



[4676] – 405

Seat No.	
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**B.H.M.C.T. (Semester – IV) Examination, 2014
405 : PRINCIPLES OF MANAGEMENT
(2008 Pattern)**

Time : 3 Hours

Max. Marks : 70

Instructions : 1) Q. 1 is **compulsory**.
2) Solve **any five** from Q. 2 to Q. 8.

1. Write short notes on (**any 4**). **20**
 - a) Internal factors affecting management.
 - b) Differentiate between formal and Informal Organizations.
 - c) Barriers to communication function.
 - d) Importance of Morale.
 - e) Benefits of motivated staff.
 - f) Need for control.
 2. Describe the process of communication in detail. **10**
 3. Explain Herzberg's two factor theory of motivation. **10**
 4. Define Leadership. Explain the various styles of leadership seen in an organization. **10**
 5. Define organizing. Explain the various principles of organizing. **10**
 6. Describe F.W. Taylor's scientific management theory. **10**
 7. Explain the process of decision making in an organization. **10**
 8. Explain the various types of plans used in operations of an organization. **10**
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[4676] – 205

Seat No.	
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B.H.M.C.T. (Semester – II) Examination, 2014
205 : CATERING SCIENCE – II
(2008 Pattern)

Time : 3 Hours

Max. Marks : 70

Instructions : 1) Q. No. 1 is **compulsory**.
2) Answer **any four** questions from Q. No. 2 - Q. No. 7.

1. Define the following terms (**any five**) : **(5× 2=10)**
- a) Oedema
 - b) Nutrient
 - c) Empty calories
 - d) Vitamins
 - e) Hydrogenation of oil
 - f) Health

2. A) Match the following nutrients in column 'A' with the deficiency disease in column 'B'. **5**
- | A | B |
|-----------------|--------------------|
| i) Niacin | a) Scurvy |
| ii) Vitamin 'B' | b) Anaemia |
| iii) Iron | c) Beri-Beri |
| iv) Vitamin 'C' | d) Pellagra |
| v) Vitamin 'A' | e) Night blindness |
| | f) Osteoporosis |

- B) Give reasons (**any 5**) : **(5×2=10)**
- i) Fruits and vegetables should not be cut in small pieces.
 - ii) Animal proteins are the complete source of protein.
 - iii) Dietary fibres should be recommended to a person suffering from constipation.
 - iv) We should add an extra pinch of salt during summer.
 - v) Water balance plays an important role in relation to human health.
 - vi) Oil should be stored in air tight container.

3. A) A diet provides 1800 kcal. Out of this 270 gm is carbohydrate content. The energy provided by fat is 288 kcal. Calculate the protein content of the diet. **5**
- B) Explain the supplementary value of protein with two examples. **5**

OR

- Write a short note on the 'Effect of heat' on carbohydrate. **5**
- C) Explain the importance of avoiding fast or junk food. **5**

P.T.O.



4. A) Discuss 'Calcium' under the following :
- i) Any two functions 2
 - ii) Any two good food sources 2
 - iii) Name of the deficiency disease 1
- B) Define essential amino acid and enlist all amino acids needed by an adult. 5
- OR
- Write a short note on 'Cholesterol'. Enlist any four good food sources of cholesterol. 5
- C) Plan a day's diet for a vegetarian adult man, aged 40 years who is a bank manager using the basic five food groups. 5
5. A) Explain dehydration and what is the role of ORT in dehydration. 5
- B) Enlist any three main functions of protein in the diet. Give any four good food sources of protein rich food. 5
- C) Give any five measures to preserve nutrients while cooking food. 5
6. A) Explain the importance of sodium chloride in the diet. Give any four rich food sources of sodium chloride. 5
- B) Explain the ill effects of excess consumption of fat on human body. State any two points of difference between fat and oil. 5
- C) Explain basic five food groups with suitable examples. 5
7. A) Give any two foods to be recommended and two foods to be avoided for the following diseases : 10
- i) Jaundice
 - ii) Heart related disease
 - iii) Diabetes Mellitus
 - iv) Fever and infection
 - v) Peptic ulcer
- B) Classify carbohydrate with suitable example. 5
- OR
- Discuss 'Vitamin-D' on the basis of :
- i) Any one function 1
 - ii) Two good food sources 2
 - iii) Name of the deficiency disease and one symptom of it. 2



[4676] – 406

Seat No.	
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B.H.M.C.T. (Semester – IV) Examination, 2014
406 : HOTEL ACCOUNTING
(2008 Pattern)

Time : 3 Hours

Max. Marks : 70

- Instructions :** 1) Attempt **any six** questions including question no. **1** which is **compulsory**.
2) Figures to the **right** indicate **full** marks.
3) **Use of pocket calculator is allowed**.

