

Total No. of Questions : 5]

SEAT No. :

PC-4441

[Total No. of Pages : 2

[6384]-101
F.Y.B.H.M.C.T
C-101 : Food Production - I
(2019 Pattern) (Semester - I)

Time : 2 Hours]

[Max. Marks : 40

Instructions to the candidates :

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

Q1) Explain the following terms: (Any 10)

[10]

- a) Soft cheese
- b) Salamander
- c) Semolina
- d) First aid
- e) Hudwa
- f) Pulses
- g) Roasting
- h) Condiments
- i) Blanching
- j) Julienne
- k) Whisking
- l) Artificial sweetners

Q2) a) State rules to be observed while using following cooking methods **[5]**

- i) Boiling
- ii) Frying

b) Classify and give 2 examples each of kitchen equipments on the basis of size. **[5]**

P.T.O.

- Q3)** a) Explain co-ordination of kitchen department with : [5]
i) Housekeeping
ii) Human Resources
b) Explain 3 methods of heat transfer [3]
c) List 2 hard cheeses [2]
- Q4)** a) What is first aid? List items found in a first aid box. [4]
b) Draw a neat diagram of part of wheat. [4]
c) What do you mean by rendering of fat. [2]
- Q5)** Answer the following (any 5) [5 × 2 = 10]
a) State 4 aims 4 objectives of cooking.
b) Explain any 2 types of cream.
c) Mention any 2 attributes of culinary professional.
d) List 4 herbs used in kitchen.
e) Write 2 duties and responsibilities of sous chef.
f) Write 2 advantages of charcoal as a fuel.
g) Write 2 types of accidents that commonly occur in kitchens.



Total No. of Questions : 6]

SEAT No. :

PC-4442

[Total No. of Pages : 2

[6384]-102

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

C 102 : FOOD AND BEVERAGE SERVICE - I
(2019 Pattern) (Semester I)

Time : 2 Hours]

[Max. Marks : 40

Instructions to the candidates:

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

Q1) Explain the terms (Any 10)

[10]

- a) Flatware
- b) Drive thru
- c) Kiosk
- d) Mis -en-place
- e) Vending Machine
- f) K.O.T
- g) QSR
- h) Dummy waiter
- i) Table d' hote
- j) Polivit
- k) Pantry
- l) Food court

Q2) a) Draw F & B service department's organisational hierarchy chart. **[5]**

b) State the advantages & disadvantages of Disposables. **[5]**

P.T.O.

- Q3)** a) Explain Interdepartmental relation of F & B service department with following departments: [5]
- i) Engineering & Maintenance
 - ii) Human Resources.
- b) Write duties and responsibilities of F & B manager & Restaurant manager. [5]
-
- Q4)** a) Write the capacity / size of the following: [5]
- i) Full plate
 - ii) Quarter plate
 - iii) Hi ball glass
 - iv) Breakfast Cup
 - v) Tom collins.
- b) State any 5 etiquettes to be followed by F & B service waiter. [5]
-
- Q5)** a) Differentiate between. [5]
- i) Ala carte & Table d hote
 - ii) Silver service & pre - plated service
- b) Draw the Flow Chart of BOT. [5]
-
- Q6)** a) List the attributes of waiter. [5]
- b) Write a short cueridon service. [5]



Total No. of Questions : 5]

SEAT No. :

PC-4443

[Total No. of Pages : 2

[6384]-103
F.Y.B.H.M.C.T.
C 103 : BASIC ROOMS DIVISION - I
(2019 Pattern) (Semester I)

Time : 2 Hours]

[Max. Marks : 40

Instructions to the candidates:

- 1) Question No. 1 is compulsory.*
- 2) Attempt any 3 questions from remaining.*

Q1) Explain Following Terms: (Any 10)

[10]

- a) Lobby
- b) DNCO
- c) MTDC
- d) Efficiency Room
- e) No show
- f) Hotel
- g) Dutch wife
- h) B and B
- i) weekend Rate
- j) Section key
- k) Bell boy
- l) Errand card

Q2) a) Explain the co - ordination between housekeeping and maintenance department. **[5]**

- b) Explain the various personality traits required for house keeping staff. **[5]**

P.T.O.

- Q3)** a) Write down the general criteria for selection of cleaning equipments. [5]
b) Write down any five amenities along with their placement in VIP room. [5]
- Q4)** a) Explain classification of hotels on the basis of clientele / Level of service. [5]
b) Write down the various duties & responsibilities of Front office manager. [5]
- Q5)** a) Explain the key control procedure followed in hotel. [5]
b) Explain the various functions performed by travel desk. [5]



Total No. of Questions : 7]

SEAT No. :

PC-4444

[Total No. of Pages : 2

[6384]-104

B.H.M.C.T.

**C - 104: PRINCIPLES OF MANAGEMENT
(2019 Pattern) (Semester I)**

Time : 2½ Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) *Question No. 1 is compulsory.*
- 2) *Attempt any 5 from remaining.*

Q1) Write short notes on : (any four)

[20]

- a) Importance of planning.
- b) Role of a leader
- c) Barriers to communication
- d) Process of control
- e) Line & staff organisation
- f) Levels of Management.

Q2) a) Differentiate between centralised & decentralised organisation.

[5]

b) Explain various types of plans.

[5]

Q3) a) Draw and explain the process of communication in brief.

[5]

b) Define coordination. Explain coordination between Housekeeping & F & B service department of a hotel.

[5]

Q4) a) Describe the benefits of motivated staff in a hospitality industry.

[5]

b) List & explain any five skills required by a manager.

[5]

P.T.O.

Q5) Explain in detail the principles given by Henry Fayol's management theory. [10]

Q6) Comment on different styles of leadership. [10]

Q7) Describe the levels of need hierarchy theory by Maslow in detail. [10]



Total No. of Questions : 4]

SEAT No. :

PC-4445

[Total No. of Pages : 2

[6384]-201
B.H.M.C.T.
C-201 : Food Production - II
(2019 Pattern) (Semester - II)

Time : 2 Hours]

[Max. Marks : 40

Instructions to the candidates :

- 1) All questions are compulsory.*
- 2) All questions carry equal marks.*

Q1) Explain the following terms: (Any 10)

[10]

- a) Mirepoix
- b) Emulsion
- c) HACCP
- d) Fumet
- e) Espagnole
- f) Liaison
- g) Demi-glaze
- h) Croutons
- i) Roux
- j) Royale
- k) Pullman
- l) Mousse

Q2) Answer any Two

[2 × 5 = 10]

- a) Briefly explain any five major equipment's found in kitchen Stewarding.
- b) With the help of chart classify souces, giving two derivatives of each.
- c) Give recipe of 1 lit of white stock.

P.T.O.

Q3) Answer any Two

[2 × 5 = 10]

- a) State any five rules of stock making.
- b) Describe the composition of salads.
- c) Draw a neat labelled diagram of an Egg.

Q4) Answer any Two

[2 × 5 = 10]

- a) Classify vegetables and give two example of each.
- b) Explain any five types of Sandwiches
- c) Draw a neat classification chart of soap with one example.



Total No. of Questions : 6]

SEAT No. :

PC-4446

[Total No. of Pages : 2

[6384]-202

B.H.M.C.T.

