

Total No. of Questions—6]

[Total No. of Printed Pages—3

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

[5471]-1001

BHMCT (I Semester) EXAMINATION, 2018

101 : FOOD PRODUCTION—I

(2016 PATTERN)

Time : 2½ Hours

Maximum Marks : 50

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

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

- (1) Kaffir leaves
- (2) Spit roasting
- (3) Convection
- (4) Soggy
- (5) Fire Triangle
- (6) First Aid Box
- (7) Sous Chef
- (8) Wet Grinder
- (9) Parmesan
- (10) Rennet
- (11) Hard ball
- (12) Dalia

P.T.O.

2. (A) Discuss any *five* criterias while selecting commercial kitchen equipment. [4]
- (B) Write down *three* advantages and *three* disadvantages of electricity as a fuel in kitchen. [6]
3. (A) Attempt the following : [5]
- (i) What is Rendering of fat ?
 - (ii) Name any *two* preparations using horse gram.
 - (iii) List *two* names of blue cheese.
 - (iv) State *two* byproducts of maize.
 - (v) Write down *two* fresh herbs used in continental cuisine.
- (B) Explain the importance of kitchen uniform. [5]
4. (A) Write down the evolution of modern cookery. [5]
- (B) Explain any *two* desirable textures with examples. [5]
5. (A) Discuss the importance of liaisoning of kitchen with : [5]
- (i) Banquet Booking department
 - (ii) Rooms Division
- (B) Differentiate between the following methods of cooking : [5]
- (i) Boiling and Frying
 - (ii) Baking and Stewing

6. (A) Name the colour pigments found in the food and state the effect of heat on it. [5]
- (B) Write down the catering uses of the following : [5]
- (i) Jaggery
 - (ii) Mollases
 - (iii) Curd
 - (iv) Hydrogenated fat
 - (v) Rye.

Total No. of Questions—7]

[Total No. of Printed Pages—2

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

[5471]-1002

BHMCT (I Semester) EXAMINATION, 2018

F & B SERVICE—I (C-102)

(2016 PATTERN)

Time : Two Hours

Maximum Marks : 50

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

(ii) All questions carry equal marks.

1. (A) With the help of Flowchart explain the classification of catering establishment. [5]
(B) Write down any *five* specialized equipments and their use. [5]
2. (A) List down *three* softwares used in billing method and explain any *one*. [6]
(B) Write a short note on New trends in service-clientele centric approach. [4]
3. (A) State any *three* advantages and disadvantages of Disposable. [6]
(B) State the interdepartmental relationship of F & B service department and food production department. [4]

P.T.O.

4. Explain the following : [10]
- (i) Gueridon
 - (ii) Single point service
 - (iii) Captive and Non-captive
 - (iv) Industrial catering
 - (v) Table d' hôte
5. (A) Define K.O.T. List and explain various types of K.O.T. [6]
- (B) Differentiate between : [4]
- (i) Silver service and American service
 - (ii) Fine dining and coffee shop
6. (A) Draw F & B service organization structure for large hotel and explain duties and responsibility of Food and Beverage Service Manager. [7]
- (B) State any *three* advantages of food service vending. [3]
7. Explain the following terms : [10]
- (1) A'la cart
 - (2) Kiosks
 - (3) Drive through
 - (4) Bistro
 - (5) Mise-en-scene
 - (6) Tray Jack
 - (7) ODC
 - (8) Sommelier
 - (9) Fast food
 - (10) Echelon.

Total No. of Questions—8]

[Total No. of Printed Pages—2

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

[5471]-1003

BHMCT (First Semester) EXAMINATION, 2018

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 5) : [5]
- (1) Laundry
 - (2) Maid's Cart
 - (3) OOO
 - (4) Linen
 - (5) Dental Kit
 - (6) Twin Room
 - (7) GRA
2. (a) Draw a layout of a twin room and explain features of its functional areas. [5]
- (b) List down the supplies placed on : [5]
- (i) Writing table
 - (ii) Vanity counter

P.T.O.

