

Total No. of Questions—6]

[Total No. of Printed Pages—2

Seat No.	
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[5271]-101

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

101 : FOOD PRODUCTION-I

(2016 PATTERN)

Time : 2½ Hours

Maximum Marks : 50

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

(ii) Solve any *four* of the remaining.

(iii) *All* questions carry equal marks.

1. Explain the following terms (any 10) :

[10]

- (1) Brid eye chillies
- (2) Pot roasting
- (3) Radiation
- (4) Crumbly
- (5) Type B fire
- (6) Scald
- (7) Chet de Partie
- (8) Salamander
- (9) Gouda
- (10) Hydrogenation
- (11) Soft ball
- (12) Puffed Rice.

P.T.O.

2. (a) Classify commercial kitchen equipments by their size and give *one* example of each. [5]
(b) List and explain *five* types of fuels used in kitchens. [5]
3. (a) Attempt the following :
(i) Name any *two* varieties of oil obtained from plant.
(ii) Name any *two* preparations using green gram.
(iii) Give *two* names of soft cheeses available for commercial use.
(iv) List and briefly explain *two* byproducts of rice.
(v) Write down two herbs used in Italian Cuisine. [5]
(b) Discuss any *two* types of accidents commonly occurred in the kitchen and give preventive measures for the same. [5]
4. (a) Write *five* attributes of a commis I and briefly discuss. [5]
(b) Discuss *five* methods of mixing foods. [5]
5. (a) Draw a classical kitchen brigade of a Five star hotel. [5]
(b) Explain the following methods of cooking :
(i) Boiling
(ii) Frying. [5]
6. (a) Discuss the effect of heat on : [5]
(i) Sugar
(ii) Protein
(iii) Carbohydrates
(iv) Vitamins
(v) Colour pigments.
(b) List and explain *two* desirable and *two* undesirable textures found in food products with suitable examples. [5]

Total No. of Questions—7]

[Total No. of Printed Pages—2

Seat No.	
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[5271]-102

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

C-102 : FOOD AND BEVERAGE SERVICE—I

(2016 PATTERN)

Time : Two Hours

Maximum Marks : 50

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

(ii) *All* questions carry equal marks.

1. Explain the terms : [10]
 - (i) Automats
 - (ii) Kiosks
 - (iii) Chef d' taje
 - (iv) Room Service
 - (v) Drive thru
 - (vi) Buffet
 - (vii) BOT
 - (viii) Aboyeur
 - (ix) QSR
 - (x) EPNS

2. Draw the hierarchy of French Resturant and explain duties and responsibility of any *two* positions. [10]

3. (a) Differentiate between : [6]
 - (i) American Service and English Service
 - (ii) TDH and A'la Carte.

P.T.O.

- (b) State the inter-departmental relation between F and B service department and Housekeeping department. [4]
4. (a) Explain the classification of catering establishment with flowchart. [5]
(b) State any *five* disadvantages of usage of disposable. [5]
5. (a) State any *five* duties and responsibility of F and B manager. [5]
(b) Explain the following terms : [5]
(i) Hollware
(ii) Flatware
(iii) Cutlery
(iv) Glassware
(v) Tableware.
6. Explain the following : [10]
(a) In-situ service
(b) Welfare catering
(c) Commercial catering
(d) Butler Service.
7. With the help of neat flow chart explain the triplicate checking system in detail. [10]

Total No. of Questions—8]

[Total No. of Printed Pages—3

Seat No.	
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[5271]-103

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

C-103 : BASIC ROOMS DIVISION-I

(2016 PATTERN)

Time : 2½ Hours

Maximum Marks : 50

- N.B. :-**
- (i) Question Nos. 1 and 5 are compulsory.
 - (ii) Out of the remaining attempt *two* questions from section I and *two* questions from section II.
 - (iii) Assume suitable data, if necessary.

SECTION-I

1. Explain the following terms (any *five*) : [5]
 - (a) Back of the house areas
 - (b) Linen room
 - (c) Shaving kit
 - (d) Lanai
 - (e) Duplex
 - (f) Suite room
 - (g) Brasso.

2. (a) Draw the layout of Housekeeping department of a medium size Hotel and explain any *two* sections in detail. [5]
(b) List down any *ten* supplies and amenities to be placed in a VIP guest room. [5]

3. (a) Explain any *five* cleaning agents with one example for each. [5]
(b) Give the attributes required for Housekeeping staff. [5]

P.T.O.

4. (a) What are the selection criteria for general cleaning equipments? [5]
(b) Explain the functions of Housekeeping department in a hotel. [5]

SECTION-II

5. Explain the following terms (any *five*) : [5]
(a) HRACC
(b) Corporate Rate
(c) Grand Master Key
(d) Pax
(e) Rack rate
(f) Walk-in
(g) Arrival.
6. (a) Give the classification of hotels on the basis of location. [5]
(b) What is Hospitality ? Give the segments of Hospitality industry. [5]
7. (a) Explain the duties and responsibilities of a Receptionist and Telephone operator. [5]
(b) List and explain any *five* types of Meal Plans. [5]
8. (a) Explain the organisation structure of a front office department for a 5-Star Hotel. [5]
(b) Write a short note on "Rules of the House for Staff"? [5]

Total No. of Questions—7]

[Total No. of Printed Pages—3

Seat No.	
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[5271]-104

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

AE 104 : COMMODITIES

(2016 PATTERN)

Time : 2½ Hours

Maximum Marks : 50

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

(ii) Neat diagrams must be drawn wherever necessary.

(iii) Figures to the right indicate full marks.

(iv) *All* questions carry equal marks.

1. (a) Classify fruits with *two* examples for each group. [4]
- (b) What precautions would you take while storing milk and cheese ? [3]
- (c) Name *two* varieties of shortenings. Describe the role of shortenings in cooking. [3]

2. (a) Give *two* examples of each : [2]
 - (i) Hard cheese
 - (ii) Blue cheese.
- (b) Name any *three* varieties of mushrooms available in the market. [3]
- (c) Classify raising agents giving *one* example of each. [3]
- (d) Name any *four* examples of natural colorings used in foods. [2]

P.T.O.

3. (a) With the help of a neat sketch describe the composition of wheat. [4]
- (b) Write at least *two* Indian spices and *two* continental herbs with their uses. [4]
- (c) State *two* examples of each natural and artificial flavourings used in commercial kitchens. [2]
4. (a) Give local equivalents of the following pulses : [4]
- (i) Moth Beans
- (ii) Horse Gram
- (iii) Green Gram
- (iv) Spilt Black Gram.
- (b) Name *three* types of sugar available in the market and their catering uses. [3]
- (c) Give effect of heat on the colour of the following vegetables : [3]
- (i) Cauliflower
- (ii) Spinach
- (iii) Carrots.
5. (a) Describe the various stages of cooking of sugar. [3]
- (b) List any *two* byproducts of milk. Give catering uses of cream. [3]
- (c) Name any *two* varieties of pastas. Draw any *one*. [2]
- (d) List and explain any *two* varieties of chocolate. [2]

6. (a) Answer the following (any *five*) : [5]
- (i) Give any *two* byproducts of rice.
 - (ii) Name any *two* examples of Bread Spreads.
 - (iii) Name any *two* artificial sweetners.
 - (iv) Name any *two* cuts of vegetables.
 - (v) Give *two* catering uses of Fungi.
 - (vi) Give *two* examples of Frying Medium.
- (b) Give any *two* examples of the following types of vegetables : [3]
- (i) Leafy
 - (ii) Tubers
 - (iii) Bulbous root.
- (c) Give advantages and disadvantages of using organic food. [2]
7. (a) Define : [3]
- (i) Lard
 - (ii) Suet
 - (iii) Hydrogenated fat.
- (b) Discuss the role of shortenings in bakery. [3]
- (c) Name any *four* nuts. [2]
- (d) Write any *four* catering uses of chocolate. [2]

Total No. of Questions—6]

[Total No. of Printed Pages—4

Seat No.	
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[5271]-105

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

AE-105 : BASIC ACCOUNTING

(2016 PATTERN)

Time : 2½ Hours

Maximum Marks : 50

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

(ii) Figures to the right indicate full marks.

(iii) Use of simple calculator is allowed.

1. (A) Following is the Trial Balance of M/s. Poonam Traders, Prepare Trading and Profit and Loss Account for the year ended 31-3-2016, and Balance Sheet as on that date, after taking into account adjustments given below : [15]

Trial Balance as on 31st March, 2016

Dr.		Cr.	
Particulars	₹	Particulars	₹
Salaries	11,000	Sales	1,40,000
Taxes and Insurance	6,100	Bank Overdraft	18,000
Stock on 1-4-2015	41,000	Commission Received	2,000
Purchases	82,600	Capital	1,30,000
Wages	4,800	Creditors	39,000
Furniture	10,000	Discount Received	2,100
Advertisement	7,900	Loan	53,000
Interest on Loans	2,800	Bills Payable	4,000
Debtors	40,000		
Building	86,000		
Vehicles	62,000		
Bad Debts	1,800		
Cash in Hand	12,100		
Investments	20,000		
	3,88,100		3,88,100

P.T.O.

Adjustments :

- (1) Closing Stock of Goods on 31-3-2016 is valued at Cost Price ₹ 35,600 and at Market Price ₹ 38,000.
- (2) Depreciate Building at 10%, Furniture at 15% and Vehicles at 7.5%.
- (3) Insurance is prepaid of ₹ 1,100.
- (4) Of the Commission received, ₹ 1,000 are received for the next year.
- (5) Outstanding Expenses were wages ₹ 200 and Advertisement ₹ 1,100.

(B) Principles of Double Entry System of Book-keeping. [5]

2. Journalise the following transactions in the books of Miss Madhuri for the month of May 2016 : [10]
2016 :

1. Madhuri started business by investing ₹ 75,000 in it and borrowed ₹ 25,000 from Meena for business purpose.
6. Purchased Furniture of ₹ 80,000 from Furniture Mart and 75% amount paid in cash.
10. Sold goods of ₹ 30,000 for Cash and payment received by cheque.
16. Madhuri withdrawn goods of ₹ 5,000 for her personal use.
20. Paid for Stationery ₹ 3,500 and Postage ₹ 450.
24. Purchased Goods of ₹ 25,000 @10% Trade Discount and 5% Cash Discount for cash
27. Goods worth ₹ 3,000 were distributed as free sample.
31. Goods of ₹ 30,000 were destroyed by fire and Insurance Company had admitted a Claim of ₹ 25,000.

3. Write short notes on (any *two*) : [5×2=10]
(a) Realisation Concept
(b) Importance of Ledger
(c) Contra Entry.

4. From the following particulars prepare an Analytical Petty Cash Book maintained on Imprest System for October 2016. [10]

October, 2016 :

1. Cash in Hand ₹ 550.
1. Received a cheque from Head Cashier to make up of imprest amount of ₹ 2,000.
4. Postage paid ₹ 45.
6. Paid to Nilesh ₹ 300 on Account.
9. Paid for Postal Stamps ₹ 40 and for Revenue Stamps ₹ 150.
12. Received from Sale of Old Newspapers ₹ 350.
15. Paid for repairs ₹ 50.
18. Paid for Conveyance ₹ 25.
20. Paid for Tea and Refreshment for Office Staff ₹ 60.
24. Paid for Carriage on Goods ₹ 30.
29. Purchased Stationery of ₹ 125.
31. Paid for Printing Bill ₹ 270.

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

- (a) Differentiate between Trade Discount and Cash Discount.
- (b) Explain with suitable examples Capital and Revenue Expenditures.
- (c) Write the rules of Debit and Credit with examples.

6. (A) From the following prepare a trial balance : [5]

Particulars	₹	Particulars	₹
Cash Account	54,140	Debtors Account	34,390
Creditors	57,190	Sales	3,99,435
Purchases	2,20,195	Machinery	3,21,351
Commission Received	20,191	Bank overdraft	85,457
Capital	80,670	Wages	12,327

(B) During the month of January 2016. The following functions were held at the Hotel Shailey : [5]

2016

January :

6. Wedding Reception for 150 covers @ ₹ 250 per cover. Liquor and Tobacco ₹ 7,500 Account to Mr. Amol Jathar, Bill No. 104.
 15. Private Birthday Party for Khandesh Travels ,175 cover @ ₹ 300 per cover, account to Mr. Khan, Bill No. 303.
 24. Annual General Meeting of A. S. Foundation, for 320 covers @ ₹ 290 per cover. Account to Mr. Vinod Kumar, Bill No. 201.
 31. Luncheon party for Plaonet Square, Pune for 400 covers @ ₹ 350 per cover. Account to Mr. Vijay, Bill No. 306.
- Prepare special functions book.