C - 202 : FOOD AND BEVERAGE SERVICE - II
(2019 Pattern) (Semester II)

Time : 2 Hours]

[Max. Marks : 40

Instructions to the candidates:

- 1) Questions 1 is compulsory.*
- 2) Solve any three from remaining questions.*
- 3) Draw the diagram wherever necessary.*
- 4) All questions carry equal marks.*

Q1) Explain the terms (Any 10)

[10]

- a) Supper
- b) Cyclic menu
- c) Claro
- d) Fromage
- e) Americano
- f) Tisanes
- g) Highland coffee
- h) Tonic wafer
- i) Gomme syrup
- j) French Dressing
- k) Granites
- l) Mini bar

Q2) a) List the meals served in a day. Explain any two.

[5]

b) Differentiate between A-la-Carte & Table d'hôtel menu.

[5]

P.T.O.

Q3) a) Name the cover and accompaniments of following food dishes (any 3) [6]

- i) Caviar
- ii) Roast chicken
- iii) Cream of Tomato
- iv) Spaghetti Bolognaise

b) Explain any four types of Tobacco. [4]

Q4) a) Classify non-alcoholic beverages with examples. [5]

b) List the brand names [5]

- i) Five International cigar brands
- ii) Five mineral waterbrands.

Q5) a) List types of salads and explain any two with examples. [5]

b) Draw the format of Breakfast card and explain use of it. [5]

Q6) Plan a five course French Table d'hôtel menu and draw and label the cover set-up. [10]



Total No. of Questions : 5]

SEAT No. :

PC-4447

[Total No. of Pages : 2

[6384]-203

B.H.M.C.T.

C - 203: BASIC ROOM DIVISION - II
(2019 Pattern) (Semester II)

Time : 2 Hours]

[Max. Marks : 40

Instructions to the candidates:

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

Q1) Define Terms (Any 10) :

[10]

- a) GIT
- b) Gate pass
- c) Walk - in
- d) Log Book
- e) VIP
- f) C- Form
- g) GHC
- h) Skipper
- i) GSTS
- j) Inventory
- k) Paging
- l) GRE

Q2) a) Give the co-ordination of Housekeeping with purchase department and stores. **[5]**

- b) What do you mean by opening and closing of the house for morning shift. **[5]**

P.T.O.

Q3) a) Write down the daily cleaning procedure for vacant room. **[5]**

b) What are the various records maintain at control Desk. **[5]**

Q4) Write short note on : (Any 2) : **[10]**

a) Cancellation and Amendment

b) Bell Desk

c) Live move and Dead move

Q5) a) What are the various types of registration. **[5]**

b) Give the criteria for taking advance for Walk in and scanty Baggage. **[5]**



Total No. of Questions : 8]

SEAT No. :

PC-4448

[Total No. of Pages : 4

[6384]-206

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

G.E. - 206A : BASIC ACCOUNTING

(2019 Pattern) (Semester - II)

Time : 2½ Hours]

[Max. Marks : 70

Instructions to the candidates :

- 1) Attempt any Six questions including Q.No.1 which is compulsory.
- 2) Use of pocket calculator is allowed.
- 3) Figures to the right indicate full marks.

Q1) a) Following is a Trial Balance of Hotel Motimahahal as on 31st March 2022.[15]

Trial Balance

Debit Balances	₹	Credit Balances	₹
Opening Stock	9,300	Capital	4,50,000
Rent and Taxes	28,500	Commission	3,150
Hotel Building	3,30,000	Returns Outward	1,500
Purchases	2,76,900	Creditors	17,850
Printing & Stationery	9,450	Sales	6,48,300
Glass, China, Cutlery	18,300		
Gas and Electricity	26,700		
Salaries	18,600		
Restaurant Furniture	40,000		
Wages	1,50,000		
Discount	6,300		
Kitchen Equipments	72,000		
Cash in hand	9,250		
Bank Balance	1,00,000		
Drawings	25,500		
Total ₹	11,20,800	Total ₹	11,20,800

P.T.O.

Adjustments -

- i) Closing stock was valued at ₹ 11,000.
- ii) Depreciate Kitchen Equipments @ 10% and Restaurant Furniture @ 5%
- iii) Glass, China and Cutlery was revalued at ₹ 15,000.
- iv) Outstanding salary ₹ 11,400.
- v) Commission of ₹ 1,850 is receivable but not yet received.

Prepare Trading A/c, Profit & Loss A/c for the year ended 31st March, 2022 and a Balance sheet as on that date.

- b) State whether the following are capital, Revenue or Deferred Revenue Expenditure. [5]

- i) Expenses incurred for obtaining a licence for starting a Restaurant ₹ 10,000.
- ii) Wages ₹ 25,000 paid for installation of a new machinery in a factory.
- iii) Rs. 90,000 were spent on advertising on an Electronic device; the benefit which will be effective for next three years.
- iv) Carriage ₹ 5,000 was paid on purchases of goods.
- v) Last month's outstanding salary amounting to ₹ 30,000 was paid a subsequent month.

Q2) Write short notes on (any Two) : [10]

- a) Imprest system of petty cash.
- b) Importance of Accounting.
- c) Money Measurement concept.

Q3) Journalise the following transactions in the books of Milind. [10]

- a) Milind started business with Bank Balance of ₹ 5,00,000.
- b) Cash purchases ₹ 20,000.
- c) Sold half of the above goods to Amar @ 20% profit on a cost price.
- d) Machinery purchased of ₹ 15,000.
- e) Milind has borrowed ₹ 1,50,000 from his wife for business purpose.
- f) Paid ₹ 5,000 for Life Insurance Premium of Milind.
- g) Bank has received ₹ 12,000 as an Interest on Investment on behalf of Milind.
- h) Milind has brought his personal car worth ₹ 2,50,000 into business.
- i) Received ₹ 2,00,000 a loan amount returned by Anil.
- j) Paid ₹ 12,500 for advertisement to Vijaya Advertisers.

Q4) a) Fill in the Blanks : [5]

- i) Cash account always shows either _____ balance or _____ balance but never shows _____ balance.
- ii) Closing stock is always valued at _____ price or _____ price whichever is less.

b) State whether following statements are True or False. [5]

- i) Nominal accounts are also called as Fictitious accounts.
- ii) An account of Maharashtra Cricket Association is a Personal account.
- iii) Capital account shows a Debit balance.
- iv) A list of all accounts which are closed either with Debit or Credit balance is called a Trial Balance.
- v) Sales Return account shows a Debit balance.

Q5) Enter the following the transaction in a Cash Book with Cash, Bank and Discount Columns of Miss Meena for the month of February 2020 and Balance the cash book. [10]

- Feb. 1 Cash in hand ₹ 35,000 and Bank over draft ₹ 14,000
- Feb. 2 Deposited into bank ₹ 16,000
- Feb. 6 Sold goods to Nilesh of ₹ 7,000 and received ₹ 6,800 in cash in full settlement of his account.
- Feb. 9 Kajol directly deposited ₹ 5,000 in our bank.
- Feb. 11 Cash Purchases ₹ 4,800.
- Feb. 14 Received a cheque from Suresh of ₹ 18,000 in full settlement of his account of ₹ 20,000
- Feb. 17 Cash sales of ₹ 60,000 @ 10% cash discount.
- Feb. 20 Cheque received from Suresh deposited into bank.
- Feb. 21 Meena introduced additional capital of ₹ 25,000 in cash.
- Feb. 23 Paid ₹ 7,500 for electricity bill; Wages ₹ 12,500 and telephone bill ₹ 10,000.
- Feb. 28 Cash in excess of ₹ 35,000 deposited in the bank.