3. (a) What principles need to bear in mind while cleaning any surface ? [5]
(b) Explain the duties and responsibilities of a supervision. [5]
4. (a) Why is housekeeping known as a backbone of hotel industry ? [5]
(b) Give any 5 guidelines for storing cleaning agents. [5]

Section II

5. Explain the following terms (any 5) : [5]
(1) FHRAI
(2) Grand Master Key
(3) Heritage hotel
(4) FIT
(5) Vacant room
(6) Walk-in
(7) Floor key
6. (a) Discuss the classification of hotels on the basis of size and clientele. [5]
(b) Define tourism. Explain its importance. [5]
7. (a) Explain the organisation structure of Front office department in a large hotel. [5]
(b) List and explain any 5 types of room rates. [5]
8. (a) Distinguish between the duties and responsibilities of Reservation Assistant and CuRE. [5]
(b) Write a short note on 'Rule of the house for the guest'. [5]

Total No. of Questions—7]

[Total No. of Printed Pages—3

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

[5471]-1004

BHMCT (I Semester) EXAMINATION, 2018

AE-104 : COMMODITIES

(2016 PATTERN)

Time : 2.15 Hours

Maximum Marks : 50

N.B. :— (i) Answer *five* questions.

(ii) All questions carry equal marks.

(iii) Neat diagrams must be drawn wherever necessary.

(iv) Figures to the right indicate full marks.

1. (A) Draw the structure of wheat grain. [3]
- (B) Give English equivalents for the following pulses (any *four*) : [2]
- (1) Channa dal
- (2) Moong dal
- (3) Tur dal
- (4) Masur dal
- (5) Rajmah.
- (C) Explain the uses of fats and oils : [3]
- (D) Explain with example the following : [2]
- (a) Chemical raising agents
- (b) Biological raising agents.
2. (A) Enlist various shapes of dry pasta available in market (any four). [2]
- (B) Enlist any *four* artificial sweetners. [2]
- (C) Which are the various stages of Cooking Sugar. Explain with appropriate temperatures. [6]

P.T.O.

3. (A) Classify vegetables with *two* examples of each group. [6]
(B) What is Homogenization of milk. [2]
(C) Write any *four* user of pulses. [2]
4. (A) Explain the process of making cheese. [6]
(B) Write the purchase specification for any *four* of the following : [4]
(1) Apples
(2) Oranges
(3) Water melon
(4) Banana
(5) Grapes.
5. (A) How are cereals stored ? [2]
(B) Write care taken in storage of fresh herbs. [2]
(C) Explain the process of tempering chocolate and give its importance. [3]
(D) What are the catering uses of Mushrooms. [3]
6. (A) Enlist any *four* natural colouring agents. [2]
(B) Classify spices on the basis part of plant it comes from. [3]
(C) What are breakfast cereals ? Give any *four* types. [3]
(D) What is hydrogenation of fats ? [2]

7. (A) Write the catering uses of chocolates. [3]
(B) What are the advantages of using organic foods (any *two*). [2]
(C) Enlist any *four* herbs used in cooking. [2]
(D) What is rendering of fat ? Explain the process in brief. [3]

munotes.in

Total No. of Questions—6]

[Total No. of Printed Pages—5

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

[5471]-1005

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

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) The following is the Trial Balance of M/s. Heerachand Traders, prepare Trading and Profit and Loss Account for the year ended 31-3-2017 and Balance Sheet as on that date, after taking into account adjustments given below : [15]

Trial Balance as on 31st March, 2017

Particulars	₹	Particulars	₹
Stock (1-4-2016)	25,000	Sales	6,50,000
Purchases	4,05,000	Purchase returns	5,000
Bills Receivable	7,500	Sundry creditors	60,000
Sales returns	5,000	Capital Account	2,75,000
Carriage Inward	9,000	Commission Received	2,000

P.T.O.