1. The Authorised Capital of Lava Hotel Ltd. consists of 1,10,000 equity shares of Rs. 10 each, of which company has issued 75,000 shares of Rs. 10 for public subscription. The following is the Trial Balance of a Company :

20

Trial Balance as on 31 March, 2010

Debit Balances	Rs.	Credit Balances	Rs.
Goodwill	1,75,000	Share Capital :	
Hotel Building	5,25,000	40,000 Equity shares of Rs. 10 each	4,00,000
Purchases :		10% Debentures	2,00,000
Food	4,50,000	General Reserve	80,000
Liquor	2,50,000	Profit and Loss A/c	1,00,000
Tobacco	1,05,000	Creditors	75,500
Kitchen Equipments	1,25,000	Profit on Exchange	45,000
Opening Stock :		Unsecured loan	1,25,000
Food	1,20,000	Services to Guests	25,000
Liquor	80,000	Sales :	
Tobacco	65,000	Rooms	12,00,000
Wages	50,000	Restaurant	5,00,000
General Expenses	10,000	Bar	2,50,000
Telephone	75,000	Banquets	1,00,000
Water charges	35,000		
Postage	25,000		
Director's fees	60,000		
Cash in hand	1,15,000		
Cash at Bank	1,35,000		
Banqueting Debtors	1,25,500		
Debenture Interest	10,000		
Restaurant Furniture	1,75,000		

P.T.O.



Salaries	1,00,000	
Room Allowances	30,000	
Gas	10,000	
Glass, China	1,60,000	
Office Furniture	90,000	
Total	31,00,500	31,00,500

Additional Information :

1) Closing stock was valued as follows :

Food	Rs. 1,06,000
Liquor	Rs. 79,250
Tobacco	Rs. 31,550

2) Charge depreciation on Building @ 2%; Kitchen Equipments @ 10%; Restaurant Furniture @ 10%; Office Furniture @ 5%.

3) Glass, China was revalued at Rs. 1,56,000.

4) Transfer Rs. 25,000 to General Reserve.

5) Provision for taxation is to made at Rs. 46,390.

6) Directors proposed 15% dividend to Equity shareholders.

Prepare Trading A/c, Profit and Loss A/c, Profit and Loss appropriation A/c for the year ended 31 March 2010 and a Balance Sheet as on that date.

2. Write short notes on **any two** of the following : **10**

- Types of shares
- Types of discount
- Characteristics of Budget.

3. Prepare a guests weekly bill with the help of details given below : **10**

Name of the hotel	–	Hotel Taj mahal
Name of Guest	–	Mr. and Mrs. shinde
Type of Room Tariff	–	Honeymoon suit at Rs. 8,000, E.P.
EMT/EMC	–	Rs. 60 per cup.
ANT/ANC	–	Rs. 75 per cup.

Lunch and Dinner (per couple) Rs. 850 and Rs. 1050 respectively.
 Service charge at 10% on Food only.
 Checked in on 5th January at 1.00 P.M.
 Desired to check out on 8th January at 10.30 P.M.



The following were the transactions during their stay :

Jan.5th – Charge items –

Lunch, Soft Drink Rs. 150; Telephone Rs. 75; ANT one cup; Dinner; Deposited Rs. 27,500 in cash.

Jan.6th – Charge items –

EMC; Breakfast Rs.300; Newspaper Rs.30; Lunch; Cigarettes Rs.75; Sight seeing Tour Rs. 1000.

Jan.7th – Charge items –

EMT; Breakfast Rs. 450; Train tickets Rs. 2,700; ANT; Telephone Rs. 250; Laundry Rs. 325; Dinner; Wine Rs. 950, Deposited Rs. 7,500 in cash.

Jan.8th – Charge items –

EMT; Breakfast Rs. 375; Taxi Rs. 430; Soft-Drinks Rs. 50, ANC, Lunch, Dinner,

Mr. Shinde complained that the AC was not working and 10% allowance was given by the manager on room rate for 8th jan., he paid cash in full settlement against the amount payable by him. Check out time is 12.00 noon.

4. a) State with reasons whether the following statements are **true or false** **5**
- i) Arrears of dividend are paid to each type of preference shares
 - ii) Gross working capital is total of current assets only.
- b) Explain the following terms : **5**
- i) Cost of Sales
 - ii) Staff meals
 - iii) Calls in arrears
 - iv) Current assets
 - v) Interim dividend.
5. a) Prepare Departmental Income Statement of laundry as per schedule no. 6 : **6**
- Revenue Rs. 75,000; cleaning supplies Rs. 15,500; uniforms Rs. 3,000; Printing and stationery Rs. 9,000; Salaries and Wages Rs. 5,000; Laundry supplies Rs. 7,500; other Rs. 2,000; Employee benefits Rs. 2,000; Cost of guest laundry Rs. 12,000; Cost of concessionaries Rs. 6,000;
- | | | |
|----------------------------------|--------------|------------|
| Cost of house laundry charged to | Rooms | Rs. 7,000; |
| | Food | Rs. 3,000; |
| | Other Depts. | Rs. 2,000. |
- b) Draw a specimen of **(any two)** : **4**
- i) Allowance Journal
 - ii) Profit and Loss appropriation A/c
 - iii) Schedule No. 1 – Rooms.