Q6) Answer the following :

[10]

- a) What are the steps for balancing of ledger accounts?
- b) What are the advantages of Double Entry System of Book-Keeping?

Q7) a) During the month of November 2020 the following functions were held at Blue Bird Hotel. Prepare special Functions Day book from the following transactions. **[5]**

- Nov. 4 Bill No. 345 - Wedding Reception for 200 persons @ ₹ 320 per person; wine and Tobacco ₹ 10,000. Account to Dr. Subhash.
- Nov. 7 Bill No. 352 - Annual Dinner of City Sports Club for 400 members @ ₹ 250 per cover; Wine and Tobacco ₹ 6,000. Account to Mr. Manohar, a secretary.
- Nov. 12 Bill No. 359 - Lunche on Party of Chamber of commerce for 150 members @ ₹ 275 per cover; Wine and Tobacco ₹ 12,000. Account to Mr. Mishra, manager.
- Nov. 19 Bill No. 369 - Private Birthday Party for 60 persons @ ₹ 220 per cover. Account to Mr. Deepak.

- b) From the following information prepare a Trial Balance **[5]**

Particulars	₹	Particulars	₹
Capital	1,60,000	Salaries	10,000
Machinery	1,30,000	Loan from Bank	30,000
Purchases	60,000	Sales	80,000
Furniture	50,000	Cash	25,000
Drawings	4,000	Interest received	9,000

Q8) Answer the following questions : (any Two)

[10]

- a) Explain convention of conservatism.
- b) State the double effects with example of following adjustments in preparation of Final Accounts.
 - i) Outstanding Expenses;
 - ii) Pre-received income
- c) Explain with examples classification of accounts.



Total No. of Questions : 7]

SEAT No. :

PC-4449

[Total No. of Pages : 2

[6384]-207
B.H.M.C.T
GE - 206 - B : LOGISTICS & SUPPLY CHAIN
MANAGEMENT
(2019 Pattern) (Semester - II)

Time : 2½ Hours]

[Max. Marks : 70

Instructions to the candidates :

- 1) Q. No.1 is compulsory.*
- 2) Attempt any five from the remaining.*

Q1) Write short notes on : (any four)

[20]

- a) Transportation.
- b) Reorder level fixation.
- c) Indirect Distribution channel.
- d) Hub & spoke model.
- e) CRM vs SCM
- f) Reverse logistics.

Q2) a) Explain the steps involved in order processing.

[5]

b) Define logistics comment on objectives of logistics.

[5]

Q3) a) Differentiate between centralised & decentralised supply chains.

[5]

b) Enumerate & explain various functions of distribution channels.

[5]

Q4) a) Explain the concept of demand chain management in SCM.

[5]

b) Describe various costs associated with inventory.

[5]

P.T.O.

Q5) Describe the role of supply chain management in modern business & highlight the key issues in its strategies. **[10]**

Q6) Explain the concept of inventory management & elaborate on lead time reduction. **[10]**

Q7) Draw & explain the generalised supply chain model. **[10]**



Total No. of Questions : 5]

SEAT No. :

PC2171

[6384]-301

[Total No. of Pages :2

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

C301 : BAKERY & CONFECTIONERY

(2019 Pattern) (Semester- III)

Time : 2 Hours]

[Max. Marks : 40

Instructions to the candidates:

- 1) *Q1. is compulsory.*
- 2) *Solve any three from remaining.*
- 3) *All questions carry equal marks.*
- 4) *Figures to the right indicate full marks.*

Q1) Explain following terms (any 10).

[10]

- a) Baking
- b) Sourdough
- c) Raising agents
- d) Low ratio cake
- e) Tartlets
- f) Flying ferment
- g) Pound cake
- h) Sundry material
- i) Chiffon cake
- j) Fondant
- k) Laminated pastry
- l) Croissant

Q2) a) Explain any 5 physical and chemical changes during baking.

[5]

b) List & explain any five ingredients used in Icing.

[5]

P.T.O.

- Q3)** a) Explain any five types of cookies & give one example of each. [5]
b) Define knock back and explain the reasons for knock back. [5]
- Q4)** a) Explain the following bread making methods. [5]
i) Salt delay method
ii) No time dough method
b) Explain the functions of following ingredients in cake making. [5]
i) Eggs
ii) Sugar
- Q5)** a) List various cake making methods & explain any one. [5]
b) Explain the do's & don't while making puff pastry. [5]



Total No. of Questions : 6]

SEAT No. :

PC2172

[Total No. of Pages : 2

[6384]-302

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

C - 302 : FOOD AND BEVERAGE SERVICE - III
(2019 Pattern) (Semester - III)

Time : 2 Hours]

[Max. Marks : 40

Instructions to the candidates:

- 1) *Question No.1 is compulsory.*
- 2) *Solve any 3 questions from the remaining.*
- 3) *Draw the diagram wherever necessary.*
- 4) *All questions carry equal marks.*

Q1) Explain the term (any ten).

[10]

- a) Beer
- b) Ale
- c) Alcohol free wines
- d) Gray rot
- e) Brut
- f) Marsala
- g) Mash
- h) Viticulture
- i) Angel's share
- j) Cobra gun
- k) Cork screw
- l) Decanting

Q2) a) Explain two uses of the following ingredients in beer manufacturing process. **[6]**

- i) Hops
- ii) Barley
- iii) Water

b) Explain the storage of wines

[4]

P.T.O.

- Q3)** a) With the help of flow chart describe the vinification process of red wine. **[6]**
b) Discuss any four types of port. **[4]**
- Q4)** a) Define Aperitif. Explain three wine based Aperitif. **[5]**
b) State the importance of front bar & Back bar. **[5]**
- Q5)** Write short note on any two. **[10]**
a) Food & wine harmony
b) Spirit based bitter
c) Types of bar
d) Other fermented & brewed beverages.
- Q6)** a) List any three wine regions of Italy with wine examples. **[6]**
b) Draw the classification chart of Alcoholic beverage. **[4]**



Total No. of Questions : 6]

SEAT No. :

PC2173

[6384]-303

[Total No. of Pages : 2

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

C303 : ACCOMMODATION OPERATIONS-I

(2019 Pattern) (Semester-III)

Time : 2 Hours]

[Max. Marks : 40

Instructions to the candidates:

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

Q1) Define the following terms (Any 5)

[10]

- a) Checklist
- b) Suzie
- c) Napery
- d) Folio
- e) Starching
- f) Valet

Q2) a) Explain various functions performed by supervisor.

[5]

b) Give the sizes for:

[5]

- i) Double Bedsheet
- ii) Face Towel
- iii) Bath mat
- iv) Pillow case
- v) Mattress proctector

P.T.O.

