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[5471]-101

BHMCT (I Semester) EXAMINATION, 2018

101 : FOOD PRODUCTION—I

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

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

- (1) Marination
- (2) Blanching
- (3) Raita
- (4) Creaming
- (5) First aid
- (6) Lard
- (7) Cereals
- (8) Grating
- (9) Condiments
- (10) Rubbing in
- (11) Hygiene
- (12) Cream

P.T.O.

2. Write short notes on the following (any 4) : [10]
- (1) Essentials of Indian Cuisine
 - (2) Types of Milk
 - (3) Aims and objectives of cooking
 - (4) Personal hygiene
 - (5) Functions of Egg in cookery
3. (A) With the help of chart briefly explain various types of vegetables giving *two* examples of each. [5]
- (B) Briefly explain coordination of kitchen department with F & B ser, House-keeping and Finance dept. [3]
- (C) Differentiate between Fats and Oils. [2]
4. (A) Draw a neat chart of Classical Kitchen Brigade for 5-star hotel. [5]
- (B) Give the importance of spices and herbs in cookery. [3]
- (C) Briefly explain any *two* types of flour used in catering industry. [2]
5. (A) Answer the following (any *six*) : [6]
- (a) What do you mean by Rendering of fat ?
 - (b) List any *two* advantages of copper metal used in Manufacturing kitchen equipment.
 - (c) Give Hindi Equivalent of turnip and Red gram.

- (d) Name any *two* artificial sweeteners.
 - (e) List *two* bread spreads.
 - (f) Name colour pigment found in carrot and spinach.
 - (g) State *two* semi-hard cheese.
 - (h) List *two* stone fruits.
- (B) What precaution and care taken for enhancing and retaining colour of green leafy vegetables. [2]
- (C) Briefly explain any *two* kitchen tools and *two* food holding equipments. [2]

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[5471]-102

B.H.M.C.T. (First Semester) EXAMINATION, 2018

102 : FOOD AND BEVERAGE SERVICE—I

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

1. Explain the following terms : [10]

- (i) Buffet
- (ii) Q.S.R.
- (iii) Kiosk
- (iv) Hot plate
- (v) B.O.T.
- (vi) E.P.N.S.
- (vii) Pub
- (viii) Table ware
- (ix) Nepery
- (x) Sommelier.

P.T.O.

2. (a) Differentiate between the following : [6]
(i) Silver Service and American Service.
(ii) Mise en scene and Mise en place.
- (b) Classify catering establishments with a neat chart and give examples of each. [4]
3. (a) Discuss the Co-ordination of Food and Beverage Service Department with the following departments : [8]
(i) Front Office
(ii) Food Production
(iii) Human Resources
(iv) Housekeeping.
- (b) Explain the following Food and Beverage Service outlets in brief : [2]
(i) Coffee Shop
(ii) Fine dine Restaurants.
4. (a) Explain the method of cleaning silver ware. [4]
- (b) List and explain any *six* attributes of Food and Beverage Service personnel. [6]
5. (a) Draw the hierarchy chart of a F & B department of a large hotel. [6]
- (b) Explain the functions of the still room with the equipments and provisions it supplies. [4]

- 6.** (a) Give the sizes of the following equipments : [6]
- (i) Large plate
 - (ii) Breakfast cup
 - (iii) Fish plate
 - (iv) Table cloth dimensions for a 4 ft × 4 ft table
 - (v) Height of chair seat from ground
 - (vi) Champagne tulip.
- (b) Explain the importance of Hygiene and Grooming for Food and Beverage personnel. [4]

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[5471]-103

BHMCT (First Semester) EXAMINATION, 2018

103 : HOUSEKEEPING OPERATIONS-I

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

(iii) Draw suitable diagrams wherever necessary.

1. (A) Explain the following terms (any *five*) : [5]
- (1) Floor Pantry
 - (2) W.C.
 - (3) Studio Room
 - (4) Master Key
 - (5) EPNS
 - (6) Sewing Kit
 - (7) Abrasives.
- (B) What are the functions of Housekeeping department ? [5]
2. (A) How does Housekeeping department co-ordinate with Purchase and HRD ? [5]
- (B) Draw the organizational chart of Housekeeping department in a small hotel. [5]

P.T.O.

3. (A) List out the section of Housekeeping department and explain the functions of Linen Room and Uniform Room. [5]

Or

- (B) Draw the layout of Housekeeping department. [5]

4. (A) Explain the following types of rooms : [5]

(1) Inter-connecting room

(2) Hollywood twin room

(3) Suite room

(4) Adjacent room

(5) Single room.

- (B) What is the selection criteria of cleaning equipment ? Write in detail. [5]

5. (A) Classify the various cleaning agents of Housekeeping department. [5]

- (B) Explain the following types of keys : [5]

(1) Section key

(2) Grand master key

(3) Individual guest room key

(4) Floor master key

(5) Computerized key.

6. Write short notes on (any *two*) : [2½ marks each]

(A) Housekeeping areas

(B) Importance of key control

(C) Job description and job specification.

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[5471]-104

B.H.M.C.T. (I Semester) EXAMINATION, 2018

104 : FRONT OFFICE OPERATIONS—I

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

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

- (1) Check-In
- (2) V.I.P.
- (3) Guest Folio
- (4) Hotel
- (5) SB
- (6) Travel Desk
- (7) Twin Room
- (8) Cabana
- (9) O.O.O.
- (10) Crew
- (11) Tourism
- (12) Cancellation.

P.T.O.

2. (A) Draw an organisational chart of Front Office department of a medium Hotel. [4]
- (B) Write down the duties and responsibilities of : [6]
- (a) Receptionist
- (b) Bell Boy.
3. (A) Explain any *five* types of Rates. [5]
- (B) Draw the format of : [5]
- (a) Location Form
- (b) Left Luggage register.
4. (A) Write short notes on (any *two*) : [5]
- (1) CRS
- (2) Types of Reservations
- (3) Blacklist.
- (B) What are the various modes of Reservation ? [5]
5. (A) Explain with the help of a flow chart how is mail handled of present guest. [5]
- (B) Explain any *two* sections of the Front Office Layout with a neat labelled diagram. [5]
6. (A) What is a Whitney System ? Explain with a format of (Slip Whitney). [5]
- (B) What are the functions of Bell Desk and list down the records maintained by Bell Desk. [5]

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[5471]-105

B.H.M.C.T. (First Semester) EXAMINATION, 2018

105 : CATERING SCIENCE—I

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Q. No. 1 is compulsory.

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

1. (A) Match the following :

[5]

A

B

(1) Freezer storage

Steaming of Dhokla

(2) Boiling point of water

5°–63°C

(3) Desirable browning

100°C

(4) Danger Zone

Caramelization

(5) Boiling under pressure

–6 to –25°C

Browning of apples

(B) Define (any *five*) :

[5]

(1) Evaporation

(2) Melting point

(3) Smoking point

(4) Sanitation

(5) Emulsion

(6) Sol.

P.T.O.

2. Write short notes on (any *three*) : [15]
- (1) Protective display of food
 - (2) Five natural toxins present in food
 - (3) Protective clothing for a food handler
 - (4) pH and its importance in food industry.
3. (A) Explain any *three* ways to control growth of microorganisms in food. Give any *two* uses of microorganisms in relation to the food industry. [3+2]
- (B) Explain any *five* non-bacterial metal poisonings seen in food. [5]
- (C) Explain the concept of HACCP in the catering industry. [5]
- Or*
- What is the need for Regulatory Agencies ? Explain any *three* Food Standards. [2+3]
4. (A) Explain any *five* sanitary practices to be followed by the food handler while handling food. [5]
- (B) Define Food Additives. Explain the role of any *four* food additives. [1+4]
- (C) Define Browning Reactions in food. Give any *three* ways to prevent undesirable browning in food. [2+3]
5. (A) Differentiate between Food Poisoning and Food Infection. [5]
- (B) List any *two* spoilage indicators in the following foods : [5]
- (1) Egg

- (2) Fish
 - (3) Cereals
 - (4) Milk
 - (5) Canned foods.
- (C) Give the general guidelines for Dry food storage area. [5]
6. (A) Why is personal hygiene necessary ? Explain the importance of rest, exercise and recreation for a food handler. [2+3]
- (B) Explain 'Bacillus Cereus' food poisoning on the basis of : [5]
- Responsible microorganism
 - 2 foods involved
 - 2 preventive measures.
- (C) Explain the importance of pest control in a catering establishment and list any *two* measures each to control the growth of cockroaches and rats. [1+4]
7. (A) Define 'Cross Contamination'. Explain any *four* ways to prevent it. [1+4]
- (B) Explain direct mode of transmission of disease with the help of a diagram. [5]
- (C) Name the food adulterant and the test to detect them in the following foods : [5]
- (1) Turmeric
 - (2) Semolina
 - (3) Tea powder
 - (4) Milk
 - (5) Edible oil.

Total No. of Questions—8]

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[5471]-106

BHMCT (I Semester) EXAMINATION, 2018

106 : COMMUNICATION FUNDAMENTALS

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

- N.B. :—**
- (i) Question Nos 1 and 5 are compulsory.
 - (ii) Answer any *two* questions from the remaining three in each section.
 - (iii) Figures to the right indicate full marks.
 - (iv) Assume suitable data wherever necessary.

