care will you take while storing appetizers ? [2]

Total No. of Questions—7]

[Total No. of Printed Pages—3

Seat No.	
-------------	--

[4776]-702

B.H.M.C.T. (Seventh Semester) EXAMINATION, 2015

SPECIALIZATION IN FOOD AND

BEVERAGE SERVICES AND MANAGEMENT

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

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

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

(i) Bouillabaise

(ii) Filet Mignon steak

(iii) Sashimi

(iv) Sake

(v) Zakuski

(vi) Trish Stew

(vii) Mead

(viii) Angels Wing

(ix) Lazy Suzan

(x) Grog.

(b) Explain any *one* wine growing country with specialty wines from that country. [5]

P.T.O.

2. (a) Explain the sources of finance required to open and run restaurants and bars. [10]
- (b) Prepare a function prospectus for a product launch of a new car by Mercedes Benz company. The function is an exclusive cocktail dinner for 50 covers. Assume suitable data. [10]
3. (a) Enlist and explain the desirable attributes for a Bar Manager. Effective people management skills are a pre-requisite to an efficient management of food and beverage operations. Justify this statement. [10]
- (b) Discuss various merchandising tools used in catering organizations in the present age. [10]
4. (a) Plan a 4 course German menu with wines. [6]
- (b) List the licences required to open and run a Quick Service Restaurant. [6]
- (c) Plan a duty Roster for a Specialty Restaurant of 100 covers open for lunch and dinner and employing a total staff of 10 employees. [8]
5. (a) Draw and label the parts of a Bar. Explain the various parts. [10]
- (b) "Training and development of Employees in food and beverage department has a positive impact on attitudes of employees." Justify the statement. [10]

6. (a) Explain the concept of MICE. How will you as a manager plan for MICE ? [10]
- (b) Differentiate between suggestive selling and upselling. [5]
- (c) Explain any *two* performance measures. [5]
7. (a) Explain “Nokarnama” in Bars. [5]
- (b) Draw the format of a ‘FLR’ inventory sheet. [10]
- (c) Lighting and colour scheme needs to be planned simultaneously while creating the ambience of a Restaurant. Justify this statement. [5]

Total No. of Questions—7]

[Total No. of Printed Pages—2

Seat No.	
-------------	--

[4776]-703

B.H.M.C.T. (Seventh Semester) EXAMINATION, 2015
701 C : SPECIALISATION IN ACCOMMODATION MANAGEMENT
(2005-2008 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. Explain the following terms (any *ten*) : [10]

(i) ADR

(ii) Curtailment

(iii) Discrepancy

(iv) Early bird

(v) Crinkle sheet

(vi) FIT

(vii) Floor limit

(viii) Hay Board

(ix) IATA

(x) Dutch wife

(xi) Napery

(xii) Monochromatic Scheme.

2. (a) What is textile ? Explain the characteristic of vegetable fibre. [6]

(b) Explain any *six* types of wall covering. [6]

P.T.O.

3. Write short notes on (any *three*) : [12]
- (i) Psychological effects of colour
 - (ii) Types of lighting
 - (iii) Role of accessories
 - (iv) Window cleaning procedure
 - (v) Types of Lobby.
4. (a) Draw and explain the organizational chart of a sale and marketing department for a large hotel. [6]
- (b) What general points to be considered while planning a front desk of a star hotel ? [6]
5. (a) What are different aspects considered while planning for MICE ? [6]
- (b) What are difference between tariff card and brochure ? Explain the purpose of designing a brochure. [6]
6. Explain the benefit of training and any *six* types of training. [12]
7. (a) Draw and explain layout of a floor pantry for a 541 rooms business hotel. [6]
- (b) Classify different types of floor with *two* examples each. [6]

Total No. of Questions—8]

[Total No. of Printed Pages—2

Seat No.	
-------------	--

[4776]-704

B.H.M.C.T. (Seventh Semester) EXAMINATION, 2015

0702 : ORGANISATIONAL BEHAVIOUR

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

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

1. Write short notes on the following (any *four*) : [20]
 - (a) Objectives of organisation on behaviour study
 - (b) Group decision-making
 - (c) Traditional V/s present views of conflict management
 - (d) Employee privacy issues
 - (e) Importance of social perception
 - (f) Explain characteristics of diversity.
2. Define organisation behaviour. Explain its relevance and scope in management. [10]
3. Define motivation. Explain Maslow's theory of motivation with a suitable diagram. [10]
4. Explain various organisational approaches to managing diversity. Give examples. [10]

P.T.O.