- Q3)** a) Give the procedure for Group checkout. [5]
b) Draw any two types of voucher [5]
- Q4)** a) Differentiate between traveler's cheque and personal cheque. [5]
b) Explain discard management followed in hotel. [5]
- Q5)** a) Write the flow process of Guest laundry. [5]
b) What are the various jobs given on contract by housekeeping. [5]
- Q6)** a) Write short note on: (Any 2) [5]
i) Stain Removal
ii) Factors affecting parstock
iii) Post departure courtesy service.
- b) Write the Formulae for: [5]
i) No show %
ii) House count
iii) ARR
iv) Over stay %
v) Local occupancy %



Total No. of Questions : 7]

SEAT No. :

PC2174

[Total No. of Pages : 2

[6384]-306

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

DSE-306A : HOSPITALITY SALES

(2019 Pattern) (Semester-III)

Time : 2½ Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) *Question No.1 is compulsory.*
- 2) *Attempt any 5 questions from Q.2 to Q.7.*
- 3) *All questions carry equal marks.*

Q1) Write short notes (any 5)

[20]

- a) Centralized Reservation System.
- b) Business to consumer (B2C)
- c) Negotiation
- d) Market Segmentation
- e) Concept selling
- f) Attributes of sales person

Q2) a) Discuss the banquet sales process

[5]

b) Explain the function of sales manager

[5]

Q3) a) Discuss any 5 types of training for sales manager.

[5]

b) Explain any 5 sales promotion tools.

[5]

Q4) a) Explain the process of prospecting.

[5]

b) Discuss the selling practices used for business and leisure travelers. **[5]**

P.T.O.

- Q5)** a) Draw organization sales structure of 5-star property. [5]
b) Explain the concept of hospitality sales. [5]
- Q6)** a) Differentiate between hospitality sales & Marketing. [5]
b) Explain what is electronic & telephone sales? [5]
- Q7)** a) Prepare a detail BEP for cocktail dinner for 100 pax. [5]
b) Draw and name any five types of banquet setup. [5]



Total No. of Questions : 8]

SEAT No. :

PC2175

[Total No. of Pages : 2

[6384]-307

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

DSE-306 B : COMPUTER FUNDAMENTAL

(2019 Pattern) (Semester-III)

Time : 2½ Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) *Question No. 1 is compulsory.*
- 2) *Attempt any 6 from the remaining questions.*

Q1) Explain the following terms. (any 10)

[10]

- a) OCR
- b) RAM
- c) Wallpaper
- d) Windows
- e) Footer
- f) Save as
- g) Modem
- h) HTTP
- i) SAP
- j) SPAM
- k) Paint
- l) File

Q2) a) Draw a neat labelled block diagram of computer system.

[5]

- b) Write down the difference between system software & application software.

[5]

P.T.O.

- Q3)** a) Write down the step by step procedure to change wallpaper. [5]
b) Explain following DOS commands: [5]
i) CLS
ii) VOL
iii) TYPE
iv) MORE
v) MD
- Q4)** a) List & explain various margins in MS word. [5]
b) Describe the procedure to protect a sheet in MS Excel. [5]
- Q5)** a) Draw & explain ring topology. [5]
b) Give the steps for inserting video & audio in MS PPT [5]
- Q6)** a) Describe the concept of web uploading & downloading [5]
b) Explain the concept of B-to-C in E-commerce. [5]
- Q7)** Write short notes on : (any four) [10]
a) Broadband
b) Format painter
c) MAN
d) Wildcards
e) Slide transitions
- Q8)** a) Write any five disadvantages of social media. [5]
b) Explain the image capturing devices [5]



Total No. of Questions : 5]

SEAT No. :

PC2176

[6384]-401

[Total No. of Pages : 2

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

C-401 : QUANTITY FOOD PRODUCTION

(2019 Pattern) (Semester - IV)

Time : 2 Hours]

[Max. Marks : 40

Instructions to the candidates:

- 1) *Question no.1 is compulsory.*
- 2) *Attempt any three of the following from Q.2 to Q.5.*
- 3) *All questions carry equal marks.*

Q1) Explain the following terms (Any 10)

[10]

- a) Gheuar
- b) Pulverizer
- c) Indert
- d) Dum pukht
- e) Payasam
- f) Luchi
- g) Gushtaba
- h) Balchao
- i) Dhansak
- j) Blast chiller
- k) Pongal
- l) Tandoor

Q2) a) Classify sectors of catering Industry. Explain hospital catering in detail.[5]

b) What are the fundamentals of yield management.

[5]

P.T.O.

Q3) a) List 5 large equipments and its use in quantity food production. [5]

b) What are the principles of Indenting for quantity kitchen. [5]

Q4) a) What are the factors influencing menu planning for Industrial menus.[5]

b) Plan an elaborate festive menu (min 10 preparations) from any one of the following. state with one line explanation of the dish : [5]

i) Bengal

ii) Tamil Nadu

Q5) Explain the following in brief : [10]

a) Volume forecasting.

b) List 4 factors for selection of kitchen equipments.

c) Inventory control in stores.

d) List four equipments used in Maharashtrian cuisine.

e) Challenges of welfare catering.

x x x

Total No. of Questions : 5]

SEAT No. :

PC-2177

[Total No. of Pages : 2

[6384]-402
S.Y.B.H.M.C.T
C402 : Food & Beverage Service - IV
(2019 Pattern) (Semester - IV)

Time : 2 Hours]

[Max. Marks : 40

Instructions to the candidates :

- 1) *Question 1 is compulsory.*
- 2) *Answer any 3 questions from Q2 to Q5.*

Q1) Explain the following terms: (Any 10)

[10]

- a) Proof
- b) Single Malt
- c) Wort
- d) Finger buffet
- e) Amaretto
- f) Congeners
- g) Pina
- h) BFP
- i) Dunder
- j) Fore shots
- k) Grappa
- l) Marc

Q2) a) List ingredients used in making Rum with their functions.

[5]

b) Explain Manufacturing process of Scotch whisky.

[5]

Q3) a) Explain method of manufacturing Liqueurs with an example each.

[5]

b) Draw format of BFP and explain it's importance.

[5]

P.T.O.

- Q4)** a) Write down the Golden rules of making cocktails. [5]
b) Explain the manufacturing Process of Tequila. [5]
- Q5)** a) Explain the manufacturing process of Vodka. [5]
b) Differentiate between: [3]
i) Cognac & Armagnac
OR
ii) Potstill & Patent still
c) List the different styles of Gin. [2]



Total No. of Questions : 6]

SEAT No. :

PC-2178

[Total No. of Pages : 2

[6384] - 403
S.Y. B.H.M.C.T.
C-403: Accommodation Operations - II
(2019 Pattern) (Semester - IV)

Time : 2 Hours]

[Max. Marks : 40

Instructions to the candidates:

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

Q1) a) Define the following terms **[10]**

- i) Safety
- ii) Rodents
- iii) Refuebishing
- iv) Credit monitoring
- v) e-display
- vi) Tariff

Q2) a) What is snag list? Draw & explain. **[5]**

b) Enlist the potential hazardous conditions in housekeeping department. **[5]**

Q3) a) Discuss various elements of Interior design. **[5]**

b) Explain the following types of complaints in housekeeping. With suitable example **[5]**

- i) Mechanical complaint
- ii) Unusual complaints

P.T.O.

Q4) a) Enlist the duties and responsibilities of night auditor. [5]

b) Define overbooking? State its advantages and disadvantages. [5]

Q5) a) What is a sales call? Why do hotels make sales call. [5]

b) Discuss any two methods of room tariff fixation. [5]

Q6) Write short notes on (any two) [10]

i) Types of pest control methods

ii) Objectives of interior design

iii) Types of renovation

iv) Relationship marketing



Total No. of Questions : 8]

SEAT No. :

PC-2179

[Total No. of Pages : 2

[6384] - 406
S.Y. BHMCT
GE406A: CUSTOMER RELATIONSHIP MANAGEMENT
(2019 Pattern) (Semester - IV)

Time : 2½ Hours]

[Max. Marks : 70

Instructions to the candidates: Solve any 7 questions out of 8

Q1) Write short notes on (any 5) :

[10]

- i) Customer Needs
- ii) Customer Loyalty
- iii) Analytical CRM
- iv) Wandering Customers
- v) Demographic Segmentation
- vi) Customer Complaints.

Q2) a) State the need for CRM. explain any two features of CRM.

[5]

b) Explain the CRM Process.

[5]

P.T.O.

- Q3)** a) Define customer profiling explain any four types of distomers [5]
b) Explain the role of CRM in sales department. [5]
- Q4)** a) What are the best practises to be followed in customer services. [5]
b) Explain the 5 GAP MODEL in detail [5]
- Q5)** a) Explain any two drivers of customer loyalty in detail [5]
b) State any five benefits of having a customers loyalty program. [5]
- Q6)** a) What is a customer loyalty ladder? [5]
b) Define customer satisfactions explain any one method of measuring customer satisfaction. [5]
- Q7)** a) State any five advantages of retaining customers. [5]
b) Enlist any five strategies for retaining customers [5]
- Q8)** a) Write a note on CLV [5]
b) Write in brief about future of CRM in relation to blogs social media etc. [5]



Total No. of Questions : 8]

SEAT No. :

PC-2180

[Total No. of Pages : 2

[6384] - 407
S.Y. B.H.M.C.T.
GE406B: Facility Planning
(2019 Pattern) (Semester - IV)

Time : 2½ Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) *Q. 1 is compulsory*
- 2) *Solve any six questions from the remaining.*
- 3) *Assume suitable data & mention the same.*

Q1) Attempt any Five :

[10]

- a) Name & explain any two floor finishes.
- b) What is an atrium lobby?
- c) Which are the two major aspects that one must look while selecting a location for a hotel?
- d) Explain the concept of wall covering with 2 examples
- e) Name & explain any 2 types of guestrooms.
- f) Flow of work in Kitchen.

Q2) a) Explain any six factors that are to be considered while designing housekeeping department in a hotel. [6]

b) Name and explain any four types of Bars. [4]

P.T.O.

- Q3)** a) Draw and explain systematic layout plan. [6]
- b) As Per the thumb rules for allocation of space for 200 rooms hotel: in(sqft) give areas for : [4]
- i) Cocktail lounge
- ii) Lobby floor Area
- Q4)** a) Draw a multicuisine restaurant layout having 100 covers and mention the space required for it. [6]
- b) Write in brief factors that affect front office design. [4]
- Q5)** a) Classify hotels under star category. [6]
- b) What is feasibility report? Write any 3 components of it? [4]
- Q6)** a) What equipments are required for the following ancillary areas in the hotel
- i) Swimming Pool [6]
- ii) GYM & Spa
- b) Write in brief any four types of restaurants. [4]
- Q7)** a) Explain in brief the various equipments used in laundry. [6]
- b) Explain any four types of lighting. [4]
- Q8)** a) Name & explain equipments used in front office. [6]
- b) What is blueprint and its purpose? [4]



Total No. of Questions : 8]

SEAT No. :

PC2181

[6384]-601

[Total No. of Pages :2

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

**CS 601 A : SPECIALIZATION IN FOOD PRODUCTION
MANAGEMENT - I**

(2019 Pattern) (Semester- VI)

Time : 3 Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) *Question no.1 is compulsory.*
- 2) *Attempt any 6 from remaining questions.*
- 3) *All questions carry equal marks.*

Q1) Answer any ten questions :

[10]

- a) Strogonoff
- b) Croquettes
- c) Balanced diet
- d) Arborio
- e) Mezze
- f) Antipasti
- g) Sauer traut
- h) Spray drying
- i) Churros
- j) Foiegras
- k) Crudites
- l) Veal

Q2) a) What information is required prior to designing of a kitchen. **[5]**

b) Briefly explain any 5 methods of cooking fish. **[5]**

Q3) a) What is convenience food? List 4 advantages and disadvantages of using convenience food. **[5]**

b) Plan a five course spanish menu giving description of each dish. **[5]**

Q4) a) List any 5 precautions for presentation and 5 precautions for storage of appetizers. **[5]**

b) Differentiate between Haute and Nouvelle cuisine. **[5]**

P.T.O.

Q5) a) Plan a 4 course menu for an obese person with justification for each course. [5]

b) Draw a neat layout of 'Multicuisine kitchen' showing the placement of various equipments. [5]

Q6) a) What are additives? Briefly explain the following methods of processing convenience food [5]

i) Preservation

ii) Accelerated freeze drying

b) Draw a neat diagram of a beef fillet showing various steaks derived from beef fillet, briefly explain each. [5]

Q7) Answer the following (any 5) [10]

a) List any 4 points for selection of poultry.

b) What are 2 characteristics of Portuguese cuisine.

c) Give 2 examples of crustaceans and 2 examples of cephalopods.

d) List any 4 staple ingredients used in Greek cuisine.

e) Explain the term 'Lactose Intolerance'. Name any 2 foods to be avoided for the same.

f) What is marbling of meat? List any 2 advantages of marbling.

g) List any 2 soup from Italian cuisine & 2 dessert from German cuisine.

Q8) a) Write a short note on [6]

i) Modern trends used in plating of food

ii) Aging of meat

b) Explain the composition & structure of meat. [4]

x x x

Total No. of Questions : 7]

SEAT No. :

PC2182

[6384]-602

[Total No. of Pages :2

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

**CS601 B : SPECIALIZATION IN FOOD AND BEVERAGE
SERVICE MANAGEMENT - I
(2019 Pattern) (Semester- VI)**

Time : 3 Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) *Question no.1 is compulsory.*
- 2) *Attempt any 5 from the remaining questions.*

Q1) Short notes (any 4)

[20]

- a) Types of trollies used in Gueridon service.
- b) Types of Budgets.
- c) Performance Measures of F & B staff.
- d) Classification of functions.
- e) Air catering.

Q2) a) Explain the importance of carving Hygiene on a Gueridon.

[5]

b) Discuss the concept of F & B in M.I.C.E.

[5]

Q3) a) What are the obstacles faced during catering in Railways.

[5]

b) Explain the catering policies adopted by F & B outlets in a Mall.

[5]

P.T.O.

- Q4)** a) Discuss task analysis and allocation of work adopted in F & B. [5]
- b) Write a note on fundamentals of F & B controls. [5]
- Q5)** a) What are the stages in preparing F & B budgets. [5]
- b) Explain the service procedure for crepe suezette. [5]
- Q6)** a) Explain Menu engineering with a neat Matrix. [5]
- b) What is the importance of customer relationship in F & B. [5]
- Q7)** Create a BFP for a pre-wedding cocktail Dinner for 400 pax. Assume other necessary data. [10]

x x x

Total No. of Questions : 7]

SEAT No. :

PC2183

[6384]-603

[Total No. of Pages :2

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

**CS601C : SPECIALIZATION IN ACCOMMODATION
MANAGEMENT - I**

(2019 Pattern) (Semester - VI)

Time : 3 Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) *Question no.1 is compulsory.*
- 2) *Solve any five questions out of remaining.*

Q1) Write short notes on (Any 2)

[10]

- a) Atrium lobby and contemporary lobby.
- b) Principles of purchasing.
- c) Accessories used in flower arrangement.
- d) Selection of PMS for business Hotel.

Q2) a) What are design considerations in planning lobby layout for physically challenged guests. **[6]**

b) Describe atleast six methods of conditioning plant material & flowers for optimal freshness and longevity. **[6]**

Q3) a) Write the characteristics of the following fibre **[6]**

- i) Silk
- ii) Cotton

b) Draw & explain the following formats **[6]**

- i) Bin card
- ii) Store requisition slip

P.T.O.

- Q4)** a) Plan & design a broucher & tariff card for Heritage Hotel. [6]
- b) Explain the reservation and cashier module used in front office system.[6]
- Q5)** a) As a receptionist how would you handle the situation in case of death in guest room. [6]
- b) Differentiate between belldesk & concierge. [6]
- Q6)** a) Explain any three types of budget. [6]
- b) Describe the criterios for selecting bed linen & both linen. [6]
- Q7)** a) “Brochues are important sales tools”. Justify. [6]
- b) Explain the Measures for controlling inventory. [6]

x x x

Total No. of Questions : 8]

SEAT No. :

PC-2184

[Total No. of Pages : 2

[6384]-604

B.H.M.C.T.

C-602 : F and B Control

(2019 Pattern) (Semester - VI)

Time : 2½ Hours]

[Max. Marks : 70

Instructions to the candidates :

- 1) *Question No. 1 is compulsory.*
- 2) *Answer any 5 of the remaining.*

Q1) Explain the following terms any 10 :

[20]

- a) Standard portion size
- b) Meat tags
- c) Perishability
- d) Purchase specification.
- e) Par Stock.
- f) Cook freeze
- g) Sous Vide
- h) LIFO
- i) Differential pricing
- j) Delivery Note
- k) Indirect Coats
- l) Sunk cost

P.T.O.

- Q2)** a) Write any 5 problems in F & B control. [5]
b) Explain the concept of profit in detail. [5]
- Q3)** From the given data calculate BEP sales, BEP in Numbers, Margin of safety at 100% capacity and profit volume ratio. [10]
a) Selling price 100 Rs. per unit
b) Variable price 40 Rs. per unit
c) Fixed cost 3,00,000 Rs.
d) 100 percent capacity 8000 units.
- Q4)** a) Draw the control cycle in Food & Beverage Operations. [5]
b) Enlist & explain objectives of Budgeting. [5]
- Q5)** a) Draw a sample format of standard recipe card. [5]
b) Differentiate between centralized & decentralized purchasing. [5]
- Q6)** a) Elaborate the concept of supply chain management. [5]
b) Explain the procedure of receiving perishable goods. [5]
- Q7)** a) Elaborate the storage procedure for Non perishable F & B items. [5]
b) Give benefits of centralized cooking. [5]
- Q8)** Explain the following concepts of Pricing (Any 2) : [10]
a) Target profit pricing
b) Value based Pricing
c) Competition based pricing.



Total No. of Questions : 7]

SEAT No. :

PC-2185

[Total No. of Pages : 2

[6384] - 605

B.H.M.C.T.

C-603: HUMAN RESOURCE MANAGEMENT

(2019 Pattern) (Semester - VI)

Time : 2½ Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) *Question No. 1 is compulsory.*
- 2) *Attempt any 5 questions of remaining.*
- 3) *Figures to the right indicate full marks.*

Q1) Write a short note on (any 4) :

[20]

- a) Career management
- b) 360 Degree feedback
- c) Collective Bargaining
- d) Management by objectives (MBO)
- e) Cost to the company (CTC)
- f) Competency matrix

Q2) a) Discuss the techniques of manpower planning.

[5]

b) Explain the methods of performance appraisal.

[5]

P.T.O.

- Q3)** a) Explain the role of women grievance committee. [5]
b) Draw the format for job specification of F.O. manager. [5]
- Q4)** a) Define job evaluation and explain its importance. [5]
b) Enlist any 5 direct and indirect types of compensation. [5]
- Q5)** a) Discuss any 5 types of fringe benefits. [5]
b) Explain any 5 causes for labour turnover. [5]
- Q6)** a) Explain any 5 sources of recruitment. [5]
b) Discuss any 5 causes of Indiscipline. [5]
- Q7)** a) Explain orientation and induction. [5]
b) Discuss any 5 types of training programs. [5]



Total No. of Questions : 7]

SEAT No. :

PC-2186

[Total No. of Pages :2

[6384]-606

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

C-604: SERVICES MARKETING

(2019 Pattern) (Semester - VI)

Time : 2½ Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) *Question No. 1 is compulsory.*
- 2) *Solve any 5 from the remaining.*

Q1) Write short notes on (Any Four) :

[5 × 4 = 20]

- a) Characteristics of services.
- b) Importance of Branding.
- c) Internal Marketing.
- d) Social Media Network.
- e) Advantages of Service Blueprint.

Q2) a) State any five management strategies for the services business. [5]

- b) Enlist the hospitality intermediaries and explain their role in the distribution of services. [5]

Q3) a) Explain the 5 M's of advertising. [5]

- b) State and explain any five methods of measuring customer satisfaction.[5]

Q4) a) Elaborate on the concept of 'Service Scape'. [5]

- b) Discuss the management strategies to enhance productivity in an organisation. [5]

P.T.O.

- Q5)** a) What are the steps involved in the development of a new service product. **[5]**
b) What are the various forms of marketing organisation? Explain any two in brief. **[5]**
- Q6)** a) Explain the role of people in Services Triad and explain **[5]**
b) List the factors that are involved in pricing a service product. **[5]**
- Q7)** a) State the technology used in Services Marketing. **[5]**
b) What are the various forms of Marketing Organisation. **[5]**



Total No. of Questions : 8]

SEAT No. :

PC2187

[6384]-701

[Total No. of Pages :2

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

SPECIALISATION IN FOOD PRODUCTION MANAGEMENT - II

(2019 Pattern) (Semester- VII) (701CSA)

Time : 3 Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) *Question no 1 is compulsory.*
- 2) *Solve any 6 from 2 to 8.*
- 3) *All questions carry equal marks.*
- 4) *Figures to the right indicate full marks.*

Q1) Explain the following culinary terms (Any 10)

[10]

- a) Sushi
- b) Stir fry
- c) Galangal
- d) Lavash
- e) Marinade
- f) Chaudfroid
- g) Ballotine
- h) Tempering
- i) Humectant
- j) Anticaking agents
- k) Sequestrant
- l) Gammon

Q2) a) List down any five responsibilities of the larder chef.

[5]

b) List and explain any five types of chocolates.

[5]

P.T.O.

- Q3)** a) List and explain any five types of forcemeats. [5]
b) Explain the primary steps involved in Mousse making. [5]
- Q4)** a) Draw a classification chart of cold dessert. [5]
b) Define sweetening agents & explain natural sweeteners. [5]
- Q5)** a) Explain and plan a five course Thai cuisine. [5]
b) Explain the manufacturing process of chocolate. [5]
- Q6)** a) Define nutrient supplement and explain its usage. [5]
b) Explain baked pudding and explain any four precautions to be followed while baking pudding. [5]
- Q7)** a) Explain the preparation method of terrine making. [5]
b) As a chef what points you will consider during presentation of cold meats. [5]
- Q8)** Write short note on any 4. [10]
a) Middle eastern cuisine
b) Cures & brines
c) Thickening agents used for dessert making
d) Parfait
e) Sugar boiling & precaution



Total No. of Questions : 7]

SEAT No. :

PC2188

[6384]-702

[Total No. of Pages :1

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

701CSB : SPECIALIZATION IN F&B SERVICE MANAGEMENT - II

(2019 Pattern) (Semester- VII)

Time : 3 Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) *Question no.1 is compulsory.*
- 2) *Answer any 5 Questions from remaining.*

Q1) Write notes on (any 4): **[20]**

- a) QSR
- b) Under Bar
- c) Upselling & suggestive selling
- d) Essentials of control system
- e) POS

Q2) a) Draw and explain 2 formats used in Restaurant. **[5]**

b) Explain Back bar in details. **[5]**

Q3) Explain Mean Engineering with matrix. **[10]**

Q4) a) Explain Approvals & licenses required for Restaurant. **[5]**

b) List down opening & closing duties of a bar. **[5]**

Q5) a) Write receipes of **[5]**

- i) Martini
- ii) Margarita

b) Explain ECR & ESP. **[5]**

Q6) a) Explain any 2 hot cocktails. **[5]**

b) Explain methods of beverage control. **[5]**

Q7) a) Write a note on molecular mixology. **[5]**

b) Explain methods of printing menu. **[5]**



Total No. of Questions : 7]

SEAT No. :

PC2189

[6384]-703

[Total No. of Pages :2

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

SPECIALIZATION IN ACCOMMODATION MANAGEMENT - II

(2019 Pattern) (Semester- VII) (701CS C)

Time : 3 Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) Question no.1 is compulsory.*
- 2) Solve any five questions out of remaining.*

Q1) Write short notes on (any four)

[20]

- a) Psychological effect of Colours.
- b) Soft flooring.
- c) Yield Management.
- d) Direct lighting
- e) Bay window
- f) Maintenance of carpets.

Q2) a) Explain any two types of colour schemes for guest rooms.

[5]

b) Write a standard operating procedure for check-in in hotel.

[5]

Q3) a) Explain any two types of hard floorings.

[5]

b) Describe two types of window treatments.

[5]

Q4) a) Which points need to be kept in mind while calculating staff requirement?
[5]

b) Define Time study. Explain the concept in brief.

[5]

P.T.O.

- Q5)** a) Describe the budgeting process in detail. [5]
b) Elaborate on the operating expenses in the Housekeeping department of the hotel. [5]
- Q6)** a) Define Revenue Management. State the importance of Revenue Management in hotels. [5]
b) Classify budgets with examples. [5]
- Q7)** a) Draw a duty roster for House keeping for a 50 rooms hotel. [5]
b) Explain the various strategies used by the revenue manager to increase revenue in hotel. [5]



Total No. of Questions : 7]

SEAT No. :

PC2190

[Total No. of Pages : 2

[6384]-704

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

702 - C : DISASTER MANAGEMENT

(2019 Pattern) (Semester - VII)

Time : 2½ Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) *Question No.1 is compulsory.*
- 2) *Attempt any five from remaining questions.*

Q1) Write short notes on (any four).

[20]

- a) Disaster preparedness.
- b) Role of education institute.
- c) Sanitation & Hygiene.
- d) Manmade disasters.
- e) Disaster response plan.
- f) Different stakeholders in disaster relief.

Q2) a) Differentiate between Hazard & Disaster.

[5]

b) Explain the role of IT in disaster preparedness.

[5]

Q3) a) Describe the legal provisions in Disaster management Act, 2005.

[5]

b) How does damage assessment is conducted in recovery stage?

[5]

Q4) a) Comment on early warnings & safety measures of disaster.

[5]

b) Explain Disaster management cycle with the help of diagram.

[5]

P.T.O.

Q5) Write a case study on disaster management in hotel industry. **[10]**

Q6) Explain the medical health response to various disasters. **[10]**

Q7) Explain following concepts (any five) **[10]**

- a) SDMA
- b) Mitigation
- c) C.B.R.N.
- d) Vulnerability
- e) Industrial pollution
- f) Reconstruction



Total No. of Questions : 7]

SEAT No. :

PC2191

[Total No. of Pages : 1

[6384]-705

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

C 703 : TOTAL QUALITY MANAGEMENT

(2019 Pattern) (Semester - VII)

Time : 2½ Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) *Q.1 is compulsory.*
- 2) *Attempt any 5 out of the remaining.*
- 3) *Figures to the right indicate full marks.*

Q1) Attempt any (4 out of 6). [4×5=20]

- a) What are quality plan.
- b) Internal & external customer.
- c) Difference between Vision & mission statement.
- d) ISO 9000
- e) Employee opinion survey.
- f) Employee empowerment & motivation.

Q2) Explain the importance of communication in TQM. What are the barriers is communication. [10]

Q3) Explain the components of Ishikawa Diagram. Why is it important. [10]

Q4) Explain preventive & Appraisal costs. [10]

Q5) Explain Kaizan & 5‘S’ in details. Explain with suitable example. [10]

Q6) a) What are core concepts of TQM list & explain. [2×5=10]
b) What is six sigma concept.

Q7) a) Write note on Japanese core concepts. [2×5=10]
b) What is the concept of ‘zero defect’ & right first time’.



Total No. of Questions : 9]

SEAT No. :

PC2192

[6384]-706

[Total No. of Pages : 2

Fourth Year B.H.M.C.T

C-704 : ENVIRONMENT SCIENCE

(2019 Pattern) (Semester-VII)

Time : 2½ Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) Solve any seven questions from the following.*
- 2) All questions carry equal marks.*

Q1) Explain the following terms. (any 5)

[5×2=10]

- a) TERJ
- b) IGBC
- c) ISO (14004)
- d) Bore-well
- e) Organic waste
- f) Sustainability

Q2) Explain any 5 process applied for improving the water quality.

[10]

Q3) a) Discuss the new technology used in construction.

[5]

b) Write any 5 best eco practices followed in banquets and restaurants.**[5]**

Q4) a) Define outdoor air pollution. Mention any 4 causes of outdoor air pollution. **[5]**

b) Explain Hotel and local community involvement towards Environment sustainability practices **[5]**

P.T.O.

