

Total No. of Questions : 5]

SEAT No. :

PE612

[Total No. of Pages : 2

[6555]-101
First Year 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) *Question 1 is compulsory.*
- 2) *Solve any 3 questions from Q2 to Q5.*
- 3) *All questions carry equal marks.*

Q1) Briefly explain the culinary terms : (any 10).

[10]

- a) Induction
- b) Whipping
- c) Pan asian cuisine
- d) Fire triangle
- e) Chef-de-Poisson
- f) Hand blender
- g) Artificial sweetner
- h) Condiment
- i) Khoya
- j) Parsley
- k) Saujas
- l) Dum

Q2) a) Write down the duties of executive chef.

[4]

b) State three advantages of electricity as a fuel.

[3]

c) List any three points of care while handling mixer.

[3]

Q3) a) Explain the moist methods of cooking.

[4]

b) List any three preventive measure to avoid accidents in kitchen.

[3]

c) Write down the uses of cheese cookery.

[3]

P.T.O.

- Q4)** a) Explain hydrogenation and rendering of fat. [4]
b) Differentiate between desirable and non - desirable textures. [3]
c) List the aims & objectives of cooking. [3]

- Q5)** Attempt any five of the following. [10]
a) Name any two spices used in western cuisine.
b) Write down the effect of heat on chlorophyll.
c) State any two importance of first aid.
d) Define braising with two examples.
e) List any four light equipments used in kitchen.
f) Name any two examples of blue cheese.



Total No. of Questions : 6]

SEAT No. :

PE613

[Total No. of Pages : 2

[6555]-102

First Year B.H.M.C.T.

C102 : FOOD AND BEVERAGE SERVICE - I

(2019 Pattern) (Semester - I)

Time : 2 Hours]

[Max. Marks : 40

Instructions to the candidates:

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

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

[10]

- a) Serviette
- b) China Ware
- c) Cover
- d) QSR
- e) Coffee Shop
- f) K.O.T.
- g) Kiosk
- h) Side station
- i) A la carte
- j) Sommelier
- k) Food court
- l) Hollow ware

Q2) a) Differentiate between.

[5]

Silver service & Pre plate service.

b) A la carte menu & Table d'hote menu.

[5]

Q3) a) State any five linen used in the F&B service department along with their uses.

[5]

b) State any 5 advantages & 5 disadvantages of disposables.

[5]

P.T.O.

- Q4)** a) List the etiquettes to be followed by F&B service personnel. [5]
b) Write down duties and responsibilities of a waiter. [5]
- Q5)** a) Name the various softwares used in F&B service department for billing. Explain any one in detail. [5]
b) With the help of a flow chart explain the B.O.T. System. [5]
- Q6)** a) Write the size or capacity of the following. [5]
i) Martini glass
ii) Full plate
iii) Quarter plate
iv) Water Goblet
v) Size of a cover
b) Write a short note on the following. [5]
i) Fine dining restaurant
ii) Cafeteria



Total No. of Questions : 5]

SEAT No. :

PE614

[Total No. of Pages : 1

[6555]-103

First Year 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 1 is compulsory.*
- 2) *Attempt any three questions from the remaining.*

Q1) Explain the following terms (any 10). [10]

- a) Back of the house
- b) Scanty baggage
- c) ITDC
- d) Murphy
- e) Hand caddy
- f) Floatel
- g) Apartment hotel
- h) MAP
- i) Rack rate
- j) Master key
- k) GRA
- l) Dado

Q2) a) Explain the coordination between housekeeping dept. & F&B dept. [5]
b) Draw a hierarchy chart of housekeeping department for large size hotel.[5]

Q3) a) Give the classification of cleaning equipment and explain any two manual equipment. [5]
b) Write down any five amenities along with their proper placement in guest room. [5]

Q4) a) Explain classification of hotel on the basis of star category. [5]
b) Write down the various duties & responsibilities of reservation assistant. [5]

Q5) a) Write down the rules of the house for staff. [5]
b) Explain the left luggage procedure followed in hotels. [5]



Total No. of Questions : 8]

SEAT No. :

[Total No. of Pages : 2

PE615

[6555]-104

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

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

Time: 2½ Hours]

[Max.Marks:70

Instructions to the candidataes:

- 1) *Q1 is Compulsory.*
- 2) *Solve any 6 questions from the remaining questions.*
- 3) *All questions carry equal marks.*

Q1) Write short notes on (any4) [10]

- a) Levels of management
- b) Scientific Management
- c) Budgets
- d) Line & Staff
- e) Benefits of Motivation
- f) Non verbal Communication

Q2) Explain any 10 principles of Henry Fayol's Management theory. [10]

Q3) Explain McGregor's theory X & theory Y in detail [10]

Q4) Explain any 4 types of Plan given below [10]

- a) Objectives
- b) Policies
- c) Methods
- d) Rules
- e) Strategies
- f) procedures

P.T.O.

Q5) Define leadership and explain any 4 styles of leadership [10]

Q6) Distinguish between any 2 of the following [10]

- a) Formal & Informal Organisation
- b) Upward & Downward Communication
- c) Formal & Informal Communication

Q7) a) Write Principles of Organizing [5]

b) Explain the Role of Leader [5]

Q8) a) Write the benefits of Motivated Staff [5]

b) Explain importance of Coordination among different departments [5]



Total No. of Questions : 4]

SEAT No. :

PE616

[Total No. of Pages : 1

[6555]-201

First Year 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) Fond de cuisine
- b) Broth
- c) Pan gravy
- d) Dressing
- e) Chiffonade
- f) Bound salads
- g) Cross - Contamination
- h) Slurry
- i) Sachet Bag
- j) Albumin
- k) Spreads
- l) HACCP

Q2) Answer any 2 of the following. [10]

- a) Briefly explain any 5 types of salads with an example of each.
- b) Classify stocks with its usage.
- c) Write down the importance of kitchen stewarding department in a hotel.

Q3) Answer any two of the following. [10]

- a) Briefly explain any five types of thick soup.
- b) Classify fruits giving two examples of each.
- c) State 5 advantages & 5 disadvantages of using organic food.

Q4) Answer any two of the following. [10]

- a) Explain any five ways of cooking eggs.
- b) Briefly explain any five thickening agents used in sauce making.
- c) What do you mean by sandwiches? Briefly explain parts of sandwiches.



Total No. of Questions : 6]

SEAT No. :

PE617

[Total No. of Pages : 2

[6555]-202

First Year B.H.M.C.T.

C202 : FOOD AND BEVERAGE SERVICES - II

(2019 Pattern) (Semester - II)

Time : 2 Hours]

[Max. Marks : 40

Instructions to the candidates:

- 1) *Question 1 is compulsory.*
- 2) *Solve any 3 questions from the remaining.*
- 3) *Draw diagrams wherever necessary.*

Q1) Explain the terms : (any 10).

[10]

- a) Breakfast
- b) Combination menu
- c) IRD
- d) Sundaes
- e) Tisanes
- f) Earl Grey
- g) Brunch
- h) Humidor
- i) Suggestive Selling
- j) Elevenses
- k) Espresso
- l) Sorbet

Q2) a) Different between.

[3]

Full afternoon Tea and Hi-Tea.

- b) Explain the cycle of service for IRD/Room service in the form of flowchart in detail.

[7]

Q3) a) Define Non-Alcoholic Beverages and draw the classification chart with examples.

[5]

- b) Explain any five essential points to be considered while planning the menu for the establishment.

[5]

P.T.O.

Q4) a) Write down the name of the origin country for the following international soups (any five). **[5]**

i) French Onion Soup

ii) Minestrone

iii) Mulligatawany soup

iv) Gazpacho

v) Manchow

vi) Chowder

vii) Pho

viii) Miso Soup

b) Draw the breakfast card / breakfast hanger in detail. **[5]**

Q5) a) Explain continental Breakfast and write 4 types of the continental breakfast. **[5]**

b) Define Sandwich and explain any two types of sandwiches. **[5]**

Q6) a) Name the following. **[6]**

i) 2 French mineral water brands

ii) 2 French Breakfast Breads

iii) 2 Tea producing countries

b) Explain parts of cigar in brief. **[4]**



Total No. of Questions : 6]

SEAT No. :

PE618

[Total No. of Pages : 2

[6555]-203

First Year B.H.M.C.T.

C203 : BASIC ROOMS DIVISION - II

(2019 Pattern) (Semester - II)

Time : 2 Hours]

[Max. Marks : 40

Instructions to the candidates:

- 1) Question 1 is compulsory.*
- 2) Solve any 3 questions from the remaining.*

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

[10]

- a) GHC
- b) Log Book
- c) Debriefing
- d) SB/SL
- e) Skipper
- f) Check-out
- g) No Show
- h) UR
- i) Tentative Reservation
- j) HRD
- k) Gate pass
- l) FIT

Q2) a) Write down the co-ordination between Housekeeping and stores. **[5]**

b) Explain rules of the floor to be followed by staff. **[5]**

Q3) a) Explain the daily cleaning procedure for departure room. **[5]**

b) Explain any five records maintain at control desk. **[5]**

P.T.O.

- Q4)** a) What are the various modes of reservation? [5]
b) Give the pre-arrival procedure for Group. [5]
- Q5)** a) Give the arrival procedure for walk - in guest. [5]
b) Write down the procedure for room change. [5]
- Q6)** Write short note on : (any 4). [10]
a) Hospitality Desk
b) Receiving of Guest
c) Evening service
d) Functions of control Desk
e) Minibar management



Total No. of Questions : 8]

SEAT No. :

PE619

[Total No. of Pages : 4

[6555]-204

First Year B.H.M.C.T.

GE 206A : BASIC ACCOUNTING

(2019 Pattern) (Semester - II)

Time : 2½ Hours]

[Max. Marks : 70

Instructions to the candidates:

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

Q1) a) The following is a trial balance of Mr. Prashant as on 31st March 2022.[15]

Debit Balances	Amount ₹	Credit Balances	Amount ₹
Drawings	2,000	Capital	90,000
Motor Car	45,000	Sundry Creditors	25,000
Cash in hand	10,000	Commission Received	4,535
Wages	1,500	Bank Overdraft	14,520
Bills Receivable	10,000	Purchase Returns	2,465
Rent	700	Sales	44,680
Bad Debts	500		
Travelling Expenses	2,000		
Purchases	29,400		
Machinery	30,000		
Office Expenses	1,500		
Sales Returns	600		
Opening Stock	30,000		
Sundry debtors	5,500		
Carriage outward	500		
Bank Balance	12,000		
Total	1,81,200	Total	1,81,200

Adjustments :

- i) Closing stock Rs. 12,000/-
- ii) Commission receivable outstanding Rs. 2,000/-
- iii) Rent payable is Rs. 800/-
- iv) Depreciation to be charged on motor car at 10%.

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

P.T.O.

- b) Fill in the blanks (any 02) [5]
- i) If the cheque is bearer, then instead of bank a/c _____ a/c gets the effect.
 - ii) Art of recording business dealings in the books is called as _____.
 - iii) Books of accounts only records _____ transactions.

Q2) Write any 2 short notes. [10]

- a) History & origination of book keeping & Accountancy.
- b) Importance of Book keeping.
- c) Advantages of maintaining accounts.
- d) Double - Entry System.

Q3) Journalize the following transactions in the books of Mr. Abhijeet for the month of January 2021. [10]

- 1. Started business with ₹ 20,000 cash & building worth ₹ 40,000.
- 5. Purchased goods worth ₹ 7,000 on cash from Rohan.
- 10. Sold goods of Rs. 3,000/- to Mahesh on credit.
- 12. Received cheque for ₹ 3,000 from Mahesh.
- 15. Paid cash for stationary ₹ 300.
- 18. Goods for ₹ 300 returned back to Rohan.
- 22. Purchased furniture for ₹ 3,600/- on cash.
- 27. Deposited cash ₹ 1,500 in bank.
- 29. Paid salary ₹ 900 by cheque.
- 30. Purchased goods from sohan ₹ 12,800 on credit.

Q4) a) Explain the following terms. [5]

- i) Debtors
- ii) Creditors
- iii) Bad debts
- iv) Capital
- v) Prepaid expenses

b) Give one term for following. [5]

- i) Goods available on first day of accounting period.
- ii) Goods available on last day of accounting period.
- iii) Remuneration paid to workers at production place.
- iv) All valuable belongings of business.
- v) Statement showing income & expenditure.

Q5) Prepare analytical cash book for following transactions in the books of Ms. Vaishali for the month December 2020. **[10]**

Dec. 1 ₹ 7,500/- received from cashier

1 Purchased stationary for office ₹ 300/-

5 Paid postage ₹ 450

7 Transport charges paid ₹ 1,700

8 Paid for speed post ₹ 800

12 Paid for bus ticket ₹ 250

17 Paid telephone charges ₹ 700

23 Office cleaning charges ₹ 500

27 Courier expenses ₹ 550/-

29 Office refreshments ₹ 600

30 Paid for computer stationary ₹ 800

Q6) Answer the following questions. **[10]**

- a) State the importance of special function books.
- b) Explain the process of balancing ledger.

Q7) a) Prepare a trial balance from the following information. **[5]**

Particulars	Amount ₹	Particulars	Amount ₹
Purchases	2,00,000	Capital	2,20,000
Stock	70,000	Sales	80,000
Sales Return	500	Purchase Return	1,000
Bank	31,000	Commission Received	2,000
Cash	4,000	Interest received	2,500

- b) Enter following transactions in special function book, in the books of vikram hotel for the months of january 22. [5]

3. Bill No. 231 was raised for Mr. Roshan's dinner party ₹ 250 per cover, for 50 covers & ₹ 12,000 for liquor.

5. Mr. Sanjay has billed for 150 covers at ₹ 300 per cover for birthday party & ₹ 5,700 for liquor, ₹ 1,300 for tobacco, with bill no 243.

9. Bill no. 250 for Mr. Tanmay's wedding reception. Food was at ₹ 300 per cover for 120 covers along with liquor for ₹ 15,730/-

Q8) Attempt any 2 from the following. [10]

- a) Explain Golden Rules of accounting.
- b) List the books of accounts & explain any one.
- c) What is 3 column cash book?
- d) What is importance of maintaining journal?



Total No. of Questions : 7]

SEAT No. :

PE620

[Total No. of Pages : 1

[6555]-205

First Year B.H.M.C.T.

GE 206B : LOGISTICS AND SUPPLY CHAIN MANAGEMENT

(2019 Pattern) (Semester - II)

Time : 2½ Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) *Question 1 is compulsory.*
- 2) *Attempt any five from the remaining questions.*

Q1) Write short notes on: (any four). [20]

- a) Material Handling.
- b) Procurement logistics
- c) Decentralised supply chain
- d) Vendor consolidation
- e) Out sourcing
- f) Lead time reduction

Q2) a) Define supply chain management & explain any four objectives of it. [5]

b) Differentiate between centralised & decentralised purchasing. [5]

Q3) a) Comment on key issues in supply chain strategies. [5]

b) Describe distribution costs in brief. [5]

Q4) a) Explain the concept of benchmarking with its features. [5]

b) Explain the characteristics of global supply chains. [5]

Q5) With the help of neat diagram, elaborate the generalised supply chain model.[10]

Q6) Explain the structure and operations of distribution channels. [10]

Q7) Classify the various types of inventories & describe each in brief. [10]



Total No. of Questions : 6]

SEAT No. :

PE-621

[Total No. of Pages : 2

[6555]-301
S.Y. B.H.M.C.T.
C-301: BAKERY & CONFECTIONERY
(2019 Pattern) (Semester - III)

Time : 2 Hours]

[Max. Marks : 40

Instructions to the candidates:

- 1) *Q.1 is compulsory.*
- 2) *Solve any 3 from the reamaining.*
- 3) *All questions carry equal marks.*

Q1) Define the following terms (any 10) :

[10]

- 1) Marzipan
- 2) Ganache
- 3) Emulsification
- 4) Albumin
- 5) Fondant
- 6) Coagulation
- 7) Praline
- 8) Germ
- 9) Choux paste
- 10) Quiche
- 11) Biscotti
- 12) Icebox cookies

P.T.O.

- Q2) a)** Write down the functions of the following cake making ingredients. [6]
- a) Flour b) Eggs c) Leavening
- b) List and explain any 4 types of cookies. [4]
- Q3) a)** Explain in detail the stages in Bread making. [6]
- b) Classify flour pastries giving the fat to flour ratio for each. [4]
- Q4) a)** Write down the steps in assembling of a cake. [4]
- b) Write a short note on
- i) Panning of cookies
- ii) Cookie improvers
- iii) Spread of cookies [6]
- Q5) a)** Explain bread diseases and bread improvers in detail. [6]
- b) Enlist any 4 faults in cakes and suggest a remedy for the same. [4]
- Q6) a)** Write a recipe for Danish Pastry using 500g of refined flour. [5]
- b) Enlist the ingredients used in making icings & its functions in the icing.[5]



Total No. of Questions : 6]

SEAT No. :

PE-622

[Total No. of Pages : 2

[6555]-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 terms (any 10) :

[10]

- a) Fermented Beverage
- b) Mead
- c) Low alcohol wines
- d) Flavoured Beer
- e) Liqueur de tirage
- f) Blanc de Blanc
- g) Madeira
- h) Vine
- i) Malt
- j) Speed Rail
- k) Vermouth
- l) Cava

Q2) a) Define Beer. Explain the uses of any two ingredients in Beer manufacturing. **[5]**

b) Draw and explain the general classification of Wines. **[5]**

P.T.O.

- Q3)** a) List the factors influencing the character of wine and explain any two. [5]
b) Describe the manufacturing process of sherry. [5]
- Q4)** a) Define Aperitif. State the types of Aperitif with examples. [5]
b) List types of bar and explain any two. [5]
- Q5)** Write short note on (any two) : [10]
a) Bar condiments and consumables.
b) Vine diseases
c) Types of Beer
d) Spirit based Aperitif
- Q6)** a) Discuss any four wine faults. [4]
b) Name any three region of France with wine examples. [6]



Total No. of Questions : 6]

SEAT No. :

PE-623

[Total No. of Pages : 2

[6555]-303
S.Y. B.H.M.C.T
C-303 : 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 3 questions from Q.2 to Q.6.*

Q1) Define the following terms (any 5) :

[10]

- a) Inspection Checklist
- b) Contract cleaning
- c) Stain removal
- d) Commercial laundry
- e) Guest folio
- f) Departure notification

Q2) a) What are dirty dozens? List down them.

[5]

b) Draw a flow chart of a guest laundry process.

[5]

Q3) a) Give linen storage conditions and facilities in hotel linen room.

[5]

b) Draw a departure notification slip & explain it.

[5]

Q4) a) Write step by step process for settlement of guest bills.

[5]

b) Mention any five disadvantages of the housekeeping jobs given on contract.

[5]

P.T.O.

Q5) Write short note on (any two) :

[10]

- a) Late check out and charges
- b) Inspection of VIP room
- c) Express check out
- d) Classification of linen

Q6) a) Give the formula for the following :

[5]

- i) Foreign occupancy %
- ii) Overstay %
- iii) Rev PAR
- iv) No show %
- v) House count

b) List any two laundry equipments and explain its usage.

[5]



Total No. of Questions : 8]

SEAT No. :

PE-624

[Total No. of Pages : 2

[6555]-304

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 1 is compulsory.*
- 2) *Solve any 5 questions from the remaining.*

Q1) Write short notes on (any 5) :

[20]

- a) Market segmentation
- b) Handling objections
- c) Relationship Marketing
- d) Upselling and Cross selling
- e) P.O.S. systems
- f) Internal sales

Q2) a) Explain the importance of training for sales personnel.

[5]

b) Discuss any two forms of sales organisations.

[5]

Q3) a) How does sales Co-ordinate with F&B department and F.O. Department?

[5]

b) Discuss role of intermediaries in sales.

[5]

Q4) a) Write any 10 attributes of a successful sales person.

[5]

b) Differentiate between corporate and Leisure travellers.

[5]

P.T.O.

- Q5)** a) Draw any 5 seating arrangements used in Banquetting events. [5]
b) What is the Pre-approach stage in selling process, Explain. [5]
- Q6)** a) Write the duties of a Director of sales. [5]
b) Discuss components of a Banquet sales package. [5]
- Q7)** a) Write the process of recruitment of sales personnel. [6]
b) Write in brief about CRS. [4]



Total No. of Questions : 8]

SEAT No. :

PE-625

[Total No. of Pages : 2

[6555]-305
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 questions from the remaining.*

Q1) Explain the following terms (any 10) :

[10]

- 1) MICR
- 2) CPU
- 3) Popup Menu
- 4) Computer
- 5) Header
- 6) Save
- 7) Hyperlink
- 8) WWW
- 9) ERP
- 10) URL
- 11) Note pad
- 12) Folder

P.T.O.

- Q2)** a) Write down the various features of computer system. [5]
- b) List and explain various output devices. [5]
- Q3)** a) Explain the features of windows. [5]
- b) Explain the following DOS commands.
- 1) DIR 2) RD 3) DEL 4) REN 5) EDIT [5]
- Q4)** a) Explain the mail-merge process. [5]
- b) Draw and explain types of charts in MS-Excel. [5]
- Q5)** a) Draw and explain Mesh Topology. [5]
- b) Give the steps for inserting Bullets and Numbering in MS-Powerpoint.[5]
- Q6)** a) Describe the pre-requisites for internet. [5]
- b) Explain the concept of B-to-B in E-commerce. [5]
- Q7)** a) Write short note on: (any 4) [10]
- 1) Search Engine 2) Sway 3) LAN 4) Wildcards
- 5) Power point Animation
- Q8)** a) Write any 5 advantages of cloud computing. [5]
- b) Define Twitter and write down its various usage. [5]



Total No. of Questions : 5]

SEAT No. :

PE-626

[Total No. of Pages : 2

[6555]-401

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 3 of the remaining.***
- 3) All questions carry equal marks.***

Q1) Explain the following terms (any 10) :

[10]

- a) Bratt pan
- b) Indent
- c) Tawa
- d) Phirnee
- e) Zameen DOS
- f) Pongal
- g) Dhokla
- h) Tandoor
- i) Gassi
- j) Bhakri
- k) Akuri
- l) Sannas

Q2) Explain the characteristics & challenges in Industrial catering.

[10]

Q3) a) Write the factors influencing volume forecasting.

[5]

b) Define yield and write briefly on yield calculation & its importance.**[5]**

P.T.O.

- Q4)** a) Elaborate the care & maintenance required for large equipments in Industrial Canteen. [5]
b) What is standard portion size & explain the benefits of same. [5]
- Q5)** a) Write the storage procedure for perishable foods. [5]
b) Plan a festive menu with 10 preparations for any one of the following
i) Rajasthan
ii) North Eastern states. [5]



Total No. of Questions : 5]

SEAT No. :

PE-627

[Total No. of Pages : 2

[6555] - 402

B.H.M.C.T. (Semester - IV)

C - 402 : FOOD AND BEVERAGE SERVICE - IV

(2019 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions to the candidates :

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

Q1) Explain the following terms. (Any 10)

[10]

- | | |
|---------------|---------------|
| a) OIML | b) Grist |
| c) Finger | d) Korn |
| e) Green Malt | f) Proof |
| g) Pisco | h) Jigger |
| i) Liqueur | j) Dunder |
| k) Congeners | l) Apple Jack |

Q2) a) Distinguish between (any 2)

[5]

- i) Armagnac and Cognac
- ii) Pot still and Patent still
- iii) Scotch and Irish Whiskey

b) List the points to be kept in mind while setting Buffets.

[5]

Q3) a) Define Gin. List the styles of Gin and Give 2 International Brands of Gin.[5]

b) Explain the methods of making Liqueurs.

[5]

Q4) a) How was the alcohol content measured in Beverages? Discribe the various ways used today. [5]

b) Write the Do's & Dont's of mixing cocktails.

[5]

P.T.O.

- Q5) a)** Write the ingredients glassware, gamish, and method of mixing with base spirit of any 2 classic cocktails. **[5]**
- b)** Answer the following (Any 5) **[5]**
- i) Give 2 international brands of vodka.
 - ii) List 2 single malts Brands.
 - iii) List 2 Brands of cognac.
 - iv) Give base and flavouring of Sambuca.
 - v) List spirit base and country of origin of Tia Maria.
 - vi) List two fruit flavoured liqueurs.



Total No. of Questions : 6]

SEAT No. :

PE-628

[Total No. of Pages : 2

[6555]-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) Q. 1 is compulsory.
- 2) Attempt any 3 from Q.2 to Q.6.

Q1) Define the following terms (any 5)

[10]

- a) Security
- b) Upgrade
- c) Renovation
- d) Charge Privlage
- e) 3 E's of safety
- f) CVGR

Q2) a) Enlist the steps of refurbishing

[5]

- b) What is First Aid. What first aid will you give to a victim in case of cuts & bruises.

[5]

Q3) a) List and explain any five elements of interior design?

[5]

- b) What are the steps in handling guest complaints.

[5]

Q4) a) With help of a format explain the High Balance Report.

[5]

- b) Discuss the following methods of selling.

[5]

i) Upselling

ii) Downselling

P.T.O.

- Q5)** a) Discuss the importance of a sales call for a hotel. [5]
b) Discuss the factors affecting room tariff. [5]

Q6) Write short notes on (Any 2) [10]

- a) Pest control for cockroaches and termites
- b) Market based pricing
- c) Types of balance
- d) Sales Tools used by hotels.



Total No. of Questions : 7]

SEAT No. :

PE-629

[Total No. of Page : 1

[6555]-404
B.H.M.C.T.
GE 406-A : CUSTOMER RELATIONSHIP
MANAGEMENT
(2019 Pattern) (Semester - IV)

Time : 2½ Hour]

[Max. Marks : 70

Instructions to the candidates:

- 1) *Q. 1 is compulsory.*
- 2) *Attempt any 5 of the remaining questions.*

Q1) Explain in brief (Attempt any four) **[20]**

- a) Importance of CRM
- b) Customer Delight and the wow effect
- c) Methods of customer retention
- d) Drivers of customer loyalty
- e) CSAT score
- f) Role of social media on CRM

Q2) With the help of a diagram explain in detail the 5 GAP Model. **[10]**

Q3) What are the essential features of CRM and explain any one type of CRM at length. **[10]**

Q4) What is Relationship Marketing? What are the stages of customer Relationship. **[10]**

Q5) a) Explain the five steps involved in the Ladder of customer loyalty. **[5]**
b) Explain any five customer retention strategies. **[5]**

Q6) a) What is customer lifetime value? **[5]**
b) List any five advantages of CRM to an organisation. **[5]**

Q7) Explain the CRM process in detail. **[10]**



Total No. of Questions : 8]

SEAT No. :

PE-630

[Total No. of Pages : 2

[6555]-405
S.Y. BHMCT
G.E. 406-B : FACILITY PLANNING
(2019 Pattern) (Semester - IV)

Time : 2½ Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) Question no. 1 is compulsory.*
- 2) Solve any six questions from the remaining.*
- 3) Assume suitable data & clearly mention the same.*

Q1) Attempt Any Five:

[10]

- a) As per the space allocation norms in hotels, having 200 rooms give the space requirement for the following areas in (sq. F.T)
 - i) Coffee shop
 - ii) Bellman Desk
- b) Discuss any Two methods of illumination used in loungebar.
- c) List any two types of lobbies commonly found in large hotels.
- d) Explain any two types of guest rooms.
- e) Enlist any two hard factors that are considered while designing Guest Room in a medium size hotel.
- f) Explain any four factors that affect kitchen design in a commercial establishment.

Q2) a) Draw a systematic flowchart for Goods & work flow.

[6]

- b) Discuss the factors to be considered while designing a laundry area for a large hotel.

[4]

Q3) a) Enlist and briefly explain six guidelines & design considerations while designing a stand alone restaurants.

[6]

- b) Discuss the concept & purpose of Blue print.

[4]

P.T.O.

- Q4)** a) Explain six types of restaurants with their characteristics. [6]
b) Explain modular & cylinder like building plans. [4]
- Q5)** a) Explain the following colour schemes in detail [6]
i) Triad colour scheme
ii) Split complimentary colour scheme.
b) Explain equipments required & functioning of [4]
i) Gym
ii) Shopping Arcade
- Q6)** a) Explain any six types of floor finishes. [6]
b) Draw a layout of a kitchen for a Ethnic restaurant having capacity of 120 covers. [4]
- Q7)** a) What is a feasibility report? Explain any Five components of feasibility report of a five star hotel. [6]
b) Draw any two types of kitchen layouts and explain their characteristics. [4]
- Q8)** a) Draw a vertical cross section of a Bar counter and show each part of the same. [6]
b) Give check list for effective design. [4]



Total No. of Questions : 8]

SEAT No. :

[Total No. of Pages : 2

PE631

[6555]-601

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

CS-601A : SPECIALIZATION IN FOOD PRODUCTION

MANAGEMENT-I

(2019 Pattern) (Semester-VI)

Time: 3 Hours]

[Max.Marks: 70

Instructions to the candidates:

- 1) *Question 1 is compulsory.*
- 2) *Attempt any 6 from the remaining questions.*
- 3) *All questions carry equal marks.*

Q1) Explain the following culinary Terms (any 10)

[10]

- a) Steaks
- b) Haute cuisine
- c) Work flow
- d) Crustaceans
- e) Finger Food
- f) Strudel
- g) Moussaka
- h) Suckling pig
- i) Panacotta
- j) Tapas
- k) Concass
- l) Quiche

Q2) a) Draw a neat diagram of any five cuts of fish with small description of each cut. **[5]**

b) Briefly explain any five factors that influence the kitchen design. **[5]**

Q3) a) Briefly explain any five processing methods of convenience food. **[5]**

b) Explain points to be considered during plating of service. **[5]**

P.T.O.

- Q4)** a) Plan a five course Italian Menu giving narration of each dish. [5]
 b) With the help of neat chart, write down classical Appetizer with country of origin, ingredient used & accompany sauce. [5]
- Q5)** a) Draw a neat layout of coffee shop showing the placement of various equipments. [5]
 b) Explain the need & importance of balanced diet in modern lifestyle. [5]
- Q6)** a) Draw a neat labelled diagram of lamb with its catering uses. [5]
 b) Write down the characteristics of Convenience Food. [5]
- Q7** Answer the following (any 5) [10]
 a) List 4 staple ingredients used in French cuisine.
 b) State 4 advantages of convenience food.
 c) What is offals? List any four offals.
 d) List 2 characteristics of Spanish cuisine.
 e) List 4 points for Selecting fin fish.
 f) Name 2 appetizers from Germany & 2 dessert from Switzerland.
 g) List two Indian round fish & two flat fish.
- Q8)** a) Write short note on [6]
 i) Factors affecting tenderness of meat
 ii) Nouvelle cuisine
 b) Plan a four course menu for a Diabetic Person with Justification of each dish [4]



Total No. of Questions : 7]

SEAT No. :

PE632

[Total No. of Pages : 1

[6555]-602

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

CS601B : SPECIALISATION IN FOOD & BEVERAGE SERVICE

MANAGEMENT - I

(2019 Pattern) (Semester - VI)

Time : 3 Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) *Question 1 is compulsory.*
- 2) *Attempt any five from the remaining questions.*

Q1) Write short notes on (any 4). [20]

- a) Care and Maintenance of Gueridon equipment.
- b) Pricing methods used for menus.
- c) Concept of F&B in M.I.C.E.
- d) Performance measures of F&B staff.
- e) Railway catering.

Q2) a) Discuss the types of gueridon trollies. Draw and explain any one. [5]

b) Write the order of service for a formal function. [5]

Q3) a) Write the challenges faced while catering on sea. [5]

b) Discuss the organisational structure and staffing requirements in an industrial canteen. [5]

Q4) a) Write a note on customer relations and F&B staff. [5]

b) Explain in brief the need for F&B controls. [5]

Q5) a) Explain the different types of Budgets drafted in F&B outlets. [5]

b) Discuss the service of the following from a gueridon (any 2). [5]

- i) Banana Flambe
- ii) Caviar
- iii) Steak Diane

Q6) a) Define menu engineering. Explain its importance with relevant examples.[5]

b) Write the attributes required for a good F&B personnel. [5]

Q7) Create a BFP for a formal sit down dinner. Assume necessary data. [10]



Total No. of Questions : 8]

SEAT No. :

PE633

[Total No. of Pages : 2

[6555]-603

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

CS 601 C : SPECIALISATION IN ACCOMMODATION

MANAGEMENT - I

(2019 Pattern) (Semester - VI)

Time : 3 Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) *Question 1 is compulsory.*
- 2) *Solve any five questions from the remaining.*

Q1) Define the following terms (any 5). [10]

- a) Guest supplies
- b) West
- c) Linen
- d) Lanai
- e) No-Show
- f) Dust sheet
- g) Pax

Q2) a) Describe the control procedure for housekeeping supplies. [6]

b) Explain selection criteria for textile in hotel industry. [6]

Q3) a) Discuss principles of flower arrangement. [6]

b) As a Ex. Housekeeper, how will you control operating cost of your department. [6]

Q4) a) What is textile? Classify the textile based on sources. [6]

b) What is Budget? Explain the types of budget based on expenditure. [6]

Q5) a) Difference between Bell desk and concierge. [6]

b) If a guest is found dead in the room, how will you handle as a front office manager. [6]

P.T.O.

- Q6)** a) What is brochure? How can it be an important tool for marketing? [6]
b) Discuss various types of lobby. [6]
- Q7)** a) Explain the various methods of purchasing. [6]
b) Describe the factors to be considered while designing a lobby with the layout. [6]
- Q8)** Write short notes on the following (any 2). [12]
a) Essential components of Horticulture.
b) Selection of a property management system.
c) Software used in hotels.



Total No. of Questions : 8]

SEAT No. :

PE634

[Total No. of Pages : 2

[6555]-604

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

C-602: FOOD AND BEVERAGE CONTROL

(2019 Pattern) (Semester-VI)

Time: 2½ Hours]

[Maax: 70

Instructions to the candidates:

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

Q1) Explain the terms. (2 marks each) (any10)

[20]

- a) Daily food cost
- b) FIFO
- c) Blind Receiving
- d) Sous vide
- e) Inventory
- f) Transfer Note
- g) Standard purchase
- h) Meat tag
- i) DANGER Level
- j) Re- ordering
- k) Delivery Note (draw & explain)
- l) Psychological pricing
- m) Bin card
- n) Purchase Note (draw & explain)
- o) Stock turns over

Q2) a) List and Explain five objectives of F&B Control.

[5]

b) Explain cost and define any Two types of Cost.

[5]

P.T.O.

- Q3)** a) Explain the concept of Break-even-point with help of chart. [5]
b) Calculate profit and its net profit % and also calculate material cost %, overhead %, labour cost % for the following Total sale:- 30,000, Labour cost :- 6000/- Food cost :-12,000/-and overheads :-9000/- [5]
- Q4)** a) Explain master budget. [5]
b) Explain the operational phase of control cycle. [5]
- Q5)** a) State the objectives of Budgeting. [5]
b) With the help of neat filled format explain the use of purchase order. [5]
- Q6)** a) List and explain five points to be considered while rating a supplier. [5]
b) Write short notes on any two pricing strategies. [5]
- Q7)** a) Give any five guidelines for storing perishable items. [5]
b) Explain the importance of standard portion size with example. [5]
- Q8)** a) Write a note on Centralized and Decentralized cooking. [5]
b) Describe the steps involved in food receiving procedure. [5]



Total No. of Questions : 8]

SEAT No. :

PE635

[Total No. of Pages : 1

[6555]-605

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

C603 : HUMAN RESOURCE MANAGEMENT

(2019 Pattern) (Semester - VI)

Time : 2½ Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) *Q1 is compulsory.*
- 2) *Attempt any 5 questions from the remaining questions.*

Q1) Write short notes on (any 5). [20]

- a) Job specification
- b) Counselling
- c) Causes of indiscipline
- d) Current trends in compensation
- e) Promotions
- f) Need for HRM
- g) CTC

Q2) Define orientation. Explain the various steps in induction process. [10]

Q3) Define training. Explain the various steps in training. [10]

Q4) Explain the process of grievance handling system in hotel. [10]

Q5) Define performance appraisal. Explain any 4 methods of performance appraisals. [10]

Q6) Write factors influencing compensation administration. [10]

Q7) Draw a format for job description of a front office manager. [10]

Q8) a) Functions of trade unions. [5]

b) Workers participation in Management. [5]



Total No. of Questions : 7]

SEAT No. :

PE636

[Total No. of Pages : 2

[6555]-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 1 is compulsory.*
- 2) *Solve any 5 questions from the remaining.*

Q1) Write short notes on: (any four).

[20]

- a) Characteristics of services
- b) Service life cycle
- c) Service profit chain
- d) Service encounter
- e) Duties of marketing manager

Q2) a) State 5 points of differences between goods and services.

[5]

- b) List the factors involved in pricing a service product and explain any two.

[5]

Q3) a) Discuss the key role of service employees in a service business.

[5]

- b) Explain the term service recovery - Describe the procedure of handling complaints effectively.

[5]

Q4) a) Explain the concept of service blue print with an example. Also state any three of its advantages.

[5]

- b) Discuss the management strategies to manage changing supply with appropriate examples.

[5]

P.T.O.

- Q5)** a) List the tools of promotion in service marketing and explain the importance of any one. [5]
b) Discuss the 5 forms of marketing organization. [5]
- Q6)** a) Define branding & state its importance. [5]
b) Elaborate on the various channels of distribution for services. [5]
- Q7)** a) State and explain any two methods used by hotels for monitoring customer satisfaction. [5]
b) Discuss the importance of physical evidence in service. [5]



Total No. of Questions : 8]

SEAT No. :

PE-637

[Total No. of Pages : 2

[6555]-701

B.H.M.C.T.

**CS701A : Sp. in Food Production Management - II
(2019 Pattern) (Semester - VII)**

Time : 3 Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) *Question 1 is compulsory.*
- 2) *Solve any Six from 2 to 8.*
- 3) *All questions carry equal marks.*

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

[10]

- a) Hoisin
- b) Tagine
- c) Dongo
- d) Tres Leche
- e) Jerk
- f) Burrito
- g) Mezaluna
- h) Salami
- i) Gammon
- j) Terrine
- k) Spun Sugar
- l) Gianduja

Q2) a) Draw a neat labelled diagram of five tools used in Larder.

[5]

b) Explain the manufacturing of sausages.

[5]

P.T.O.

- Q3)** a) Explain the preparation of Mousse (Savory). [5]
b) Write down the making of cheese cake. [5]
- Q4)** a) Describe the types of chocolates. [5]
b) Plan and explain five course Thai Menu. [5]
- Q5)** a) Explain Class I & Class II preservatives. [5]
b) Write down the definition of Nutrient Supplement and its uses. [5]
- Q6)** a) Differentiate between Ham and Bacon. [5]
b) Write down five points to be considered while making a cold meat platter. [5]
- Q7)** a) Explain the types of Icecream. [5]
b) Write down the making of Fish Galantine. [5]
- Q8)** Write Short Note on (any 4) [10]
a) Carribbean Cuisine
b) Pulled Sugar
c) Tempering of Chocolate
d) Staple ingredient of Mexican Cuisine
e) Humectant



Total No. of Questions : 7]

SEAT No. :

PE-638

[Total No. of Pages : 2

[6555]-702

B.H.M.C.T.

**CS:701B - SPECIALIZATION IN F&B SERVICE
MANAGEMENT - II
(2019 Pattern) (Semester - VII)**

Time : 3 Hour]

[Max. Marks : 70

Instructions to the candidates:

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

Q1) Answer the following (any 4) :

[20]

- a) Explain suggestive selling.
- b) Parts of a Bar.
- c) Importance of Location for a Restaurant.
- d) Elements of cost.
- e) Tools of menu merchandising

Q2) a) List the opening duties performed at a Bar.

[5]

b) Explain the following terms :

[5]

- i) Tikki Cocktail
- ii) Pearl
- iii) Hot toddy
- iv) Cafe Rayale
- v) Cobblers

Q3) a) What are the points to consider while selecting the equipment for the restaurant? **[5]**

b) Discuss advantages of using automated system of maintaining records. **[5]**

P.T.O.

Q4) With a neat Matrix, explain Menu engineering with a relevant example.[10]

Q5) a) Discuss the sources of finances available to start a Bar in India. [5]

b) What are the various methods of printing menus in Restaurants. [5]

Q6) a) Define cocktails. Write the complete recepie for any 2 classic cocktails. [5]

b) Draw and explain any 2 formats used in Restaurants. [5]

Q7) a) List the various licenses required to open a Bar in India. [5]

b) Explain the process of Beverage control. [5]



Total No. of Questions : 8]

SEAT No. :

PE-639

[Total No. of Pages : 2

[6555]-703

BHMCT

**CS 701 C : SPECIALIZATION IN ACCOMMODATION
MANAGEMENT - II
(2019 Pattern) (Semester - VII)**

Time : 3 Hour]

[Max. Marks : 70

Instructions to the candidates:

- 1) Q. 1 is compulsory.
- 2) Solve any Five out of remaining.

Q1) Explain the following (Any 5)

[10]

- a) Monochromatic
- b) Soft flooring
- c) ARG
- d) Heritage hotel
- e) Cornice lighting
- f) SOP
- g) Zero base budgeting

Q2) a) Suggest suitable colour scheme for suite room.

[6]

b) Explain the importance of time & motion study.

[6]

Q3) a) Write the characteristic of Hard flooring.

[6]

b) Discuss the strategy used to increase the revenue in hotel.

[6]

Q4) a) What are the advantages of budgeting?

[6]

b) Write standard operating procedure for crew registration.

[6]

Q5) a) Explain different type of lighting used in hotel.

[6]

b) Describe the elements of revenue management.

[6]

P.T.O.

- Q6)** a) Explain different types of budget. [6]
b) Draw& explain any two types of window. [6]
- Q7)** a) Explain any two types of carpet. [6]
b) What are the points need to be considered while planning duty rota for front office staff? [6]
- Q8)** Write short note on (Any three) [12]
a) Related colour scheme.
b) Budgetary control.
c) Requirement for SOP.
d) Wall covering



Total No. of Questions : 7]

SEAT No. :

PE-640

[Total No. of Pages : 2

[6555]-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) *Q. 1 is compulsory.*
- 2) *Attempt any five questions from remaining questions.*

Q1) Write short notes on (Any four) :

[20]

- a) Nuclear Disaster
- b) Role of Communication in Disaster.
- c) Disaster Response plan
- d) Logistic Management
- e) Role of NGO
- f) International Strategy for Disaster Reduction (ISDR)

Q2) a) Explain the causes of Disaster.

[5]

b) Give the difference between Hazard and Disaster.

[5]

Q3) a) List any explain two types of disaster.

[5]

b) What is EWS? Write in brief.

[5]

Q4) a) What is the role of WHO in disaster?

[5]

b) Explain the disaster management cycle with the help of Diagram. **[5]**

Q5) List and explain the role of various stakeholders in disaster relief.

[10]

Q6) What is the role of IT in Disaster Preparedness.

[10]

P.T.O.

Q7) Explain the following concepts (Any Five) :

[10]

- a) SDMA
- b) Psychological first-aid
- c) Hurricane
- d) Epidemic
- e) Rehabilitation
- f) Damage Assessment



Total No. of Questions : 7]

SEAT No. :

PE-641

[Total No. of Page : 1

[6555]-705

B.H.M.C.T.

**703-C : 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 questions from the remaining.*
- 3) *Figures to the right indicate Full Marks.*

Q1) Write Notes (Any 4) [20]

- a) Definition of Quality by any Two management Gurus
- b) Zero Defects
- c) Brand standard Audit
- d) Preventive costs
- e) Effective ways of communication
- f) Mission statement & its importance

Q2) Explain the concept of ISO-9000 with their parameters. [10]

Q3) Discuss Juran's Triology. [10]

Q4) Explain the advantages and limitations of Brainstorming. [10]

Q5) Comment on different methods to measure customer satisfaction. [10]

Q6) a) Describe 4 pillars of effective work culture. [5]

b) Lean six sigma. [5]

Q7) a) Benefits of Empowerment - Elaborate. [5]

b) Discuss any 2 core values of Japanese managment. [5]



Total No. of Questions : 9]

SEAT No. :

PE642

[Total No. of Pages : 2

[6555]-706

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 five).

[5×2=10]

- a) LEED
- b) Green house effect
- c) Acid Rain
- d) ISO 14001
- e) Eco mark
- f) Grey water

Q2) Define Ecotel. Explain five globe criteria & state any two example of Ecotel.**[10]**

Q3) a) Give the best eco-practices implemented in the following departments of hotel. **[5]**

- i) Front office
- ii) Kitchen

b) Enlist any five methods to maintain the water quality. **[5]**

Q4) a) What are the key principles of energy management? **[5]**

b) Explain the waste management hierarchy. **[5]**

P.T.O.

- Q5)** a) How can hotels encourage guest participation in sustainable practices during their stay? [5]
- b) What control measures can hotels implement to address indoor air pollution? [5]
- Q6)** a) Discuss reuse programs in hotels to minimise waste and promote sustainability. [5]
- b) Explain the concept of noise pollution and its impact on the hospitality industry. [5]
- Q7)** a) How can hotels collaborate with their business partners to achieve shared environmental goals? [5]
- b) Explain the concept of green building and its significance in the hospital.[5]
- Q8)** Give alternative energy sources that can be adopted by the hospitality industry and discuss their benefits. [10]
- Q9)** State various environmental practices that are carried out by the hospitality industry as a part of its corporate social responsibility endeavours. [10]



Total No. of Questions : 8]

SEAT No. :

PE-643

[Total No. of Pages : 2

[6555]-801

B.H.M.C.T.

CS-801A: SP. IN FOOD PRODUCTION MGMT - III

(2019 Pattern) (Semester - VIII)

Time : 3 Hour]

[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.*
- 4) *All questions carry equal marks.*

Q1) Attempt any 10 :

[10]

- a) Fricassee
- b) Dredging
- c) Cepes
- d) Bouchee
- e) Croque monsieur
- f) Khanom Krok
- g) Moon cake
- h) Consomme Bretonne
- i) Gloucester sauce
- j) Sachet d' e' pices
- k) American Frosting
- l) Scrapdough
- m) Lipase

P.T.O.

- Q2)** a) List & explain desirable attributes of entry level staff. [5]
- b) Give purchase specification for the following
- i) Lobster ii) Apple [5]
- Q3)** a) Define budget & write down the objectives of Budgetary control. [5]
- b) Discuss any five points of psychology of menu engineering. [5]
- Q4)** a) Discuss the organoleptic & sensory evaluation of poulet saute chasseur. [5]
- b) Explain the following techniques involved in time & motion study :
i) Pathway chart ii) Cyclegraph [5]
- Q5)** a) Explain any five records maintained in the commercial kitchen. [5]
- b) State any five aims & objectives of production planning in the kitchen. [5]
- Q6)** a) Explain master budget. Give its three types & their purposes. [5]
- b) What management action is expected in converting dog product on the menu in to a puzzle or plow horse product. [5]
- Q7)** a) What is the necessity for testing new equipment. [5]
- b) Plan a duty roaster for a kitchen of coffee shop in a five star hotel. [5]
- Q8)** a) Discuss the importance of interaction of kitchen personnel with :
i) Guest ii) Store keeper [5]
- b) Explain the advantages of standard yield. [5]



Total No. of Questions : 7]

SEAT No. :

PE-644

[Total No. of Pages : 2

[6555] - 802

Fourth Year B.H.M.C.T. (Semester - VIII)

**CS - 801-B : SPECIALIZATION IN FOOD AND
BEVERAGE SERVICE MANAGEMENT - III
(2019 Pattern)**

Time : 3 Hours]

[Max. Marks : 70

Instructions to the candidates :

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

Q1) Write short notes on (any four) :

[20]

- a) Molecular gastronomy in Food & Beverage.
- b) Process for rating Michelin star restaurants.
- c) FSSAI Act - 2006
- d) Financial policy of Fast food outlets.
- e) Importance of kitchen stewarding.
- f) Concept and significance of mobile food service.

Q2) a) Discuss any five advantages of genetically modified foods.

[5]

- b) Enlist and elaborate on any two factors considered while designing a food truck.

[5]

Q3) a) Discuss the guidelines for approval of F&B outlets in star hotels.

[5]

- b) Write a note on calculation of Actual Food Cost.

[5]

P.T.O.

- Q4) a)** Explain the following Food Laws & Regulations. **[5]**
i) ISO 22000
ii) HACCP
- b) Discuss the Food Production styles followed in Hotels. **[5]**
- Q5) a)** Draw & label any two layouts of the kitchen stewarding department of a multicuisine restaurant. **[5]**
- b) Write a note on the importance of Hotel Brand Standards. **[5]**
- Q6) a)** Write a note on food allergens. **[5]**
- b) Explain the following concepts **[5]**
i) Vegan cuisine
ii) Organic food
- Q7)** Elaborate on the financial and marketing strategies to be implemented prior to the opening of a fine dine restaurant. **[10]**



Total No. of Questions : 8]

SEAT No. :

PE645

[Total No. of Pages : 2

[6555]-803

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

CS 801C : SPECIALIZATION IN ACCOMMODATION

MANAGEMENT - III

(2019 Pattern) (Semester - VIII)

Time : 3 Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) *Question 1 is compulsory.*
- 2) *Attempt any five questions out of remaining questions.*

Q1) Explain the following (any 5). [10]

- a) HACCP
- b) Single window services
- c) Conference room
- d) Ergonomics
- e) Fire exit
- f) Guest engagement
- g) Out sourcing

Q2) a) What are the points need to be considered while planning of guest room?[6]
b) Describe various motivational techniques used in the housekeeping department. [6]

Q3) a) Explain the role of Housekeeping in hospital. [6]
b) Enlist the advantages of brand standard audit. [6]

Q4) a) Explain the levels of loyalty programme. [6]
b) Describe the security measures at main gate and foyer. [6]

Q5) a) Discuss the importance of guest satisfaction. [6]
b) Explain the use of technology in front office department. [6]

P.T.O.

- Q6)** a) Explain the factors to be considered while designing physically challenged room. [6]
b) Write step by step procedure for Bomb threat. [6]
- Q7)** a) Discuss the importance of women's only floor. [6]
b) Write down the Guest feedback mechanism adopted by hotel. [6]
- Q8)** Write short note on (any 3). [12]
a) Best practices at front desk.
b) Importance of loyalty programme
c) Establishing standard
d) Scope of audit



Total No. of Questions : 7]

SEAT No. :

PE646

[Total No. of Pages : 1

[6555]-804

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

C-803 : ORGANISATION BEHAVIOR

(2019 Pattern) (Semester - VIII)

Time : 2½ Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) *Question 1 is compulsory.*
- 2) *Attempt any five from the remaining questions.*
- 3) *Figures to the right indicate full marks.*

Q1) Write short notes on: (any four). [20]

- a) Organisation Behaviour
- b) Factors influencing perception
- c) Attitude
- d) Group Dynamics
- e) Cross-Cultural communication
- f) Empowerment

Q2) a) How to create and sustain an organization culture? [5]

b) What are various types of political activity in an organisation? [5]

Q3) a) Elaborate on conflict management strategies. [5]

b) Define teams and explain various types of teams. [5]

Q4) a) Explain satisfaction & dissatisfaction and its effect on efficiency. [5]

b) Elaborate on values in work place. [5]

Q5) Explain steps in learning. [10]

Q6) a) Explain Type A & Type B personalities. [5]

b) What is group cohesiveness? Explain factors contributing towards group cohesiveness. [5]

Q7) a) Elaborate the causes of stress & ways to cope with it. [5]

b) Explain any 2 of the following. [5]

- i) Harassment
- ii) Work place bullying
- iii) Sexual harassment



Total No. of Questions : 9]

SEAT No. :

PE-647

[Total No. of Pages : 2

[6555]-805

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

**C-804 : ENTREPRENEURSHIP DEVELOPMENT
(2019 Pattern) (Semester - VIII)**

Time : 2½ Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) *Answer any SEVEN questions.*
- 2) *All questions carry equal marks.*

Q1) Define Intrapreneur & Entrepreneurship. Discuss the various types of entrepreneurs based on socio-cultural variables. **[10]**

Q2) Discuss the importance of financial plan and marketing plan for a business. **[10]**

Q3) Write short notes on (any two) : **[10]**

- a) 5 sources of business idea
- b) 5 reasons for growth of entrepreneurship
- c) Importance of market research for a business.

Q4) a) Elaborate with example the growing importance of women entrepreneurship. **[5]**

b) Explain internal and external sources of finance for a business. **[5]**

Q5) a) List the growth strategies for a business and explain the importance of any one. **[5]**

b) Discuss 5 problems faced by women entrepreneur. **[5]**

P.T.O.

Q6) a) Elaborate on the following major issues faced by entrepreneurs for doing business in India (any two): **[5]**

- i) Bureaucracy
- ii) Corruption
- iii) Regional sentiments
- iv) Labour

b) What is CSR and discuss the reasons for the increased focus on CSR by organization. **[5]**

Q7) Discuss any five legal compliances to be followed while doing a business in India. **[10]**

Q8) a) What is SWOT analysis? Explain its importance in starting a business. **[5]**

b) Discuss 5 entrepreneurial failures & pitfalls. **[5]**

Q9) Write short notes on (any two) : **[10]**

- a) Concept of start-ups
- b) Trademark and patent
- c) Need for conducting marketing feasibility.