Sundry debtors	40,000	Bills payable	5,750
Carriage outward	5,000	Bank Loan	70,000
Discount allowed	1,000		
Wages	13,000		
Insurance	9,000		
Salaries	12,000		
Goodwill	62,000		
Drawings	10,000		
Land and Buildings	2,50,000		
Cash in Hand	6,750		
Cash at Bank	35,000		
Plant and Machinery	1,50,000		
Commission paid	1,500		
Travelling Expenses	2,500		
Investments	15,000		
Printing and Stationery	3,500		
	10,67,750		10,67,750

Adjustments :

- (1) Closing stock of Goods on 31-3-2017 is valued at Cost Price ₹ 36,600 and at Market Price ₹ 40,000.
- (2) Depreciate building at 10%, Plant and Machinery at 15%.
- (3) Insurance is prepaid of ₹ 1,100.
- (4) Staff meals ₹ 2,800.
- (5) Outstanding Salary was ₹ 2,000.

(b) State the types of Trial Balance.

[5]

2. Journalise the following transactions in the books of Mr. Vinod Kumar for the month of April, 2017 : [10]

2017

April

- 1 Mr. Vinod Kumar started business by investing ₹ 1,00,000 in it and borrowed ₹ 50,000 from Bank for Business Purpose.
- 3 Purchased Goods from Nilesh ₹ 20,000 less trade discount 5% and paid by cheque.
- 6 Purchased furniture of ₹ 2,000 for personal use.
- 8 Sold goods for ₹ 15,000 at 10% Trade Discount and 5% Cash Discount terms.
- 12 Deposited into Bank ₹ 30,000.
- 15 Withdrew ₹ 3,000 from business for personal use.
- 18 Goods worth ₹ 20,000 destroyed by Fire and Insurance Company settled our claim at ₹ 18,000.
- 21 Distributed goods worth ₹ 2,500 as free samples.

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

- (a) Materiality Concept
- (b) Petty Cash Book
- (c) Deferred Revenue Expenditure.

4. Prepare a three-column Cash Book for the following particulars and balance the same : [10]

2017

June

- 1 Cash in Hand ₹ 22,500
- 2 Bank Overdraft ₹ 15,000
- 3 Introduced capital ₹ 25,000 into the business
- 4 Cash purchases of ₹ 10,000 at 10% Trade Discount and 5% Cash Discount.
- 6 Cash sales of ₹ 30,000, amount received by cheque.
- 10 Purchased furniture for ₹ 18,000, amount paid by cash.
- 17 Paid ₹ 3,750 to Shrikant in full settlement of ₹ 3,770 by cash.
- 20 Deposited ₹ 15,000 into the bank.
- 25 Paid Salaries by cash ₹ 21,000.
- 26 Paid Rent ₹ 2,000 by cheque.
- 28 Sold Goods of ₹ 20,000 at 10% cash discount.

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

- (a) Differentiate between Trade Discount and Cash Discount.
- (b) State the procedure of balancing of ledger.
- (c) Give the classification of accounts.

6. Prepare Special Functions Day Book : [10]

Sept. 4

Bill No. 121 Private Birthday Party 170 covers @ ₹ 300 per cover, Wine and Tobacco ₹ 5,500. Account to Mr. Namit Jain.

Sept. 9

Bill No. 125 Luncheon Party of Deccan Club 300 covers @ ₹ 250 per cover, Wine and Tobacco ₹ 15,000. Account to Mr. Ritik Makwana.

Sept. 17

Bill No. 148 Buffet Dinner for A.S. Foundation, Pune, 220 covers @ ₹ 290 per cover, Wine and Tobacco ₹ 10,000. Account to Mr. V.K. Agarwal.

Sept. 25

Bill No. 150 Lunch for Senior Citizen Sangha 90 covers @ ₹ 220 per cover, Sundry Extra ₹ 3,500. Account to Mr. S.M. Chitale.