5. What is the concept of organisation design ? What are different types of organisational design ? Explain any *one* of them in detail. [10]
6. Define learning. Explain the process of learning and how it affects the organisation behaviour. [10]
7. Define conflict. Explain how conflicts arise in an organisation. What are the strategies to overcome conflicts ? [10]
8. Explain the concept of stress and importance of stress management in a modern organisation, to avoid adverse effects of Individual/ Group stress on organisational efficiency. [10]

Total No. of Questions—6]

[Total No. of Printed Pages—2

Seat No.	
-------------	--

[4776]-705

B.H.M.C.T. (Seventh Semester) EXAMINATION, 2015

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) Void contract
 - (b) Lay-off
 - (c) Commercial Establishment
 - (d) Rights of Buyer.

2. (a) Explain the following under Indian Contract Act :
Proposal, Agreement, Consideration. [10]
(b) Explain the rights and powers of Food Inspector. [10]

3. (a) Explain health and safety measures under Factories Act. [10]
(b) Explain the remedies for Breach of Contract. [10]

4. (a) Describe the role of State and National Commission under
Consumer Protection Act. [10]
(b) List and explain any *five* licences required to start a
Hotel. [10]

P.T.O.

5. (a) Explain the activities carried out by state and central board under Environmental Protection Act. [10]
- (b) Write a note on opening and closing timings of Commercial Establishment. [10]
6. (a) Differentiate between sale and agreement to sale under Sale of Goods Act. [10]
- (b) Define the following terms in short : [10]
- (i) Compensation
 - (ii) Clousure
 - (iii) Works Committee
 - (iv) Industrial Dispute.

Total No. of Questions—8]

[Total No. of Printed Pages—2

Seat No.	
-------------	--

[4776]-706

B.H.M.C.T. (Seventh Semester) EXAMINATION, 2015

704 : HOSPITALITY MARKETING—II

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

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

1. Write short notes on any *four* : [4×5=20]
 - (a) Definition and importance of internal marketing
 - (b) Motivational tools of an organization
 - (c) Dimensions of service quality
 - (d) Service encounter triad
 - (e) Handling customer complaints
 - (f) Organization structure of a sales Dpt.

2. Explain the methods of managing supply with suitable examples. [10]

3. (a) Explain the importance of physical evidence. [5]
(b) What are the duties of a marketing manager ? [5]

4. Explain the five gap model of service quality with an illustration. [10]

P.T.O.

5. (a) What is service blue printing ? [3]
(b) Explain the factors to be considered for improving the service design. [7]
6. (a) Explain the benefits of service quality with suitable examples. [5]
(b) Note on Relationship marketing. [5]
7. (a) Discuss the importance of 'people' in 'services'. [5]
(b) Explain any *two* forms of marketing organizations. [5]
8. What are the differences between goods and services ? How do marketing strategies differ between goods and services ? [8+2=10]

Total No. of Questions—9]

[Total No. of Printed Pages—2

Seat No.	
-------------	--

[4776]-707

B.H.M.C.T. (Seventh Semester) EXAMINATION, 2015

705 : ENVIRONMENTAL MANAGEMENT

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) *All* questions carry equal marks.

(iii) Figures to the right indicate full marks.

1. (a) Explain the need to manage waste [state 5 points]. [5]
(b) Explain the importance of recycling in waste management [state 5 points]. [5]
2. Mention minimum *ten* guidelines to be followed by hotels to conserve energy. [10]
3. With the help of examples explain the role of the following in developing of environmental message to be implemented in the hotel : [10]
(a) Hotel Employee
(b) Business Partners.
4. Write short notes on any *two* : [10]
(a) *Five* principles of responsible purchasing.
(b) *Five* potential sources of indoor air pollutants in guest bedroom.
(c) *Five* effects of external air emission on climate.

P.T.O.

5. Explain any *five* methods of improving water quality. [10]
6. Mention the sources of noise pollution in hotel. Also suggest measures to tackle the same. [10]
7. Describe the hazards that could take place in hotel due to presence of hazardous materials. Suggest measures to deal with hazardous materials. [10]
8. Explain the *five* inspection areas covered for ECOTEL inspection. [10]
9. Write short notes on any *two* : [10]
 - (a) Role of ecofriendly cement and bricks in buildings of the future
 - (b) Smart building
 - (c) Investment decisions taken for energy management by hotels.

