

Total No. of Questions—5]

[Total No. of Printed Pages—2

<b>Seat No.</b>	
---------------------	--

**[5271]-11**

**B.H.M.C.T. (First Semester) EXAMINATION, 2017**

**101 : FOOD PRODUCTION I  
(2008 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

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

(ii) *All* questions are compulsory.

1. (a) Explain the following terms (any *six*) : [6]
- (i) Shrikhand
  - (ii) Biryani
  - (iii) Koffa
  - (iv) Idli
  - (v) Uppama
  - (vi) Bonda
  - (vii) Raita
  - (viii) Basundi.
- (b) Name *four* types of pulses and *four* types of beans. [4]
2. (a) Draw the organisation chart of kitchen of a 3-star hotel. [4]
- (b) What are hygiene and safe practices followed in handling food in commercial establishment ? [3]
- (c) What procedure do you follow in case of the following accidents : [3]
- (i) Burn
  - (ii) Fall.

P.T.O.

- 3.** (a) Give *two* examples of the following categories of equipments : [4]  
(i) Holding equipments  
(ii) Preparation equipments  
(iii) Hand tools  
(iv) Processing equipments.
- (b) Write any *two* precautions you will take while processing/cooking food to ensure retention of the following colour : [2]  
(i) Chlorophyll  
(ii) Anthocymine.
- (c) Give *two* examples of the following : [4]  
(i) Herbs  
(ii) Spices  
(iii) Condiment  
(iv) Seasonings.
- 4.** (a) Give any *four* types of milks available in the market. [4]  
(b) Classify vegetables giving *two* examples of each. [6]
- 5.** (a) Write down the importance of chef's uniform. [2]  
(b) Give *four* examples of naturally obtained sweetners. [2]  
(c) What is a rendering of fat ? [2]  
(d) Draw the structure of egg. [2]  
(e) Give *four* examples of dried fruits. [2]

Total No. of Questions—6]

[Total No. of Printed Pages—2

<b>Seat No.</b>	
---------------------	--

**[5271]-12**

**B.H.M.C.T. (First Semester) EXAMINATION, 2017**

**102 : FOOD AND BEVERAGE SERVICE I**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 60**

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

(ii) *Solve any 4 out of 6 questions.*

1. (1) Explain the following terms (any 6) : [6]
- (1) Restaurant
  - (2) IRD
  - (3) Automats
  - (4) Mis-en-place
  - (5) Banquets
  - (6) Executive Lounge
  - (7) Punch Bowl.
- (2) Classify Catering establishments with example. [4]
2. (1) Why is it important to study auxiliary areas in F and B Service? List down any 2 such areas. [4]
- (2) Write a short note on : [6]
- (1) Care and maintenance of Glassware
  - (2) Self Service.
3. (1) Differentiate in between : [6]
- (1) Mis-en-place and Mis-en-Scene
  - (2) Fine Dinning Resturant and Fast Food

P.T.O.

- (2) Write Service/Table equipments for Classic Preparations below,  
(any *four*) : [4]
- (1) Caviar
  - (2) Cheese
  - (3) Corn on the cob
  - (4) French Onion Soup
  - (5) Spaghetti
4. (1) (i) Explain Gueridon Service. [4]  
(ii) Write a short note on Take Away and Food Court. [2]
- (2) How interdepartment relationship help in F and B Service operations. [2]
- (3) List down 4 Attributes of F and B Service Personnel. [2]
5. (1) Draw a neat organizational chart of 5-Star Hotel. [3]  
(2) Write Job description of Food and Beverage Manager. [3]  
(3) What is the difference in between French and Russian Service. [4]
6. (1) Write advantages and disadvantages of usage of Disposable. [4]  
(2) Explain Service style in BAR and Home Delivery. [4]  
(3) Give sizes of : [2]
- (1) Dinner Plate
  - (2) B & B Plate
  - (3) Square table for 4 pax
  - (4) Round table for 6 pax.

Total No. of Questions—6]

[Total No. of Printed Pages—2

<b>Seat No.</b>	
---------------------	--

**[5271]-13**

**B.H.M.C.T. (First Semester) EXAMINATION, 2017**

**103 : HOUSEKEEPING OPERATIONS—I**

**(2008 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

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

(ii) *All* questions carry equal marks.

(iii) Draw suitable diagram wherever necessary.

1. (a) Explain the following terms (any *five*) : [5]
- (1) Efficiency Room
  - (2) DND
  - (3) Squeegee
  - (4) Abrasive
  - (5) VIP
  - (6) Crinkle sheet
- (b) Define a Hotel. List the front of the house and back of the house areas under H.K. department. [5]
2. (a) List various sections of housekeeping department. Explain any *two*. [5]
- (b) Draw the organization chart of housekeeping department of a large hotel. [5]

P.T.O.

3. (a) Write duties and responsibilities of Executive Housekeeper. [6]
- (b) Explain the co-ordination of housekeeping with the following departments : [4]
- (i) Engineering
  - (ii) Purchase
  - (iii) HRD
4. (a) Explain, what is job description and state its advantages. [5]
- (b) State the place for the following supplies and amenities in the guest room : [5]
- (i) Breakfast knob card
  - (ii) Laundry bags and slip
  - (iii) Guest stationary folder
  - (iv) Sewing kit
  - (v) Drinking glasses.
5. (a) Give any *five* cleaning agents with their uses. [5]
- (b) Explain various types of keys used in hotels [5]
6. (a) Discuss the factors to be considered while selecting and purchasing cleaning equipments. [5]
- (b) List down the attributes of housekeeping staff. Explain any *two*. [5]

Total No. of Questions—6]

[Total No. of Printed Pages—2

<b>Seat No.</b>	
---------------------	--

**[5271]-14**

**BHMCT (First Semester) EXAMINATION, 2017**

**104 : FRONT OFFICE OPERATIONS-I**

**(2008 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

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

(ii) *All* questions carry equal marks.

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

- (1) Skipper
- (2) Meal Plan
- (3) Penthouse
- (4) Rack rate
- (5) Cancellation
- (6) Motel
- (7) GIT
- (8) CIP
- (9) “V”
- (10) FHRAI
- (11) Understay.

**2. (a) Explain the co-ordination of Front Office Department with :** [5]

- (i) Security
- (ii) F&B

(b) Explain the guest cycle with an appropriate diagram. [5]

P.T.O.

- 3.** (a) Explain the duties of a Front Office Receptionist. [5]  
(b) Explain the various methods of paging followed in a hotel. [5]
- 4.** (a) Write short notes on : [5]  
(i) Rules of the house for the guests  
(ii) Overbooking.  
(b) Explain *five* attributes of Front Office Staff. [5]
- 5.** (a) Explain message handling for an inhouse guest. [5]  
(b) Draw formats of the following : [5]  
(i) Bookings diary  
(ii) Density chart.
- 6.** (a) Draw a layout of the Front Office Department of a Five Star Hotel. [5]  
(b) List and explain the various equipments used at the front office. (any *five*) [5]



Total No. of Questions—7]

[Total No. of Printed Pages—4

Seat No.	
-------------	--

[5271]-15

**B.H.M.C.T. (First Semester) EXAMINATION, 2017**

**105 : CATERING SCIENCE I**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

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

(ii) Attempt an *four* more questions from Q. Nos. 2 to 7.

(iii) Draw diagrams wherever necessary.

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

(i) Boiling point

(ii) Density

(iii) Gel

(iv) Melting point

(v) Food adulteration

(vi) Hygiene.

**2. (A)** Give any *two* uses of bacteria, *two* uses of yeast and *one* use of mould in food industry. [5]

**(B)** Explain the importance of hygiene and sanitation in catering industry. Mention any *two* hygienic practices to be followed by a food handler while cooking food. [5]

**(C)** Why is protective display of food necessary ? Mention any *three* ways to display the food in a protective manner. [5]

P.T.O.

3. (A) What is the role of food standards in India ? Explain any *two* food standards. [5]
- (B) Define 'Cross-contamination'. Give any *three* ways to prevent it. [5]
- (C) Explain the term desirable browning in foodstuffs with three suitable examples. [5]

*Or*

Explain any *five* natural toxins occurring in food.

4. (A) Explain the concept of Danger Zone in catering industry. [5]
- (B) Explain any *two* factors affecting the growth of micro-organisms in foodstuffs. State any *three* points of difference between food poisoning and food infection. [5]
- (C) List the common food adulterant and the test to detect them in the following foodstuffs : [5]
- (i) Milk
  - (ii) Semolina
  - (iii) Turmeric
  - (iv) Coffee
  - (v) Ghee.
5. (A) Why is pest control necessary ? Give any *two* ways to control houseflies and *two* ways to control cockroaches. [5]
- (B) Mention any *five* ways to control the growth of micro-organisms in food industry. [5]

- (C) Why is good health of staff necessary in food industry ? Explain the importance of rest, recreation and exercise for a food handler. [5]
6. (A) Write short notes on (any *two*) : [5]
- (i) Protective clothing for a food handler
  - (ii) Morphology of bacteria
  - (iii) Dry food storage area.
- (B) Explain the concept of HACCP in catering industry. [5]

*Or*

Define food additives. Explain any *three* food additives used in catering industry.