Sept. 29

Bill No. 161 Prize Distribution for Planet Square Academy, 200 covers @ ₹ 250 per cover, Sundry Extra ₹ 5,000, Account to Mr. Khan.

Total No. of Questions—6]

[Total No. of Printed Pages—2

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

[5471]-1006

BHMCT (I Sem.) EXAMINATION, 2018

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 Q. Nos. 2 to 6.
(iii) Figures to the right indicate full marks.

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

- (1) Travel
- (2) Outbound Tourism
- (3) Tourist
- (4) Domestic Tourism
- (5) Political Tourism
- (6) Pilgrimage Tourism
- (7) Escorts
- (8) Restricted Areas
- (9) TFCI
- (10) FHRAI
- (11) Heritage Walks
- (12) On-arrival Visa.

P.T.O.

2. (A) Explain Food Tourism trend with examples. [5]
(B) Discuss the role of NGO in making responsible tourists.[5]
3. (A) Describe the negative impact of tourism on the environment.[5]
(B) Write down the basic information required for itinerary planning. [5]
4. (A) What is Travel insurance ? State the benefits of Travel Insurance.[5]
(B) Explain the importance of Accessibility in the success of Tourism.[5]
5. Justify, “Sustainable Tourism–A tool for development.” [10]
6. Write short notes on (any *two*) : [10]
(a) Tour Guide
(b) Political Impact of Tourism
(c) Amadeus.

Total No. of Questions—7]

[Total No. of Printed Pages—2

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

[5471]-1007

BHMCT (First Semester) EXAMINATION, 2018

ENGLISH-I

(SE-107 : Communication Skills)

(2016 PATTERN)

Time : Two Hours

Maximum Marks : 50

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

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

(iii) *All* questions carry equal marks.

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

(i) Mass communication

(ii) Inter-organisational communication

(iii) Importance of feedback

(iv) Skimming.

2. Write a letter to the Banquet Manager of the Emerald Park, hotel, appreciating the service given to you during a function organized at the hotel by you. Assume suitable data. [10]

3. (a) Define communication and state its objectives. [5]

(b) Differentiate between vertical and horizontal communication. [5]

P.T.O.

4. (a) What is meant by barriers to effective communication ? Discuss Biological barriers. [5]
- (b) What are the advantages of written communication ? [5]
5. (a) As a candidate preparing for an interview list five types of positive body language that you will follow. [5]
- (b) What are the disadvantages of oral communication in a business organization ? [5]
6. (a) Your friend is going to take part in a debate. How will you help prepare him ? [5]
- (b) Write a short note on non-verbal communication. [5]
7. (a) What are the essential qualities of a good speaker ? [5]
- (b) Discuss the following elements of communication process : [5]
- (i) Encoding
- (ii) Channel.

Total No. of Questions—5]

[Total No. of Printed Pages—4

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

[5471]-1008

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

SE-108 : FRENCH—I

(2016 PATTERN)

Time : Two Hours

Maximum Marks : 50

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

1. (a) Complétez les phrases avec les mots entre parenthèse qui conviennent. [5]

Complete the sentences with the words given in brackets :

- (i) Bonsoir. Nous (avons/avez) une réservation.
- (ii) Vous (voulez/pouvez) du thé ?
- (iii) Je (m'appelle/m'appelle) Ram.
- (iv) Ils (sont/est) japonais.
- (v) Elle (a/as) un stylo rouge.

- (b) Reliez les deux colonnes.

Match the following :

[5]

'A'

'B'

- | | |
|-------------------|---------------------|
| (i) Bonsoir | (a) Best of luck |
| (ii) Bonne chance | (b) Good evening |
| (iii) De Rien | (c) Congratulations |
| (iv) Merci | (d) Thank you |
| (v) Félicitations | (e) You are welcome |

P.T.O.