Total No. of Questions—6]

[Total No. of Printed Pages—2

Seat No.	
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[5271]-106

**BHMCT (First Semester) EXAMINATION, 2017
AE-106 : TOURISM OPERATIONS
(2016 PATTERN)**

Time : 2½ Hours

Maximum Marks : 50

- N.B. :—** (i) Question No. 1 is compulsory.
(ii) Attempt any *four* questions from Question Nos. 2 to 6.
(iii) Figures to the right indicate full marks.

1. Define the following terms (any *ten*) : [10]
- (a) Destination
 - (b) Tour
 - (c) Inbound Tourism
 - (d) International Tourism
 - (e) Ethnic Tourism
 - (f) Political Tourism
 - (g) Escorts
 - (h) Special Permits
 - (i) ITDC
 - (j) NGO
 - (k) Heritage Walk
 - (l) Travel Insurance.
2. (a) Explain space travel trend with example. [5]
(b) Write down the role and functions of IATA. [5]
3. (a) Describe the positive impact of tourism on the culture of our country. [5]
(b) Plan an itinerary of 2 nights and 3 days for Mumbai. [5]

P.T.O.

4. (a) Explain the following types of Visa : [5]
(i) Transit Visa
(ii) On-arrival Visa.
(b) Describe the importance of Accommodation and amenities as an infrastructure of tourism. [5]
5. “Sustainable Tourism—A tool for development.” Justify. [10]
6. Write short notes on (any *two*) : [10]
(a) Tour Operator
(b) Economical Impact of Tourism
(c) Sabre.

Total No. of Questions—7]

[Total No. of Printed Pages—2

Seat No.	
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[5271]-107

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

SE-107 : COMMUNICATION SKILLS (ENGLISH-I)

(2016 PATTERN)

Time : Two Hours

Maximum Marks : 50

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

(ii) Answer any *four* out of the remaining *six* questions.

(iii) *All* questions carry equal marks.

1. Write short notes on the following (any *two*) : [10]
 - (i) Principles of communication
 - (ii) Intra-organizational communication
 - (iii) Elocution
 - (iv) Non-verbal communication.

2. Write a letter to the General Manager of the Lake View, Udaipur, complaining about the poor quality of rooms as well as the service that you experienced during your past visit to the hotel. Assume suitable data. [10]

3. (A) What is 'Communication' ? Explain 'Decoding' and 'Channel' in the process of communication. [5]
(B) Is 'Reading' an important skill for communication development ? Discuss with the help of examples. [5]

P.T.O.

4. (A) It is preferable for a manager to give instructions to the team in writing. Discuss. [5]
(B) Identify the qualities of a good speaker. [5]
5. (A) What is meant by barriers to communication ? Discuss cultural barriers. [5]
(B) Differentiate between vertical and horizontal communication. [5]
6. (A) What is 'Extempore' ? What points should be considered while appearing for extempore ? [5]
(B) What is the importance of body language in the Hospitality industry ? Give any *three* examples of positive body language. [5]
7. (A) What are the disadvantages of oral communication ? [5]
(B) What is Mass Communication ? Explain its importance, with relevant examples. [5]

Total No. of Questions—5]

[Total No. of Printed Pages—5

Seat No.	
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[5271]-108

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

SE-108 : FRENCH—I

(2016 PATTERN)

Time : Two Hours

Maximum Marks : 50

N.B. :— All questions are compulsory and carry equal marks.

1. (A) Conjuguez les verbes au present : [5]

Conjugate the verbs in present tense :

(1) Nous étudiants.

[suis/sommes/êtes]

(2) Je de la musique classique.

[écoute/écoutez/écoutent]

(3) elle John.

[s'appelle/t'appelles/m'appelle]

(4) Nous une réservation.

[avons/avez/as]

(5) Est-ce que vous répéter votre question.

[pouvez/pouvons/peux]

P.T.O.

(B) Liez 'A' avec 'B' et récrivez : [5]

Match 'A' with 'B' and rewrite the correct pairs :

'A'

'B'

- | | |
|--------------------|------------------------|
| (a) À demain ! | (i) Have a good trip |
| (b) Bonne chance ! | (ii) Good buy |
| (c) Prenez place | (iii) See you tomorrow |
| (d) Bon voyage | (iv) Good luck |
| (e) Au revoir | (v) Please be seated |

2. (A) Ecrivez les nombres (any six) : [3]

- (a) 100
- (b) 15
- (c) 17^e
- (d) 64
- (e) 78
- (f) 50
- (g) 20.

(B) Complétez les phrases (any three) : [3]

Complete the sentences :

[au, à, en]

- (a) Bienvenue Gujarat Madame.
- (b) Bienvenue Mumbai.
- (c) Bienvenue France.
- (d) Bienvenue Delhi.

(C) Complétez les phrases : [4]

[un, une, des]

(a) C'est collier de mariage.

(b) C'est taxi collectif.

(c) C'est bateau.

(d) C'est mosquée.

(e) C'est montre.

(f) C'est sont stylos.

(g) C'est sont gulabjumun.

3. (A) Mettez le dialogue en order : [7]

Write the dialogue in correct order :

(1) Lacroix, Monsieur, Bonjour.

(2) Est-ce que ma voiture est ice Bonjour.

(3) Est-ce Douvez vous que répéter question votre ?

(4) Voiture est là que Est-ce que.

(5) Votre chauffevr Voilà monsieur.

(6) Au Merci, revoir.

(7) Bonne votre, monsieur, A service journée.

(B) Complétez les phrases avec des adjectives possessifs (any *three*) : [3]

[mon, ton, son, ma, ta, sa, votre]

(a) Voilà Fax.

(b) Voilà clé monsieur.

(c) C'est stylo.

(d) C'est hôtel.

4. (A) Reconstituez les phrases : [5]

Make correct sentences (any *five*) :

- (a) instant/sil/plaît/un/vous.
- (b) monsieur clé, voila votre.
- (c) nuit, mademoiselle, Bonne.
- (d) monsieur voila passeport, votre.
- (e) guide, voila, messieurs-dames ! votre.

(B) Traduisez en français les phrases : [5]

Translate the sentences in French :

- (a) Thank you, Sir.
- (b) Can you repeat your please ?
- (c) Welcome to India.
- (d) At your service.
- (e) Here is your sandwich.

5. (A) Choisissez la phrase correcte : [2]

Choose the correct sentence (any *two*) :

- (1) (a) Excusez
- (b) Excusez-moi
- (c) Excuse-moi
- (2) (a) Quel est le taux d'une chambre.
- (b) Quel est le prix d'une chambre.
- (c) Quel est la prix d'une chambre.
- (3) (a) Est-ce que voues pouvez signer ici.
- (b) Est-ce que vous voulez signer ice.
- (c) Est-ce que tu signer ici.