- (C) List any *two* spoilage indicators for the following food-stuffs : [5]
- (i) Methi leaves
  - (ii) Groundnut
  - (iii) Paneer
  - (iv) Egg
  - (v) Milk.
7. (A) Explain any *two* non-bacterial metal poisoning in food. Convert 20°C to °F. [5]
- (B) Define pH. Explain its importance (any *three*) in food industry. [5]

(C) Mention any *five* general guidelines for storage of all types of foodstuffs. [5]

*Or*

Explain 'Botulism' food poisoning on the basis of :

(i) Responsible organism [5]

(ii) Any *two* foods involved [5]

(iii) Any *two* preventive measures. [5]

Total No. of Questions—8]

[Total No. of Printed Pages—2

<b>Seat No.</b>	
---------------------	--

**[5271]-16**

**B.H.M.C.T. (First Semester) EXAMINATION, 2017**

**106 : COMMUNICATION FUNDAMENTALS—I**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

**N.B. :—** (i) Question No. 1 and 5 are compulsory.

(ii) Answer any *two* questions from 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 *five* elements of communication process with suitable examples. Support your explanation with a neat diagram. [10]  
(b) Discuss the various types of listening. [5]
2. Draft a memo to bring to the notice of the room service steward of reporting late to duty for 5 consecutive days in the last week. [10]
3. Write short notes on any *two* of the following : [10]  
(i) Noise  
(ii) Upward communication  
(iii) Gestures.
4. A Five Star Hotel is opening a new Restaurant. Draft a letter to the supplier of kitchen equipments requesting him for quotations of various items. Assume suitable data. [10]

P.T.O.

## SECTION II

5. (a) For the Industrial Training, apply to any Five Star Hotel of your choice in Pune along with a resume. [10]  
(b) How can mechanical barriers be reduced or eliminated ? [5]
6. List down any *ten* etiquettes to be followed while handling telephones. [10]
7. List the points to be considered while preparing presentations. [10]
8. Write a report on the recently concluded cultural fest held in your college. [10]

Total No. of Questions—5]

[Total No. of Printed Pages—3

<b>Seat No.</b>	
---------------------	--

**[5271]-21**

**B.H.M.C.T. (Second Semester) EXAMINATION, 2017**

**201 : FOOD PRODUCTION-II**

**(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 culinary terms (any *ten*) :** [10]

(a) Baisting

(b) Estouffade

(c) Deglaze

(d) Raft

(e) Panada

(f) Glaze

(g) Soggy

(h) Spongy

(i) Spit

(j) Broiling

(k) Radiation

(l) Aspic

P.T.O.

2. (a) List the rules for preparation and storage of stock. [4]
- (b) Explain the concept of wet and dry masala in Indian cookery and give appropriate examples. [4]
- (c) Give the recipe of Garam masala. [2]
3. Write short notes on any *five* : [10]
- (a) Frying
- (b) Baking
- (c) Conduction
- (d) Convection
- (e) Garnishes
- (f) Microwave cooking.
4. (a) Explain moist methods of cooking. [5]
- (b) Give *two* examples each : [5]
- (1) Cream soup
- (2) Veloute
- (3) Chowder
- (4) Consomme
- (5) Bisque.



5. (a) List derivatives for the following (2 each) : [6]
- (1) Hollandaise
  - (2) Espagnole
  - (3) Mayonnaise
  - (4) Tomato
  - (5) Bechamel
  - (6) Dessert sauces
- (b) Explain the following : [4]
- (1) Finishing of sauces
  - (2) Characteristics of textures in food.

Total No. of Questions—6]

[Total No. of Printed Pages—2

<b>Seat No.</b>	
---------------------	--

**[5271]-22**

**B.H.M.C.T. (Second Semester) EXAMINATION, 2017**

**202 : FOOD AND BEVERAGE SERVICE—II**

**(2008 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

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

(ii) *All* questions carry equal marks.

1. (A) What are the functions of control system. [4]  
(B) Explain Triplicate checking method with flow chart of KOT and POT. [6]
  
2. Give cover and accomponiments of the following dishes (any *five*) : [10]
  - (i) Caviare
  - (ii) Mushroom Omelette
  - (iii) Tomato Soup
  - (iv) Smoked Salmon
  - (v) Spaghetti Bolognaise
  - (vi) Cheese
  - (vii) Roast Chicken.
  
3. (A) List and explain the ingredients used in beer making. [4]  
(B) (i) Give any *four* Indian Beer brands. [2]  
(ii) Give any *four* International Beer brands. [2]  
(C) (i) What is Cider ? [1]  
(ii) Define alcohol. [1]

P.T.O.

4. Write in brief (any *five*) : [10]
- (i) Russian Tea
  - (ii) Iced Tea
  - (iii) Tisanes
  - (iv) Espresso
  - (v) Aerated Waters
  - (vi) Squashes
  - (vii) Irish Coffee.
5. (A) Plan a full English Breakfast menu. [6]
- (B) Explain the following (any *two*) : [4]
- (i) Brunch
  - (ii) Supper
  - (iii) High-Tea.
6. (A) What is menu ? Which points should be considered while menu planning ? [4]
- (B) Differentiate between Alacarte and Table d'hôte menu. [3]
- (C) What is alcohol ? Classify alcoholic beverages. [3]

Total No. of Questions—6]

[Total No. of Printed Pages—2

Seat No.	
-------------	--

[5271]-23

**B.H.M.C.T. (Second Semester) EXAMINATION, 2017**

**203 : HOUSEKEEPING OPERATION-II**

**(2008 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

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

(ii) *All* questions carry equal marks.

(iii) Assume suitable data wherever required.

1. (a) Explain the following terms (any *five*) : [5]
- (1) Deep cleaning
  - (2) Stock taking
  - (3) Linen coverage
  - (4) Warp
  - (5) Duplex
  - (6) Seamstress
  - (7) OOO
- (b) Explain the general principles of cleaning to be followed in the Housekeeping department [5]
2. Write short notes on the following (any *four*) : [10]
- (a) Daily cleaning of departure Room.
  - (b) Importance of checklist
  - (c) Rules of the floor
  - (d) Weekly cleaning of staircase
  - (e) Second Service.

P.T.O.

3. (a) Explain the selection criteria for Bath linen and Restaurant slip cloth. [5]
- (b) List and explain four functions performed by control desk. [5]
4. (a) 'Document found in departure Room' explain the procedure for the same. [6]
- (b) Explain the evening Service procedure. [4]
5. (a) Explain Dirty Dozen. [5]
- (b) Explain any *five* Records maintain at the control desk. [5]
6. (a) Explain Discard Management Procedure. [5]
- (b) Give the appropriate sizes of the following linen. [5]
- (1) Single Bed sheet
  - (2) Bath Towel
  - (3) Bath Mat
  - (4) 4-seater Runner
  - (5) Pillow Slip.

Total No. of Questions—6]

[Total No. of Printed Pages—2

Seat No.	
-------------	--

[5271]-24

**B.H.M.C.T. (Second Semester) EXAMINATION, 2017**

**204 : FRONT OFFICE OPERATION-II**

**(2008 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

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

(ii) *All* questions carry equal marks.

1. (a) Explain the following terms (any *five*) : [5]
  - (1) Scanty Baggage
  - (2) GIT
  - (3) Late Check out
  - (4) UR
  - (5) Pent House
  - (6) Check in
- (b) What are the pre-arrival activities for group-arrival ? [5]
2. (a) Write down the check in procedure of Walk-in guest. [5]
- (b) Write a short note on safe deposit procedure. [5]
3. (a) Draw the following formats : [5]
  - (i) Meal coupon
  - (ii) Departure Notification Slip.
- (b) Explain any *five* types of Passport. [5]

P.T.O.

4. (a) Explain express check out procedure. [5]  
(b) What are the points need to be considered while accepting credit card payment. [5]
5. (a) Write the different types of registration methods followed in different category of hotels. [5]  
(b) Explain any *two* stages of Guest Cycle. [5]
6. (a) Give the procedure for room change. [5]  
(b) Explain the role of a Travel Agent. [5]

Total No. of Questions—7]

[Total No. of Printed Pages—3

<b>Seat No.</b>	
---------------------	--

**[5271]-25**

**B.H.M.C.T. (Second Semester) EXAMINATION, 2017**

**205 : CATERING SCIENCE-II**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

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

(ii) Attempt any *four* more questions from Q. Nos. 2 to Q. 7.

1. Define the following terms (any *five*) : [10]
- (1) Nutrients
  - (2) Empty calories
  - (3) Carbohydrates
  - (4) Essential amino acids
  - (5) Oedema
  - (6) Hydrogenation of oil.
2. (a) Give reasons for the following : (any *five*) [10]
- (1) Maltose is a disaccharide
  - (2) Deficiency of Vitamin A results in night blindness.
  - (3) It is preferable to have lime juice than limca.
  - (4) An energy requirement of a software engineer is lesser than mine worker.
  - (5) Milk turns brown on prolonged heating.
  - (6) Children should be exposed to early morning sunlight.
- (b) A diet provides 1470 kcal, 200 gms of carbohydrates, 30 gms of fats, calculate total protein content of the diet. [5]

P.T.O.



3. (a) Classify carbohydrates with suitable examples. What is an effect of heat on starch ? [5]
- (b) Classify vitamins with suitable examples. [5]
- (c) State any *three* functions of proteins. Write any *two* food sources of complete proteins. [5]
4. (a) State the importance of dietary fibre in the diet along with any *four* good food sources of dietary fibre. [5]
- (b) Explain basic five food groups with suitable examples. [5]
- (c) Define rancidity of oil, state its two types and give any *two* preventive measures of same. [5]
5. (a) State any five ways of preserving nutrients while cooking food. [10]
- (b) Explain mutual supplementation of protein with suitable example. [5]
6. (a) Give any *four* examples of junk food. Explain importance of avoiding junk food in the diet. [5]
- (b) Give any four good food sources of sodium chloride. State an importance of avoiding sodium chloride in the diet. [5]
- (c) Define balanced diet and plan a dinner for a college going girl who is non-vegetarian. [5]
7. (a) Discuss 'Iron' on the basis of : [5]
- (i) Any *four* good food sources
- (ii) Any *two* functions
- (iii) Name of the deficiency disorder.

- (b) List any *two* foods to be included for the following disorder : [5]
- (i) Diabetes
  - (ii) Fever
  - (iii) Constipation
  - (iv) Kidney disorders
  - (v) Blood Pressure
- (c) Give any *two* good food sources for the following nutrients : [5]
- (i) Vitamin C
  - (ii) Calcium
  - (iii) Thiamine
  - (iv) Cholesterol
  - (v) Saturated fatty acids.

Total No. of Questions—4]

[Total No. of Printed Pages—3

<b>Seat No.</b>	
---------------------	--

**[5271]-26**

**B.H.M.C.T (Second Semester) EXAMINATION, 2017  
206 : BASIC FRENCH FOR THE HOTEL INDUSTRY  
(2008 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

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

1. (A) Conjuguez les verbes au présent et récrivez les phrases (any *five*) : [5]  
[Conjugate the verbs in present tense and rewrite the completed sentences]
- (1) Je.....(aller) en vacances.
  - (2) (Payer) .....l'addition!
  - (3) Vous .....(ne pas finir) le travail.
  - (4) (Être) .....-nous en retard ?
  - (5) Je .....(s'appeler) Rohan.
  - (6) (Couper) .....les tomates en rondelles.
- (B) Écrivez la date en français (any *one*) : [1]  
[Write the date in French]
- (1) Saturday 20/10/2001
  - (2) Thursday 15/1/2008
- (C) Quelle heure est-il (any *two*) : [1]  
[What time is it ? Write in French]
- (1) 6.20 am
  - (2) 2.10 pm.

P.T.O.

(D) Mettez la bonne mesure (any *two*) : [1]

[Put in the correct measure in French]

(1) Un.....de yaourt.

(2) Un..... de tomates

(3) Une .....d'œufs.

(E) Écrivez les nombres en lettres (any *four*) : [2]

[Write the numbers in French]

(1) 20th

(2) 15th

(3) 8

(4) 100

(5) 35.

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 légumes. [2]

[Name *two* vegetables]

(C) Expliquez les termes en anglais (any *three*) : [3]

[Explain the terms in English]

(1) La coupe à champagne.

(2) Le buffet.

(3) La fourchette

(4) Vin de table

(5) Le verre

(6) Doux.

3. (A) Expliquez les termes en anglais (any *eight*) : [8]  
[Explain the terms in English]  
(1) Vinaigrette  
(2) Roux  
(3) Rôti  
(4) Au naturel  
(5) Blanc  
(6) Dessert  
(7) Croquettes  
(8) Ragout  
(9) Confiture
- (B) Nommez le chef (any *two*) : [2]  
(Name the chef in French) :  
(1) Se charge du petit-déjeuner.  
(2) Prépare les pâtisseries.  
(3) Se charge des mets grillés.
4. (A) Donnez les équivalents in français (any *four*) : [4]  
[Give the equivalents in French]  
(1) Grapefruit  
(2) Mango  
(3) Clove  
(4) Nutmeg  
(5) Snail  
(6) Chicken
- (B) Donnez les équivalents en anglais (any *three*) : [3]  
[Give the equivalent in English]  
(1) Ail  
(2) Agneau  
(3) Canard  
(4) Huîtres  
(5) Mûre  
(6) Grenade
- (C) Représentez la brigade de restaurant par un organigramme. [3]  
[Represent the restaurant brigade with the help of flow chart]

Total No. of Questions—5]

[Total No. of Printed Pages—2

<b>Seat No.</b>	
---------------------	--

**[5271]-31**

**B.H.M.C.T. (Third Semester) EXAMINATION, 2017**  
**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. What menu will you suggest on the special occasion for the following state (any *two*) : [10]
  - (i) Goan
  - (ii) Awadh
  - (iii) Tamil Nadu.
  
2. (A) What is bread ? Enlist and explain any *two* methods of Bread making. [6]  
(B) Write the functions of the following ingredients in cake making : [4]
  - (i) Flour
  - (ii) Shortening
  - (iii) Chocolate
  - (iv) Fresh fruit.
  
3. (A) Give reasons for the following : [4]
  - (i) Shrinkage in cup cake
  - (ii) Hard bread rolls;
  - (iii) 'X' fault in pound cake
  - (iv) Too coarse texture in loaf bread.

P.T.O.

- (B) Briefly explain major *four* large and small equipments used in bakery and confectionery. [4]
- (C) State any *two* points considered while preparing food for patient in Hospital catering. [2s]
4. (A) Write short notes on the following : [6]
- (i) Raising agent;
  - (ii) Physical and chemical changes during baking;
  - (iii) Institutional catering.
- (B) Answer the following (any *four*) : [4]
- (i) Two types of milk;
  - (ii) Two Gujarati starter;
  - (iii) Two welcome drinks from North;
  - (iv) Two Indian soaps;
  - (v) Two Desserts from Rajasthan;
  - (vi) Two Bread diseases.
5. (A) Explain the following terms (any *six*) : [6]
- (i) Baghar
  - (ii) Dahi Bhalla
  - (iii) Dum
  - (iv) Kababs
  - (v) Neera
  - (vi) Baking
  - (vii) Glutan
  - (viii) Bran.
- (B) Give recipe for the following by using 250 gm of refined flour : [4]
- (i) Bread Rolls
  - (ii) Pound Cake.

Total No. of Questions—6]

[Total No. of Printed Pages—2

<b>Seat No.</b>	
---------------------	--

**[5271]-32**

**B.H.M.C.T. (Third Semester) EXAMINATION, 2017**

**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) Define wine, Explain white wine manufacturing process with the help of flow chart. [8]  
(b) Mention correct service temperature : [2]
  - (i) Sparking wine
  - (ii) Red wine.
2. (a) Define Sherry. Draw Solera System and explain in brief. [5]  
(b) Name 3 major wine producing region in Italy. Mention 2 well known Red and White wine each from Italy. [5]
3. Explain the following terms : [10]
  - (i) Brut
  - (ii) Estufa
  - (iii) Vintage
  - (iv) Fino

P.T.O.



- (v) Viticulture
- (vi) Humidor
- (vii) Blanc de Blanc
- (viii) Corona
- (ix) Vins Mousseux
- (x) Bloom.

4. (a) Explain the following wine laws. [5]
- (i) IGT
  - (ii) VDQS
  - (iii) AOC
  - (iv) DOCG
  - (v) QBA
- (b) Write a short note on parts of Cigar and give *two* international brand names. [5]
5. (a) Define Aperitif. Give *two* examples each of wine based and spirit base Aperitifs. [5]
- (b) Write important **5** principles of storing wine. [5]
6. (a) Explain Methodé Champenoise in brief. Give *two* well known shippers name. [6]
- (b) Explain the following wine diseases : [4]
- (i) Grey Rot
  - (ii) Mildew
  - (iii) Phylloxera Vastatrix
  - (iv) Oidium Tukori.

Total No. of Questions—6]

[Total No. of Printed Pages—2

<b>Seat No.</b>	
---------------------	--

**[5271]-33**

**B.H.M.C.T. (Third Semester) EXAMINATION, 2017**

**303 : ACCOMMODATION OPERATION-I**

**(2008 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

**N.B. :-** (i) Attempt any *two* questions from each section.

(ii) *All* questions carry equal marks.

(iii) Assume suitable data wherever necessary.

**SECTION-I**

1. (a) Explain the following terms (any *five*) : [5]
- (1) Outsourcing
  - (2) Dry rot
  - (3) First aid
  - (4) Hydroextractor
  - (5) Kenzan
  - (6) OPL
  - (7) Starching
- (b) Give the characteristics of cotton fibres and its two uses in the hotel. [5]
2. (a) List and explain the flow process of guest laundry in the hotel. [6]
- (b) Explain *four* methods of conditioning plant materials. [4]

P.T.O.

3. (a) Give reasons for accidents in Guest room. [5]  
(b) Explain advantages and disadvantages of contract cleaning. [5]

## SECTION-II

4. (a) Explain the various methods of record keeping in the front office department. [6]  
(b) Give the formulae for the following : [4]  
(i) ARR  
(ii) House count  
(iii) Local occupancy  
(iv) Room occupancy
5. (a) Draw and explain the following reports : [6]  
(i) Discrepancy  
(ii) Cancellation  
(b) What do you understand by credit monitoring ? [4]
6. (a) Explain any *five* records generated at the front desk. [5]  
(b) How will you handle the following situations ? [5]  
(i) Fire in a guest room  
(ii) Guest complains cash missing from his room.

Total No. of Questions—5]

[Total No. of Printed Pages—2

<b>Seat No.</b>	
---------------------	--

**[5271]-34**

**B.H.M.C.T. (Third Semester) EXAMINATION, 2017**

**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) List and explain any *five* features of computer system. [5]  
(b) Define SAP in E-commerce. [2]  
(c) Explain the features of primary key. [3]
  
2. (a) Explain the following terms : [5]  
(i) E-mail  
(ii) Chatting  
(iii) Surfing  
(iv) Search engine  
(v) Blog  
(b) What are the accessories available in Windows. [3]  
(c) Define D.B.M.S. and its use. [2]
  
3. (a) Write down any *six* fonts in MS-Word. [3]  
(b) Explain 'AUTO SUM' feature of MS-Excel. [3]

P.T.O.

- (c) Write any *four* data type in MS-Access. [2]
- (d) How to insert Clip Art in MS-PowerPoint. [2]
4. (a) Explain the following MS-DOS commands with example : [3]
- (i) Data
  - (ii) Time
  - (iii) Ver
- (b) Explain the following in MS-Word (any *two*) : [2]
- (i) Cut
  - (ii) Copy
  - (iii) Paste
- (c) What do you mean by Row, Column and Cell in MS-Excel. [3]
- (d) List any *four* slide layout in MS-PowerPoint. [2]
5. Write short notes (any *five*) : [10]
- (a) WAN
  - (b) Hardware
  - (c) Modem
  - (d) Hyperlink in MS-Word
  - (e) Query in MS-Access
  - (f) AutoFill in MS-Excel
  - (g) Wild cards in DOS
  - (h) File and Folder.

Total No. of Questions—6]

[Total No. of Printed Pages—2

Seat No.	
-------------	--

[5271]-35

**B.H.M.C.T. (Third Semester) EXAMINATION, 2017**

**305 : FOOD AND BEVERAGE CONTROL**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

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

(ii) Answer any *three* questions from Q. Nos. 2 to 6.

(iii) Figures to the right indicate full marks.

1. (a) Write a note on any *two* factors affecting the pricing of menu. [4]  
(b) Explain *three* objectives of F & B control. [6]
2. (a) Draw a neat diagram of F & B control cycle explain any *one* phase. [5]  
(b) Give importance of purchase order and delivery note with the format. [10]  
(c) Define profit. Explain concepts of profit (any *two*). [5]
3. (a) Write short notes on : [8]  
(1) EOQ  
(2) ABC Analysis.  
(b) Importance of stock haking [4]  
(c) How is food cost calculated on a weekly basis ? [8]

P.T.O.

4. (a) List and explain objectives of budgeting. [5]  
(b) Explain in detail the controlling system used while purchasing and receiving. [10]  
(c) What is margin of safety and contribution. [5]
5. (a) Explain : [15]  
(i) Stock levels  
(ii) Methods of purchasing  
(iii) BEP.  
(b) Write a short note on sales and labour cost budget. [5]
6. (a) Explain the importance of volume forecasting in controlling the food cost with the help of various aids used. [10]  
(b) What care should one take while storing perishable and non-perishable items. [10]

Total No. of Questions—8]

[Total No. of Printed Pages—6

<b>Seat No.</b>	
---------------------	--

**[5271]-36**

**B.H.M.C.T. (Third Semester) EXAMINATION, 2017**

**306 : BASIC ACCOUNTING**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

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

1. The following is the Trial Balance of SPACE Foundation, Pune, prepare Trading and Profit and Loss Account for the year ended 31st March, 2017, and Balance Sheet as on that date, after taking into account adjustments given below : [20]

**Trial Balance as on 31st March, 2017**

<b>Dr.</b>		<b>Cr.</b>	
<b>Particulars</b>	<b>₹</b>	<b>Particulars</b>	<b>₹</b>
Drawings	5,000	Capital	4,55,000
Plant and Machinery	3,50,000	Returns Outwards	2,000
Goodwill	50,000	Sundry Creditors	30,500
Purchases	3,80,000	Bills Payable	9,000
Returns Inwards	3,000	Sales	5,53,000

P.T.O.



Patents	80,000	Discount Received	5,500
Freight and Duty	1,800	Loan from Dena	
Opening Stock as on		Bank	3,35,000
1st April, 2016	85,000	Bank Overdraft	97,500
Printing and Stationery	2,700	Interest Received	5,000
Insurance	6,400	Reserve Fund	1,50,000
Sundry Debtors	45,000		
Furniture	1,00,000		
Bills Receivable	7,500		
Rent and Taxes	5,500		
Bad Debts	1,300		
Wages	7,200		
Cash in Hand	5,600		
Salary	67,000		
Carriage Outward	5,000		
Discount Allowed	3,500		
Land and Buildings	4,00,000		
Cash at Bank	20,000		
Fuel and Power	7,500		
Carriage Inward	3,000		
Bank Charges	500		
	16,42,500		16,42,500

*Additional Information :*

- (1) Stock on 31st March, 2017 was valued at ₹ 1,50,000.
- (2) Outstanding Salaries ₹ 8,000 and Rent ₹ 500.

- (3) Prepaid Insurance ₹ 1,400.
- (4) Charge depreciation on — Plant and Machinery @ 12%, Furniture @ 10%, Land and Building @ 5%.
- (5) Staff meals ₹ 3,000.

2. Write short notes on (any two) : [5×2=10]

- (a) Deferred Revenue Expenditures
- (b) Debit Note and Credit Note
- (c) Bank Reconciliation Statement.

3. Journalise the following transactions in the books of Mr. Vilasrao for the month of October, 2017 : [10]

**2017**

**October**

1. Mr. Vilasrao started business with Cash ₹ 1,00,000 out of which ₹ 40,000 borrowed from Suresh.
4. Sold Goods of ₹ 20,000 to Mr. Kailas @ 15% Trade Discount.
6. Cash Deposited into Bank ₹ 15,000.
10. Received cash from Mr. Kailas ₹ 16,000 in full settlement of his account.
12. Purchased Goods from Sheila of ₹ 30,000 @ 20% Trade Discount.
16. Paid Salary of ₹ 6,000, Wages ₹ 2,500 and Rent ₹ 3,000 in Cash.
19. Paid to Sheila ₹ 23,000 in full settlement of her account.
24. Mr. Vilasrao withdrew from Bank ₹ 3,000 for personal use.
27. Purchased Furniture ₹ 25,000 from Furniture Mart.

4. (a) State with reasons whether the following statements are True or False : [2×2½=5]
- (i) Machinery is the goods for a trader who deals in machinery.
  - (ii) All transactions are recorded in Cash Book.
- (b) Classify the accounts into the Real, Personal and Nominal Account : [10×½=5]
- (i) Capital Account
  - (ii) Audit fees
  - (iii) Loss by Fire
  - (iv) Premises
  - (v) Shares in a Company
  - (vi) Hindustan Uniliver Limited
  - (vii) Rent
  - (viii) Goods
  - (ix) Furniture and Fixtures
  - (x) ICICI Bank Ltd.

5. Enter the following transactions into Three Column Cash Book of M/s. Vibhawari Traders for the month of July, 2017 : [10]

**2017**

**July**

1. Cash in Hand ₹ 15,000 (Debit Balance)
- Cash at Bank ₹ 6,000 (Debit Balance)

2. Received a cheque of ₹ 1,540 from Vijay in full settlement of ₹ 1,600.
5. Cash withdrawn for personal use ₹ 3,000.
8. Paid by cheque to Varsha ₹ 2,450 in full settlement of ₹ 2,480.
15. Received a cheque of ₹ 3,950 from Manisha in full settlement of ₹ 4,000.
20. Sunil a debtor deposited directly into our bank account ₹ 13,800.
25. Manisha's cheque was deposited into bank.
26. Cash withdrawn from bank ₹ 3,000 for office use and ₹ 1,000 for personal use.
30. Paid salaries by Cash ₹ 3,000 and Rent ₹ 1,500 by cheque.

*Or*

6. (A) Principles of Double Entry System of Book-keeping. [5]  
(B) Difference between Trade Discount and Cash Discount. [5]
7. (A) From the following transactions prepare necessary subsidiary books : [5]

**2017**

**January**

1. Purchase good from Anil ₹ 20,000 @ 10% Trade Discount.
5. Sold goods to Nitin ₹ 8,500.
12. Nitin returned goods to us ₹ 1,500.
18. Returned goods of ₹ 4,000 to Anil (Gross).
20. Received an order for goods of ₹ 15,000 from Meena.

(B) Prepare a Trial Balance : [5]

<b>Particulars</b>	<b>₹</b>	<b>Particulars</b>	<b>₹</b>
Sales	4,00,000	Bills Payables	8,000
Cash	38,000	Capital	5,00,000
Creditors	60,000	Debtors	1,50,000
Purchases	2,50,000	Cash at Bank	3,00,000
Machinery	1,80,000	Goodwill	50,000

8. Answer the following (any two) : [2×5=10]

- (i) Rules of Accounting with examples.
- (ii) Explain in detail with the help of examples Contra Entry.
- (iii) Explain Special Functions day book with examples.

Total No. of Questions—5]

[Total No. of Printed Pages—3

<b>Seat No.</b>	
---------------------	--

**[5271]-41**

**B.H.M.C.T. (Fourth Semester) EXAMINATION, 2017**

**401 : FOOD PRODUCTION-IV**

**(2008 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

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

(ii) *All* questions carry equal marks.

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

**[10]**

- (a) Marbling
- (b) Crustacean
- (c) Gum paste
- (d) Frosting
- (e) Offal
- (f) Lamination
- (g) Steak
- (h) Court bouillion
- (i) Dehydration
- (j) Ice box cookies
- (k) Plie
- (l) Convenience food

P.T.O.

2. (a) Draw a neat labelled diagram of Lamb showing various parts and its catering uses. [5]
- (b) What points must be considered while preparing choux pastry ? [3]
- (c) State any *two* quality points of good baked cookies. [2]
3. (a) Explain any *two* methods of mixing cookies with example. [4]
- (b) Briefly explain any *two* types of Icing (any *two*) : [4]
- (i) Fondant
- (ii) Ganache
- (iii) Marzipan.
- (c) State any *two* safe methods for thawing meat. [2]
4. (a) What points will you consider while cooking fish by the following methods : [4]
- (i) Poaching
- (ii) Grilling
- (iii) Frying
- (iv) Baking
- (b) State any *four* reasons for the popularity of convenience food in catering industry. [4]
- (c) Give baking time and temp. for the following : [2]
- (i) Khari
- (ii) Eclairs
- (iii) Macaroon
- (iv) Fruit cookies.

5. (a) Answer the following (any *four*) : [4]
- (i) *Two* uses of Duck
  - (ii) *Two* examples of processed Fish
  - (iii) *Two* uses of Icing
  - (iv) *Two* examples of Univalve
  - (v) *Two* by-products of Rough Puff Pastry
  - (vi) *Two* examples of Bagged Cookies.
- (b) Briefly explain any *three* basic quality factors of meat. [3]
- (c) Give Recipe of short crust pastry by taking 1 kg of Refined flour. [3]



Total No. of Questions—6]

[Total No. of Printed Pages—3

<b>Seat No.</b>	
---------------------	--

**[5271]-42**

**BHMCT (Fourth Semester) EXAMINATION, 2017**

**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.

(iii) Draw neat sketches/diagrams wherever necessary.

1. (a) With the help of a neat diagram, explain the process of pot still method of distillation. [6]
- (b) Explain the following cocktails : [4]
  - (i) Cobblers
  - (ii) Daisy
  - (iii) Coolers
  - (iv) Fizz.
  
2. (a) Differentiate between (any *two*) : [5]
  - (i) Irish whisky and Scotch whisky
  - (ii) Dark Rum and White Rum
  - (iii) Bourbon whisky and Irish whisky.
- (b) List *four* equipments used for making cocktails. [2]
- (c) Briefly explain *three* styles of American whiskies. [3]

P.T.O.

3. Explain the following terms (any *ten*) : 10
- (a) Proof
  - (b) Call Brand
  - (c) Absinthe
  - (d) Calvados
  - (e) Tequila
  - (f) Ouzo
  - (g) Arrack
  - (h) Slivovitz
  - (i) Grappa
  - (j) Congeners
  - (k) Doppelkorn
  - (l) Peat Reek
  - (m) Angels Share.
4. (a) Explain *four* various methods of mixing cocktails. [4]
- (b) List the important points of difference between a pot still and a patent still. [4]
- (c) Explain *two* types of Gin. [2]
5. (a) Explain *two* methods of preparing liqueurs. [3]
- (b) List *four* liqueurs along with the colour, flavour, alcoholic base and country of origin. [4]
- (c) List *six* rules of making cocktails. [3]

6. (a) Answer the following briefly (any *five*) : [5]
- (i) *Two* flavoured of Vodkas
  - (ii) *Two* coffee flavour liqueurs
  - (iii) *Two* Tequila based cocktails
  - (iv) *Two* Aniseed flavoured liqueurs
  - (v) *Two* Beer based cocktails
  - (vi) *Two* Areas in which cognac is manufactured
  - (vii) *One* liqueur made by carthusian monk.
- (b) Describe manufacturing process of tequila. [5]

Total No. of Questions—6]

[Total No. of Printed Pages—2

Seat No.	
-------------	--

[5271]-43

**B.H.M.C.T. (Fourth Semester) EXAMINATION, 2017**  
**403 : ACCOMMODATION OPERATION-II**  
**(2008 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

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

(ii) *All* questions carry equal marks.

**Section-I**

1. (a) Define the following (any *five*) : [5]
- (1) Refurbishing
  - (2) Budget
  - (3) Interior decoration
  - (4) Minor Renovation
  - (5) Binary colour
  - (6) ROL
- (b) What are the points need to be consider while selecting supplier ? [5]
2. (a) Draw and explain the following : [5]
- (1) Snag list
  - (2) Bin card
- (b) Explain purchase procedure for Housekeeping equipments. [5]
3. (a) Explain principles of design with example of each. [5]
- (b) Explain different types of budget in detail. [5]

P.T.O.

## Section-II

4. (a) Define the following (any *five*) : [5]
- (1) Night Audit
  - (2) Overbooking
  - (3) Upselling
  - (4) Forecasting
  - (5) Rule of Thumb
  - (6) Suggestive Selling
- (b) Discuss the duties and responsibilities of Night Auditor. [5]
5. (a) Draw and explain 'High Balance Report'. [5]
- (b) As a Front Office Manager, how will you encourage return reservation in your hotel. [5]
6. (a) Explain various data required for forecasting room availability. [5]
- (b) Discuss market condition approach for establishing room rate. [5]

Total No. of Questions—4]

[Total No. of Printed Pages—3

Seat No.	
-------------	--

[5271]-44

**B.H.M.CT (Fourth Semester) EXAMINATION, 2017**

**404 : HOTEL ENGINEERING**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

**N.B. :—** (i) Answers to the two sections should be written in separate answer-books.

(ii) Neat diagrams must be drawn wherever necessary.

(iii) Figures to the right indicate full marks.

(iv) Use of logarithmic tables, slide rule, Mollier charts, electronic pocket calculator and steam tables is allowed.

(v) Assume suitable data, if necessary.

**SECTION – I**

**1. Answer any two :** [2×10=20]

(a) Explain maintenance of domestic refrigerator and need and methods of defrosting.

(b) Explain swimming pool maintenance and give types of maintenance.

P.T.O.

(c) Describe vapour compression refrigeration system with block diagram.

2. Answer any *three* : [3×5=15]

(a) What are the sources and controlling methods of air pollution.

(b) Give factors which will affect comfort of air-conditioner.

(c) Give good properties of refrigerant.

(d) Explain reason for replacement of equipment.

(e) Explain importance of humidifier and air filter in air conditioning.

## SECTION – II

3. Answer any *two* : [2×10=20]

(a) Explain water purification methods used for domestic water.

(b) Describe any *five* fuels with their constituents and calorific value.

(c) A seminar has to be conducted in a hotel on the topic "Energy Saving". The following are the requirements of seminar :

(i)	150 W	PA System		04 hrs/day
(ii)	1.5 KW	Flood light	0.2 hrs	03 hrs/day
(iii)	120 W	computer	02 hrs	2 hrs 30 min/day
(iv)	40 W	tube light	06 hrs	05 hrs/day

Cost of electricity is ₹ 20 per unit.

4 Solve any *three* :

[3×5=15]

- (a) Give energy saving tips in guest room.
- (b) Draw diagram for CO<sub>2</sub> and DCP fire extinguisher.
- (c) Explain methods of lighting with diagram.
- (d) Draw diagram for any *two* water closets.
- (e) Explain use of solar energy in hotel.



Total No. of Questions—8]

[Total No. of Printed Pages—2

<b>Seat No.</b>	
---------------------	--

**[5271]-45**

**B.H.M.C.T. (Fourth Semester) EXAMINATION, 2017**

**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) Benefits of Planning
  - (b) Levels of Management
  - (c) Types of decisions
  - (d) Departmentalisation
  - (e) Barriers to communication
  - (f) Need for coordination
  - (g) Traits of a leader.
  
2. Describe the Scientific Management theory. [10]
  
3. Explain the various steps in Planning Process. [10]
  
4. Explain the various types of organisations. [10]
  
5. State Maslow's theory of Motivation. [10]

P.T.O.

6. Define Communication. Explain various types of Communication. [10]
7. Explain Managerial grid with help of a diagram. [10]
8. Define decision-making. Explain the step by step decision-making process. [10]

Total No. of Questions—8]

[Total No. of Printed Pages—7

<b>Seat No.</b>	
---------------------	--

**[5271]-46**

**B.H.M.C.T. (Fourth Semester) EXAMINATION, 2017**

**406 HOTEL ACCOUNTANCY**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

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

1. An authorised capital and Smita Ltd. consists of 5,00,000 equity shares of Rs. 10 each. Out of these shares a company has issued 3,00,000 equity shares of Rs. 10 each. The following is the Trial Balance of a Company :

**Trial Balance as on 31, March, 2012**

<b>Debit Balances</b>	<b>Rs.</b>	<b>Credit Balances</b>	<b>Rs.</b>
Land and Building	4,50,000	Share Capital	
Goodwill	1,00,000	1,20,000 shares of Rs. 10	12,00,000
Plant and Machinery	2,00,000	Sales	6,50,000
Furniture	35,000	Share Premium	20,000
Carriage	20,000	Creditors	1,30,000
Wages	2,00,000	P&L Appropriation A/c	75,000
Salaries	46,000	10% Debentures	1,00,000

P.T.O.

Vehicles	1,00,000	General Reserve	25,000
10% Investment	2,50,000	Returns outward	15,000
Insurance	5,000	Interest on Investment	25,000
Rent	15,000	Bills payable	10,000
Purchases	5,15,000		
Bills Receivable	12,000		
Trade expenses	9,000		
General expenses	10,000		
Preliminary expenses	25,000		
Stock	1,00,000		
Director's fees	50,000		
Cash in hand	28,000		
Cash at bank	80,000		
<b>Total</b>	<b>22,50,000</b>		<b>22,50,000</b>

*Adjustments :*

- (1) Closing stock was valued at Rs. 2,50,000.
- (2) Depreciate Building @ 2%, Furniture @ 5%, Machinery at 10% and Vehicles @ 15%.
- (3) Make a provision for tax @ 40% of the net profit.
- (4) Salaries outstanding Rs. 14,000.
- (5) Transfer Rs. 25,000 of General Reserve.
- (6) Directors proposed 10% dividend on Equity share capital.

Prepare Trading A/c, Profit and Loss A/c, Profit and Loss Appropriation A/c for the year ended 31st March, 2012 and a Balance sheet as on that date. [20]

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

- (1) Characteristics of Budget.
- (2) Advantages of V.A.T.
- (3) Types of Allowances.

3. Before the business has started in Royal Hotel on 17th December the following balances are to be brought forward on the V.T.L. from the previous day :

Room No.	Name of Guest	Time of Arrival	Plan	Rate Rs.	Balance B/F Rs.
309	Mr. & Mrs. Kulkarni	9.00 p.m.	E.P.	4,000	7,000 Dr.
405	Capt. Meenal	11.00 a.m.	E.P.	2,500	5,000 Dr.
409	Prof. Kadam	6.30 p.m.	E.P.	2,500	4,900 Cr.

During the day the business is as follows.

7.00 A.M. Mrs Leena Sharma arrived along with her son and occupied Room No. 307 on E.P. @ Rs. 4,000. Front office paid her taxi bill Rs. 250. She has deposited Rs. 10,000 in cash.

7.30 A.M. Tea was served to all rooms and newspaper costing Rs. 10 in each room.

8.45 A.M. Breakfast was served in Room No 309,409,307 and with one guest in Room no. 405.

10.30 A.M. The following checks are to be entered in the accounts of guests.

Room No. 309—Laundry Rs. 225, Telephone Rs. 35, gift articles Rs. 500.

Room No. 405—Cinema tickets Rs. 200, Air travel booking Rs. 5,000  
Food sundries Rs. 120.

Room No. 409—Cigarettes Rs. 75, Wine Rs. 400, Railway booking Rs. 1,200.

Room No. 307—Telephone Rs. 65, Local tour Rs. 1,000.

11.00 A.M. Mr. Kulkarni deposited Rs. 10,000 in his account.

12.00 Noon Mr. Prashant Parikh arrived and occupied Room No. 403 on E.P. @ Rs. 2,500. Deposited Rs. 15,000 as an advance.

1.00 P.M. Lunch was served in Room No. 309, 409 with one guest, 307 only one and 403.

3.30 P.M. Tea was served in Room No. 309, 409 and 403 and coffee was served in Room No. 405 and 307.

4.00 P.M. Mr. Kulkarni checked out settled his bill in cash.

6.30 P.M. Capt. Meenal checked out. She was expected to clear her account as per her office within a month.

8.30 Dinner was served in all rooms.

Hotel Tariff— Tea Rs. 55 per cup  
Coffee Rs. 75 per cup  
Breakfast Rs. 220 per person  
Lunch Rs. 350 per person  
Dinner Rs. 400 per person

Calculate service charge @ 10% on apartment and food. Check out time 12.00 Noon.

Prepare Visitor's Tabular ledger for the day. [10]

4. (a) Explain the following terms : [5]
- (i) Debenture
  - (ii) Interim dividend
  - (iii) Current assets
  - (iv) Non-operating income
  - (v) Goodwill.

(b) Find out cost of food sales from the following :				[5]
Stock 1st April	40,000	Stock 30 April	50,000	
Guest food complimentary	7,000	Purchases returns	3,000	
Staff meals	20,000	Purchases	2,63,000	
Transfer to Bar dept.	9,000	Transferred from Bar	12,000	
Other creditors to Cost	4,000			

5. (a) From the following prepare income statement of garage and parking as per Schedule No. 5 of uniform system of accounting. [5]

Revenue—Parking and storage	Rs. 90,000
Other revenue	Rs. 20,000
Cost of sales is 40% of total revenue.	
Salaries and wages	Rs. 40,000
Employee Benefits	Rs. 5,000
Licenses	Rs. 12,000
Operating Supplies	Rs. 18,000
Uniforms	Rs. 5,000

- (b) Distinguish between Guests Weekly Bill and Visitor's Tubular ledger. [5]
6. Answer the following questions (any two) : 10
- (a) Explain various types of shares.
- (b) What are the advantages of budgetary control ?
- (c) Why is working capital necessary for hotel business ?

7. From the following particulars prepare Income Statement of Hotel Samrat for the month of April 2011 in accordance with Uniform System of Accounting used in hotels : [10]

<b>Particulars</b>	<b>Rs.</b>
Stock of Food on 1st April 2011	45,000
Wages and Salaries	2,70,000
Purchases of Beverages	3,90,000
Food Sales	15,35,000
Staff Allowance	6,240
Shop rental received	71,385
Staff Meals	18,380
Printing & Stationery	15,140
Employee welfare expenses	16,920
Stock of Bev. 30th April 2011	48,360
Guest drink complimentary	7,150
Rates and Taxes	14,000
Staff uniforms	7,870
Stock of food 30th April 2011	58,910
Postage & Telegram	5,550
Beverage sales	11,41,250
Purchase of food	3,69,185
Depreciation	11,110
Value of Beverage stock 1st April 2011	84,600
Income tax	31,900
Music & Entertainment	12,200
Interest on Deposits	27,780



Advertising and Marketing	8,900
Guest food Complimentary	7,310
Licences	17,310
Staff Bonus	21,990
Gas and Electricity	11,880
Other Supplies and Expenses	14,650

8. Answer the following questions (any *two*) : [10]

- (a) Explain Gross working capital and Net working capital.
- (b) Explain processing of guests' weekly bill.
- (c) What are the reasons for granting of allowances ?
- (d) "A company can collect huge amount of capital."

Comment on the above statement with the help of characteristics of a company.

Total No. of Questions—5]

[Total No. of Printed Pages—2

<b>Seat No.</b>	
---------------------	--

**[5271]-61**

**B.H.M.C.T. (Sixth Semester) EXAMINATION, 2017**

**601 : ADVANCED FOOD PRODUCTION**

**(2008 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

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

(ii) *All* questions carry equal marks.

1. (a) Explain the various functions performed by the Kitchen Stewarding Department in a 5 Star Hotel. [5]
- (b) What are the various duties performed by a Larder Chef ? [5]
  
2. (a) Write down step-by-step the method of preparing a pâté. [5]
- (b) Which are the different points of garbage accumulation in a major city hotel ? [5]
  
3. (a) Enlist any *five* classical salads and give the components of each. [5]
- (b) Explain in brief the difference between Haute Cuisine and Nouvelle Cuisine. [5]

P.T.O.

4. (a) Enlist the popular breads and spreads used in making sandwiches (*five* each). [5]
- (b) Explain the following cuisines based on the factors of geographical location, methods of preparation and presentation, local ingredients used (*any one*) : [5]
- (i) Mexican cuisine
- (ii) Thai cuisine.
5. Explain the following culinary terms (*any ten*) : [10]
- (i) Enchilladas
- (ii) Baklava
- (iii) Dim Sum
- (iv) Agar Agar
- (v) Nasi Goreng
- (vi) Focaccia
- (vii) Chalupas
- (viii) Humus
- (ix) Remoulade
- (x) Ballotine
- (xi) Paella
- (xii) Teriyaki

Total No. of Questions—6]

[Total No. of Printed Pages—2

<b>Seat No.</b>	
---------------------	--

**[5271]-62**

**BHMCT (Sixth Semester) EXAMINATION, 2017**  
**602 : ADVANCED 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.

1. (a) Explain the following types of Buffets (any *three*) : [6]
  - (i) Smorrebrod
  - (ii) Smorgasbord
  - (iii) Display Buffet
  - (iv) Fork Buffet.
- (b) Plan a continental menu with wines for a formal Banquet of 20 pax. [4]
  
2. (a) Give the cover, accompaniment and service procedure for the following Gueridon Services : [8]
  - (i) Pate de foie geas
  - (ii) Caesar Salad.
- (b) Explain Sea Catering. [2]
  
3. (a) Explain the following : [5]
  - (i) Induction Hob
  - (ii) Stacker Trolley
  - (iii) Plate Warmer
  - (iv) Bar Caddy
  - (v) Zester.
- (b) Draw bar profile and explain its parts. [5]

P.T.O.

4. (a) Define In Room Dining. [2]  
(b) Explain the importance of time management in Room Service. [4]  
(c) Draw a Breakfast door knob (assume suitable data). [4]
5. (a) Explain the following seating arrangements : [6]  
(i) Classroom  
(ii) Herringbone  
(iii) Board room.  
(b) Explain *four* most important carving hygiene steps to be followed in Gueridon service. [4]
6. (a) Draw Banquet organisation structure of a five-star hotel and explain the duties and responsibility of one staff. [6]  
(b) Explain the importance of liqueurs and spirits in flaming. [4]

Total No. of Questions—6]

[Total No. of Printed Pages—2

Seat No.	
-------------	--

[5271]-63

**B.H.M.C.T. (Sixth Semester) EXAMINATION, 2017**

**603 : PERSONALITY DEVELOPMENT AND BUSINESS**

**COMMUNICATION**

**(2008 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

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

**(ii) *All* questions carry equal marks.**

1. Define Personality. Explain steps for building a 'Positive Personality'.  
[10]
2. (a) Why is body language important while attending an interview?  
[5]  
(b) What are the various ways to build a Positive attitude ?  
[5]
3. Write short notes on (any *four*) :  
[10]
  - (1) Types of Meeting
  - (2) SWOT Analysis
  - (3) Pride and ego
  - (4) Advantages of self-esteem
  - (5) Benefits of case studies.
4. What is 'Stress' ? Explain various causes of stress.  
[10]

P.T.O.

5. (a) Define Success. What are the qualities that make a person successful ? [5]
- (b) Distinguish between : [5]
- (1) Inspiration and motivation
  - (2) External motivation and Internal motivation.
6. Guest in room no. 201 was found dead in his room by housekeeping room boy. The executive housekeeper has asked the floor supervisor to submit a detailed report. [Assume suitable data. [10]

Total No. of Questions—8]

[Total No. of Printed Pages—2

Seat No.	
-------------	--

[5271]-64

**B.H.M.C.T. (Sixth Semester) EXAMINATION, 2017**

**604 : HOSPITALITY MARKETING—I**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

*N.B.* :— (i) Q. No. 1 is compulsory.

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

1. Write short notes (any *four*) : [4×5=20]
  - (a) Social and cultural environment
  - (b) Internet Marketing
  - (c) Marketing Philosophy—Selling concept
  - (d) Alliances
  - (e) Levels of Product
  - (f) 5 M's of Advertising.
  
2.
  - (a) Define and illustrate PLC. [5]
  - (b) Explain the concept of Branding with examples. [5]
  
3. What is Pricing ? Discuss the Pricing Strategies adopted by hotels for : [10]
  - (i) Rooms
  - (ii) F and B
  - (iii) Banquet Functions.

P.T.O.



4. Using an example, explain the factors affecting the Consumer Behaviour Model. [10]
5. Explain in detail the concept of Market Segmentation and the need for the same. [10]
6. (a) Discuss any *five* principles of personal selling. [5]  
(b) Explain various sales promotion tools used in hotels. [5]
7. (a) Discuss in detail the concept of Franchising. [5]  
(b) Explain in brief the role of any *five* intermediaries for Hospitality Industry. [5]
8. (a) Explain the core concepts of Marketing. [5]  
(b) Discuss in brief the internal factors affecting pricing. [5]

Total No. of Questions—8]

[Total No. of Printed Pages—2

<b>Seat No.</b>	
---------------------	--

**[5271]-65**

**B.H.M.C.T. (Sixth Semester) EXAMINATION, 2017**

**605 : HUMAN RESOURCE MANAGEMENT**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

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

(ii) Solve any 5 questions from Q. No. 2 to Q. No. 8.

1. Write short notes on (any *four*) : [20]
  - (a) Causes of Grievences
  - (b) Collective Bargaining
  - (c) Modes of Recruitment
  - (d) Importance of Training
  - (e) Significance of Induction programme
  - (f) Role of HR Manager
  
2. Explain various types of tests and interviews conducted by the hotels during selection process. [10]
  
3. Explain any *five* methods of performance appraisal in brief. [10]
  
4. Explain the principles of Job Evaluation. Also discuss on the benefits of Frindge Benefits in an organization. [10]
  
5. Discuss the importance of discipline in an organization. Also write down the causes of indiscipline. [10]

P.T.O.

6. Enumerate the objectives and functions of trade unions in a hotel. [10]
7. Explain the reasons for Labour turnover in Hotels. Also describe the measures to prevent turnover. [10]
8. Explain the importance of Job Analysis, prepare a job description of a waiter. [10]

Total No. of Questions—10]

[Total No. of Printed Pages—2

<b>Seat No.</b>	
---------------------	--

**[5271]-66**

**B.H.M.C.T. (Sixth Semester) EXAMINATION, 2017**

**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]

- (a) Tourism
- (b) Visitor
- (c) Outbound
- (d) Tour
- (e) Domestic tourism
- (f) Excursionist
- (g) ECO Tourism
- (h) WTO
- (i) Travel Agent
- (j) Guide
- (k) Multiplier
- (l) MTDC.

**2. Explain primary constituents of Tourism Industry.** [10]

**3. Explain the role of transport in Tourism Industry.** [10]

P.T.O.

4. Explain the following type of Tourism : [10]  
(a) MICE  
(b) Sports  
(c) VFR  
(d) Health
5. Explain Environment Impacts of Tourism. [10]
6. Explain the role and function of the following : [10]  
(a) TAAI  
(b) IATA
7. Explain the role of function of Travel Agent. [10]
8. Explain types of Package Tour. [10]
9. Define VISA and explain types of visa. [10]
10. Discuss the steps to plan a Tour. [10]

Total No. of Questions—8]

[Total No. of Printed Pages—2

<b>Seat No.</b>	
---------------------	--

**[5271]-71**

**B.H.M.C.T. (Seventh Semester) EXAMINATION, 2017  
701-A SPECIALIZATION IN FOOD PRODUCTION  
AND MANAGEMENT  
(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 terms (any *Ten*) :** [10]

- (1) Smorrebord
- (2) Mousseline
- (3) Chorizo
- (4) Class I preservative
- (5) Terrine
- (6) Nutrient supplements
- (7) Antipasti
- (8) Bone saw
- (9) Chinois
- (10) Paupiette
- (11) Chiffonade
- (12) Compost.

**2. (A) List and explain any *two* types of forcemeats in detail. [5]**

**(B) State *five* mother sauces and give *one* derivative for each. [5]**

P.T.O.

3. (A) List any *five* classical appetizers with their country of origin. [5]  
(B) Explain in detail step by step procedure making of a galantine. [5]
4. (A) Classify methods of cooking and give suitable examples. [5]  
(B) Explain in detail the process of making savoury mousse and mousseline. [5]
5. (A) Define Chaud froid and explain any *three* types of chaud froid. [5]  
(B) Explain any *two* methods of bread making. [5]
6. (A) Write a short note on coldmeat platter. [5]  
(B) State the selection, care and maintenance of a buffalo chopper and dough sheeter. (3 points each) [5]
7. (A) Draw a neat layout for a bakery in a 5 Star kitchen. [5]  
(B) Write a short note on flavouring agents. [5]
8. (A) Explain the precautions to be taken while preparing and storage of appetizers to prevent food spoilage. [5]  
(B) Write short notes on : [2.5×2=5]  
(i) Essences  
(ii) Sequestrant.

Total No. of Questions—8]

[Total No. of Printed Pages—2

<b>Seat No.</b>	
---------------------	--

**[5271]-72**

**B.H.M.C.T. (Seventh Semester) EXAMINATION, 2017  
701-B : SPECIALIZATION IN FOOD AND BEVERAGE  
SERVICE MANAGEMENT  
(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

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

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

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

- (a) LDT
- (b) Lazy Suzanne
- (c) Baklava
- (d) Angels share
- (e) VSOP
- (f) Pretzels
- (g) Hush Puppies
- (h) Wort
- (i) Ceviche
- (j) Durban Bunny chow
- (k) Nasi Goreng
- (l) Momos
- (m) Chili Con Carne.

**2. Explain the various sources of finance required to open a Bar or a Restaurant. [10]**

**3. Explain any *five* records maintained in a Bar. [10]**

P.T.O.



4. Explain the acronym “MICE”. Explain the role of the Sales Manager in promoting MICE. [10]
5. (A) How does a lower customer Morale result in higher guest complaints ? [5]  
(B) Differentiate between upselling and suggestive selling. [5]
6. Explain the concept of Menu Merchandising. What are the various ways by way of which Hotels merchandize their goods. [10]
7. Explain the various performance measures which are followed in Hotets. [10]
8. Prepare a Duty Roster for a Spanish Restaurant having 100 covers and operating for Lunch and Dinner. Also plan a 3 course Spanish Menus with wines. Briefly describe. [10]

Total No. of Questions—7]

[Total No. of Printed Pages—2

<b>Seat No.</b>	
---------------------	--

**[5271]-73**

**B.H.M.C.T. (Seventh Semester) EXAMINATION, 2017**  
**701C : SPECIALIZATION IN ACCOMMODATION MANAGEMENT**  
**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

- N.B. :** (i) Question No. 1 is compulsory.  
(ii) Question 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) Monochromatic and Analogous colour scheme;
  - (ii) Impact of lighting on interiors;
  - (iii) Role of Accessories;
  - (iv) Importance of MICE.
  
2. (A) Explain in detail any *six* equipments used at front desk. [6]  
(B) Classify carpets and give *two* examples of each. [6]
  
3. (A) Draw the organizational chart of the sales and marketing department of a 5-star hotel and explain its coordination with front office department. [6]  
(B) What are the characteristics of silk as a fabric and explain any *three* uses in hotels. [6]
  
4. (A) Explain any *three* methods of training hotel employees. [6]  
(B) Draw a neat labelled diagram of a double room showing the arrangement of furniture. [6]

P.T.O.

5. (A) What is brochure ? Specify the contents of brochure for a business hotel. [6]  
(B) Explain any *three* selection criteria for wall coverings. [6]
6. (A) Define the following terms : [6]  
(i) Valance  
(ii) Thread count  
(iii) Task lighting  
(iv) Atrium lobby  
(v) Plus position  
(vi) ARR.  
(B) Explain any *three* registers maintained at housekeeping control disk. [6]
7. (A) What planning considerations are borne in mind while designing linen room for a 5-star hotel ? [6]  
(B) Draw and explain french café and roll up curtains. [6]

Total No. of Questions—8]

[Total No. of Printed Pages—2

<b>Seat No.</b>	
---------------------	--

**[5271]-74**

**B.H.M.C.T. (Seventh Semester) EXAMINATION, 2017**

**702 : ORGANISATIONAL BEHAVIOUR**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

**N.B. :—** Question No. 1 is compulsory. Solve any *five* from remaining questions.

1. Write short notes on the following (any *four*) : [20]
  - (a) Modern Organisation Design
  - (b) Relationship between Human Resource and Organisation Behaviour
  - (c) Types of Motivation
  - (d) Organisation's Reward System
  - (e) Importance of Perception
  
2. Define Stress. Explain the various sources of stress in professional life. [10]
  
3. State McGregor's Theory of Motivation. [10]
  
4. Define Diversity. What are the reasons for emergence of Diversity. [10]
  
5. Define Learning. Explain the process of Learning in an organisation. [10]

P.T.O.

6. Define Group Dynamics. Explain the various features of a group. [10]
7. Briefly explain the various reasons for conflict in the hotel. [10]
8. Explain your views regarding ethical behaviour in an organisation related to the following : [10]
  - (1) Sexual harassment
  - (2) Employee Privacy issue.

Total No. of Questions—6]

[Total No. of Printed Pages—2

<b>Seat No.</b>	
---------------------	--

**[5271]-75**

**B.H.M.C.T. (Seventh Semester) EXAMINATION, 2017**

**703 : HOTEL RELATED LAW**

**(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) Food Inspector
  - (2) Indemnity and Guarantee
  - (3) Lock-out
  - (4) Offer and Acceptance.
  
2. (a) Define sale. Explain essentials of valid sale under Sale of Goods Act. [10]  
(b) What is adulteration ? Explain in detail the procedure to take samples under Food Adulteration Act. [10]
  
3. (a) Define Consumer. Write a detailed note on State Commission. [10]  
(b) What is Breach of Contract ? Explain remedies for breach of contract. [10]

P.T.O.

4. (a) Define Wages. Explain the authorised deductions under the Payment of Wages Act. [10]
- (b) Name and explain any *five* licences required for hotel. [10]
5. (a) Explain the procedure for registration of hotels under the Bombay Shops and Establishment Act. [10]
- (b) Explain the provisions for prevention of water pollution under the Water Act. [10]
6. (a) Define Factory. Explain the safety and welfare provisions under the Factories Act. [10]
- (b) Define Disablement. Explain the conditions necessary to make an employer liable for compensation under the Workmen's Compensation Act. [10]

Total No. of Questions—8]

[Total No. of Printed Pages—2

<b>Seat No.</b>	
---------------------	--

**[5271]-76**

**B.H.M.C.T. (VII Semester) EXAMINATION, 2017**

**704 : HOSPITALITY MARKETING-II**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

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

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

1. Write short notes on any *four* : [20]
  - (a) Motivation and empowerment
  - (b) Advantages of blue printing
  - (c) Benefits of service quality
  - (d) Relationship marketing
  - (e) Factors for planning and operational design in service industry.
  - (f) Handling customer complaints.
  
2. Define services marketing. Differentiate between Goods and Services. [10]
  
3. Explain the elements of Physical Evidence in hospitality industry. [10]
  
4. Draw and explain the 5-GAP model of service quality. [10]

P.T.O.



5. How are supplies managed in services marketing ? [10]
6. What are the management strategies for services marketing business ? [10]
7. Explain the importance of recruitment and training in service industry. [10]
8. (i) Explain functional and geographic form of organization.  
(ii) Write about *five* duties of Marketing Manager. [10]

Total No. of Questions—10]

[Total No. of Printed Pages—2

Seat No.	
-------------	--

[5271]-77

**BHMCT (Seventh Semester) EXAMINATION, 2017**

**705 : ENVIRONMENTAL MANAGEMENT**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

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

(ii) *All* questions carry equal marks.

(iii) Draw sketches wherever necessary.

1. Explain the role of guests participation in :
  - (a) Environmental practices in Hotel Industry. [5]
  - (b) Explain *five* principles of Recycling Waste Management. [5]
2. What are the methods to control noise pollution ? [10]
3. What is Hazardous Material ? What are the sources of Hazardous Material ? [10]
4. Explain the sources and prevention of external air emission in Hotel Industry. [10]
5. How does cost play an important role in Indoor Air Quality ? [10]
6. (a) How does water affect the environment ? [5]  
(b) How does Hotel benefit eco-purchasing ? [5]

P.T.O.

7. Discuss a case study on Indian Hotel on Ecotel Concept. [10]
8. What are the aims and objectives of Green Building ? [10]
9. Write step-by-step procedure for energy efficiency action plan in a Restort Hotel. [10]
10. How can the hospitality industry play an important role for the environment ? [10]

Total No. of Questions—8]

[Total No. of Printed Pages—3

<b>Seat No.</b>	
---------------------	--

**[5271]-81**

**B.H.M.C.T. (Eighth Semester) EXAMINATION, 2017**

**801-A : SPECIALIZATION IN FOOD PRODUCTION**

**MANAGEMENT-II**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

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

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

(iii) *All* questions carry equal marks.

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

**[10]**

- (1) Aieoli
- (2) Blood Pudding
- (3) Tapas
- (4) Ateraux
- (5) Nougut
- (6) Phyllo
- (7) Scones
- (8) Fumet
- (9) Bouillon

P.T.O.

- (10) Wasabi
  - (11) Paella
  - (12) Kus Kus
- 2.** (a) Explain various types of ice creams with examples. [5]
- (b) State the manufacturing process of chocolate with brief explanation. [5]
- 3.** Write short notes on (any *four*) : [10]
- (1) Allocation of work
  - (2) Production planning
  - (3) Aims of kitchen control
  - (4) Buying knowledge
  - (5) Hot puddings.
- 4.** (a) Explain any *five* records maintained in the kitchen department. [5]
- (b) Give the importance of Specification Buying and draw a specimen of SPS. [5]
- 5.** (a) State the objectives of Budgetary Control. [5]
- (b) Explain the organoleptic and sensory evaluation of food. [5]

- 6.** (a) Explain “Menu Engineering” with the help of “Menu Matrix”. [5]
- (b) State and explain the various stages in preparation of Budgets. [5]
- 7.** (a) State the various types of chocolate and enlist the precautionary measures while working with chocolate. [5]
- (b) Give the desirable attributes of food production staff at various levels of hierarchy. [5]
- 8.** State and explain in one line any *ten* Indian speciality desserts. [10]

Total No. of Questions—6]

[Total No. of Printed Pages—2

<b>Seat No.</b>	
---------------------	--

**[5271]-82**

**B.H.M.C.T. (Eighth Semester) EXAMINATION, 2017**

**801-B : SPECIALIZATION OF FOOD AND BEVERAGE SERVICE  
AND MANAGEMENT-II**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

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

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

(iii) Assume suitable data wherever required.

(iv) Draw suitable diagram wherever required.

1. Define meal experience and justify that meal experience is an integral factor in increasing guest satisfaction and promoting repeat business. [10]
  
2. (a) Define quality. With the help of neat format explain the approaches to quality management. [10]  
(b) Explain the following : [5+5=10]
  - (i) Menu engineering
  - (ii) Menu pricing.
  
3. (a) Explain the role of a cyclic menu and importance of volume forecasting in Industrial catering units. [10]  
(b) Explain the marketing consideration as a key to success in fast food and popular catering. [10]

P.T.O.

4. (a) Compare organization and staff in smaller hotel vis-a-vis large hotel. [10]
- (b) Write short notes on : [5+5]
- (i) Outsourcing
- (ii) Budgetary control.
5. (a) Explain the food production style and food service style in Hotel and Restaurant. [10]
- (b) Define budget. List and explain different objectives of budgetary control. [10]
6. (a) What is pricing consideration and how does the menu pricing help in smooth operation of an outlet ? [10]
- (b) How is the franchising model followed in fast food sectors ? Explain that how does Franchising benefit the Franchisor and Franchisee. [10]



Total No. of Questions—8]

[Total No. of Printed Pages—2

<b>Seat No.</b>	
---------------------	--

**[5271]-83**

**B.H.M.C.T. (Eighth Semester) EXAMINATION, 2017**

**801-C : SPECIALISED ACCOMMODATION MANAGEMENT—II  
(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. Explain the importance of (any *four*) : [20]
  - (a) Standardizing of procedures
  - (b) MIS
  - (c) Budgeting
  - (d) Forecasting
  - (e) Performance appraisal.
  
2. Write short notes on (any *two*) : [10]
  - (a) Time and motion study
  - (b) Storage of cleaning agents
  - (c) ARR and RevPar.
  
3. Define duty rate and its types. Explain the determinants used for calculating staff strength in the accommodation department. [10]
  
4. Explain various tools used for motivating employees in rooms division. [10]
  
5. Explain various strategies adopted for effective yield management. [10]

P.T.O.

6. List various eco-friendly practices implemented in hotels. [10]
7. What measures are taken to reduce operating and labour cost in House-keeping department. [10]
8. Draw and explain the following formats (any *two*) : [10]
  - (1) Sales Mix Report
  - (2) Guest History Card
  - (3) Three-day forecast.

Total No. of Questions—9]

[Total No. of Printed Pages—2

<b>Seat No.</b>	
---------------------	--

**[5271]-84**

**BHMCT (Eighth Semester) EXAMINATION, 2017**

**803 : TOTAL QUALITY MANAGEMENT**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

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

(ii) *All* questions carry equal marks.

1. Define TQM. Explain the importance of 'Quality' in Hospitality Industry. [10]
2. What is the importance of 'Team Work' to have Quality in the organization ? [10]
3. Do you think that quality is free ? If yes, how ? [10]
4. Explain the concept of Business Process Re-engineering with suitable example. [10]
5. Explain any *two* core values of Japanese Management in detail. [10]
6. How can you measure satisfaction of customer of Hospitality Industry ? [10]
7. Explain QMS-ISO 9001 : 2000. [10]

P.T.O.

8. What are the challenges and opportunities of Green Service Quality ? [10]
9. Write short notes on any *two* : [10]
- (a) Internal Customer
  - (b) Quality Circle
  - (c) Importance of Communication in TQM.

Total No. of Questions—8]

[Total No. of Printed Pages—2

Seat No.	
-------------	--

[5271]-85

**B.H.M.C.T. (Eighth Semester) EXAMINATION, 2017**

**804 : MANAGERIAL ECONOMICS**

**(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. Explain the terms : [20]
  - (a) Economic problem
  - (b) Firm, Plant and industry. Give suitable examples.
  
2. State and explain the Law of Demand. [10]
  
3. Define 'Utility'. What are the exceptions to the law of diminishing marginal utility ? [10]
  
4. Explain in brief any *two* methods of measuring price elasticity of demand. [10]
  
5. Describe the increasing, constant and decreasing returns to scale. [10]
  
6. What are the determinants of supply ? [10]

P.T.O.

7. Compare the features of perfect competition with Monopoly. [10]

8. Write notes on any *two* : [10]

- (1) Types of Demand
- (2) Scope of Economics
- (3) Production function
- (4) Elasticity of supply.

Total No. of Questions—9]

[Total No. of Printed Pages—2

Seat No.	
-------------	--

[5271]-86

**B.H.M.C.T. (Eighth Semester) EXAMINATION, 2017**

**805 : ENTREPRENEURSHIP DEVELOPMENT**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

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

(ii) *All* questions carry equal marks.

1. As an entrepreneur trying to expand the fast food chain within the city, explain the factors you will consider in SWOT analysis. [10]
2. Give reasons for any *two* : [10]
  - (a) The importance of mobilization of inventory in business by an entrepreneur.
  - (b) The importance of accounting for an entrepreneur while operating a business.
  - (c) The importance of conducting a market survey.
3. (a) Explain the importance of analysis of survey data for assessing the market. [6]
  - (b) List the primary information gathering techniques and explain the use of any *one*. [4]

P.T.O.

4. (a) List six barriers faced by women entrepreneurs while operating a business and explain any *two*. [6]  
(b) Explain the importance of budgeting for an Entrepreneur while operating a business. [4]
5. Design a project report to be made by an entrepreneur for securing finance from a bank in order to start a sandwich parlour. [10]
6. (a) In the current decade list the names of four successful Indian Entrepreneurs and the organisations they represent. [4]  
(b) Discuss any *six* important qualities required to become a successful entrepreneur. [6]
7. State the difference between (3 points each) : [10]  
(a) Entrepreneur and Manager.  
(b) Entrepreneurship and Entrepreneur.
8. (a) Define Entrepreneur. [2]  
(b) Explain *four* types of Entrepreneurs with examples. [8]
9. (a) Define Intrapreneur. [2]  
(b) Describe the Entrepreneurial process. [8]