2. (a) Quelle heure est-il ? (24 hour clock) (3 aux choix)

What time is it ? (any *three*) : [3]

(i) 12 noon

(ii) 12 midnight

(iii) 7.40 p.m.

(iv) 3.05 p.m.

- (b) Ecrivez les nombres en lettres. [3 aux choix].

Write the numbers in words. (any *three*) : [3]

(i) 80

(ii) 10

(iii) 22

(iv) 94

- (c) Complétez les phrases (4 aux choix) : [4]

Complete the sentences (any *four*) :

[au, en, aux, à].

(i) Bienvenue Inde

(ii) Bienvenue France

(iii) Bienvenue Etas Unis

(iv) Bienvenue Patna

(v) Bienvenue Japon.

3. (a) Trouvez l'instrus : [5]
Find the odd man :
(i) Pomme, Pomme de terre, fraise, mangue.
(ii) Mai, Juin, Mars, mardi.
(iii) Septembre, betterave, août, Janvier.
(iv) Voiture, Oignon, Carotte, radis.
(v) Deux, mardi, onze, douze.
- (b) Donnez les équivalents en français. (any five) : [5]
(i) Mushroom
(ii) Grape
(iii) Good Night
(iv) See you this evening
(v) Cabbage
(vi) French Beans.
4. (a) Mettez le dialogue en ordre et réécrivez : [5]
Put the dialogue in order and rewrite :
(i) Bienvenue, Madame Leroux
(ii) A quel nom, s'il vous plaît ?
(iii) Leroux
(iv) Est-ce que vous pouvez épeler votre nom, s'il vous plaît.
(v) Bonjour, j'ai une réservation.
(vi) L.E.R.O.U.X
(vii) C'est exact.

(b) Traduisez les phrases en français [5 aux choix] : [5]

Translate in French (any *five*) :

- (i) My name is Rahul.
- (ii) Enjoy your meal !
- (iii) Here are the keys.
- (iv) Good morning Mr. Sharma, Welcome to France.
- (v) Happy Journey !
- (vi) Here is the driver, with the car.

5. (a) Complétez avec des adjectifs possessifs : [5]

Complete with possessive adjectives.

(Mon, ta, sa,)

- (i) clé
- (ii) voiture
- (iii) valise
- (iv) hôtel
- (v) chambre.

(b) Donnez les équivalents en anglais : [5]

Give the equivalents in English :

- (i) Le café
- (ii) Les petits pois
- (iii) Messieurs-dames
- (iv) Votre guide
- (v) Le chauffeur
- (vi) Les épinards.

Total No. of Questions—6]

[Total No. of Printed Pages—3

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

[5471]-2001

BHMCT (Second Semester) EXAMINATION, 2018

201 : FOOD PRODUCTION-II

(2016 PATTERN)

Time : 2.15 Hours

Maximum Marks : 50

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

(ii) Solve any *five* questions.

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

(a) Emulsification

(b) Coagulation

(c) Candling

(d) Dressing

(e) Crouton

(f) Flavones

(g) Demi glaze

(h) Bokchoy

(i) Remoulage

(j) Mirepoix

(k) Fumet

(l) Scrambling.

P.T.O.

2. (a) Define sauce and give *two* derivatives of mayonnaise. [2]
(b) Draw a neat labeled diagram of egg and explain any *two* parts. [4]
(c) Give *two* examples of each : [4]
(i) Exotic fruits
(ii) Fungi
(iii) Berries
(iv) Bulbous root vegetables.
3. (a) Describe composition of salads. [4]
(b) Give one example for the following soups (any *four*) : [4]
(i) Gumbo
(ii) Broth
(iii) Puree
(iv) Cream
(v) Chowder
(vi) Bisque.
(c) Explain why spread is important in sandwich making with *four* examples. [2]
4. (a) State golden rules of stock. [3]
(b) Classify sauces with *one* example each. [4]
(c) Name *six* equipments required in kitchen stewarding department. [3]