Total No. of Questions—8]

[Total No. of Printed Pages—2

Seat No.	
-------------	--

[4776]-801

B.H.M.C.T. (Eighth Semester) EXAMINATION, 2015
801-A—SPECIALIZATION IN FOOD PRODUCTION
MANAGEMENT—II
(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) Attempt any *seven* questions.

(iii) Draw neat diagrams wherever necessary.

1. (a) Give classification of frozen dessert with suitable examples. [5]
(b) Explain the term menu engineering. What are prerequisites for the same ? [5]
2. (a) Explain how sensory qualities play an important role in the food industry with suitable examples. [5]
(b) Give buying specifications for (any *two*) : [5]
 - (i) Dragon fruit
 - (ii) Quail
 - (iii) Cottage cheese
 - (iv) Basmati Rice.
3. (a) Write short notes on (any *two*) : [5]
 - (i) Recipe development
 - (ii) Duty roster
 - (iii) Filling in chocolates.
(b) Explain different types of Ice-creams. [5]

P.T.O.

4. (a) Explain the tempering process. Why is it necessary ? [5]
(b) Discuss *five* different records maintained in the Kitchen. [5]
5. (a) What desirable qualities should a chef de partie possess ? [5]
(b) Discuss the manufacturing process of chocolates. [5]
6. (a) Explain various types of puddings. [5]
(b) Explain the aim of food and beverage control. [5]
7. (a) Explain the basic stages in the preparation of budget. [5]
(b) Time and motion study play an important role in the kitchen. Explain. [5]
8. (a) Explain the following terms (any *five*) : [5]
(i) Saltimbocca
(ii) Kao
(iii) Garniture
(iv) Basbousa
(v) Zarda
(vi) Calvados
(vii) Pavlova.
(b) What buying knowledge one should possess for buying materials for his kitchen ? [5]

Total No. of Questions—6]

[Total No. of Printed Pages—2

Seat No.	
-------------	--

[4776]-802

B.H.M.C.T. (Eight Semester) EXAMINATION, 2015
SPECIALIZATION IN FOOD AND
BEVERAGE SERVICE AND MANAGEMENT—II
(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

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

1. Define meal experience. How will you as a manager enhance the meal experience of a guest ? [10]
2. (a) Define quality. Explain the various approaches to quality management. Which approach is the most suitable for hospitality organizations according to you and why ? [10]
(b) List the objectives of preparing budgets. How is a budgeted P & L statement made ? [10]
3. (a) Explain the food service and food production style in Industrial catering organizations. [10]
(b) Define franchising. List the advantages of Franchising to the Franchisor and the Franchisee. [10]
4. (a) Explain the concept of menu engineering with the help of a matrix. How will you as a manager deal with items which appear as “Puzzles” ? [10]
(b) What is contract catering ? How does an industrial management measure the performance of a contract caterer ? [10]

P.T.O.

5. (a) Explain the following reports used in Restaurants : [5]
(i) Daily Revenue Reports
(ii) Menu sales analysis report.
- (b) Prepare a basic financial policy for a 5 star hotel having 3 F & B outlets and 2 banquet venues. [5]
- (c) How is control and performance management done in QSRs ? [10]
6. (a) How is a Bar List costed and priced ? [5]
- (b) Explain 5 trends which are followed by guests in eating out. [5]
- (c) Explain 4 tools used in hotels for production planning and quantity control. [10]

Total No. of Questions—7]

[Total No. of Printed Pages—2

Seat No.	
-------------	--

[4776]-803

B.H.M.C.T. (VIII Sem.) EXAMINATION, 2015

**801-C : SPECIALISED ACCOMMODATION MANAGEMENT—II
(2008 PATTERN)**

Time : Three Hours

Maximum Marks : 70

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

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

1. Write short notes on (any *two*) : [10]
 - (a) Time & motion study and its use
 - (b) Revenue budget for front office
 - (c) Softwares used in hotels
 - (d) Sources of Recruitment.

2. What is SOP ? Explain its objectives and draft SOP for cleaning a brass surface. [12]

3. (a) Explain the factors and steps for preparing Duty Rota. [6]
(b) Describe the waste reduction methods used in the Housekeeping department. [6]

4. (a) What is forecasting ? How does it help in planning for the H.K. department ? [6]
(b) Explain the functions of Performance Appraisal. [6]

P.T.O.

5. (a) Explain any *three* methods of motivating employees in Hotel. [6]
- (b) What is management information system ? Explain any *two* reports generated at Frontdesk. [6]
6. (a) What is an Ecotel ? As an Executive housekeeper, suggest some eco-friendly guest-supplies to be used in hotel ? [6]
- (b) Explain the concept of Yield Management. [6]
7. Explain the measures undertaken to reduce operating cost in the Housekeeping Department. [12]

Total No. of Questions—10]

[Total No. of Printed Pages—2

Seat No.	
-------------	--

[4776]-805

B.H.M.C.T. (VIII Sem.) EXAMINATION, 2015

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. Explain vision, mission and commitment statements in TQM. [10]
2. (a) Explain 5 'S' philosophy of continuous improvement. [5]
(b) Explain the term Green Service Quality. [5]
3. (a) Write in brief about role of communication in TQM. [5]
(b) Explain preventive cost with reference to Hotel Industry. [5]
4. (a) Explain the concept of Fishbone Diagram in brief. [5]
(b) Discuss quality circles in view of IT's role in team work for quality. [5]
5. (a) List and explain *five* thoughts of deming. [5]
(b) Discuss the concept of 'Right First Time'. [5]
6. (a) List and explain *five* basic concepts of TQM. [5]
(b) Write short note on perfectionism and deligence. [5]

P.T.O.

7. (a) Write the key stages of IIP Assessment. [5]
(b) Explain the concept of business process re-engineering with suitable example. [5]
8. Prepare a questionnaire to measure the customer satisfaction of a F&B Service Outlet. [10]
9. (a) Draw and explain the PDCA cycle. [4]
(b) Explain *seven* steps of HACCP in short. [6]
10. (a) List *eight* main clauses of ISO 9001 : 2000. [4]
(b) Explain the term quality plans. [2]
(c) Write the importance of internal customer. [2]
(d) Describe waste management techniques for Hotel Industry. [2]

Total No. of Questions—9]

[Total No. of Printed Pages—1

Seat No.	
---------------------	--

[4776]-806

**B.H.M.C.T. (VIII Sem.) EXAMINATION, 2015
804 : MANAGERIAL ECONOMICS
(2008 PATTERN)**

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Attempt any 7 questions out of 9.
(ii) All questions carry equal marks.

1. What is meaning of Utility ? Explain the law of Equi-Marginal Utility. [10]
2. (a) Explain the features of perfect competition. [5]
(b) Describe the concept supply with curve. [5]
3. Define the term Economics and distinguish between Micro-Economics and Macro-Economics. [10]
4. Write short notes on the following (any 2) : [10]
(a) Determinants of Supply
(b) Monopoly
(c) Types of Demand.
5. Explain the Elasticity of Demand in detail. [10]
6. Explain the law of return to scale. [10]
7. Explain the concept of consumer demand. [10]
8. (a) What are limitations of law of Variable Proportion ? [5]
(b) What is difference between Firm and Industry ? [5]
9. What are the functions of Managerial Economist ? How it plays important role in decision-making ? [10]

Total No. of Questions—9]

[Total No. of Printed Pages—1

Seat No.	
---------------------	--

[4776]-807

**B.H.M.C.T. (VIII Sem.) EXAMINATION, 2015
ENTREPRENEURSHIP DEVELOPMENT
(2008 PATTERN)**

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Answer any 7 questions.
(ii) Every question carries 10 marks.

1. Write short notes on (any 2) : [10]
 - (a) Information Gathering Techniques
 - (b) Rural Entrepreneur
 - (c) Intrapreneur.
2. Enlist and explain any 10 competencies of successful entrepreneur. [10]
3. What are various means of Finance for new entrepreneurs ? Elaborate any 2 in detail. [10]
4. Why should you do SWOT analysis before starting a entrepreneurship venture ? Explain with an example. [10]
5. What are the various resources required by a new entrepreneur ? Explain various considerations in man-power planning. [10]
6. Explain any 10 aspects of a project report prepared for entrepreneurship venture. [10]
7. Explain the importance of accounting in E.D. [10]
8. Classify Entrepreneurs according to Denhof and explain each in detail. [10]
9. What are the limitations of Marketing Research ? What are stages of Marketing research ? [10]