(B) Traduisez en anglais :

[8]

Translate in English :

(a) Bonjour, messieurs-dames !

(b) Je peux vous aider.

(c) Vous avez trois chambres pour moi.

(d) Jemàppelle Dupont.

(e) Ah ! M, Dupont ! oui, j'ai vos chambres.

(f) Quel est le prix des chambres ?

(g) Soixante euros pour la grande chambre et trente euros.

(h) le Petit déjeuner est compris.

Total No. of Questions—6]

[Total No. of Printed Pages—2

Seat No.	
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[5271]-201

BHMCT (Second Semester) EXAMINATION, 2017

201 : FOOD PRODUCTION—II

(2016 PATTERN)

Time : Two Hours

Maximum Marks : 50

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

(ii) *All* questions carry equal marks.

1. (a) Explain different types of stocks. [5]
(b) Name any *six* garnishes used in soups. [3]
(c) State the selection criteria for egg. [2]

2. (a) Explain the following sauces and name **2** derivatives : [5]
(i) Espagnole
(ii) Béchamel.
(b) Define HACCP and its importance. [3]
(c) Name any *four* salad dressings. [2]

3. (a) Classify salads with *two* examples of each. [5]
(b) Draw a neat structure of egg. [3]
(c) State the importance of kitchen stewarding. [2]

4. (a) Classify vegetables and give *two* examples of each. [5]
(b) List *six* equipments found in kitchen stewarding department. [3]
(c) Name any *four* thickening agents used in preparation of sauces. [2]

P.T.O.

5. (a) Explain any *five* types of sandwiches. [5]
(b) Answer the following : [5]
(i) Reduction and glazes
(ii) State the principles of soap making.
6. Explain the following terms (any *ten*) : [10]
(a) Parboil
(b) Whisk
(c) Batter
(d) Stew
(e) Rasam
(f) Mashing
(g) Starch
(h) Mirepoix
(i) Julienne
(j) Hors d' œuvre
(k) Caramel
(l) Binding.

Total No. of Questions—7]

[Total No. of Printed Pages—3

Seat No.	
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[5271]-202

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

202 : FOOD AND BEVERAGE SERVICES-II

(2016 PATTERN)

Time : Two Hours

Maximum Marks : 50

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

(ii) Question No. 1 is compulsory.

(iii) Answer any *four* questions from Q. 2 to Q. 7.

(iv) Draw diagram wherever necessary.

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

- (1) Cafe complet
- (2) Elevenres
- (3) Smorgasboard
- (4) R.S.O.T.
- (5) Fondue
- (6) Flumidor
- (7) Tisanes
- (8) Granites
- (9) Parfaits
- (10) Cydinmenu
- (11) Supper
- (12) Orgeat.

P.T.O.

2. (a) Explain the cycle of service in the In-Room-Dining and importance of time-management. [6]
- (b) Explain the parts of cigar. List *two* cigar cutters. [4]
3. (a) Explain in detail the principles of menu planning ? [5]
- (b) Draw and explain any *two* formats used in In-Room-Dining. [5]
4. (a) Classify Non-alcoholic Beverage with *one* example each. [6]
- (b) Describe any *two* types of sandwiches. [2]
- (c) Explain any *two* form of suggestive selling in IRD. [2]
5. (i) Explain the following courses with *two* examples of each : [6]
- (a) Poisson
- (b) Entrée
- (c) Hordoeuvre
- (d) Relevee
- (e) Pottage
- (f) Sorbet.
- (ii) Name and explain any *four* types of coffee. [4]
6. Write examples for the following (any *five*) : [10]
- (a) Two breakfast breads
- (b) Two types of speciality coffee
- (c) Two compound salads
- (d) Two names of cheese and country of origin

- (e) Two Havana cigars brand name.
 - (f) Two international cigarette brand.
7. (a) Explain in detail English Breakfast. [5]
- (b) Give the accompaniment for the following dishes : [5]
- (i) Caviare
 - (ii) Roast turkey
 - (iii) Assorted cheese
 - (iv) Roast beef
 - (v) Spaghatt, Napolitona.

Total No. of Questions—8]

[Total No. of Printed Pages—3

Seat No.	
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[5271]-203

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

203 : BASIC ROOMS DIVISION-II

(2016 PATTERN)

Time : 2½ Hours

Maximum Marks : 50

N.B. :— (i) Question Nos. 1 and 5 are compulsory. Out of the remaining, attempt *two* questions from Section I and *two* questions from Section II.

(ii) Assume suitable data, if necessary.

SECTION – I

1. Define the following terms (Any *five*) : [5]

- (a) GRA
- (b) Daily clearing
- (c) Indent book
- (d) Minibar
- (e) Second Service
- (f) Opening of the House.

2. (a) Explain the co-ordination of the housekeeping department with : [5]

- (i) Food Production
- (ii) Human Resource Department

P.T.O.

- (b) State the rules of the Floor for Housekeeping staff. [5]
3. (a) What do you understand by spring cleaning procedures ?
State its importance. [5]
- (b) Discuss any *five* documents or registers maintained at the
housekeeping control desk. [5]
4. (a) Discuss the daily cleaning for the following areas : [5]
- (i) Speciality Restaurant
- (ii) Elevator.
- (b) Guest of room 610 forgets his gold ring at the vanity counter.
What procedure will be followed in the above situation ? [5]

SECTION – II

5. Explain the following terms (any *five*) : [5]
- (a) FIT
- (b) Cancellation
- (c) At your service
- (d) 'C' Form
- (e) Scanity Baggage
- (f) Safe Deposit.
6. (a) Describe the five phases of a guest cycle. [5]
- (b) Explain the various channels and sources of reservation. [5]

7. (a) State the check-in procedure for a foreign guest. [5]
- (b) What are the various reasons a guest may need to charge a room ? [5]
8. (a) What are the contents of a Guest History Card ? Explain with the help of a format. [5]
- (b) Discuss the procedure for handling mail for past and present guest. [5]

Total No. of Questions—7]

[Total No. of Printed Pages—3

Seat No.	
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[5271]-204

BHMCT (Second Semester) EXAMINATION, 2017

AE-204 : FOOD SCIENCE

(2016 PATTERN)

Time : Two Hours

Maximum Marks : 50

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

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

1. (A) Define the following terms (any *five*) : [5]

- (1) Vitamins
- (2) Food
- (3) Melting point
- (4) Pasteurization
- (5) pH
- (6) Evaporation
- (7) Nutrition.

(B) Give reasons for the following (any *five*) : [5]

- (1) Dietary fibres should be included in our daily diet.
- (2) Brinjals when cut should be immediately dipped in water.
- (3) Good health of food handler is important in catering industry.
- (4) Foods labelled with FPO, AGMARK etc. food standards should be purchased.
- (5) Salt is fortified with Iodine.
- (6) Protective display of food is necessary.
- (7) Finger ring should be avoided during cooking food.

P.T.O.

2. (A) Give any *two* dietary sources of water. Mention any *two* foods to be recommended and two foods to be avoided for the following diseases : [1+4]
- (1) Cardiovascular diseases
 - (2) Diabetes Mellitus.
- (B) Explain the effect of heat on proteins in the diet. Give any four good food sources of protein. [5]

Or

Why is pest control necessary ? List any *two* control measures for each : [1+4]

- (1) Cockroaches
- (2) Houseflies

3. (A) Explain the importance of avoiding junk food. Mention any *three* ways to preserve nutrients while cooking food. [2+3]

Or

A serving of fruit custard with jelly approximately provides 10 gms protein, 20 gms carbohydrates and 5 gms fat. Calculate the calories provided by one such serving of fruit custard.

- (B) Define 'Food Additive'. Explain any *two* food additives used in Catering industry with suitable examples. [1+4]
4. (A) Mention the common food adulterant and the test to detect them in the following foodstuffs : [5]
- (1) Milk
 - (2) Coffee
 - (3) Chillipowder
 - (4) Semolina
 - (5) Butter
- (B) Explain the concept of Danger zone in catering industry. Give any *two* points of differences between food poisoning and food infection. [3+2]

Or

Explain Calcium' on the basis of :

- (1) Three good food sources. [3]
 - (2) One important function. [1]
 - (3) One deficiency disease. [1]
5. (A) Explain the concept of HACCP in Catering Industry. Mention any *two* general guidelines to store all types of food stuffs in storage area. [3+2]
- (B) Mention any *two* spoilage indicators for the following food stuffs. [5]
- (1) Milk
 - (2) Egg
 - (3) Spinach leaves
 - (4) Paneer
 - (5) Fish
6. (A) Define 'Cross-contamination'. Mention any *two* harmful effects and two useful effects of each—Bacteria and Yeast in food industry. [1+4]
- (B) Plan a balanced day's diet for an adult woman aged 45 years who prefers vegetarian food. [5]
7. (A) Explain the following (any *two*) : [5]
- (1) Desirable browning reactions in food.
 - (2) Water balance in relation to human health.
 - (3) Gluten free diet
 - (4) Requirements needed for storing food in refrigerated storage area.
- (B) Give any three functions of fat. Mention any *four* good food sources of fat. [3+2]

Total No. of Questions—7]

[Total No. of Printed Pages—2

Seat No.	
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[5271]-205

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

205 : HOSPITALITY SALES

(2016 PATTERN)

Time : 2½ Hours

Maximum Marks : 50

N.B. :— (i) Q. No. 1 is compulsory.

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

(iii) *All* questions carry equal marks.

1. Write short notes on (any *two*) : [10]
 - (a) Prospecting
 - (b) Role of sales department
 - (c) Property Management system

2. What are the various segments of Hospitality customers ? How is selling different to leisure and business traveller. [10]

3.
 - (a) Explain the role of employees in selling hospitality product.
 - (b) Explain the concept of GDS. [5+5=10]

4.
 - (a) Explain any *two* training methods used for training sales personnel.
 - (b) What is the role of sales manager ? [5+5=10]

P.T.O.

5. Explain the Banquet Sale process in detail. [10]

6. Draw the organization structure of sales department of a small hotel.
What is the role of an intermediary in sales. [10]

7. Explain any *two* selling techniques used in hotels with suitable examples. [10]

Total No. of Questions—7]

[Total No. of Printed Pages—2

Seat No.	
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[5271]-206

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

ENGLISH II

(SE-206 : Communication Skills)

(2016 PATTERN)

Time : Two Hours

Maximum Marks : 50

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

(ii) Answer any *four* of the remaining *six* questions.

(iii) *All* question carry equal marks.

1. Write short note on the following (any *two*) : [10]
 - (a) Note Making;
 - (b) Exploring journals in the digital/electronic media;
 - (c) Listening Vs. Hearing;
 - (d) Telephone etiquettes.

2. Write a letter of application to Hotel Dalethorpe Retreat, for the post of Front Office Associate, in response to their advertisement in the Times of India. Draft a suitable resume to accompany this letter. Assume suitable data. [5+5]

3. (a) Write a review of your favorite restaurant include your views about the food, inherence, pricing, overall experience etc. Assume suitable data. [5]
(b) What are the points that you should keep in mind while listening to talks and presentations ? [5]

4. (a) Your friends in preparing for a Group Discussion. Guide him with useful tips.
(b) Distinguish bewteen agenda and minutes. [5]

P.T.O.

- 5.** (a) Write down a conversation between a guest who has come to the restaurant for lunch and the F & B associate who receives him use correct phrases. [5]
- (b) Differentiate between kinesics and chronemics. [5]
- 6.** Design a poster for the annual food festival of your institute. Mention relevant details such as day, date, venue, as well as any other information that you think is important. [10]
- 7.** (a) You have to make a presentation to your class. What are the points that you will avoid ? [5]
- (b) What is paralinguistics ? State its importance.

Total No. of Questions—5]

[Total No. of Printed Pages—3

Seat No.	
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[5271]-207

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

FRENCH-II

(2016 PATTERN)

Time : 2½ Hours

Maximum Marks : 50

N.B. :— (i) *All questions are compulsory.*

(ii) *All questions carry equal marks.*

1. (A) Conjugate les verbes :

(Conjugate following verbs) :

[5]

(1) Nousdînes dans la chambre
(allons, va, vais)

(2) le restaurantseulement à neuF heures.
(ouvre, ouvrir, ouvrons)

(3) Nous.....des north Indians thalis
(ai choisi, avons choisi, avez choisi)

(4) Ilà l'hôtel à huit heures
(Sera, Serais, Serons)

(5) Vous.....une réduction.
(Faites, Fais, Fait)

(B) Trouvez l'intrus (find odds) :

[5]

(1) Poire, carotte, avocat, concombre

(2) Chambre, légume, fruit, mouton

(3) avoir être, Faire, chemise

(4) Juin, Mai, Juillet, deux

(5) Pain, beurre, lait, fromage

P.T.O.

2. (A) Traduisez en anglais : [5]
 [Translate in English]
 (1) Je suis désolée
 (2) Merci, Monsieur, au revoir
 (3) Vendredi Madame
 (4) Bien sûr, Monsieur
 (5) Quel-est le taux de change ?
- (B) Reliez dus colonnes : [5]
 [Match the following]
 (1) c'est parfait (a) Congratulations
 (2) Ill y a deux clients (b) See you later
 (3) Félicitations (c) Good luck
 (4) Bonne chance (d) It is perfect
 (5) A plus tard (e) There are two clients
3. (A) Donnez les équivalent en Fronçaise : [5]
 [Give equivalents in French]
 (1) Ginger
 (2) Red wine
 (3) Onions
 (4) Apple
 (5) Mushrooms
- (B) Complétez les phrase : [5]
 [Complete the sentences]
 (Bon, Bonne, Meilleure, Bien, Mieux)
 (1) Votre guide parle Française.
 (2) Bhimsen Joshi Chante très.....
 (3) Cette solution est.....que l'autre.
 (4) l'entrecôte grillée est très.....
 (5) CNN est une.....chaîne d'infarmation.

4. (A) Ecrivez en Française : [5]
 (Write in French) (any two) :
- (1) Nommez trois légumes
 - (2) Nommez trois fruits
 - (3) Nommez trois produits de laits.
- (B) Reconstituez les phrases : [5]
 (Rearrange the words and reconstruct the sentences)
- (1) Possibilités / les / Sont / quelles
 - (2) Avez / le / vous / choix / le / train / et / entre l'autocar / climatisé
 - (3) Faisons / nous / 10%/ réduction / de / sur /les/robes.
 - (4) Fais / du / je / tennis
 - (5) Cela / 250 / roupies / Fait/ monsieur.
5. (A) Traduisez en anglais : [5]
 [Translate in English]
- (1) Voilà votre Facture, Votre reçu et votre Carle.
 - (2) Je Voudrais Ma note S'il vous plaît
 - (3) Voilà Votre table monsieur
 - (4) Parfait, Est-Ce-que je peux avoir le menu tout de suite.
 - (5) Je vais prendre une sole meunière et des légumes. C'est tout ?
- (B) Choisissez les mots entre parenthèse qui conviennest. [5]
 (Choose the *correct* word from bracket)
- (1) Au revoir et (bonjour/bonne journée) monsieur
 - (2) Voilà votre (Change/Monnaie)
 - (3) Vous pouvez régler (en/par) carte.
 - (4) CNN est une (bonne/bon) chaîne d'information.
 - (5) Je vous (remerci/remarçi) Madame.

Total No. of Questions—6]

[Total No. of Printed Pages—3

Seat No.	
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[5271]-208

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

SE 208 : COMPUTER FUNDAMENTALS

(2016 Pattern)

Time : 1½ Hours

Maximum Marks : 50

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

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

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

- (a) MAN
- (b) Folder
- (c) Scandisk
- (d) Drop cap
- (e) Autosum
- (f) Format Pointer
- (g) Modem
- (h) ERP
- (i) Sway
- (j) Spyware
- (k) Input device
- (l) Desktop.

2. (a) Differentiate between LAN and WAN with example of each.[5]

P.T.O.

- (b) What is Social Media ? Write any *four* importance of Social Media. [5]
- 3.** Write short notes on the following (any 4) : [10]
- (i) B to B concept
 - (ii) Search Engine
 - (iii) Virus
 - (iv) Hyperlink
 - (v) Primary Key
 - (vi) Window.
- 4** (a) Explain the following DOS commands (any 5) : [5]
- (i) DIR
 - (ii) VER
 - (iii) TREE
 - (iv) MD
 - (v) DEL
 - (vi) TYPE.
- (b) Explain procedure for mailmerge. [5]
- 5.** (a) Describe the following functions in MS-Excel : [5]
- (i) Find & Replace
 - (ii) Count
 - (iii) MAX
 - (iv) AVG
 - (v) SUM.

- (b) Draw and explain any *two* types of topologies. [5]
- 6.** (a) Write step by step procedure for inserting Video and Audio in MS-PowerPoint. [5]
- (b) List and explain various types of Charts and Graphs in MS-Excel. [3]
- (c) List different data types in MS-Access. [2]

Total No. of Questions—6]

[Total No. of Printed Pages—3

Seat No.	
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[5271]-301

**B.H.M.C.T. (Third Semester) EXAMINATION, 2017
C-301 : BAKERY AND CONFECTIONARY
(2016 PATTERN)**

Time : Two Hours

Maximum Marks : 50

- N.B. :—** (i) Question No. 1 is compulsory.
(ii) Solve any *four* of the remaining.
(iii) *All* questions carry equal marks.

1. Explain the following terms (any 10) : [10]
- (1) Baking loss
 - (2) Lean dough
 - (3) Oven spring
 - (4) Bouchees
 - (5) High ratio cake
 - (6) Blind baking
 - (7) Royal Icing
 - (8) Dry baking
 - (9) Confectionery
 - (10) Lamination
 - (11) Gelatinization
 - (12) Pastillage
2. Write short notes on (any *four*) : [4×2.5=10]
- (1) Diastatic activity of flour;
 - (2) Physical and chemical changes during bread making;

P.T.O.

- (3) Do's and Dont's in pastry making;
- (4) Enzymatic reaction during bread making process;
- (5) Mixing method used in cookie making.
- 3.** (A) Differentiate between : [3×2=6]
- (1) No time dough method and straight dough method.
- (2) Sugar Batter method and Flour Batter method.
- (3) Flat Icing and Fluffy Icing.
- (B) Explain any *four* types of cookies with examples. [4]
- 4.** (A) Explain in detail the stages in bread making. [5]
- (B) List and explain the role of any *five* ingredients used in making of Icings. [5]
- 5.** (A) List the functions of the following ingredients : [6]
- (1) Bread making ingredients :
- (a) Water
- (b) Yeast
- (2) Cake making ingredients :
- (a) Egg
- (b) Sugar
- (3) Pastry making ingredients :
- (a) Fat
- (b) Flour
- (B) Explain bread diseases in detail. [4]
- 6.** (A) List the various methods of limination and explain any *one* in detail. [4]

(B) List the various faults for the following : [6]

(1) Bread faults :

(a) Crust too dark

(b) Poor volume

(c) Close grain.

(2) Cake faults :

(a) Dense crumb

(b) Cracks on the crust

(c) 'M' fault.

Total No. of Questions—7]

[Total No. of Printed Pages—3

Seat No.	
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[5271]-302

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

C-302 : FOOD AND BEVERAGE SERVICE III

(2016 PATTERN)

Time : Two Hours

Maximum Marks : 50

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

(ii) *All* questions carry equal marks.

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

- (a) Perry
- (b) Bloom
- (c) Eiswein
- (d) Dubomet
- (e) Pernod
- (f) Jigger
- (g) Bluswine
- (h) Cobro gun
- (i) Charmet method
- (j) Vinho verde
- (k) Estufogen
- (l) Morsala.

2. Explain the following in detail : [10]

- (a) Importance of the raw material used in beer manufacturing.
- (b) Describe **4** vine diseases.
- (c) Describe **2** wine based aperitif and **2** spirit based aperitif.
- (d) **Two** faults in wine and **two** faults in Beer.

P.T.O.

3. (a) List any *four* major wine producing region of France with *one* suitable example of each. [6]
- (b) Describe the Solera process and **2** brand names of sherry. [4]
4. (a) Explain the following terms : [5]
- (i) Organic Wines
 - (ii) Vintage Vines
 - (iii) Viticulture
 - (iv) Vinification
 - (v) Ale and loger
- (b) Explain the following Wine laws : [5]
- (1) A.O.C.
 - (2) DOCG
 - (3) Trockenbeerenauslese
 - (4) VDQS
 - (5) Kabinett.
5. (a) Explain the manufacturing process of method champagné with the help of flow chart ? Give *two* examples of Shipper. [7]
- (b) Explain any *three* types of port : [3]
- (i) Ruby port
 - (ii) Crusted port
 - (iii) White port
 - (iv) Vintage port.

6. (a) Explain the parts of the part with dimensions. [6]
(b) Define the term 'Well brand' and call brand. [2]
(c) *Four* International Beer brand names. [2]
7. (a) List *two* wine producing region of Italy with *one* wine example of each. [3]
(b) List *six* principles of storage of Wine. [3]
(c) List *two* wine from the following : [4]
(i) Australia
(ii) India
(iii) Germany
(iv) Spain.

Total No. of Questions—8]

[Total No. of Printed Pages—3

Seat No.	
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[5271]-303

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

C-303 : ACCOMMODATION OPERATIONS—I

(2016 PATTERN)

Time : 2½ Hours

Maximum Marks : 50

- N.B.** (i) Q. Nos. 1 and 5 are compulsory. Out of the remaining attempt *two* questions from Section I and *two* questions from Section II.
- (ii) Assume suitable data if necessary.

SECTION I

1. Write short notes on (any *two*) : [5]
- (a) Linen Inventory
 - (b) Advantages of contract cleaning
 - (c) Drawbacks of commercial laundry
 - (d) Inspection of VIP room.
2. (a) Draw and label the layout of a linen room of a five star hotel. [5]
- (b) Identify the dirty dozen areas of a guest room which a housekeeping supervisor look into. [5]

P.T.O.

3. (a) Explain In-house laundry process for hotel linen. [5]
(b) Define contract cleaning. List the jobs given on contract cleaning. [5]
4. (a) How are uniforms stored in uniform room ? Write in brief, uniform exchange procedure in hotels. [5]
(b) Explain the following laundry equipments : [5]
(i) Calendering machine
(ii) Hydroextractor.

SECTION II

5. Define the following terms (any *five*) : [5]
(a) Late check out
(b) Floor limit
(c) RTGS
(d) VPO
(e) Overstay
(d) Non-guest A/c.
6. (a) What is Express check out ? Explain with the help of a format.
(b) What is a travel agent voucher ? How is it exchanged during settlement of guest bills ? [5]
7. (a) What are the different folios maintained at the front desk ? [5]

- (b) Explain the process of departure with the help of departure notification step. [5]
8. (a) Explain the front office accounting cycle. [5]
- (b) Give the formulae for the following : [5]
- (i) Room occupancy %
 - (ii) House Count
 - (iii) No show %
 - (iv) Overstay %
 - (v) ARR.

Total No. of Questions—7]

[Total No. of Printed Pages—4

Seat No.	
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[5271]-304

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

AE-304 : HOTEL ACCOUNTING

(2016 PATTERN)

Time : Three Hours

Maximum Marks : 50

N.B. :— (i) Attempt any *five* questions, including Q No. 1 which is compulsory.

(ii) Use of pocket calculator is permitted.

1. Explain the following terms : [5×2=10]
 - (a) Flexible Budget
 - (b) Allowance
 - (c) City Ledger
 - (d) Cash Discount
 - (e) Visitors Tabular Ledger.

2. Differentiate between : [2×5=10]
 - (a) Discount and VPO
 - (b) VTL and Guest Weekly Bill.

3. Draw the format of : [2×5=10]
 - (a) Gift Shop
 - (b) VPO.

P.T.O.

4. Mr. and Mrs. Luthra arrived on 10th July 2017 at hotel COROLLERA at 4:00 a.m. and checked in room no. 304, @ Rs. 4,000 on EP. They checked out on 13th July 2017 at 6:30 a.m. by settling their account in cash. [10]

10 July : EMT, Breakfast, Newspaper and magazines Rs. 150.
Lunch, movie ticket Rs. 1,000, Mr. Luthra deposited Rs. 5,000 on Account.

11 July : One cup EMT, One cup EMC, Breakfast with one guest, Laundry Rs. 200, Taxi Rs. 800. Lunch with one guest and Telephone Rs. 40.

12 July : EMT, Breakfast, Food Sundries Rs. 300, Soft drink Rs. 80, Tobacco Rs. 200 and Dinner.

Mr. Luthra pointed out that on 11th July they had not served one cup of coffee. The front office agreed to give allowance for the same.

13 July : EMT, Newspaper Rs. 40

Tariff : Tea Rs. 40 per cup

Coffee Rs. 50 per cup

Breakfast Rs. 200 per person

Lunch Rs. 250 per person

Dinner Rs. 400 per person

Prepare Guest Weekly Bill assuming service charge of 10% on Room.

5. (a) Explain different types of budgets in brief. [2×5=10]

(b) Explain advantages and disadvantages of VTL.