6. a) Define Joint Stock Company. Give the characteristics of JSC. 5
- b) What do you mean by Debentures ? State the different kinds of Debentures a company can issues. 5
7. From the following information prepare Income statement under uniform system of Accounting : 10

	Rs.		Rs.
Revenue		Cost of Sales	
Rooms	9,46,975	Food	1,76,845
Food	6,76,525	Beverages	74,835
Beverages	3,10,820		
Departmental Payroll Expenses		Departmental Expenses	
Rooms	1,02,000	Rooms	54,900
Food	1,70,630	Food	34,135
Beverages	47,650	Beverages	10,840

Other Expenses :

Data processing Rs. 22,000

Administrative Expenses Rs. 1,49,600

Rates Taxes and Insurance Rs. 27,500

Marketing and Sales Promotion Rs. 37,400

Depreciation Rs. 74,800

Repairs and maintenance Rs. 44,450.

Income tax 10% of Net Profit

8. Answer the following (**any two**) : 10
- a) What is VAT ? Give its benefits.
- b) With the help of format explain visitors paid out.
- c) What are the components of working capital ?



[4676] – 604

Seat No.	
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**B.H.M.C.T. (Semester – VI) Examination, 2014
HOSPITALITY MARKETING – I
(2008 Pattern)**

Time : 3 Hours

Max. Marks : 70

Instructions : 1) Q.No. 1 is **compulsory**.
2) Attempt **any five** questions from the **remaining**.

1. Write short notes on (**any four**) : **20**
 - a) Economic Environment
 - b) Franchising
 - c) Customer orientation
 - d) Product differentiation
 - e) Geographic segmentation
 - f) Telemarketing
2. Draw consumer behaviour model. Discuss 'social' factors affecting consumer behaviour. **10**
3. Define Market segmentation. Discuss demographic segmentation in details. **10**
4. Discuss new product development stages in brief. **10**
5. Explain any two 'Internal' and two 'External, factors affecting pricing. **10**
6. Explain any four intermediaries used in Hotel industry. **10**
7. Discuss two characteristics of any four promotion tools. **10**
8. Discuss 7P's of Marketing mix in brief. **10**
9. Explain the following : **10**
 - a) Levels of product
 - b) Location of service.



[4676] – 805

Seat No.	
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B.H.M.C.T. (Semester – VIII) Examination, 2014
804 : MANAGERIAL ECONOMICS
(2008 Pattern)

Time : 3 Hours

Max. Marks : 70

- Note :** 1) Question number **one** is **compulsory**.
2) **All** questions carry **equal** marks.
3) Attempt **any six** question from Q. 2 to Q. 9.

1. Explain the following terms (2 marks each). 10
 - a) Production function
 - b) Demand
 - c) Economics
 - d) Plant
 - e) Utility.
2. Explain the salient features of Monopolistic competition. 10
3. Distinguish between the following : 10
 - a) Demand curve and Supply curve
 - b) Micro Economics and Macro Economics
4. Explain the feature of Managerial Economics. 10
5. "Choice is the root cause of economic problem". Explain with reference to Prof. Lionel Robbins definition of Economics. 10
6. What are different factors that influence demand of a commodity ? 10
7. Explain with an illustration the law of Diminishing Marginal Utility. 10
8. Explain the concepts of Price Elasticity of Demand. What are its types ? 10
9. Explain the law of return to scale in detail. 10



[4676] – 306

Seat No.	
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B.H.M.C.T. (Semester – III) Examination, 2014
306 : BASIC ACCOUNTING
(2008 Pattern)

Time : 3 Hours

Max. Marks : 70

- N.B. :** i) Attempt **any six** questions including Q. No. 1 which is **compulsory**.
ii) **Use** of pocket calculator is **allowed**.
iii) Figures to the **right** indicate **full** marks.

1. Following is the Trial Balance of Hotel Shubhangi as on 31st March 2014.

Trial Balance

Debit Balance	Rs.	Credit Balance	Rs.
Stock	40,000	Purchase return	10,000
Purchases	6,20,000	Sales	23,05,000
Wages	3,00,000	Capital	10,00,000
Gas, water and coal	1,60,000	Bank loan	6,00,000
Kitchen expenses	40,000	Creditors	90,000
Salary	2,40,000	Commission	25,000
Lighting	32,000	Rent	35,000
Telephone	18,000		
Insurance	40,000		
Advertisement	90,000		
Discount	30,000		

P.T.O.



Debtors	1,25,000	
Land and Building	15,00,000	
Carriage	20,000	
Furniture	6,00,000	
Cash in Hand	60,000	
Cash at Bank	1,50,000	
	40,65,000	40,65,000

Adjustments :

- 1) Closing stock was valued at Rs. 51,500
 - 2) Outstanding salaries amounted to Rs. 10,000
 - 3) Prepaid wages Rs. 25,000
 - 4) Depreciate furniture by 5% and building by 2.5%.
 - 5) Staff meals amounted to Rs. 15,000/-
- Prepare Trading A/c, Profit & Loss A/c and Balance Sheet as on 31st March 2014. **20**
2. Write short notes (**any two**) : **10**
 - i) Principles of Double entry
 - ii) Imprest system of Petty Cash Book.
 - iii) Balancing of Ledger.
 3. Journalise the following transactions **10**

2012 May 1 Mr. Ramdas started business with cash ₹ 2,00,000, equipment Rs. 60,000 and furniture Rs. 40,000/-

4 Purchased goods of Rs. 75,000 at 10% Trade discount and 5% cash discount

7 Withdrawn from bank Rs. 10,000 to pay daughter's fees.

10 Received dividend Rs. 17,000 from Mehta & Co.

12 Purchased furniture of Rs. 70,000 from M/s Karan Bros

18 Paid to Karan Brothers Rs. 65,000 in full settlement of account by cheque

21 Cash sales Rs. 50,000

25 Paid Rent to Malhotra Rs. 11,000/-

29 Paid electric bill Rs. 12,000 by cheque



4. A) Fill in the blanks : 5
- 1) Loss by fire is a ____ account.
 - 2) Bearer cheque is as good as _____
 - 3) _____ discount appears in the books of account.
 - 4) Bank Reconciliation statement is prepared at the end of every _____
 - 5) Credit balance of Profit and Loss A/c indicates _____
- B) Define the following terms : 5
- i) Staff meals
 - ii) Insolvent
 - iii) Goodwill
 - iv) Debtors
 - v) Capital
5. Enter the following transactions in a Cash Book with cash, Bank and Discount column and balance the cash book : 10
- 2010 April
- 1 Cash Balance Rs. 24,600 and bank balance Rs. 11,000
 - 3 Goods sold in cash Rs. 10,000 less 5% cash discount
 - 4 Deposited into bank Rs. 10,000
 - 7 Paid Commission Rs. 4,800
 - 11 Purchased goods of Rs. 20,000 from Manoj and paid $\frac{1}{4}$ th amount to him immediately
 - 14 Cash sales Rs. 19,000 @ 10% T.D. and 5% C.D
 - 17 Received cheque of Rs. 14,000 from Manoj in full settlement
 - 19 Cheque received from Manoj deposited into bank
 - 25 Received interest on investment Rs. 7,800
6. A) With the help of any two formats explain in detail subsidiary books 5
- B) State the reasons of difference in balance between Cash Book and Pass Book 5



7. A) During the month of March 2011, the following functions were held at the Yash Hotel.

Prepare special functions day book.

5

- 2011 March 9 Anniversary Party for 75 covers at Rs. 650 per cover. Wine and Tobacco Rs. 4,900 account to Mrs. Jayu Shrivastav Bill No. 1173
- 15 Annual dinner of sports club, 40 covers at Rs. 495 per cover account to Ms. Anu K Bill No. 1195.
- 24 Birthday Party 90 covers at Rs. 750 per cover wine and tobacco Rs. 7,500/- account to Mr. Deepak Bill No. 1205.
- 31 Financial year end meeting – Lucheon Party for 125 covers at Rs. 525 per cover account to Ms. Archana, secretary.

B) From the following prepare a Trial Balance :

5

Particulars	Rs.	Particulars	Rs.
Capital	85,000	Debtors	20,000
Machinery	1,50,000	Purchase	70,000
Outstanding rent	5,000	Bank overdraft	25,000
Cash	30,000	furniture	60,000
Sales	1,90,000	Creditor	25,000

8. Answer the following (**any two**) :

10

- i) What is deferred revenue expenditure ? Give examples.
- ii) Give the classification of accounts.
- iii) Explain :
 - a) Money measurement concept
 - b) Cost concept



[4676] – 403

Seat No.	
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B.H.M.C.T. (Semester – IV) Examination, 2014
403 : ACCOMMODATION OPERATIONS – II
(2008 Pattern)

Time : 2 Hours

Max. Marks : 40

- Instructions :** 1) Solve **any 2 (two)** questions from **each** Section.
2) Assume **suitable** data **wherever** necessary.
3) **All** questions carry **equal** marks.

SECTION – I

1. a) Define the terms (**any 5**) : 5
i) Redecoration
ii) Budgetary control
iii) ROL
iv) Purchase order
v) Balance
vi) Par stock.
b) Draw and explain format of purchase order. 5
2. a) Explain the elements of design. 5
b) What is Budget ? Enlist and explain types of Budget. 5
3. a) Explain the purchase procedure with a help of flowchart. 5
b) Differentiate between Operating and Capital Budget. 5

SECTION – II

4. a) Define the terms (**any 5**) : 5
i) Suggestive selling
ii) Night Audit
iii) Overbooking
iv) Overstay
v) Return reservation
vi) Rule of the Thumb.
b) Describe the Night Audit Process. 5
5. a) Explain the following : 5
i) Offering Alternatives
ii) Top down technique.
b) Draw and explain the 10-day forecast. 5
6. a) Explain the factors for increasing repeat guests. 5
b) Explain the data required for forecasting. 5



[4676] – 602

Seat No.	
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B.H.M.C.T. (Semester – VI) Examination, 2014
602 : ADVANCED FOOD AND BEVERAGE SERVICES
(2008 Pattern)

Time : 2 Hours

Max. 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 order taking and service procedure followed in In-Room dining. Give importance of time management. 6
b) Explain any two formats used in In-Room Dining. 4
2. a) With the help of a neat diagram, explain the various part of a bar. 6
b) Explain any 2 types of buffet. 4
3. a) Explain the different types of trolley used in gueridon. 6
b) Give the importance of carving hygiene in gueridon. 2
c) Name two dishes served from flambé trolley. 2
4. a) List and explain any two seating used in functions. 4
b) Explain the difference between a regular cocktail shaker and a boston shaker. 2
c) List four special equipments used in buffet. 2
d) List four small bar equipment. 2
5. a) With the help of a flow chart explain the banquet administrative procedure. 5
b) Write short notes on : 5
 - i) Airline catering
 - ii) Sea catering.
6. a) Explain the following types of bar : 4
 - i) Lounge bar
 - ii) Mezzanine bar
 - iii) Pub
 - iv) Sunken bar.
b) Draw a neat filled format of breakfast hanger and also state its importance in In-Room Dining. 4
c) Explain following equipment : 2
 - i) Suzette pan
 - ii) Jigger.



[4676] – 603

Seat No.	
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B.H.M.C.T. (Semester – VI) Examination, 2014
603 : PERSONALITY DEVELOPMENT AND BUSINESS COMMUNICATION
(2008 Pattern)

Time : 2 Hours

Max. Marks : 40

N.B. : 1) Attempt **any 4** questions.
2) **All** questions carry **equal** marks.

1. Write short notes on **(any 2)** : **10**
 - 1) Advantages of case studies
 - 2) Determinants of personality
 - 3) SWOT analysis.
2. a) What are the characteristics of people with High Self Esteem ? Explain. **5**
b) Define motivation. What are the factors which motivates employees of a Hotel Industry ? **5**
3. a) What are the benefits of positive body language ? **5**
b) What are the documents required for meeting ? **5**
4. a) Explain the various causes of stress. **5**
b) State the qualities that make person successful. **5**
5. a) Differentiate between following : **5**
 - 1) Ego and Pride
 - 2) Selfishness and self interest.
b) List and explain Recruiters expectations while selecting hotel employees. **5**
6. Write a report on 'Sport's Day' which took place in your Hotel. **10**



[4676] – 804

Seat No.	
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**B.H.M.C.T. (Semester – VIII) Examination, 2014
803 : TQM (TOTAL QUALITY MANAGEMENT)
(2008 Pattern)**

Time : 3 Hours

Max. Marks : 70

Note : 1) Q. 1 is **compulsory**.
2) Attempt **any five** from Q. 2 to Q. 8.

1. Short notes (**any four**) : **(4×5=20)**
- a) Role of communication in TQM.
 - b) Green Service Quality.
 - c) Quality Circle.
 - d) Cost of Quality.
 - e) BPR – Business Process Re-engineering.
 - f) Training as a means of developing quality management system.
 - g) List seven steps of HACCP.
2. Explain the core concepts of TQM. **10**
3. Discuss the philosophy of following management gurus (any 2) : **10**
- a) Deming
 - b) Juran
 - c) Crosby.
4. Explain 2 core values of Japanese Management. **10**
5. Creating the right organizational culture and leadership is highly beneficial for a quality system to work. Justify the statement. **10**
6. Explain the '5S' philosophy of continuous improvement. **10**
7. Discuss any 2 problem solving tools : **10**
- a) Pareto Analysis
 - b) Brainstorming
 - c) Fishbone Diagram.
8. A) Explain the steps to success with reference to managing customer satisfaction. **5**
- B) Design a questionnaire to assess/measure customer satisfaction for a coffee shop. **5**



[4676] – 806

Seat No.	
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B.H.M.C.T. (Semester – VIII) Examination, 2014
805 : ENTREPRENEURSHIP DEVELOPMENT
(2008 Pattern)

Time : 3 Hours

Max. Marks : 70

Note : a) Question 1 is **compulsory**.
b) Answer **any 5** from the **remaining** questions.

- I. Write short notes on **(any 4)** : **20**
- a) Intrapreneur
 - b) Importance of Budgeting
 - c) Primary Data Collection
 - d) Idea Generation
 - e) Functions of an Entrepreneur
 - f) Problems faced by Women Entrepreneurs.
- II. Define a Project. Explain the contents of a Project Report. **10**
- III. What is SWOT ? Explain with examples. State its importance to an entrepreneur. **10**
- IV. What is a Market Survey ? State its principles. **10**
- V. Differentiate between : **10**
- a) Manager and an Entrepreneur
 - b) Budgeting and Accounting.
- VI. Explain the different methods of collecting secondary data. **10**
- VII. State and explain the characteristics of a successful Entrepreneur. **10**
- VIII. How will you mobilize the following resources ? **10**
- 1) Inventory
 - 2) Finance.



[4676] – 202

Seat No.	
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B.H.M.C.T. (Semester – II) Examination, 2014
202 : FOOD AND BEVERAGE SERVICE – II
(2008 Pattern)

Time : 2 Hours

Max. Marks : 40

- N.B :** 1) **All** questions carry **equal** marks.
2) Attempt **any four** questions.
3) Draw **neat** diagram **wherever** necessary.

1. Explain the following terms. 10
 - i) Supper
 - ii) Brunch
 - iii) Suivant
 - iv) Grist
 - v) Plate Du Jour
 - vi) Pate De foie Gras
 - vii) Poisson
 - viii) CIDER
 - ix) Accompaniment
 - x) Sake

2. A) Differentiate between. 6
 - i) A'La carte menu and Table d'hôte menu
 - ii) Duplicate and Triplicate K.O.T. system

B) Classify non-alcoholic beverages with suitable examples of each. 4

3. A) Explain following menu courses with appropriate food example of each course 5
 - i) Hors d' oeuvres
 - ii) Entree
 - iii) Rôti
 - iv) Potage
 - v) Relevé.

B) List and explain any three major ingredients used in manufacturing beer. 3

C) List four brands of Indian Bottled Water. 2

P.T.O.



- 4. A) Draw the flow chart of triplicate K.O.T. system. 3
- B) Give the accompaniments of following dishes. 4
 - i) Roast Turkey
 - ii) Chilled melon
 - iii) Roast Lamb
 - iv) Fried Pomfret
- C) Write full afternoon tea menu. 3
- 5. A) Explain any four important points to be considered while planning a menu. 4
- B) Answer the following. 6
 - i) Name two brands of spring water
 - ii) Name two international brands of mineral water
 - iii) Name two speciality coffees
 - iv) Define tisanes
 - v) Name one almond syrup
 - vi) Name one pomegranate syrup
- 6. A) Classify alcoholic beverages with suitable example of each. 3
- B) Explain any three methods of brewing coffee. 3
- C) Name four international brands of beer. 2
- D) Write down continental breakfast menu. 2



[4676] – 203

Seat No.	
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B.H.M.C.T. (Semester – II) Examination, 2014
203 : HOUSEKEEPING OPERATIONS – II
(2008 Pattern)

Time : 2 Hours

Max. Marks : 40

Note : 1) Attempt **any 4** questions out of 6.
2) **All** questions carry **equal** marks.

1. A) Write short notes on (**any two**) : 5
a) Dirty dozen b) Evening service c) Linen inventory
- B) Explain Daily Cleaning procedure for the VIP room. 5
2. A) Write down last and found procedure for guest property. 5
- B) Explain Daily cleaning procedure for following areas. 5
i) Banquet Halls
ii) Corridars.
3. A) Enlist and explain various functions performed by control desk. 5
- B) What special cleaning tasks are carried out by Housekeeping department ? 5
4. A) How do you calculate linen requirement for large organisation ? 5
- B) Write down work routine for Room attendant. 5
5. A) Explain the importance of Supervision in Housekeeping department. 5
- B) What is the selection criteria for Bed linen ? 5
6. Explain the following terms (**any 5**) : 10
1) GRA
2) Second service
3) Discard
4) Monogramming
5) OOO
6) Par stock
7) Valuable Last and Found.



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Seat No.	
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B.H.M.C.T. (Semester – II) Examination, 2014
204 : FRONT OFFICE OPERATIONS – II
(2008 Pattern)

Time : 2 Hours

Max. Marks : 40

- N.B. :** i) Solve **any 4** questions.
ii) **Neat** charts diagrams to be drawn **wherever** necessary.
iii) **All** questions carry **equal** marks.

1. Explain the following terms (**any 10**) : **10**
 - i) Late charges
 - ii) Walk-in
 - iii) HWC
 - iv) Lanai
 - v) Scanty baggage
 - vi) Blacklist
 - vii) HRACC
 - viii) VISA
 - ix) Hospitality desk
 - x) Key card
 - xi) Credit card
 - xii) Travel agent.
2. A) Explain the step by step procedure for group arrival in a hotel. **5**
B) What is room change ? Give reasons for room change. **5**
3. Write short notes on the following (**any 2**) : **10**
 - i) Functions of a travel agent
 - ii) Pre-arrival activities
 - iii) Departure notification.
4. A) Explain any five types of passports. **5**
B) Draw and explain the express check out. **5**
5. A) Criteria for taking advance in case of walk-in guest. **5**
B) Write down the procedure for settling an account by using Indian currency. **5**
6. A) Explain the phenomenon late check out and late charges. **5**
B) Explain the safe deposit procedure at the time of issuing and receiving it. **5**



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Seat No.	
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**B.H.M.C.T. (Semester – II) Examination, 2014
206 : BASIC FRENCH FOR HOTEL INDUSTRY
(2008 Pattern)**

Time : 2 Hours

Max. Marks : 40

- N.B. :** 1) **All questions are compulsory.**
2) **All answers are to be written in French, unless otherwise specified.**

1. A) Conjuguez les verbes au présent et récrivez les phrases. 5
[Conjugate the verbs in the present tense & rewrite the complete sentences]
1) Nous _____ (aller) au restaurant.
[va/allons/vont]
2) J' _____ 18 ans.
[avons/anf/ai]
3) Vous _____ (ne pas boire) de lait ?
[ne buvons pas/ ne buvez pas/ ne bois pas]
4) Je _____ (se laver) tous les jours.
[nous lavons/ me lave/ vous lavez]
5) Nous _____ (être) dans la classe.
[suis/sommes/êtes]
- B) Écrivez la date en français – [Any one] 1
[Write the date in French]
1) Tuesday 22/10/2014 2) Saturday 9/2/2005
- C) Quelle heure est – il ? – [Any One]
[What time is it ?] [Write in French]
1) 2.15 p.m 2) 1800 hrs.
- D) Mettez la bonne mesure – [Any Two] 1
[grappe/ rouleau/verre/morceau]
1) un _____ de tissu
2) une _____ de raisins
3) un _____ de bière
4) un _____ de sucre

P.T.O.



- E) Ecrivez les nombres en lettres – **[Any Four]** **2**
[Write the numbers in words in French]
1) 2nd 2) 13 3) 100 4) 10th 5) 80
2. A) Planifiez un menu français de 5 cours en donnant un exemple de chaque cours. **5**
[Plan a 5 course French menu giving one example of each course]
- B) Nommez deux champagnes [Name 2 Champagnes] **2**
- C) Expliquez les termes en anglais – **[Any Three]** **3**
[Explain the terms in English]
1) Premier Cru 2) Soucoupe 3) La Chaise 4) Le garçon
3. A) Expliquez les termes en anglais – **[Any Eight]** **8**
[Explain the terms in English]
1) Zeste 2) Courgettes 3) Farce
4) Aspic 5) Canapé 6) Doret
7) Gumbo 8) Roux 9) Vinaigrette
- B) Nommez le chef – **[Any Two]** **2**
1) Prépare les garnitures et les légumes –
2) S'occupe des potages –
3) Prépare tout sorte de pâtisseries –
4. A) Donnez les équivalents en français – **[Any Four]** **4**
[Give the equivalents in French]
1) Milk 2) Duck 3) Lobster 4) Wheat 5) Strawberry
- B) Donnez les équivalents en anglais – **[Any Three]** **3**
1) Mais 2) Beurre 3) Miel 4) Citron
- C) Représentez la brigade de restaurant par un organigramme. **3**
[Represent the restaurant brigade with the help of a flow chart in French]
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Seat No.	
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B.H.M.C.T. (Semester – IV) Examination, 2014
402 : FOOD AND BEVERAGE SERVICE – IV
(2008 Pattern)

Time : 2 Hours

Max. Marks : 40

N.B. : 1) Answer **any four** questions.
2) **All** questions carry **equal** marks.
3) Draw **neat** diagram **wherever** necessary.

1. A) Define 'Distillation' and explain distillation process by 'pot' still method with neat diagram. **8**
B) Give four brands of Brandy. **2**
2. A) Explain in detail manufacturing process of 'Tequila'. **6**
B) List and explain in brief four methods of mixing cocktails. **4**
3. A) Give the base and flavour of the following Liqueurs (**any five**) : **5**
 - 1) Cointreau
 - 2) Tiamaria
 - 3) Grand Marnier
 - 4) Anisette
 - 5) Baileys Irish Cream
 - 6) Sambuca.
B) List 10 rules of making cocktails. **5**
4. Differentiate between the following (**any two**) : **10**
 - 1) Scotch Whisky and Irish Whisky
 - 2) Cognac and Armagnac
 - 3) Patent still and fot still
5. A) Name two examples of classic cocktails for the following spirit/wine. (**any 5**) : **5**
 - 1) Gin
 - 2) Brandy
 - 3) Champagne
 - 4) Whisky
 - 5) Beer
 - 6) Tequila.
B) Explain two methods of manufacturing 'Liqueurs'. **3**
C) List four international brands of whisky. **2**

P.T.O.



6. Explain the following terms (**any ten**) :

10

- 1) Grappa
- 2) Dunder
- 3) ABV
- 4) Kilning
- 5) Absnithe
- 6) Pina
- 7) Mezcal
- 8) Jigger
- 9) Calvados
- 10) D.O.M.
- 11) VSOP
- 12) IGT.



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Seat No.	
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B.H.M.C.T. (Semester – IV) Examination, 2014
404 : HOTEL ENGINEERING
(2008 Pattern)

Time : 3 Hours

Max. Marks : 70

- Instructions :** 1) Answer to the **two** sections should be written in **separate** books.
2) **Neat** diagrams must be drawn **wherever** necessary.
3) **Black** figures to the **right** indicate full marks.
4) **Use** of logarithmic tables slide rule, Mollier charts, electronic pocket calculator and steam tables is **allowed**.
5) Assume suitable data, if **necessary**.

SECTION – I

1. Answer **any two**. (2× 10=20)
- Explain vapour compression refrigeration system with diagram and example.
 - Give importance of Engineering Department in Hotel. Write duties and responsibilities of Chief Engineer.
 - What are the properties of good refrigerant ? Name any five refrigerants with their chemical formula.
2. Answer **any three**. (3×5=15)
- Suggest methods of solid Waste disposal in the Hotel.
 - What are the factors which will affect comfort of air-conditioning ?
 - Define the following terms.
 - Specific heat
 - Latent heat
 - Relative humidity
 - D.B.T
 - W.B.T.
 - Draw diagram for room (window) air-conditioner.
 - Define contract and give its advantages and disadvantages.

SECTION – II

3. Answer **any two** : (2×10=20)
- A seminar has to be organise in a hall which require the following equipments.
 - 140 W PA system 05 hrs/day.
 - 750 W Flood light 04 hrs/day

P.T.O.



3) 12 W Printer 10 min/day

4) 180 W LCD 08 hrs/day

The cost of electricity is Rs. 17 per unit.

- b) Explain methods and types of fire extinguishers.
- c) Explain Ion-exchange method of water softening.

4. Answer **any three**.

(3×5=15)

- a) Explain energy saving tips in guest room and sanitation.
- b) Write notes on
 - i) Biogas
 - ii) LPG.
- c) Describe fuse as a safety device.
- d) What are the disadvantages of hard water to hotel industry ?
- e) Draw any five plumbing fixtures and state their applications.



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Seat No.	
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**B.H.M.C.T. (Semester – VI) Examination, 2014
605 : HUMAN RESOURCE MANAGEMENT
(2008 Pattern)**

Time : 3 Hours

Max. Marks : 70

Instructions : 1) Q. 1 is **compulsory**.
2) Solve **any five** from Q. 2 to Q. 8.

1. Write short notes on – (any 4) **(4×5=20)**
 - a) Importance of Orientation Process.
 - b) Regulatory provisions for Wages.
 - c) Trade test.
 - d) Two ways of worker's participation.
 - e) Measures to prevent labour turnover in hotel.
 - f) Importance of Human Resource Management in Service Industry.
2. Define Wages. Explain the various components of Wages.(4 – 5 components – 8m Definition-2m) **10**
3. Explain the process of Human Resource Planning. **10**
4. Define Performance Appraisal. Explain any four methods of performance appraisal in the hotel. (Definition – 2m, methods – 2m each) **10**
5. Explain in brief the various functions of Trade Union (7 – 8 functions). **10**
6. Define Discipline. What are the causes of indiscipline in an organisation ? (Definition – 2m, 4– 5 causes – 8m) **10**
7. Explain the various modes of Recruitment. **10**
8. Explain the Grievance Handling System in hotels. (2m for each step) **10**



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Seat No.	
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**B.H.M.C.T. (Semester – VI) Examination, 2014
606 : TRAVEL AND TOURISM
(2008 Pattern)**

Time : 3 Hours

Max. Marks : 70

Note : Attempt **any 7** questions from the following.

1. Define the following. 10
 - a) Outbound tourism
 - b) Social tourism
 - c) M.I.C.E.
 - d) Domestic tourism
 - e) Sports tourism
 - f) Tourist
 - g) Visitor
 - h) Adventure tourism
 - i) Religious tourism
 - j) Excursionist.
2. A) Write a short note on role of transport in tourism **any two** in detail. 5
B) List the various career opportunities available to a tourism professional. 5
3. Explain the following tourism organisation in detail. (2½× 4=10)
 - a) T.A.A.I.
 - b) I.T.D.C.
 - c) W.T.O.
 - d) N.G.O.
4. Write short notes on the following impact of tourism. (2½× 4=10)
 - a) Foreign exchange earnings
 - b) Tourism Pollution
 - c) Regional Growth
 - d) Social Integration.
5. A) List and explain the primary constituents of tourism. 5
B) Define tour operator and types of package tour. 5
6. A) Explain the term VISA and requirements for a VISA. 5
B) What are the various Health Regulations that a tourist needs to undergo while travelling abroad. 5
7. A) List any 5 wild life sanctuaries in India. 5
B) Explain any two Alternate tourism available to a tourist. 5

P.T.O.

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|---|-----------|
| 8. Plan an itinerary for 3 days 4 night to Goa. | 10 |
| 9. A) Explain the Role of a travel Agent in promotion of tourism. | 5 |
| B) List the types of Accomodation available for a tourist. | 5 |
| 10. A) List any 5 Historical monuments in India. | 5 |
| B) List the various qualities required by a guide. | 5 |

B/II/14/