Section-I

1. (a) Explain the process of communication with a suitable diagram.
What are the elements of communication ? [10]
- (b) What are the barriers to communication ? Explain any *one*. [5]

2. In response to an advertisement for the post of frontoffice associate, write a letter of application accompanied by your biodata. Assume. suitable data. [10]

3. (a) Write short notes on : [5]
 - (i) Positive Body Language
 - (ii) Writing a Log Book.
- (b) What are the advantages of written communication ? [5]

P.T.O.

4. A guest calls up the hotel to enquire about the availability of the rooms. Write a conversation between Reservations assistant and the guest. [10]

Section-II

5. (a) Draft a circular on behalf of the chairman of the 'Oberoi Group of Hotels' informing the management that a new menu card has to be designed for the inroom dining. [8]
- (b) Write the merits and demerits of oral communication. [7]
6. Write a report of Teacher's Day celebrations of your college. Assume suitable data. [10]
7. (a) What is the difference between Empathetic listening and Critical listening. [5]
- (b) List the do's and don'ts to be followed while making speeches and presentations. [5]
8. (a) "Structure and style" are important while framing business messages. Justify. [5]
- (b) Write short notes on : [5]
- (i) Note making
- (ii) Memo.

Total No. of Questions—5]

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[5471]-201

BHMCT (Second Semester) EXAMINATION, 2018

201 : FOOD PRODUCTION-II

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) Solve any 4 questions.

1. (a) Explain the following methods of cooking in detail : [5]

(1) Poaching

(2) Deep frying.

(b) What is stock ? Write in detail any *one* and stock with example.[3]

(c) Write a short note on (any *one*) : [2]

(1) Madras Curry Powder

(2) Tomato Gravy.

2. (a) Write any *two* dishes made by using the following cooking methods (any *five*) : [5]

(1) Grilling

(2) Shallow frying

(3) Baking

(4) Steaming

(5) Tandoor.

P.T.O.

- (b) Answer the following : [5]
- (1) Disadvantages and microwave cooking.
 - (2) Thickening agents used in souces.
3. (a) Differentiate between the following (any *two*) : [5]
- (1) Baking and Roasting
 - (2) Deep frying and shallow frying
 - (3) Pot roasting spit type and roasting.
- (b) Classify soups with examples of each. [2]
- (c) Explain factors affecting on food texture. [3]
4. (a) Answer in *one* sentence each : [5]
- (1) Why poaching is suitable for fish preparation.
 - (2) Give *two* examples of National Soup.
 - (3) What is role of accomaniment.
 - (4) Which cooking method is useful for stock making.
 - (5) Mirepoix is tied in musline cloth.
 - (6) How to rectify curdaled mayonnaise.
- (b) (1) Enlist aim of soup making. [2]
- (2) Name *two* derivatives of espagnole sauce. [3]
5. Explain the following culinary terms (any *ten*) : [10]
- (1) Basting
 - (2) Tarter sauce
 - (3) Roux

- (4) Augratin
- (5) Mirepoix
- (6) Flavoured Butter
- (7) Demi Glaze
- (8) Seasoning
- (9) Fold-in
- (10) Straining
- (11) Baking
- (12) Pressure frying.

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[5471]-202

B.H.M.C.T. (Second Semester) EXAMINATION, 2018

202 : FOOD AND BEVERAGE SERVICE—II

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) Neat diagrams must be drawn wherever necessary.

(iii) Figures to the right side indicate full marks.

(iv) *All* questions carry equal marks.

- 1.** (a) Differentiate between : [6]
(i) A lé and Lager
(ii) A la carte and Table d' hote menu.
(b) Classify non-alcoholic beverages with one example of each. [4]
- 2.** (a) Explain cover and service of savoury and cheese course. [4]
(b) Draw the flow chart triplicate checking system and explain. [6]
- 3.** (a) List *four* brands of mineral water. [2]
(b) Explain any *two* types of Tea. [2]

P.T.O.

- (c) Explain the following menu courses with *one* example each : [6]
- (i) Releve
 - (ii) Entree
 - (iii) Dessert
 - (iv) Poisson
 - (v) Potage
 - (vi) Sorbet.
4. (a) List *two* breakfast cereals and *two* egg preparations. [2]
- (b) Classify Alcoholic Beverages with a neat chart. [2]
- (c) Explain the following terms : [6]
- (i) Brunch
 - (ii) Supper
 - (iii) Grenadine
 - (iv) Espresso
 - (v) Cider.
5. (a) List and explain any *four* points to be considered while planning a menu. [4]
- (b) Explain any *two* ingredients used in Beer making. [2]
- (c) Write down full English Breakfast menu. [4]

- 6.** (a) List *four* types of food checks and explain any *two* with a neat format. [5]
- (b) Answer the following : [5]
- (i) Name *two* brands of Mineral water from france
 - (ii) Name *two* brands of squashes
 - (iii) Name *two* brands of canned beer
 - (iv) Name *two* soft cheese from England
 - (v) Name *two* types of savoury.

Total No. of Questions—6]

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[5471]-203

BHMCT (Second Semester) EXAMINATION, 2018
203 : HOUSE-KEEPING OPERATION-II
(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) Assume suitable data wherever required.

(iii) *All* questions carry equal marks.

1. (a) Explain the following terms (any *five*) : [5]
- (1) Hospitality Room
 - (2) Par Stock
 - (3) Monograming
 - (4) Weft
 - (5) BUP
 - (6) Inventory
 - (7) Condemned Linen.
- (b) Explain cleaning procedure for a departure room. [5]
2. (a) Explain general principle of cleaning. [5]
- (b) Give sizes of the following Linen (any *five*) : [5]
- (1) Double bed sheet
 - (2) Hand towel
 - (3) Servitte
 - (4) Four seater table cloth (square)
 - (5) Bath towel
 - (6) Single blanket.

P.T.O.

- 3.** Write short notes (any *four*) : [10]
- (1) Importance of checklist
 - (2) Turn down service
 - (3) Spring cleaning
 - (4) Rules on the floor
 - (5) Importance of linen control.
- 4.** (a) Draw and explain the layout of Linen Room. [6]
- (b) Explain the daily cleaning procedure for lounge. [4]
- 5.** (a) Explain the lost and found procedure followed in the departure room with the help of format. [6]
- (b) Explain the importance of control desk in the house-keeping department. [4]
- 6.** (a) Calculate the linen required for 180 guest room hotel of Business Category. (Assume data wherever necessary). Rooms are 50 Single, 60 Double, 60 Twin and 10 Suite Rooms. [6]
- (b) Explain any *four* records maintained at control desk with its importance. [4]

Total No. of Questions—6]

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[5471]-204

BHMCT (II Semester) EXAMINATION, 2018

204 : FRONT OFFICE OPERATION—II

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

- N.B. :—**
- (i) Attempt any *four* questions.
 - (ii) Neat charts, diagrams to be drawn wherever necessary.
 - (ii) *All* questions carry equal marks.

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

- (a) Walk-in
- (b) GRE
- (c) Penthouse
- (d) Travel agent
- (e) Late charges
- (f) VISA
- (g) Traveller's cheque
- (h) Understay
- (i) SPATT
- (j) Bell desk
- (k) Scanty baggage
- (l) Studio.

P.T.O.

2. (A) Explain the procedure for Group Arrival. [5]
(B) What is Registration ? Explain the various Registration methods. [5]
3. (A) State the procedure for Safe Deposit. [5]
(B) What are the pre-arrival activities for a Group check-in ? [5]
4. Write short notes on (any *two*) : [10]
(1) Methods of Payment
(2) Passport
(3) Express check-out.
5. Draw and explain the following (any *two*) : [10]
(1) C-Form
(2) GRC
(3) Departure Notification Slip.
6. (A) What are the various tasks performed at the Front Desk while Guest Departure ? [5]
(B) Differentiate between : [5]
(a) Normal check-out and Express check-out
(b) Traveller's cheque and Personal check.

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[5471]-205

B.H.M.C.T. (II Semester) EXAMINATION, 2018

205 : CATERING SCIENCE—II

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Q. No. 1 is compulsory.

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

1. (A) Match the following nutrients in Column A with the deficiency disease in Column B : [5]

Column 'A'

Column 'B'

- | | |
|------------------------------------|-----------------|
| (1) Iron deficiency | Kwashiorkor |
| (2) Iodine deficiency | Night blindness |
| (3) Vit. A deficiency | Anaemia |
| (4) Vit. B ₁ deficiency | Goitre |
| (5) Protein deficiency | Beri-beri |
| | Pellagra |

- (B) Define the following terms (any *five*) : [5]

- (1) Empty calories
- (2) Oedema
- (3) Hydrogenation of oil
- (4) Health
- (5) Nutrient
- (6) Edible portion of food

P.T.O.

2. Write short notes on (any *three*) : [15]
- (1) Importance of avoiding junk food
 - (2) Effect of heat on carbohydrates
 - (3) Concept of supplementary value of protein
 - (4) Basic 5 food groups with examples

3. (A) Explain Rancidity of oil and list any *three* ways to prevent rancidity of oil. [5]

Or

Explain the importance of dietary fibre in the diet and list *four* fibre rich foods. [3+2]

- (B) Define 'Vitamin'. Classify vitamins with suitable examples. [1+4]
- (C) Explain the importance of Water Balance in our body and give 2 examples of dietary sources of water. [4+1]

4. (A) Discuss Vit. C on the basis of : [5]
- (1) 2 functions
 - (2) 2 good food sources
 - (3) 1 deficiency disease
- (B) Give any *five* measures to preserve nutrients while cooking food. [5]
- (C) Give any *four* functions of fat in the diet and name *two* good food sources. [4+1]

5. (A) Give reasons (any *five*) : [10]
- (1) Animal proteins are a complete source of protein.
 - (2) A variety of oils should be consumed in the diet.
 - (3) Children should be exposed to sunlight.
 - (4) Fruit juices are better than cold drinks.
 - (5) We should avoid excessive intake of fat in our diet.
 - (6) ORS should be administered to a dehydrated person.
- (B) Explain the effect of deficiency and effect of excess intake of carbohydrates in the diet. [5]

Or

Explain the effect of heat on proteins. Name *two* essential amino acids needed for children. [4+1]

6. (A) Define 'Minerals'. Write the importance of sodium chloride with reference to excess, functions and source. [5]
- (B) A diet provides 1800 kcals. The carbohydrate content is 220 gm. The energy provided by Fat is 360 kcals. Calculate the protein content of the diet. [5]
- (C) Explain any *three* functions of proteins in the body and list *two* sources of animal proteins and *two* sources of vegetable proteins. [3+1+1]

7. (A) Define 'Balanced diet'. Plan a balanced lunch menu for a college student who prefers non-vegetarian food. [1+4]

Or

- (B) Write a note on 'Cholesterol' and list any *four* good food sources of Cholesterol. [3+2]

(B) Write *two* foods to be recommended and *two* foods to be avoided for the following diseases : [2×5=10]

- (1) Diarrhoea
- (2) Constipation
- (3) Diabetes Mellitus
- (4) Fever
- (5) Peptic ulcer.

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[5471]-206

B.H.M.C.T. (Second Semester) EXAMINATION, 2018

206 : BASIC FRENCH FOR HOTEL INDUSTRY

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

- N.B. :—** (i) *All questions are compulsory and carry equal marks.*
(ii) *All answers are to be in French, unless otherwise specified.*

1. (a) Conjuguez les verbes au présent et récrivez les phrases : [5]

[Conjugate the verbs in present tense and rewrite the complete sentence]

- (1) Je (ne pas couper) des légumes.
- (2) Nous (parler) français.
- (3) (finir) -vous le travail ?
- (4) Nous (voyager) liès souvent à l'étranger.
- (5) Je (avoir) dix-neuf ans.
- (6) Nous (boire) du lait chaque jour.
- (7) (ajouter) du lait.
- (8) Je (s'appeler) Sophie.

P.T.O.

- (b) Écrivez la date en français (any 1) : [1]
[Write the date in French]
- (1) Friday, 10th September, 2008
 - (2) Sunday, 25th August, 2011
 - (3) Thursday, 1st April, 2001.
- (c) Quelle heure est-il ? (any 2) : [1]
[What time is it ? (Write in French)]
- (1) 1:00 p.m.
 - (2) 8:40 a.m.
 - (3) 12:00 noon
 - (4) 17:45 hrs.
- (d) Mettez la bonne mesure (any 2) : [1]
[Put the correct measures in French]
- (1) en de pain
 - (2) une de raisins
 - (3) un d'eau.
- (e) Écrivez les nombres en lettres (any 4) : [2]
[Write the numbers in words in French]
- (1) 45
 - (2) 1st
 - (3) 90
 - (4) 19
 - (5) 12th
 - (6) 100.

- 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 vins de Jura. [2]
[Name *two* wines from Jura region.]
- (c) Expliquez les terms en anglais (any **3**) : [3]
[Explain the terms in English]
- (1) Cuvée
 - (2) Vin Rouge
 - (3) Vin Mousseux
 - (4) La nappe.
- 3.** (a) Expliquez les terms en anglais (any **8**) : [8]
[Explain the terms in English]
- (1) Du jour
 - (2) Farce
 - (3) Dariole
 - (4) Vinaigrette
 - (5) Petit salé
 - (6) Quiche
 - (7) Au four
 - (8) Chateaubriand
 - (9) Bombe
 - (10) Guacamole
 - (11) Ragout
 - (12) Niçoise.

(b) Nommez le chef (any 2) : [2]

[Name the chef]

(1) Prépare les plats de poissons.

(2) Prépare le repas pour le personnel du restaurant.

(3) Se charge des mets grillés.

4. (a) Donnez les équivalents en français (any 4) : [4]

[Give the equivalent in French]

(1) Apple

(2) Parsley

(3) Saffron

(4) Chicken

(5) Rabbit

(6) Oysters.

(b) Donnez les équivalents en anglais (any 3) : [3]

[Give the equivalent in English]

(1) Curcuma

(2) Pêche

(3) Ail

(4) Veau

(5) Fraise

(6) Canard.

(c) Représentez la brigade de restaurant par un organigramme. [3]

[Represent the restaurant brigade with the help of a flowchart in French]

Total No. of Questions—5]

[Total No. of Printed Pages—3

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[5471]-301

BHMCT (III Semester) EXAMINATION, 2018

301 : FOOD PRODUCTION—III

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

1. (A) Write short notes on (any *two*) : [5]
(1) Institutional Catering
(2) Outdoor Catering
(3) Bread Improvers
(B) Explain the chemical changes that a dough passes through while baking. [3]
(C) List any *two* special equipments and *two* fuels used in Dum Cuisine. [2]
2. (A) Explain the function of the following ingredients used in Bakery : [6]
(1) Flour
(2) Salt
(3) Water
(B) List faults and remedies for the following : [4]
(1) 'M' fault in cake
(2) Sinking of fruits at the bottom of cake.

P.T.O.

3. (A) Explain the following methods used in Bread making : [5]
- (1) Salt Delayed Method
 - (2) No Time Dough Method
- (B) Explain the following terms (any *five*) : [5]
- (1) Birista
 - (2) Oven spring
 - (3) Bakers percentage
 - (4) Panch phoran
 - (5) Khubani ka meetha
 - (6) Lean Dough
 - (7) High ratio cake.
4. (A) Plan a festive menu for the following cuisines with suitable choices : [6]
- (a) Kerala
 - (b) Rajasthan
- (B) List 4 conditions to be followed while balancing a cake formula. [4]
5. (A) Explain the following cake making method (any *two*) : [5]
- (1) Flour Batter method
 - (2) Sugar water method
 - (3) Boiling method

(B) List the following :

[5]

- (1) 2 Awadhi preparation
- (2) 2 Gujarati breakfast items
- (3) 2 Maharashtrian meat preparation
- (4) 2 Bengali sweets
- (5) 2 Goan curries.

Total No. of Questions—6]

[Total No. of Printed Pages—3

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[5471]-302

BHMCT (III Semester) EXAMINATION, 2018

302 : FOOD AND BEVERAGE SERVICE—III

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

(iii) Draw neat diagrams wherever necessary.

1. (A) Write short notes on the following (any *two*) : [6]

(i) Solera System

(ii) Estufagem Process

(iii) Governo Process

(B) Enlist the necessary points to be considered while considering food and wine harmony. [4]

2. (A) Define and classify 'Aperitif' with two examples of each. [5]

(B) Enlist **5** subregions of Bordeaux Region with one famous wine of each. [5]

3. With the help of neat flow chart describe manufacturing process of champagne by 'Methode Champenoise'. [10]

P.T.O.

4. (A) Explain the following terms (any *five*) : [5]
- (i) Filler
 - (ii) Binder
 - (iii) Wrapper
 - (iv) C
 - (v) CC
 - (vi) CCC
- (B) List and explain *three* trailising systems used in viticulture for training of grapes. [3]
- (C) List any *four* points to be considered while storage of wines. [2]
5. Explain the following terms (any *ten*) : [10]
- (i) AOC
 - (ii) DOCG
 - (iii) Flor
 - (iv) Humidor
 - (v) Crusted Port
 - (vi) Fino
 - (vii) Vintage Wine
 - (viii) Pastis
 - (ix) Liquor De Tirage
 - (x) Noble Rot
 - (xi) Remuage
 - (xiii) Cuvee

6. (A) Define Wine. List and explain any *four* styles of wines. [5]
- (B) Identify the following terms (any *five*) : [5]
- (i) Famous sparkling wine from Italy
 - (ii) King of wines and wine of kings
 - (iii) Poor Man's port
 - (iv) The bottom base of Champagne Bottle
 - (v) The fortified wine also called as 'Cooked Wine'
 - (vi) The champagne made only from white grapes
 - (vii) This region of Bordeaux always/mostly gets affected by 'Noble Rot'.

Total No. of Questions—7]

[Total No. of Printed Pages—3

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[5471]-303

B.H.M.C.T. (Third Semester) EXAMINATION, 2018

303 : ACCOMMODATION OPERATION-I

(2008 PATTERN)

Time : 2 Hours

Maximum Marks : 40

N.B. :— (i) Any *two* questions from each section.

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

(iii) Both the sections to be written on one answer paper.

Section I

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

- (1) Warp
- (2) Focal point
- (3) Napping
- (4) Beetle
- (5) Suite room
- (6) Par stock
- (7) Control disk
- (8) OOO
- (9) Textile.

2. Answer any *two* questions from the following : [10]

- (1) Define stain. What are general procedures for stain removal ?
- (2) What basic ingredients require in flower arrangement ?

P.T.O.

- (3) What are the characteristics of cotton fabric ?
- (4) What is contract cleaning ? List down various jobs done under contract cleaning.

- 3. (a) What are the methods of controlling pest ? [5]
- (b) What is first aid ? [5]

Or

Explain the laundry process in detail. [10]

Section II

- 4. Explain the following terms (any *ten*) : [10]

- (1) VPO
- (2) Incidental charges
- (3) Float (cash)
- (4) Skipper
- (5) Late checkout
- (6) Discrepancy report
- (7) Overstay
- (8) Cancellation
- (9) Pre-registration
- (10) CIP
- (11) Whitney Rack.

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

- (a) Guest relation executive
- (b) Credit monitoring
- (c) Complaint handling procedure.

- 6.** Answer any *two* of the following : [10]
- (1) Draw the formats of :
 - (a) Discrepancy report
 - (b) Room status report
 - (c) Guest history card
 - (d) Cash sheet.
 - (2) Explain different types of vouchers used in hotel industry. [10]
- 7.** State the formula for the following : [10]
- (a) House count
 - (b) Room count
 - (c) Double occupancy %
 - (d) Room occupancy %
 - (e) ARR.

Total No. of Questions—5]

[Total No. of Printed Pages—2

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[5471]-304

BHMCT (III Semester) EXAMINATION, 2018

304 : COMPUTER FUNDAMENTALS

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) Each question carries equal marks.

1. (A) What is virus ? Explain any *three* methods by which a computer gets virus. [2+3=5]
- (B) List and explain any *three* features of windows. [1×3=3]
- (C) Define primary key in MS Access. [2]

2. (A) Explain the following DOS commands (any *three*) : [3]
 - (i) VOL
 - (ii) CD
 - (iii) DEL
 - (iv) TREE
 - (v) EDIT
- (B) Explain the steps to insert a chart in MS-Excel. [3]
- (C) List and explain different slide layout in MS PowerPoint. [4]

P.T.O.

3. (A) Write a short note on the “Auto Sum” feature of MS-Excel. [3]
- (B) List and explain pre-requisites for internet. [5]
- (C) Define the following terms in DBMS (any *two*) : [2]
- (i) Table
 - (ii) Record
 - (iii) Data
 - (iv) Fields
4. (A) Explain Autotext and Autocorrect in MS-Word. [2]
- (B) Explain B-To-B concept in E-Commerce. [2]
- (C) List and explain any *three* data types in MS-Access. [3]
- (D) Give the importance of Mail-Merge in MS-Word. [3]
5. (A) Draw a Block diagram of computer system. [2]
- (B) List and explain any *three* advantages and disadvantages of E-mail. [3]
- (C) Draw and explain any *three* types of Network Topologies. [3]
- (D) Explain the terms upload and download with example. [2]

Total No. of Questions—9]

[Total No. of Printed Pages—3

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[5471]-305

B.H.M.C.T. (Third Semester) EXAMINATION, 2018

305 : FOOD AND BEVERAGE CONTROLS

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) Draw diagrams or formats wherever required.

(iii) Assume suitable data where necessary.

1. Draw the formats for the following : [10]

- (1) Goods Received Book
- (2) Purchase Order
- (3) Bin Card
- (4) Meat Tag
- (5) Dry Store Requisition Note.

2. Explain the following terms (any *five*) : [10]

- (1) Fixed Cost
- (2) Variable Cost
- (3) Gross Profit
- (4) Material Cost
- (5) Net Profit
- (6) After-wage Profit.

P.T.O.

3. State the advantages of : [10]
- (a) Daily food cost report
 - (b) Potential sales value system of beverages.
4. Write short notes on : [10]
- (1) Standard Yield
 - (2) Standard Portion Sizes
 - (3) Standard Recipe
 - (4) Objectives of SPS.
5. (A) Define Budget. Explain *four* kinds of budget. [5]
- (B) Explain in detail the receiving procedure for beverages. [5]
6. (A) Describe different stock levels used in stores department. [4]
- (B) Explain the importance of the following : [6]
- (1) ABC Analysis
 - (2) EOQ.
7. (A) Explain the following aids used for volume forecasting : [5]
- (1) Cyclic Menus
 - (2) Sales History Cards.
- (B) Explain the procedure for storing and issuing of food perishables. [5]

8. (A) What are the special pricing consideration used in F&B industry ? [4]
- (B) Explain any *three* methods of purchasing. [6]
9. (A) Find out the break-even for the following, with the help of a break-even chart : [5]
- | | | |
|----------------------|---|-------------------|
| (a) No. of Customers | — | 10000 |
| (b) Trading Period | — | 28 days |
| (c) ASP | — | Rs. 2 |
| (d) Fixed Cost | — | Rs. 6,000 |
| (e) Variable Cost | — | 40% of the sales. |
- (B) Define food and beverage control. Write its objectives. [5]

Total No. of Questions—8]

[Total No. of Printed Pages—5

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[5471]-306

BHMCT (III Semester) EXAMINATION, 2018

306 : BASIC ACCOUNTING

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) Figures to the right indicate full marks.

(iii) Use of pocket calculator is allowed.

1. From the following Trial Balances of Mrs. Vandana as on 31st March, 2018, prepare Trading, Profit and Loss A/c and Balance Sheet as on that date : [20]

Debit	Amt.	Credit	Amt.
Cash in hand	6,000	Bank Loan	20,000
Sundry Debtors	23,300	Sundry Creditors	15,000
Bills Receivable	10,000	Sales	65,800
Opening Stock	16,000	Purchase Return	3,700
Purchases	37,900	Bills payable	8,000
Sales return	800	Discount received	2,500
Salaries	11,000	Capital	55,000
Wages	2,000		
Advertisement	3,200		

P.T.O.

Discount	1,000	
Machinery	40,000	
Carriage	2,500	
Insurance	1,800	
Drawings	2,500	
Octroi Duty	800	
Furniture	8,000	
Office rent	3,200	
	1,70,000	1,70,000

Adjustment :

- (1) Closing stock ₹ 21,000.
- (2) Depreciate furniture by 5% and machinery by 10%.
- (3) Outstanding salary ₹ 1,000 and wages ₹ 500.
- (4) Prepaid insurance ₹ 300.

2. Attempt any *two* : [10]

- (a) Money measurement concept.
- (b) Types of Trial balances.
- (c) What are different types of accounts ? Mention golden rules.

3. Journalise the following in the books of Mr. Joshi. [10]

March 2018.

1. Deposited ₹ 10,000 into bank.
2. Purchased goods from Mr. Ram @ 5% T.D. ₹ 1,000.
4. Sold goods to Mr. Ravan @ 10% C.D. ₹ 2,000.

5. Paid salary ₹ 5,000.
6. Introduced additional capital ₹ 6,000 into business.
7. Sold goods to Sita for ₹ 1,500 for cash.
8. Used goods ₹ 50 for personal use.
10. Received interest ₹ 2,000.
12. Goods returned by Ram ₹ 100.
15. Sold old furniture ₹ 3,200 for cash.

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

(i)is recorded in chronological order.

(ii) Expenses not yet paid are.....expenses.

(iii) Assets always shows.....balances.

(iv) A person whose assets are more than liabilities is called.....

(v) An entry which appears on both sides of cash book is called as.....

(b) Define the following terms : [5]

(i) Capital

(ii) Debtors

(iii) Liabilities

(iv) Goodwill

(v) Goods.

5. Record the following transactions of Mr. Tejas in cash book with cash, bank and discount column for Oct. 2011 : [10]
1. Cash balance ₹ 25,000 and bank balance ₹ 18,000.
 3. Paid for printing and stationery ₹ 7,400.
 8. Cash sales ₹ 23,000.
 9. Cash purchases ₹ 26,000.
 10. Deposited cash into bank ₹ 5,000.
 12. Withdrew from bank for personal use ₹ 3,500.
 14. Received bearer cheque from Suresh in full settlement of ₹ 10,000, discount allowed ₹ 100.
 17. Withdrew from bank for office use ₹ 8,000.
 19. Received cash from Abhijit on account ₹ 7,850.
 20. Received bearer cheque from Abhay ₹ 5,400.
 22. Paid Legal charges ₹ 2,600 by cheque.
 24. Paid for cartage ₹ 600.
 27. Cheque received from Abhay deposited into bank for collection.
 30. Telephone bill paid ₹ 4,000.
6. (a) Differentiate between trade discount and cash discount. [5]
(b) Explain revenue expenditure and deffered revenue expenditure.[5]
7. Enter the following in proper subsidiary books of Avdesh and Co. for March 2018 : [10]
1. Purchased goods from Mukund Traders ₹ 3,500 @ 10% T.D.
 3. Prashant enterprise invoiced to us goods of ₹ 5,250.

6. Sold goods to Yuvraj Traders ₹ 12,000 @ 5% T.D.
12. Returned goods to Mukund Traders ₹ 550 (net).
15. Yuvraj Traders returned goods of ₹ 1,500 (gross) as they were damaged in transit.
18. Returned goods to Prashant ₹ 325.
23. Placed an order to Mamta Stores for goods of ₹ 28,000.
25. Mamta Stores supplied goods of ₹ 19,000 only.
26. Returned goods to Mamta Stores ₹ 1,650.
28. Sold goods to Gaurav @ 8% T.D.
30. Gaurav returned goods ₹ 3,000 gross.

8. Attempt any *two* : [10]

- (a) What is contra entry ? Explain both the cases with journal entry.
- (b) With the help of format explain special function book.
- (c) Differentiate between book-keeping and accountancy.

Total No. of Questions—5]

[Total No. of Printed Pages—2

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[5471]-401

BHMCT (Fourth Semester) EXAMINATION, 2018

401 : FOOD PRODUCTION-IV

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

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

- (a) Rigor mortis
- (b) Lamination
- (c) Offals
- (d) Convenience food
- (e) Pricking
- (f) Aging
- (g) Tarts
- (h) Ganache
- (i) Preservation
- (j) Bouchees
- (k) Cookies
- (l) Thawing.

P.T.O.

2. (A) Draw a neat diagram of hamb showing various parts with their uses. [6]
- (B) Give the role of the following ingredients in pastry making : [4]
- (1) Flour
 - (2) Fat
 - (3) Water
 - (4) Salt.
3. (A) Briefly explain any *five* cuts of Fish. [5]
- (B) List any *two* by-products prepared from the following pastry : [3]
- (a) Short crust
 - (b) Puff
 - (c) Choux.
- (C) In short explain any *two* types of filling used in Bakery and Confectionary. [2]
4. (A) List and explain any *four* types of cookies. [4]
- (B) What are the points to be considered while selecting poultry. [3]
- (C) State any *three* advantages of using convenience food. [3]
5. (A) Write down any *four* uses of Icing. [4]
- (B) Explain in brief any *four* factors affecting the tenderness of meat. [4]
- (C) State any *four* characteristics of convenience food. [2]

Total No. of Questions—6]

[Total No. of Printed Pages—2

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[5471]-402

B.H.M.C.T. (Fourth Semester) EXAMINATION, 2018

402 : FOOD AND BEVERAGE SERVICE—IV

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

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

[10]

- (i) Jigger
- (ii) OIML
- (iii) Ouzo
- (iv) Apple jack
- (v) Mocktails
- (vi) Dunder
- (vii) Muddler
- (viii) VSOP
- (ix) Angles wings
- (x) Schnapps
- (xi) Flints
- (xii) Coolers.

P.T.O.

2. (a) Explain the process of making whisky. [5]
(b) List the different styles of American whisky. [3]
(c) List any *four* international brands of whisky. [2]
3. (a) Define Liqueurs. Explain their manufacturing process in brief. [8]
(b) List any *four* shippers of cognac. [2]
4. (a) With a neat diagram explain pot still process. [6]
(b) How is dark rum different from white rum ? [4]
5. (a) Differentiate between the following (any *two*) : [6]
(i) Cognac and Armagnac
(ii) Pot Still and Patent Still
(iii) Scotch and Irish whisky.
(b) Give the basic rules of mixing cocktails. [4]
6. (a) Explain in brief the styles of Gin. [4]
(b) Give the spirit base, mixing method, glassware and garnish for the following cocktails (any *three*) : [6]
(i) Mai Tai
(ii) Tequila Sunrise
(iii) Pink Lady
(iv) Dirty Martini.

Total No. of Questions—6]

[Total No. of Printed Pages—3

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[5471]-403

BHMCT (Fourth Semester) EXAMINATION, 2018

403 : ACCOMMODATION OPERATION-II

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) Assume suitable data wherever necessary.

(iii) *All* questions carry equal marks.

SECTION I

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

(1) Refurbishing

(2) ROL

(3) Lead Time

(4) Rhythm

(5) Primary Color

(6) Par stock.

(b) Discuss objectives of interior design. [5]

2. (a) Explain purchase procedure for Housekeeping equipment. [5]

P.T.O.

- (b) Draw the formats of : [5]
- (1) Bin Card
 - (2) Goods Receipt Note.
3. (a) Explain different types of budget in details. [5]
- (b) Write short notes on (any *two*) : [5]
- (1) Selection of a supplier
 - (2) Types of renovation
 - (3) Snag list.

SECTION II

4. (a) Explain the following terms (any *five*) : [5]
- (1) Understay
 - (2) Upselling
 - (3) House count
 - (4) Rule of thumb
 - (5) Night audit
 - (6) Repeat guest.
- (b) Draw and explain 'High Balance Report'. [5]
5. (a) Discuss market condition approach for establishing room rate. [5]

- (b) Write short notes on (any *two*) : [5]
- (1) Role of Night Auditor
 - (2) Importance of Forecasting
 - (3) Hubbart Formula.
- 6.** (a) Draw and explain 3 Days Forecast Form. [5]
- (b) What are the various techniques used by F.O. staff to maximise occupancy. [5]

Total No. of Questions—4]

[Total No. of Printed Pages—2

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[5471]-404

BHMCT (IV Semester) EXAMINATION, 2018

404 : HOTEL ENGINEERING

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

- N.B. :—**
- (i) Answers to the *two* sections should be written in separate books.
 - (ii) Neat diagrams must be drawn wherever necessary.
 - (iii) Use of logarithmic tables slide rule, Mollier charts, electronic pocket calculator and steam tables is allowed.
 - (iv) Assume suitable data, if necessary.

SECTION I

- 1.** Answer the following (any *two*) : [20]
- (a) Give importance of Engineering Department in Hotel. Write duties and responsibilities of Chief Engineer.
 - (b) Describe the types of maintenance with an example of each.
 - (c) Explain vapour compression refrigeration system with the help of a neat diagram.
- 2.** Answer the following (any *three*) : [15]
- (a) What is defrosting ? Why is it needed ? State any *two* methods of defrosting.

P.T.O.

- (b) Draw only sketch of Window A.C.
- (c) Give importance of waste disposal in a hotel.
- (d) State disadvantages of contract maintenance.

SECTION II

3. Answer the following (any *two*) : [20]

(a) Calculate the electricity bill for the month of February, 2018 with the following electricity consumption :

LED Baton	22 W	6 Nos.	4 hr./day
Heater	3 kW	2 Nos.	2 hr./day
Music system	600 W	3 Nos.	25 min./day
Microwave oven	1.5 kW	1 No.	15 min./day

The cost of electricity is ₹ 7.50 per unit.

- (b) Define Hard water. Explain any *one* water softening process in detail.
- (c) Draw and explain :
 - (i) Any *one* earthing method
 - (ii) Cold and hot water distribution system.

4. Answer the following (any *three*) : [15]

- (a) Explain importance of Energy conservation in Hotel.
- (b) Draw any *five* plumbing fixtures.
- (c) Write a short note on 'uses of solar energy in Hotel Industry'.
- (d) Describe door and guest security measures implement in hotels.

Total No. of Questions—8]

[Total No. of Printed Pages—2

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[5471]-405

B.H.M.C.T. (IV Semester) EXAMINATION, 2018

405 : PRINCIPLES OF MANAGEMENT

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Q. No. 1 is compulsory.

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

1. Write short notes on (any *four*) : [20]
 - (a) Types of Decisions
 - (b) Benefits of Motivated Staff
 - (c) Levels of Management
 - (d) Need for coordination
 - (e) Importance of organizing
 - (f) Span of control

2. Explain Maslow's theory of need hierarchy. [10]

3. Define leadership. Explain different styles of leadership. [10]

4. Explain step by step the procedure of decision-making. [10]

5. Enlist advantages and disadvantages of planning. [10]

P.T.O.

6. Explain Henry Fayol's theory of management. [10]
7. Define organization. Distinguish between the following : [10]
- (i) Formal and Informal
 - (ii) Centralized and Decentralized.
8. Which are the barriers to the communication process ? Suggest the methods to improve it. [10]

Total No. of Questions—8]

[Total No. of Printed Pages—5

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[5471]-406

B.H.M.C.T. (Fourth Semester) EXAMINATION, 2018

406 : HOTEL ACCOUNTANCY

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

1. Amey Ltd. was registered with an authorized capital of Rs. 50,00,000 in equity shares of Rs. 10 each, Out of which they have issued Rs. 30,00,000 to the general public. The following is the trial balance of the company : [20]

Debit	Rs.	Credit	Rs.
Opening Stock	3,60,000	Bank loan (Unsecured)	3,00,000
Bad Debt	10,000	Equity Share Capital	20,00,000
Salary	1,20,000	Sales	15,00,000
Wages	3,20,000	Creditors	2,29,000
Director's fee	1,05,000	6% Debentures	5,00,000
Interim Dividend	70,000	General Reserve	2,00,000
Plant & Machinery	7,00,000	Bills Payable	49,500
Preliminary Expenses	45,000	P/L Appropriation	76,000

P.T.O.

Carriage outward	40,000	
Debtors	2,20,000	
Advertisement	45,000	
Purchases	4,80,000	
Manufacturing Expenses	68,000	
Cash in hand	40,500	
Building	15,00,000	
Goodwill	3,00,000	
Bills receivable	1,71,000	
General Expenses	75,000	
Furniture	55,000	
Cash at Bank	1,30,000	
	48,54,500	48,54,500

Adjustments :

- (1) Closing stock was valued at Rs. 5,75,000.
- (2) Depreciate Building @ 10%, Machinery @ 5% and Furniture @ 10%.
- (3) Write off 1/3rd of preliminary expenses.
- (4) Transfer Rs. 25,000 to General Reserve.
- (5) Director proposed 6% dividend to equity shareholders.

Prepare Trading A/c, Profit and Loss A/c, Appropriation A/c and Balance Sheet.

2. Attempt any *two* : [2×5=10]

- (1) Define Company. Explain its characteristics.
- (2) Explain VAT along with its advantages.
- (3) Explain different types of Preference Shares.

3. Mr. GhanShaam along with his wife and daughter arrived and occupied Room No. 305 in Hotel Premium Plaza on 22th March, 2018 at 6:15 AM on E.P. at Rs. 3,500. He desired to checkout on 25th March at 11:15 AM. His charges and credit items are given below. Prepare Guest Weekly Bill. [10]

March 22 Breakfast. EMT (2 cups), Lunch, ANC, Snacks
Rs. 140, Telephone Rs. 85, Dinner.

March 23 EMT, Breakfast, Laundry Rs. 215, Newspaper
Rs. 25, Cinema Tickets Rs 900, Lunch,
Sandwich Rs. 230. Dinner with one guest,
Deposited Rs. 5,000 Cash

March 24 EMT (One cup), Coffee (1 cup), Breakfast,
Rail booking Rs. 1,500, Lunch, deposited 7,000
in cash, Soft drinks Rs. 85, Telephone Rs. 90,
Food sundries Rs 105, and Dinner

March 25 EMC, Breakfast, Magazines Rs. 90, Tobacco
Rs. 75, Taxi Rs. 250

Tariff : Tea — Rs. 35 Coffee — Rs. 45
Breakfast Rs. 150 per person
Lunch Rs. 225 per person
Dinner Rs. 300 per person

* Service charge @ 10% on room.

Check out time : 12:00 Noon

Mr. GhanShaam made a complaint about wrong debit of one cup tea on March 24, Front office manager has sanctioned on allowance for the same. He settled his bill in cash.

4. (a) State with reasons whether the following statements are True or False : [5]
- (i) Equity shares are safer than the Preference Shares.
- (ii) Preliminary expenses, if not written off appears in Balance Sheet.
- (b) Draw the specimen of : [2×2.5=5]
- (i) VPO Voucher
- (ii) Profit and Loss Appropriation a/c.

5. (a) The following data relates to “Golden Dreame” — a gift shop in Hotel Sherawat : [2×5=10]

Particulars	Rs.
Employee Benefit	17,210
Cost of Merchandise Sold	52,550
Operating Supplies	9,650
Salaries and Wages	6,320
Sales Revenue	1,05,790
Uniform	3,800
Allowance	610
Others	400

Prepare Gift Shop Schedule No. 4 under Uniform system of accounting.

- (b) Write a short note on Memorandum of Association.
6. Differentiate between (any two) : [2×5=10]
- (i) Allowance and Discount
- (ii) Guest Weekly Bill and Visitors Tabular Ledger
- (iii) Gross Working Capital and Net Working Capital.

7. From the following information, prepare Income statement under Uniform System of Accounting : [10]

Revenue		Cost of Sales	
Rooms	2,05,000	Food	82,000
Food	1,53,500	Beverages	47,250
Beverages	1,17,000	Telephone	4,200
Telephone	12,500		
Departmental Payroll Expenses		Departmental Other Expenses	
Rooms	24,600	Room	6,200
Food	20,000	Food	8,150
Beverages	14,500	Beverages	3,600
Telephone	1,800	Telephone	250

Other Operating and Fixed Undistributed expenses :

- Administrative Expenses : Rs. 14,500
- Repairs and Maintenances Rs 5,720
- Rates Taxes and Insurance Rs. 2,800
- Marketing and Sales Promotion Rs. 3,950
- Depreciation Rs. 7,600.

Income Tax Paid @ 20%.

8. Attempt any *two* : [2×5=10]
- (i) What is a Budget ? Explain different advantages of Budgetary Control.
- (ii) What is a Working capital ? What are different factors affecting it ?
- (iii) Explain different types of Debentures.

Total No. of Questions—6]

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[5471]-601

BHMCT (VI Semester) EXAMINATION, 2018

601 : ADVANCED FOOD PRODUCTION

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 50

- N.B. :—** (i) Answer any *four* questions.
(ii) All questions carry equal marks.
(iii) Assume suitable data.

1. (A) Explain the following terms (any *five*) : [5]
(i) Ballotine
(ii) Tapas
(iii) Tercine
(iv) Pate en croute
(v) Polenta
(vi) Falafel
(vii) Tortilla.
- (B) Explain any *five* principles to be followed while assembling quality salad. [5]
2. Write short notes on (any *four*) : [4×2.5=10]
(i) Vermiculture
(ii) Incineration

P.T.O.

- (iii) Salad dressings
 - (iv) Shortage of sandwiches
 - (v) Responsibilities of a chief kitchen steward.
- 3.** (A) Discuss the function of larder department in detail. [5]
- (B) Define sandwich and explain the composition of sandwiches and give importance of each component. [5]
- 4.** (A) Differentiate between Haute cuisine and Nouvelle cuisine. [4]
- (B) Plan a *six* course Italian menu and briefly explain each preparation. [6]
- 5.** (A) State any *eight* salient features of south east asian cuisine. [4]
- (B) As a chef, what points you will consider while preparing for plated service. [4]
- (C) List and explain any *two* Mexican starter preparations. [2]
- 6.** (A) Kitchen stewarding department is said to be a backbone of food production department. Explain in your own words. [4]
- (B) Discuss the importance and maintenance of a garbage bin. [4]
- (C) List any *four* specialized small equipment and *four* specialized large equipment found in the larder department. [2]

Total No. of Questions—6]

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[5471]-602

BHMCT (VI Semester) EXAMINATION, 2018
602 : ADVANCE FOOD AND BEVERAGE SERVICE
(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

(iii) Assume suitable data wherever necessary.

1. (A) Prepare the function prospectus for 50 Pax Cocktail dinner. [5]
(B) Define In Room Dinning. Explain any *two* formats used in the In Room Dinning. [5]
2. (A) List and explain any *three* special equipments used in Gueridon service. [4]
(B) With the help of neat diagram, explain the various parts of Bar. [6]
3. (A) Give cover and service procedure for the following dishes served from gueridon trolley (any *two*) : [6]
(i) Banana Flambé
(ii) Crêpe suzette
(iii) Double fillet steak.
(B) Explain the various principles which need to be followed while laying Buffets. [4]

P.T.O.

4. (A) Draw and explain the following seating arrangements : [6]
(i) Classroom
(ii) Herringbone
(iii) Board Room
- (B) Explain the following types of Bars (any *two*) : [4]
(i) Lounge Bar
(ii) Pubs
(iii) Saloon Bar
5. (A) Draw Banquet organization structure of five star hotel and explain the duties and responsibilities of any *one* staff. [6]
- (B) Draw a neat diagram of Breakfast hanger and explain the importance of breakfast hanger. [4]
6. (A) Explain the following terms : [4]
(i) Bar caddy
(ii) Sin shooters
(iii) Sea catering
(iv) O.D.C.
- (B) Explain the following types of buffet in brief (any *three*) : [6]
(i) Fork Buffet
(ii) Scandinavian buffet
(iii) Display buffet
(iv) Cold buffet.

Total No. of Questions—6]

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[5471]-603

BHMCT (VI Semester) EXAMINATION, 2018

603 : PERSONALITY DEVELOPMENT AND

BUSINESS COMMUNICATION-I

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

(iii) Give suitable examples wherever necessary.

1. (A) Define 'Personality'. [2]
(B) List down and explain the determinants of a positive personality. [8]
2. (A) What is 'Self-esteem' ? [2]
(B) List down the advantages of high Self-esteem. [4]
(C) Explain the steps to build high Self-esteem. [4]
3. Differentiate between : [10]
(A) Inspiration and Motivation
(B) Ego and Pride.

P.T.O.

4. (A) What is 'Success' ? [2]
(B) List down the reasons for failure. Explain with proper examples. [8]
5. (A) What is 'Stress' ? [2]
(B) Explain the causes of stress. [8]
6. Write a report about the food festival held in your college. (Do not write down your college name). [10]

Total No. of Questions—9]

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[5471]-604

BHMCT (VI Semester) EXAMINATION, 2018

604 : HOSPITALITY MARKETING—I

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Q. No. 1 is compulsory.

(ii) Attempt/Answer any *five* questions from the remaining.

1. Write short notes (**100** words) on (any *four*) : [5×4=20]
 - (1) 7 'Ps' of Marketing Mix
 - (2) Product differentiation
 - (3) Franchise
 - (4) Direct Marketing
 - (5) Consumer behaviour model

2. Explain principles of personal selling. [10]

3. Define Advertisement. Explain any *two* 'M's of advertisement. [10]

4. Explain external factors affecting pricing. [10]

5. Explain the types of brands. What is the importance of brand for an organisation ? [10]

P.T.O.

6. What is product life-cycle ? Explain the marketing strategies used in growth stage with reference to 4'P's. [5+5]
7. Explain Behavioural and Psychographic segmentation. [10]
8. Explain Economic and Technological Environment of Business. [10]
9. Explain the role of indermediaries in the distribution process. [10]

Total No. of Questions—8]

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[5471]-605

B.H.M.C.T. (Sixth Semester) EXAMINATION, 2018

605 : HUMAN RESOURCE MANAGEMENT

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Q. No. 1 is compulsory.

(ii) Solve any *five* questions from Q. Nos. 2 to 8.

1. Write short notes on (any *four*) : [4×5=20]
 - (a) Induction Programme
 - (b) Collective Bargaining
 - (c) Job Evaluation
 - (d) Role of HR Manager
 - (e) Fringe Benefits
 - (f) Causes of Grievances.

2. Explain any *five* methods of performance appraisal. [10]

3. What are the various types of tests and interviews that are conducted by hotels for the selection of employer ? [10]

4. Enumerate the reasons for Indiscipline in an organization. [10]

P.T.O.

5. Discuss on the objectives and functions of a Trade Union. [10]
6. Explain in brief : [10]
(a) Job Description
(b) Job Specification.
Write a Job Description for a Front Office Manager.
7. Explain any *four* methods of training, also write in brief on the importance of training. [10]
8. Explain the causes and measures to prevent labour turnover. [10]

Total No. of Questions—8]

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[5471]-606

BHMCT (VI Semester) EXAMINATION, 2018

606 : TRAVEL AND TOURISM

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) All questions carry equal marks.

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

- (1) Domestic Tourism
- (2) Excursionist
- (3) Inbound tourism
- (4) Tourism
- (5) Destination
- (6) Grand Circular tour
- (7) VFR
- (8) FHRAI
- (9) Retail travel agent
- (10) Escort
- (11) Leakage
- (12) Tour.

2. Explain 4A's of tourism in detail. [10]

P.T.O.

3. Discuss the importance of Rail transport and Airtransport. [10]
4. Explain social, MICE, Religious and Agro Tourism. [10]
5. Explain Economical impact of tourism. [10]
6. Explain the function and role of the following organization : [10]
(A) ASI
(B) IATA.
7. Define Travel Agent. Explain types of travel agent. [10]
8. Define tour packaging. Explain components of a tour package. [10]
9. Define VISA. Explain different types of VISA. [10]
10. Plan an Itinerary of 2 night and 3 days for Mumbai. Explain the costing. [10]

Total No. of Questions—8]

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[5471]-701

B.H.M.C.T. (VII Semester) EXAMINATION, 2018

701(A) : SPECIALIZATION IN FOOD PRODUCTON

MANAGEMENT—I

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) *All* questions carry equal marks.

(iii) Draw neat diagrams wherever necessary.

1. Explain the following terms (any 10) :

[10]

- (1) Brochette
- (2) Sevruga
- (3) Crepinette
- (4) Cepes
- (5) Timbale
- (6) Mezze
- (7) Serrano
- (8) Darsaan
- (9) Gribiche sauce
- (10) Dry Ice
- (11) Strammer max
- (12) Black Pudding.

P.T.O.

2. (A) Define Force meat. Explain its types. [5]
(B) Draw a neat chart showing classification of appetizers with *two* examples. [5]
3. (A) What are Truffles ? Explain any *three* varieties. [5]
(B) Name any *five* savoury mousse and explain the recipe of any **1** mousse. [5]
4. Name any *five* food additives and explain its role in food manufacturing with examples. [10]
5. (A) Discuss the points to remember while selecting an equipment : [5]
(A) Buffalo chopper
(B) Rotary oven.
(B) Describe the importance of placement of equipment. [5]
6. Draw a neat diagram showing the cuts of beef. [5]
Name any *five* steaks produced from beef. [5]
7. Write short notes on (any *four*) : [10]
(1) Pate
(2) Ballotine
(3) Mousse line
(4) Chaud Froid
(5) Galantine
8. (A) Draw a neat diagram of mexican speciality kitchen. [5]
(B) Describe various methods of curing and brining. [5]

Total No. of Questions—10]

[Total No. of Printed Pages—3

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[5471]-702

BHMCT (VII Semester) EXAMINATION, 2018

701-B : SPECIALIZATION IN FOOD AND BEVERAGE

SERVICE AND MANAGEMENT

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) Attempt any **6** questions out of the remaining questions.

1. Explain the following terms : [10]

(i) Angel's share

(ii) V.S.O.P.

(iii) Momos

(iv) Drambuie

(v) Oloroso

(vi) B.O.B.

(vii) Tapas

(viii) Mead

(ix) Orgeat

(x) Campari

P.T.O.

- 2.** Explain the design considerations which need to be followed while planning a restaurant with respect to : [10]
- (a) Layout
 - (b) Colour scheme
- 3.** Explain the following performance measures : [10]
- (i) Sales mix
 - (ii) APC
 - (iii) Seat turnover ratio
 - (iv) Staff productivity
- 4.** List down and explain any *ten* licenses required for operating a bar. [10]
- 5.** Plan a Spanish menu with suitable examples, explain cover and service of each course. [10]
- 6.** Explain the concept of “MICE” and plan a checklist for a organising a conference in foreign country. Assume suitable data. [10]
- 7.** (A) Draw the following records : [10]
- (i) Cellar inward book
 - (ii) Bin card

- (B) Describe the following dishes :
- (i) Tortilla
 - (ii) Shawarma
 - (iii) Falafel
 - (iv) Sushi
 - (v) Hummus
8. (A) Explain the role of customer relations in catering business. [10]
- (B) Explain the importance of location in planning a restaurant.
9. (A) Write the role of sales and marketing for effective event management of five star hotel. [10]
- (B) List and explain any *five* types of Menu Merchandising.
10. (A) Write in detail about designing a printing menu. [10]
- (B) Write short notes on :
- (i) Duty Roaster
 - (ii) Suggestive selling.

Total No. of Questions—7]

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[5471]-703

B.H.M.C.T. (VII Semester) EXAMINATION, 2018

701-C : SPECIALIZATION IN ACCOMMODATION MANAGEMENT

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) Questions from 2 to 7 carry equal marks.

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

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

(i) Planning of Laundry

(ii) Role of sales and marketing department

(iii) Psychological effects of colour

(iv) Two methods of Training

2. (a) Explain any *three* selection criteria for floor coverings. [6]

(b) Draw and explain : [6]

(i) Bay Window

(ii) French Window.

3. (a) Describe the concept of MICE and its importance. [6]

(b) Explain task lighting and soffit lighting. [6]

P.T.O.

4. (a) Write down different types of Accessories in detail. [6]
(b) Explain the uses of the following fabrics in hotels : [6]
(i) Cotton
(ii) Linen
(iii) Wool.
5. (a) Draw the layout of front office department in a 5 star business hotel. [6]
(b) Explain various points to be considered for Advertising plan of the hotel. [6]
6. (a) Define the following terms : [6]
(i) Telescopic pole
(ii) Shutters
(iii) Pile
(iv) Minus position
(v) Floor seals
(vi) Warp.
(b) How are brochures used as effective sales tools ? [6]
7. (a) How are flowers conditioned before using for flower arrangement ? [6]
(b) Describe the arrival procedure for foreign guest along with c-form. [6]

Total No. of Questions—8]

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[5471]-704

BHMCT (VII Semester) EXAMINATION, 2018

702 : ORGANISATIONAL BEHAVIOUR

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Q. No. 1 is compulsory.

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

1. Write short notes on (any *four*) : [20]
 - (a) Significance of Organisational Behaviour
 - (b) Pay discrimination
 - (c) Employee Privacy Issues
 - (d) Characteristics of attitude
 - (e) Importance of perception
 - (f) Relationship between OB and Psychology

2. Explain the various stages in the development of groups. [10]

3. Explain McGregor's theory of Motivation. [10]

4. Describe the various determinants of Organisational Culture. [10]

P.T.O.

5. Define Learning. Explain the various principles of Learning. [10]
6. What are the various causes of occupational stress ? [10]
7. Explain the various reasons for the emergence of diversity in an organisation. [10]
8. Define Conflict. State the coping strategies to overcome conflict. [10]

Total No. of Questions—6]

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[5471]-705

B.H.M.C.T. (Seventh Semester) EXAMINATION, 2018

703 : HOTEL RELATED LAWS

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

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

1. Write short notes on any *two* : [10]
 - (1) Prevention and control of Air pollution
 - (2) Unfair and restricted trade practices under Consumer Protection Act
 - (3) Lay-off
 - (4) Valid contract.

2. (a) What are the remedies for breach of contract ? [10]
(b) Describe the rights and powers of Food Inspector, also state the duties of a public analyst. [10]

3. (a) Explain the rights of an unpaid seller under Sale of Goods Act. [10]
(b) Explain the following terms under the Consumer Protection Act : [10]
 - (i) Defects in goods
 - (ii) Deficiency in service.

P.T.O.

4. (a) Explain the procedure of obtaining and renewing registration under Shops and Establishment Act. [10]
- (b) Explain the important provisions under the Prevention and Control of Air and Water. [10]
5. (a) Name and explain any *ten* licenses that are required for a 3-star Hotel. [10]
- (b) Explain any *ten* deductions from wages under Payment of Wages Act. [10]
6. (a) Explain the welfare and safety provisions under the Factories Act. [10]
- (b) Write a note on occupational disease and partial disablement under the Workman's Compensation Act. [10]

Total No. of Questions—8]

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[5471]-706

BHMCT (VII Semester) EXAMINATION, 2018

704 : HOSPITALITY MARKETING II

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Q. No. 1 is compulsory. Attempt any *five* of the remaining

(ii) *All* questions carry equal marks.

1. Write short notes on : [4×5=20]
 - (a) Internal Marketing
 - (b) Matrix Organisation
 - (c) Blue Printing for Services
 - (d) Relationship Marketing
 - (e) Motivation and Empowerment.

2. Bring out the difference between Goods and Services. [10]

3. Explain the *three* elements of Physical Evidence. [10]

4. What are the measures taken to manage Demand in Hospitality Operations ? [10]

P.T.O.

5. Discuss in detail the duties of Marketing Managers. [10]
6. Explain the various methods of training adopted for Marketing professionals. [10]
7. How can organisations achieve customer retention through proper complaint handling ? [10]
8. Discuss the 5 Gap model of Service Quality. [10]

Total No. of Questions—8]

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[5471]-707

B.H.M.C.T. (Seventh Semester) EXAMINATION, 2018

705 : ENVIRONMENTAL MANAGEMENT

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

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

1. Write short notes on (any *four*) : [5×4=20]
 - (i) Role of Hotels in environment sustainability development
 - (ii) Principles of responsible purchasing
 - (iii) Potential sources of indoor air pollution
 - (iv) 3 'R' concept
 - (v) Energy audit.

2. Define hazardous materials. What are the various types of hazardous material and its sources. [10]

3. Define ECOTEL. Explain the concept of 5 Globe followed in Hotel. [10]

4. What is HVAC system ? How will you reduce energy consumption in HVAC system of various areas in Hotels ? [10]

5. Explain Noise Pollution. What are the measures taken to control noise in Hotel ? [10]

6. Give the concept of smart building. [10]

P.T.O.

7. What are the measures taken to reduce water in the following areas : [10]
- (i) Guestroom
 - (ii) Laundry.
8. Explain the following terms (any *five*) : [2×5=10]
- (a) Carbon foot print
 - (b) Eco mark
 - (c) LEED
 - (d) Acid rain
 - (e) Greenhouse effect
 - (f) Sustainability.

Total No. of Questions—8]

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[5471]-801

BHMCT (VIII Sem.) EXAMINATION, 2018

**801-A : SPECIALIZATION OF FOOD PRODUCTION MANAGEMENT-II
(2008 PATTERN)**

Time : Three Hours

Maximum Marks : 70

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

(ii) Question No. 1 is compulsory.

(iii) Answer any *six* questions from the remaining.

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

(1) Bouchees

(2) Empanadas

(3) Pinni

(4) Gianduja

(5) Chowder

(6) Poulet ala kiev

(7) Ghevar

(8) Blind baking

(9) Dashi

(10) Converture

(11) Nori

(12) Hummus.

P.T.O.

2. (A) Explain the precautions and care while working with chocolate.[5]
(B) Explain the desirable attributes for kitchen staff at various levels of hierarchy. [5]
3. Write short notes on : [10]
(1) Scope of purchases
(2) Types of Budgets
(3) Pricing consideration
(4) Specification buying.
4. (A) Explain in detail that puddings and state any *three* methods.[5]
(B) State *two* points of interaction of kitchen staff with any *five* departments of a hotel. [5]
5. (A) Classify frozen desserts and give *two* examples each. [5]
(B) Explain the importance of production quality and quantity control.[5]
6. (A) Discuss the importance of testing new recipes and equipment.[5]
(B) Explain the role and importance of desserts in a menu.[5]
7. Explain in detail the manufacturing process of chocolate. [10]
8. (A) Explain the various aims of control. [5]
(B) Explain the various stages in preparation of budgets. [5]

Total No. of Questions—10]

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[5471]-802

BHMCT (VIII Sem.) EXAMINATION, 2018

801 B : SPECIALIZATION OF FOOD AND BEVERAGE

SERVICE AND MANAGEMENT

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— Attempt any *seven* questions.

1. Explain *five* factors with examples which help in enhancing the meal experience of guests. [10]

2. Explain franchising model followed in fast food sector. How does it benefit franchiser and franchisee. [10]

3. Write notes on :
 - (i) Outsourcing [5]
 - (ii) Budgetary Control. [5]

4. (a) Explain latest trends in Eating out. [5]
(b) Draw *two* reports : [5]
 - (i) Daily Revenue Report
 - (ii) F & B Cost Report.

P.T.O.

5. Explain catering considerations of a Fast Food Outlet. [10]
6. Explain role of standard operating procedures in maintaining standards of a catering outlet. [10]
7. Explain marketing policy for hotels and restaurants. [10]
8. Write notes on : [10]
 - (a) Menu Engineering
 - (b) Menu Pricing.
9. Explain role of cyclic menu and importance of volume forecasting in industrial canteen. [10]
10. (a) Explain organization structure of industrial catering. Assume suitable data. [10]
 - (b) Write in brief about production planning of a speciality restaurant.

Total No. of Questions—7]

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[5471]-803

B.H.M.C.T. (Eighth Semester) EXAMINATION, 2018

**801-C : SPECIALISATION IN ACCOMMODATION
MANAGEMENT—II**

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) Question Nos. 2 to 7 carry equal marks.

(iii) Answer any *five* questions from Q. No. 2 to 7.

1. Write short notes on (any *two*) : [10]
 - (i) Dismissal Procedure
 - (ii) Attributes of front office staff
 - (iii) Importance of SOP
 - (iv) Motivation.

2. (a) Explain the various functions of performance appraisal. [6]
(b) Formulate on SOP for Daily cleaning of a standard guest room. [6]

3. (a) What is forecasting ? How does it help in planning for the H.K. department ? [6]
(b) Explain the factors and steps for preparing duty rota. [6]

P.T.O.

4. (a) Describe the importance of software used in hotels. Mention any *four* types of software. [6]
- (b) With the help of examples, explain the various budgets prepared in hotels. [6]
5. (a) Explain the various waste reduction programmes adopted in hotels. [6]
- (b) Discuss the concept of ARR and RevPAR in brief. [6]
6. (a) Explain the following terms : [6]
- (i) Ecotel
 - (ii) Time and Motion Study
 - (iii) Yield Management
 - (iv) Fixed Budget
 - (v) GHC
 - (vi) Labour cost.
- (b) What are the various sources of Recruitment ? [6]
7. (a) State the Job Description of an Executive Housekeeper. [6]
- (b) Explain the measures undertaken to reduce operating and labour cost in H.K. department. [6]

Total No. of Questions—9]

[Total No. of Printed Pages—2

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[5471]-804

B.H.M.C.T. (Eighth Semester) EXAMINATION, 2018

803 : TOTAL QUALITY MANAGEMENT

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

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

1. Write short notes on (any *four*) : [4×5=20]
- (i) Internal customer
 - (ii) Group orientation
 - (iii) Role of communication in TQM
 - (iv) BPR concept
 - (v) Preventive cost
 - (vi) Quality circle.
2. (a) Discuss the thoughts of any *one* quality guru : [5]
- (i) Deming
 - (ii) Juran.
- (b) Explain the concept of Brainstorming. [5]
3. Explain the concepts of Vision and Mission. How do they help in creating the right environment ? [10]

P.T.O.

4. (a) Explain process mapping and improvement (5W + 1H). [5]
(b) Discuss 'Right First Time'. [5]
5. (a) Explain the concept of 'Waste Management'. [5]
(b) Draw a Fishbone diagram assuming suitable data. [5]
6. Explain the steps to success with tools of measuring and managing customer satisfaction. [10]
7. (a) Write a note on the role of training. [5]
(b) Discuss the concept of quality plans. [5]
8. Explain in detail any *one* international quality standards : [10]
(i) QMS-ISO 9001 : 2000
(ii) HACCP.
9. Discuss the 5's' philosophy in detail. [10]

Total No. of Questions—9]

[Total No. of Printed Pages—2

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[5471]-805

BHMCT (VIII Semester) EXAMINATION, 2018

804 : MANAGERIAL ECONOMICS

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) Attempt any *seven* out of nine questions.

1. How is monopoly competition different from oligopoly ? Explain. [10]
2. Explain with an illustration the Law of Supply. [10]
3. What is law of variable proportion ? Explain it with help of a graph. [10]
4. What are different types of price elasticity of demand ? Explain it. [10]
5. Write short notes on (5 marks each) : [10]
 - (a) Meaning and types of utility
 - (b) Functions of Managerial Economist.

P.T.O.

- 6.** Distinguish between Individual Demand Schedule and Market Demand Schedule. [10]
- 7.** What is Micro Economics ? Explain its merits and demerits. [10]
- 8.** Explain the following : [10]
- (1) Managerial Economics
 - (2) Industry
 - (3) Demand functions
 - (4) Marginal product
 - (5) Duopoly.
- 9.** What are assumptions and limitations of Law of Diminishing Marginal Utility ? [10]

Total No. of Questions—9]

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[5471]-806

B.H.M.C.T. (VIII Semester) EXAMINATION, 2018

805 : ENTREPRENEURSHIP DEVELOPMENT

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Answer any *seven* from the following.

(ii) *All* questions carry equal marks.

1. Write short notes on (any *two*) : [10]
 - (a) Analysis of survey data
 - (b) Principles of quality evaluation
 - (c) Secondary Information Gathering Techniques
 - (d) Benefits of entrepreneurship for the economy.

2. With the help of an example explain SWOT analysis and state its importance for an entrepreneur. [10]

3. As an entrepreneur explain the importance of mobilizing the following resources (any *two*) : [10]
 - (a) Finance
 - (b) Inventory
 - (c) Human Resource.

P.T.O.

4. Name *two* successful Indian female entrepreneur with their enterprise. Also explain any *eight* qualities of a successful entrepreneur. [10]
5. (A) Explain the principles of Market Survey. [5]
(B) Explain any *five* problems faced by women entrepreneurs. [5]
6. Explain entrepreneurial process. [10]
7. Explain the *ten* contents of Project Report. [10]
8. State *five* points of difference between : [10]
(a) Manager and Entrepreneur
(b) Entrepreneur and Entrepreneurship.
9. (A) Explain importance of Accounting for an entrepreneur. [5]
(B) Explain the need for identifying opportunity for an entrepreneur. [5]