- Q5)** a) Explain natural and man made disaster with examples. [5]
b) Write down 5 benefits of water conservation. [5]
- Q6)** a) Explain 'Ecotel' & state its importance towards environment sustainability. [5]
b) Discuss the negative impact of noise pollution. [5]
- Q7)** Explain the principles of energy management. Discuss the role of energy manager. [10]
- Q8)** a) Write a short on Environmental legislation. [5]
b) State the benefits of Eco-bricks. [5]
- Q9)** Write down 5 sources of solid waste found in hotel with examples. [10]



Total No. of Questions : 8]

SEAT No. :

PC2193

[6384]-801

[Total No. of Pages :2

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

**CS801 A : SPECIALIZATION IN FOOD PRODUCTION
MANAGEMENT - III**

(2019 Pattern) (Semester- VIII)

Time : 3 Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) *Question no.1 is compulsory.*
- 2) *Attempt any 6 questions from Q.2 to Q.8.*
- 3) *Assume suitable data if necessary.*
- 4) *All questions carry equal marks.*

Q1) Attempt any ten :

[10]

- a) Danish Party.
- b) A La Bourgeoise
- c) Au Bleu
- d) Cordon
- e) Fleuron
- f) Smorgasbord
- g) Miso
- h) Rojak
- i) Otak-otak
- j) Nigiri
- k) Tom Yum Goong
- l) Banhmi
- m) Plat Du Jour

Q2) a) List & explain any five attributes of a kitchen personnel you will observe while interviewing at Entry level. **[5]**

b) List and explain any five departments with which food production department has to communicate on regular basis. **[5]**

Q3) a) Discuss the importance of buying knowledge of a purchase manager in a large hotel. **[5]**

b) Explain the process of preparing Master Budget in a hotel using other ancillary budgets. **[5]**

P.T.O.

- Q4)** a) Explain the Menu Matrix with suitable examples. [5]
b) Write down the organoleptic & sensory evaluation of Prawn Sushi. [5]
- Q5)** a) Discuss the advantages & disadvantages of cyclic menus. [5]
b) Explain any two Methods of Time & Motion Study which can be implemented in Food Production department to improvise efficiency.[5]
- Q6)** a) Describe subjective & Objective evaluation of food. [5]
b) Write the advantages of preparation & implementation of budgets. [5]
- Q7)** a) Discuss the correlation of managerial accounting with menu Engineering.[5]
b) Draw a format of standard recipe sheet. Use suitable data. [5]
- Q8)** Write short notes on : (Any Four) [10]
a) Mexican cuisine
b) Duty roaster for a fine dine restaurant.
c) SPS
d) Production planning
e) Testing of new equipment

x x x

Total No. of Questions : 7]

SEAT No. :

PC2194

[6384]-802

[Total No. of Pages :2

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

**CS-801-B : SPECIALIZATION IN FOOD & BEVERAGE
SERVICE & MANAGEMENT - III**

(2019 Pattern) (Semester- VIII)

Time : 3 Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) *Question no.1 is compulsory.*
- 2) *Solve any five from Q.2 to Q.7.*
- 3) *All questions carry equal marks.*

Q1) Short notes on (any 4) :

[20]

- a) Molecular gastronomy
- b) HRACC
- c) PFA
- d) Food truck
- e) Importance of kitchen Stewarding

Q2) a) Write a note on current trends seen in food & beverage industry. **[5]**

b) Write a note on Organic food. **[5]**

Q3) a) Elaborate on the star ratings of michellin Restaurants. **[5]**

b) Explain the advantages of calculating daily food costs. **[5]**

Q4) a) Explain vegan cuisine - **[5]**

b) Write a note on populating of food truck concept. **[5]**

P.T.O.

Q5) a) Write a note on HACCP. [5]

b) Explain MIS reports and its importance. [5]

Q6) a) Write a note on catering policy of Fast food outlets. [5]

b) What details will be considered for making a hypothetical business model of F & B outlet. [5]

Q7) a) What are the guidelines for approval of star hotel Restaurant. [5]

b) Write a note on food allergens. [5]

x x x

Total No. of Questions : 7]

SEAT No. :

PC2195

[6384]-803

[Total No. of Pages :2

Four Year B.H.M.C.T.

**CS-801-C : SPECIALIZATION IN ACCOUMMODATION
MANAGEMENT - III**

(2019 Pattern) (Semester - VIII)

Time : 3 Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) *Question no.1 is compulsory.*
- 2) *Solve any five questions out of remaining.*

Q1) Write short notes on (any two)

[10]

- a) Ergonomics
- b) Levels of Loyalty programs
- c) Use of technology at Front desk
- d) Guest feedback Mechanism

Q2) a) Describe how continuous improvement in housekeeping practices can be achieved through audits. **[6]**

b) List down planning consideration for a theme based room. **[6]**

Q3) a) Explain outsourcing and enlist jobs given for outsourcing in housekeeping department. **[6]**

b) How can hotels use social media to engage with guests and improve satisfaction? **[6]**

Q4) a) Write down housekeeping cleaning procedure followed in mall. **[6]**

b) Explain the facilities in following areas :- **[6]**

- i) Physically Challenged Room
- ii) Conference room

P.T.O.

Q5) a) How can hotels notify guests during an emergency? Explain with suitable example. [6]

b) What are the components of HACCP as applied to housekeeping? [6]

Q6) a) List down the security measures followed in hotels for the following areas : [6]

i) Corridor (Guest)

ii) Lobby

iii) Main gate

b) Explain in detail one loyalty program of any chain 5-Star hotel. [6]

Q7) a) What strategies can be used to ensure that a hotel's staff consistently adheres to a 'never say no' policy? [6]

b) Motivation plays an important role in enhancing staff performance. Justify. [6]

x x x

Total No. of Questions : 7]

SEAT No. :

PC-2196

[Total No. of Pages : 2

[6384]-804
B.H.M.C.T.
C-803 : ORGANISATION BEHAVIOUR
(2019 Pattern) (Semester - VIII)

Time : 2½Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) Q. 1 is compulsory.*
- 2) Attempt any 5 questions from the remaining.*
- 3) Figures to the right indicate full Marks.*

Q1) Write Notes (Any 4) :

[20]

- a) Virtual Teams
- b) Halo Effect
- c) Values at Work place
- d) Group Dynamics
- e) Personality Determinants
- f) Cultural conflict

Q2) Discuss Big-5 model of Personality Traits.

[10]

Q3) Elaborate different stages of Group Development.

[10]

Q4) Explain the impact of Functional and Dysfunctional conflict on Organisation's culture.

[10]

Q5) a) What is 'Cross-Culture'? Also comment on its importance.

[5]

b) Comment on various characteristics of Culture.

[5]

P.T.O.

Q6) Define Employee Empowerment? State its positive and negative impact on employees. **[10]**

Q7) What are the causes of Stress? Also comment on the ways to cop up. **[10]**



Total No. of Questions : 7]

SEAT No. :

PC-2197

[Total No. of Pages : 2

[6384] - 805

B.H.M.C.T.

C-804: ENTREPRENEURSHIP DEVELOPMENT

(2019 Pattern) (Semester - VIII)

Time : 2½ Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) *Question No 1 is compulsory.*
- 2) *Solve any 5 of remaining.*

Q1) Write short notes on (any 4) :

[20]

- 1) Market research
- 2) Start-ups & its advantages
- 3) Federation of Indian women entrepreneurs
- 4) NABARD
- 5) Mergers
- 6) IPR
- 7) 5 skills of an entrepreneur

Q2) a) Explain any 5 legal compliances mandatory for a business in India. [5]

b) What are entrepreneurial pitfalls. [5]

P.T.O.

- Q3) a)** Explain joint ventures and mergers with suitable example. **[5]**
- b) What are the sources of finance for a business. **[5]**
- Q4)** Explain the role & functions of SIDBI and IDBI **[10]**
- Q5) a)** What are the reasons for growth of women entrepreneur? **[5]**
- b) Discuss any 5 problems faced by them. **[5]**
- Q6)** Discuss various components of a Business plan. **[10]**
- Q7)** What is organisation plan? Explain 5 types of ownership in a business. **[10]**