6. (a) X Ltd has the following given particulars. Prepare a cash budget for the three months ending 31st December 2017 : [10]

Months	Sales	Material	Wages	Overhead
August	10,000	5,100	1,900	950
September	11,000	5,000	1,900	1,100
October	12,000	4,900	2,000	1,300
November	13,000	5,000	2,100	1,200
December	15,000	5,400	2,300	1,500

- (b) Sales/Debtors - 10% sales are on cash, 50% of credit sales are collected next month and balance in the following month.
Creditors for material 2 months
For wages 1/5 months
For overhead 1/2 months
- (c) Cash balance on 1st October 2017 is expected to be Rs. 4,000
- (d) A machinery will be installed in August 2017 for Rs. 50,000. The monthly instalment of Rs. 2,000 is payable from October onwards.
- (e) Dividend at 10% Preference share capital of Rs. 1,50,000 will be paid on 1st December 2016.
- (f) Advance to be received for sale of vehicle Rs. 10,000 in November.
- (g) Income Tax (advance) to be paid in December Rs. 5,000.

7. Prepare income statement as per uniform system of Accounting from the following data extracted from hotel Sukanya : [10]

Particulars	Room	Food	Bar
Payroll Expenses	90,000	1,06,000	45,000
Closing stock	10,000	82,000	70,000
Sales	8,50,000	6,00,000	5,25,000
Opening stock	—	58,000	85,000
Purchases	4,82,000	1,30,000	2,05,000
Other Expenses	2,000	4,000	1,000

Other Expenses are as follows :

Depreciation	28,500
Rates and Insurance	37,000
Advertisement and marketing	41,000
Gas, Coal and Electricity	45,000
Maintenance Fee	10,950
Administrative and General Expenses	35,000
Conveyance and Transport	25,000
Tax paid	41,500

Total No. of Questions—8]

[Total No. of Printed Pages—3

Seat No.	
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[5271]-305

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

AE-305 : ENVIRONEMNT SCIENCE

(2016 PATTERN)

Time : Two Hours

Maximum Marks : 50

N.B. :— (i) Solve any *five* questions from the following.

(ii) *All* questions carry equal marks.

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

- (a) Global warming
- (b) Carbon footprint
- (c) Acid rain
- (d) LEED
- (e) IGBC
- (f) Greenhouse gases
- (g) Sustainability.

2. (A) List any *five* acts related to environment and explain any *one*. [5]

(B) Explain the importance of energy management in hotels. [5]

P.T.O.

3. (A) Explain any *two* ways to improve water quality. [5]
- (B) Explain how water consumption can be controlled in the following areas : [5]
- (i) Kitchen
- (ii) Guest room.
4. (A) Explain the concept of energy audit in hotel. [5]
- (B) Discuss the energy management program followed in hotels. [5]
5. (A) With the help of examples mention the sources of solid waste found in hotels. [5]
- (B) Explain 3R principle as a waste management policy. [5]
6. (A) Define air pollution. Explain the control measures taken by hotels to curb indoor air pollution. [5]
- (B) Define noise pollution. Explain its effect on hotel guest and employees. [5]
7. (A) How can hotel employees help in creating environmental awareness inside and outside the hotel. [5]
- (B) Explain the new technology used in building construction. [5]

8. Mention the best eco-practices implemented by the following departments of hotel : [10]

- (a) House-keeping
- (b) Swimming pool
- (c) Linen
- (d) Banquet
- (e) Laundry.

Total No. of Questions—7]

[Total No. of Printed Pages—2

Seat No.	
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[5271]-306

BHMCT (Third Semester) EXAMINATION, 2017

306 : HOTEL LAWS

(2016 PATTERN)

Time : 2½ Hours

Maximum Marks : 50

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

(ii) *All* questions carry equal marks.

1. Explain the remedies for breach of contract under Indian Contract Act. [10]
2. State the important provisions of Bombay Shops and Establishment Act which are applicable to the Hotel Industry. [10]
3. Discuss the general principles and important provision of Food Safety and Standard Act, 2006. [10]
4. Describe the role of employee and employer under sexual harassment of women at workplace. [10]
5. List and explain any *ten* Licenses required to start a 5 Star Hotel, also explain the procedure for applying for a License. [10]
6. Explain the important provision of Minimum Wages Act, 1948. [10]

P.T.O.

7. Write short notes on any *four* : [10]

- (a) Salient features of Consumer Protection Act
- (b) Registration procedure under Bombay Shop Act, 1948
- (c) Rights and duties of Unpaid Seller.
- (d) Important features of Company
- (e) Rights of Partner
- (f) Essential Elements of a Valid Contract.

Total No. of Questions—7]

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Seat No.	
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[5271]-307

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

SE-307 : SOFT SKILLS MANAGEMENT

(2016 PATTERN)

Time : Two Hours

Maximum Marks : 50

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

(ii) Answer any *four* of the remaining **6** questions.

(iii) *All* questions carry equal marks.

1. Write short notes on (any *two*) : [10]
 - (a) Meaning of social image
 - (b) Projecting positive body language
 - (c) Recruiter expectations
 - (d) Points to be kept in mind while making presentations.

2. (A) What are case studies ? State the advantages of the case study method. [5]
(B) Define stress. Explain any *two* techniques of stress management. [5]

3. (A) What is the difference between inspiration and motivation ? Illustrate with a suitable example. [5]
(B) What is the importance of teamwork in an organization ? [5]

P.T.O.

4. (A) Define 'attitude'. Discuss any *two* factors that determine attitude. [5]
(B) What is SWOT analysis ? Explain its benefits. [5]
5. (A) What are the advantages of high self-esteem ? [5]
(B) What is personality ? What are the elements of personality ? [5]
6. (A) 'Proper time management is the key to success'. Do you agree with this statement ? Give reasons. [5]
(B) Explain transactions and strokes with a suitable example. [5]
7. (A) Design a career path for yourself. [5]
(B) What is the importance of physical fitness for an individual ? How will you ensure that you are physically fit ? [5]

Total No. of Questions—6]

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Seat No.	
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[5271]-308

BHMCT (Third Semester) EXAMINATION, 2017

SE-308 : TICKETING

(2016 PATTERN)

Time : 2½ Hours

Maximum Marks : 50

N.B. :— (i) Attempt any *five* questions of the following.

(ii) Figures to the right indicate full marks.

1. (a) How is the international time calculated during air travel ? [5]
(b) Explain the basic component of Air Fare. [5]
2. (a) Define Journey and explain types of Journey. [5]
(b) Explain the various refund policy for air ticket. [5]
3. (a) Write down the cons of e-ticket. [5]
(b) Explain pet transportation policy for domestic flight. [5]
4. (a) Define fare and explain types of fare. [5]
(b) Explain any *two* travel portal. [5]
5. (a) Explain the role of farecompare web site in airline ticketing. [5]
(b) Explain automated ticket and boarding pass. [5]
6. (a) Explain Journey and pricing concept of Air Ticketing. [5]
(b) Discuss the various special meals offered by Airlines. [5]