5. (a) Explain duties of kitchen stewarding department. [2]
- (b) Write short notes on : [5]
- (i) HACCP
- (ii) Cooking techniques for fruits.
- (c) Give Garnishes for the following consommés : [3]
- (i) Consommé Florentine
- (ii) Consommé Carmen
- (iii) Consommé Celestine
- (iv) Consommé Royer
- (v) Consommé Julienne
- (vi) Consommé Neapolitan.
6. (a) Explain any *three* thickening agents used in sauces. [3]
- (b) Give types of sandwiches with *one* example each. [4]
- (c) State any *six* cuts of vegetables. [3]

Total No. of Questions—7]

[Total No. of Printed Pages—3

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

[5471]-2002

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

C-202 : F & B SERVICES-II

(2016 PATTERN)

Time : 2.15 Hours

Maximum Marks : 50

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

(ii) *Solve any five questions out of seven.*

1. (1) Explain Breakfast Door Card and draw a neat format of it. [5]
(2) Differentiate between : [5]
(i) *Ala carte and table D'hotel*
(ii) *Supper and lunch.*
2. (1) Explain first 08 courses of French classical menu with *one* example each. [8]
(2) Write a short note on constraints while doing menu planning. [2]
3. (1) Explain manufacturing of cigar. [4]
(2) Classify Non-alcoholic Beverages with *one* example each. [6]

P.T.O.

4. (1) Explain any *two* formats of IRD. [4]
- (2) Write cover and accompaniments for : [6]
- (i) Caviar
 - (ii) Cheese
 - (iii) Roast beef
 - (iv) Fruits and nuts
 - (v) Spaghetti
 - (vi) Consommé
5. (1) Write short notes on (any *two*) : [6]
- (i) Salad-types and dressings
 - (ii) Service of cigar and cigarette
 - (iii) Mini bar and equipments used in IRD.
- (2) Explain any *four* types of menus from the following : [4]
- (i) Diet
 - (ii) California
 - (iii) Fast food
 - (iv) Working lunch
 - (v) Banquet.
6. Explain the following terms (any *ten*) : [10]
- (1) Hi tea
 - (2) Granites
 - (3) Preserves
 - (4) Sundaes

- (5) Monk's coffee
- (6) Latlé
- (7) RSOT
- (8) Tisane
- (9) Colorado
- (10) Highland coffee
- (11) Mini bar.

7. (1) Define Breakfast. Explain any *three* types of Breakfast. [4]
- (2) Write a short note on types of sandwiches. [4]
- (2) Give *two* brands of cigar. [2]

Total No. of Questions—8]

[Total No. of Printed Pages—2

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

[5471]-2003

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

203 : BASIC ROOMS DIVISION—II

(2016 PATTERN)

Time : 2.15 Hours

Maximum Marks : 50

N.B. :— (i) Question No. 1 and Question No. 5 are compulsory from both sections.

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

(iii) Assume suitable data wherever required.

Section I

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

(i) Closing of the House

(ii) Evening Service

(iii) Minibar Operations.

2. (A) Explain the co-ordination of Housekeeping department with Food Production and HRD. [5]

(B) Describe the cleaning routine of an occupied room in detail. [5]

3. (A) What are the 'Rules of the floor' to be followed by Housekeeping staff ? [5]

(B) Describe the weekly cleaning process for a Five star hotel 'Lobby'. [5]

P.T.O.

4. (A) Describe the various functions of the Control Desk. [5]
(B) With the help of examples, classify Lost and Found Articles. [5]

Section II

5. Define the following terms (any *five*) : [5]
(a) F.I.T.
(b) Air crew
(c) V.I.P.
(d) Amendments
(e) GSTS
(f) Scanty Baggage
6. (A) Explain the various types of Reservations. [5]
(B) Describe the Pre-arrival procedures for VIPs. [5]
7. (A) With the help of a format explain 'Safe Deposit Procedure'. [5]
(B) What is a Hospitality Desk ? Explain the role of a GRE. [5]
8. (A) How do hotels handle Messages and Mails for their in-house guests ? [5]
(B) Explain the Guest cycle with the help of a diagram. [5]

Total No. of Questions—7]

[Total No. of Printed Pages—4

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

[5471]-2004

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

AE-204 : FOOD SCIENCE

(2016 PATTERN)

Time : Two Hours

Maximum Marks : 50

N.B. :— (i) Q. No. 1 is compulsory.

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

1. (A) Match the following contents from Column A with suitable contents from Column B : [5]

Column A

Column B

- | | |
|----------------------------------|---|
| (1) Darkening of apples when cut | (A) Emulsion |
| (2) 15°C – 21°C | (B) Danger zone |
| (3) Frying of onions | (C) Desirable browning |
| (4) Mayonnaise | (D) Temperature of dry food storage area |
| (5) Agmark | (E) Gel |
| | (F) Food standard on agricultural product |
| | (G) Undesirable browning |

P.T.O.

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

- (1) Boiling Point
- (2) Food
- (3) pH
- (4) Proteins
- (5) Evaporation
- (6) Oedema
- (7) Cross Contamination.

2. (A) Explain the importance and benefits of HACCP in catering industry. [5]

Or

Explain the concept of Basic Five Food Groups with suitable examples. [5]

(B) Explain the concept of Danger Zone in catering industry. Give any *two* ways to prevent nutrient loss while cooking food. [3+2]

3. (A) Explain the effect of heat on carbohydrates. Mention any *four* good food sources of dietary fibre. [3+2]

Or

List any *three* requirements of Dry food storage area. What do you mean by canning ? [3+2]

(B) What do you mean by Convenience foods ? Plan a balanced days diet for an office executive aged 55 years who prefers vegetarian food. [2+3]

4. (A) Write short notes on (any *two*) : [5]
- (1) Importance of avoiding junk food
 - (2) Water balance in relation in human health
 - (3) Food additives with any *two* examples
- (B) State any *two* points of difference between Food Poisoning and Food Infection. Also, mention any *three* uses of microorganisms in food industry.

Or

Why is protective display of food necessary ? Give any *three* ways to display food protectively. [2+3]

5. (A) Why are trans fatty acids harmful for health ? Mention any *one* food to be recommended and *one* food to be avoided for the following diseases : [1+4]
- (1) Diabetes Mellitus
 - (2) Kidney disorder
 - (3) Cardiovascular diseases
 - (4) Peptic ulcer.
- (B) Explain any *three* functions of fat in the diet. Give any *four* food sources of fat. [3+2]

6. (A) Classify minerals. Explain calcium on the basis of : [3+2]
- (1) **2** food sources
 - (2) **1** deficiency disease.

Or

A glass of mango milkshake provides 220 kals. It provides 6 gms of proteins and 4 gms of fat. Calculate the carbohydrate content. [5]

- (B) Explain any *two* food standards in India. Mention the common food adulterant and the test to detect them in the following food stuffs : [2+3]

- (1) Milk
- (2) Ghee
- (3) Turmeric.

7. (A) Why is pest control necessary ? Mention any *two* control measures for each : [1+4]

- (1) Cockroaches
- (2) Houseflies.

- (B) Why is personal hygiene necessary ? Explain the importance of protective clothing for a food handler. [1+4]

Or

- (B) Explain vit. C on the basis of : [2+1+2]

- (1) *Two* good food sources
- (2) *One* deficiency disease
- (3) *Two* functions.

Total No. of Questions—6]

[Total No. of Printed Pages—1

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

[5471]-2005

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

AE-205 : HOSPITALITY SALES

(2016 PATTERN)

Time : 2½ Hours

Maximum Marks : 50

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

(ii) *All* questions carry equal marks.

1. Discuss the importance of training for sales personnel. Briefly describe the process of identifying training needs. [5+5=10]
2. With a neat organisation chart of a Sales Department of a large hotel. List the duties and responsibilities of a Sales Manager. [5+5=10]
3. Discuss the selling techniques used in Hotels to improve revenue. [10]
4. How are leads developed in Banquet sales ? Explain the various types of setups that are offered in Banquet sales. [10]
5. Explain G.D.S. and C.R.S. as sales promotion tools. [10]
6. Explain the process of segmentation of markets for hotels. Explain concept selling in brief.

Total No. of Questions—7]

[Total No. of Printed Pages—2

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

[5471]-2006

BHMCT (Second Semester) EXAMINATION, 2018

SE-206 : COMMUNICATION SKILLS (ENGLISH-II)

(2016 PATTERN)

Time : Two Hours

Maximum Marks : 50

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

1. Write short notes on the following (any *two*) : [10]
 - (a) Kinesics
 - (b) Travelogue
 - (c) Importance of book reading
 - (d) Types for preparing a presentation.
2. Write a letter to the supplier of hotel linen, asking for a quotation for your requirement of guest room linen, for a new resort property of 50 rooms. Assume details as required. [10]
3. A restaurant is organising a Kashmiri Food Festival this month. Design a poster for the same that would be used to advertise this event. Assume suitable data. [10]

P.T.O.

4. (a) What are the differences between listening and hearing ? [5]
(b) List out the points to be kept in mind while preparing for a group discussion. [5]
5. (a) What is Proxemics ? State its importance while interacting with guests. [5]
(b) A guest calls up a restaurant for booking a table for dinner, for a family of four members, to celebrate a birthday. Write a conversation between the guest and the restaurant employee. [5]
6. (a) You have been asked to give a speech on the occasion of fresher's party. How will you prepare for the same ? [5]
(b) What are the traits of a good listener ? [5]
7. (a) Discuss the use of charts and diagrams in effective communication. [5]
(b) Write a note on "exploring literature in the digital media". [5]

Total No. of Questions—5]

[Total No. of Printed Pages—4

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

[5471]-2007

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

207 : FRENCH—II

(2016 PATTERN)

Time : 2½ Hours

Maximum Marks : 50

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

(ii) *Each question carries equal marks.*

1. (A) Choisissez les mots correcte et écrivez les phrases : [5]
(Choose the correct words and rewrite the sentences) :

(1) Le restaurant seules à dix heures.

(ouvre, ouvris, ouvrons)

(2) Vous des north Indians Thalys.

(aichois, avonchoisi, avezchoisi)

(3) Elle à l'hôtel à cinq heures.

(sera, serais, seront)

(4) Je une salade composée en entrée.

(allons prendre, vas prendre, vais prendre)

(5) Nous monsieur John.

(réserve, avons réservé, ont réservé)

(B) Trouvez l'instras :

(Find odd man out) :

[5]

(1) Juin, mai, juillet, Mardi

(2) Pouvoir, avoir, faire, gâteau.

(3) Pomme, frais, orange, quinze

(4) Chaise, table, feuteuil, l'eau

(5) Jeudi, lundi, samedi, pomme de terre.

P.T.O.

2. (A) Tradnisez en anglais : [5]

(Translate in English) :

Maître d'hotel : Bonjour, Messieurs-dames.

Monsieur Lambert : Nous voudrions une table calme.

Maître d'hotel : Par ici, silvous plaît.

Monsieur Lambert : C'est Parfait, Merci

Maître d'hotel : Est-ce que vous voulez commander.

Monsieur Lambert : Oui, je vais prendre un jus d'orange,
du thé et des toast.

(B) Reliez les deux colonnes : [5]

(Match the following) :

(1) Bonjour (a) See you later

(2) À plus fard (b) Sorry

(3) