

Total No. of Questions : 7]

SEAT No. :

PA-4230

[Total No. of Pages : 2

**[5949]-41**  
**B.H.M.C.T.**  
**SE 407: BARTENDING**  
**(2016 Pattern) (Semester - IV)**

*Time : 2 Hours]*

*[Max. Marks : 50*

*Instructions to the candidates :*

- 1) *All questions carry equal marks.*
- 2) *Solve any Five questions from the below.*

**Q1)** Explain the following terms (any 10) :

**[10]**

- a) Cobblers.
- b) Irish Coffee.
- c) Toddy.
- d) Gomme Syrup.
- e) Bar keep.
- f) Sake.
- g) Speed rail.
- h) Standard yield.
- i) Moonshine.
- j) FLR.
- k) Call brands.
- l) Straight up.

**Q2)** a) Define Bartending. List important attributes of a professional Bartender.**[5]**

b) List bar opening duties in detail. **[5]**

*P.T.O.*

- Q3)** a) Explain Bar menu engineering with suitable example. [5]  
b) List five golden rules of mixing cocktails. [5]
- Q4)** a) Write Short Note on (Any one) : [5]  
i) Point of sale system.  
ii) Importance of Sales promotion.  
b) Write the principles of computing beverage cost. [5]
- Q5)** a) List any five major equipments used on cocktail bar and write its usage.[5]  
b) Write a detail note on billing and cash handling procedure on a bar. [5]
- Q6)** a) Explain the following trends in cocktail mixes. [5]  
i) Twist to classic  
ii) Floral  
iii) Tiki mixes  
iv) Herbs mixes  
v) Alcoholic tea  
b) List any five important licenses required for operating a bar and explain in short. [5]
- Q7)** a) List and explain any four types of bar. [5]  
b) List any ten bar disposables used on a bar. [5]



Total No. of Questions : 6]

SEAT No. :

**PA-4231**

[Total No. of Pages : 2

**[5949]-61**

**B.H.M.C.T.**

**602C : INTRODUCTION TO CYBER SECURITY & INFORMATION SECURITY**

**(2016 Pattern) (Semester - VI)**

*Time : 3 Hours]*

*[Max. Marks : 50*

*Instructions to the candidates :*

- 1) *Question No. 1 is compulsory.*
- 2) *Attempt any 4 from the remaining.*

**Q1) Define the following (Any 10) :**

**[10]**

- a) Wireless Network.
- b) Computer forensics.
- c) Weak password.
- d) Encryption.
- e) IPR.
- f) Intrusion Detection.
- g) Firewalls.
- h) VPN.
- i) Operating system.
- j) Database security.
- k) Anti virus.
- l) LAN.

***P.T.O.***

- Q2)** a) Explain in brief about use of Internet. [5]
- b) Write in brief about Steganography. [5]
- Q3)** a) Discuss what is cyber terrorism. [5]
- b) Write in short about Vulnerabilities. [5]
- Q4)** a) Explain any 5 network topologies. [5]
- b) Write a short note on Cloud technologies. [5]
- Q5)** a) Explain in short-Malicious Code. [5]
- b) What is Cryptography explain in short. [5]
- Q6) Write short notes on (any 2) :** [10]
- a) Security laws.
- b) Programming Bugs.
- c) Firewalls.



Total No. of Questions : 7]

SEAT No. :

PA-4232

[Total No. of Pages : 2

[5949]-62

**B.H.M.C.T. (Semester - VI)**

**SE - 606 : HOTEL INFORMATION SYSTEMS**

**(2016 Pattern)**

*Time : 3 Hours]*

*[Max. Marks : 50*

*Instructions to the candidates :*

- 1) Question No. 1 is compulsory, solve any four of the remaining six.*
- 2) All questions carry equal marks.*
- 3) Draw diagrams wherever necessary.*

**Q1) Explain the following (Any 10) :**

**[10]**

- a) Sleep out
- b) Night audit
- c) RM chart
- d) Non-affiliated systems
- e) PMS
- f) MIS
- g) DSS
- h) Guest cheque printer
- i) RAM
- j) Recipe management
- k) Energy management system

**Q2) With help of a flow chart explain the registration module in detail of the PMS.**

**[10]**

**Q3) a) What is MIS? Explain the concept & objective of MIS.**

**[5]**

b) Write short note on MIS Security issue.

**[5]**

**P.T.O.**

- Q4)** a) Explain Global Distribution System. [5]  
b) Explain the in-house guest information function & the House keeping function module in detail. [5]
- Q5)** a) Discuss the concept of Central Reservation System. [5]  
b) What is call accounting system? Explain its feature. [5]
- Q6)** a) Elaborate on guest-operated devices in a PMS system. [5]  
b) Explain the POS in detail. [5]
- Q7)** Write short note on (any 2) : [10]  
a) Training needs in PMS.  
b) Name any five softwares used in hotels  
c) Electronic locking system used in hotels.



Total No. of Questions : 3]

SEAT No. :

PA-4233

[Total No. of Pages : 2

**[5949]-71**  
**B.H.M.C.T.**  
**SE - 704 : MICE**  
**(2016 Pattern) (Semester-VII)**

*Time : 2½ Hours]*

*[Max. Marks : 50*

*Instructions to the candidates:*

- 1) *All questions are compulsory.*
- 2) *Q.1 is mandatory to attempt.*
- 3) *The number to the right indicates full marks.*
- 4) *Draw diagrams wherever necessary.*
- 5) *Do not write anything on the blank portion of question paper. If written anything, such type of act will be considered as an attempt to resort to unfair means.*

**Q1)** Define the following: (Attempt 10)

**[10×1=10]**

- |                     |                     |
|---------------------|---------------------|
| i) BEO              | ii) Active language |
| iii) Breakout rooms | iv) BEP             |
| v) Aisle            | vi) SMERF           |
| vii) Panel          | viii) Forum         |
| ix) B2B             | x) Symposium        |
| xi) Seminar         | xii) B2C            |

**Q2)** Answer in short (Attempt 5)

**[5×3=15]**

- a) What does MICE stands for? Give an example of each component.
- b) List the facilities provided in a convention centre.
- c) What are the factors affecting the site selection process.
- d) List types of meeting planners and explain any one.
- e) Explain the concept of trade fairs, exhibitions and expositions.
- f) Discuss the fixed and variable cost involved in budgeting of MICE.
- g) Define incentive travel and any four reasons for incentive travel.

**P.T.O.**

**Q3)** Write short notes. (any 5)

**[5×5=25]**

- a) Planning process for MICE.
- b) Technological requirements for meetings.
- c) Steps involved in organizing a conference.
- d) Funding methods used in MICE.
- e) Draw any five conference set-ups.
- f) Purpose of trade fair, shows.
- g) Significance of convention business.
- h) Different types of meetings.





Total No. of Questions : 7]

SEAT No. :

PA-4234

[Total No. of Pages : 2

[5949]-72

B.H.M.C.T.

SC - 707 : SMALL BUSINESS MANAGEMENT

(2016 Pattern) (Semester - VII)

*Time : 2 Hours]*

*[Max. Marks : 50*

*Instructions to the candidates:*

- 1) *Q.1 is compulsory.*
- 2) *Attempt any four questions out of the remaining.*
- 3) *All questions carry equal marks.*

**Q1) Answer any ten :**

**[10]**

- a) Website
- b) Large scale business
- c) Facility Management
- d) Franchising
- e) Trends in business
- f) FDD
- g) Cashflow
- h) Working capital
- i) Forecasting
- j) Branding
- k) Web based business
- l) Sick Business

**Q2) Explain the content of a business plan.**

**[10]**

**Q3) a) What is the process of buying existing non franchise business.**

**b) Explain the safety norms/laws for a hotel to follow.**

**[5+5=10]**

**P.T.O.**

- Q4)** a) Write the importance of induction & training for a small business.  
b) How would you evaluate Market condition for a small business.

**[5+5=10]**

- Q5)** a) Differentiate between operating & non operating costs for a small business.  
b) Explain long turn financial sources for existing business.

**[5+5=10]**

- Q6)** a) Explain any five technological advancement in hospitality sector.  
b) Define sickness of SSI & elaborate the criteria to identify sickness.

**[5+5=10]**

**Q7)** Explain Product, Price, Promotion & Distribution for a new business. **[10]**



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SEAT No. :

[Total No. of Pages : 2

**PA-3471**

**[5949]-81**  
**Fourth Year B.H.M.C.T.**  
**SPECIALIZATION IN FOOD PRODUCTION**  
**MANAGEMENT - III**  
**(2016 Pattern) (Semester - VIII) (CEA - 801)**

*Time : 3 Hours ]*

*[Max. Marks : 60*

*Instructions to the candidates:*

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

**Q1)** Explain the following terms: (any ten)

**[10]**

- a) Elastin
- b) Fumet
- c) Chateau briand
- d) Molluscs
- e) Trongon
- f) Baker's Percentage
- g) Lean dough
- h) Punching
- i) Rope
- j) Bisque
- k) Aioli
- l) Guacamole
- m) Ice Box Cookies
- n) Sushi

**Q2)** a) Write down ten desirable attributes of Souschef.

**[5]**

b) What are food Trials? State four importance of Food Trails.

**[5]**

**P.T.O.**

- Q3)** a) List any five points how you can get the Quantity Control (food cost control) in your Kitchen. [5]  
b) Define Budget. Write down the objectives of Budgetary Control. [5]
- Q4)** a) Explain the importance of Log book in the kitchen. [5]  
b) Plan a duty roster for a speciality Indian kitchen of 50 covers. restaurant. [5]
- Q5)** a) Discuss any five tools of menu merchandising. [5]  
b) Explain the organoleptic and sensory evaluation of food. [5]
- Q6)** a) Draw and explain the menu matrix. [5]  
b) Explain the types of purchasing. [5]
- Q7)** Write a short notes on: (any four) [10]  
a) Master Budget  
b) Operational Budget  
c) Aims of control  
d) Importance of Training  
e) Volume Fore casting



Total No. of Questions : 7]

SEAT No. :

[Total No. of Pages : 2

**PA-3472**

**[5949]-82**

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

**CEB - 801 : SPECIALISATION IN FOOD & BEVERAGE  
SERVICES MANAGEMENT - III  
(2016 Pattern) (Semester - VIII)**

*Time : 3 Hours ]*

*[Max. Marks : 60*

*Instructions to the candidates:*

- 1) *Solve any six questions.*
- 2) *All questions carry equal marks.*

**Q1) Write notes on** **[10]**

- a) Molecular Gastronomy
- b) G.M. Foods
- c) Organic Food & wine
- d) Vegan Cuisine

**Q2) a) Explain the classification of restaurants.** **[5]**

b) Describe the process for rating a Michelin star restaurant. **[5]**

**Q3) Explain following terms** **[10]**

- a) ISI
- b) HACCP
- c) FSSAI
- d) Food allergens

**Q4) a) Discuss points when developing a business model for QSR.** **[5]**

b) What is physical inventory and explain its importance in kitchen stewarding department. **[5]**

**P.T.O.**

- Q5)** a) Discuss the marketing policy in a specialty restaurant. [5]  
b) Discuss the Financial policy to be adopted in a Fast Food outlet. [5]
- Q6)** a) Explain importance of actual cost and daily beverage cost. [5]  
b) Differentiate between cumulative & Non-cumulative reports. [5]
- Q7)** a) List types of menu pricing and explain any two. [5]  
b) Discuss 5 constraints in menu planning. [5]
- Q8)** a) Discuss benefits of menu engineering for a restaurant manager. [5]  
b) Explain any 5 disadvantages of molecular gastronomy. [5]



Total No. of Questions : 7]

SEAT No. :

**PA-3473**

[Total No. of Pages : 2

**[5949]-83**  
**Fourth Year B.H.M.C.T.**  
**CEC 801 : SPECIALIZATION IN HOUSEKEEPING**  
**MANAGEMENT - III**  
**(2016 Pattern) (Semester - VIII)**

*Time : 3 Hours ]*

*[Max. Marks : 60*

*Instructions to the candidates:*

- 1) *Q. No. 1 is compulsory.*
- 2) *Solve any four questions out of remaining questions.*

**Q1)** Write short notes on the following (Any four) **[12]**

- a) HACCP
- b) women's only floor
- c) Planning of Duty Rosters
- d) Cleaning practices for commercial areas
- e) Floor pantry
- f) Importance of PMS

**Q2)** a) Elaborate on various factors considered while planning bathroom for suiteroom. **[6]**

b) How do you determine staff strength of housekeeping department for large hotels? **[6]**

**Q3)** a) Describe the job role of housekeeper in a new property. **[6]**

b) Explain the changing trends in housekeeping department of the hotel. **[6]**

**Q4)** a) Elaborate on housekeeping practices followed in malls. **[6]**

b) Draw & explain any devo computerised repairs at the control desk. **[6]**

**P.T.O.**

- Q5)** a) Write down the advantages of Brand Standard audit. [6]  
b) How to control noise in hotels? [6]
- Q6)** a) Explain the job description of Executive housekeeper. [6]  
b) What are the special features of physically challenged room? [6]
- Q7)** a) Describe the different training methods used in housekeeping. [6]  
b) Explain importance of PMS for housekeeping department. [6]





Total No. of Questions : 7]

SEAT No. :

**PA-3474**

[Total No. of Pages : 2

**[5949]-84**

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

**SPECIALIZATION IN FRONT OFFICE MANAGEMENT - III  
(2016 Pattern) (Semester - VIII) (CED - 801)**

*Time : 3 Hours ]*

*[Max. Marks : 60*

*Instructions to the candidates:*

- 1) *Q. No. 1 is compulsory.*
- 2) *Solve any four questions out of remaining questions.*

**Q1)** Write short notes on the following (Any four)

**[12]**

- a) Concept of MICE
- b) Mechanism of Feedback
- c) Best practices at front desk
- d) Types of loyalty programs
- e) Day-today operations at front office
- f) Benefits of franchise

**Q2)** a) Differentiate between the processes of Business hotels & service apartment hotels. **[6]**

b) Explain the role of social media while selecting hotels for business trips. **[6]**

**Q3)** a) As a front desk agent which ways you will adopt to engage guest for ensuring good business at your hotel? **[6]**

b) Describe the enhanced security measures at main gate & Lobby. **[6]**

**Q4)** a) Elaborate an challenges faced by the front office manager. **[6]**

b) Define Loyalty & explain the loyalty program of any one reputed hotel in India. **[6]**

**P.T.O.**

- Q5)** a) Give the procedure of handling bomb threat in hotel. [6]  
b) Discuss the origin of spa & explain various types of spa. [6]
- Q6)** a) Elaborate an methods of computing franchise agreement. [6]  
b) Write down the importance of security & safety for wellbeing of its occupation in hotels. [6]
- Q7)** Explain the following terms (Any 6) [12]
- a) Full form of MICE
  - b) Guest cycle
  - c) Apartment hotels
  - d) BAR
  - e) Late checkout charges
  - f) Franchiser
  - g) Checkout
  - h) PMS



Total No. of Questions : 7]

SEAT No. :

**PA-3476**

[Total No. of Pages : 2

**[5949]-86**  
**Fourth Year B.H.M.C.T.**  
**AE - 804 : MANAGERIAL ECONOMICS**  
**(2016 Pattern) (Semester - VIII)**

*Time : 3 Hours ]*

*[Max. Marks : 50*

*Instructions to the candidates:*

- 1) *Question No. 1 is compulsory.*
- 2) *Attempt any 4 questions from question 2 to question 7.*

**Q1) Define following terms (any 5) [10]**

- a) Firm
- b) Utility
- c) Elasticity of supply
- d) Variable cost
- e) Production
- f) Duopoly

**Q2) a) Explain the definition of Economics as given by Lionel Robbins. [5]**

b) Illustrate the concept of plant, firm and industry. [5]

**Q3) a) Explain various assumptions of Law of demand. [5]**

b) What is demand function. [5]

**Q4) a) Describe in detail Law of supply. [5]**

b) Explain various factors affecting the elasticity of supply. [5]

**Q5) a) Explain actual and opportunity cost. [5]**

b) Write the difference between fixed and variable cost. [5]

**P.T.O.**

- Q6)** a) Define Law of variable proportions. [5]  
b) Describe the concept of production analysis. [5]
- Q7)** a) Explain the various types of market based on competition. [5]  
b) Difference between monopoly and perfect competition Explain. [5]



Total No. of Questions : 7]

SEAT No. :

**PA-3475**

[Total No. of Pages : 2

**[5949]-85**

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

**AE - 803 : ORGANISATION BEHAVIOUR**

**(2016 Pattern) (Semester - VIII)**

*Time : 3 Hours ]*

*[Max. Marks : 50*

*Instructions to the candidates:*

- 1) *Q. No. 1 is compulsory.*
- 2) *Solve any 4 of the remaining.*
- 3) *All questions carry equal marks.*

**Q1) Define the following terms. (any 10)**

**[10]**

- a) Organisation Behaviour
- b) Personality
- c) Emotion
- d) Team
- e) Conflict
- f) Empowerment
- g) Dominant culture
- h) Halo effect
- i) Ethical values
- j) Cross cultural communication
- k) Bullying
- l) Harassment

**Q2) a) Explain “The Big 5 Model” in detail.**

**[5]**

**b) Define organisational culture and Explain the Levels of culture.**

**[5]**

**Q3) a) Define satisfaction and Dissatisfaction and its effect of both on efficiency.**

**[6]**

**b) Write a short note on ‘Abuse of power)**

**[4]**

**P.T.O.**

- Q4)** a) Explain the “stages of group and its development” in detail. [5]  
b) Answer in brief the causes of stress and ways to cope up with stress. [5]
- Q5)** a) Explain any 5 attribution theory related to perception. [5]  
b) Define conflict management and ways you would negotiate in conflict management. [5]
- Q6)** a) Explain Group Dynamics & Group cohesiveness. [5]  
b) Explain the steps of learning. [5]
- Q7)** Write short notes on: [2×5=10]
- a) Personality determinants
  - b) Cultural differences
  - c) Virtual Team
  - d) Communication & conflict
  - e) Sustaining an organisation culture

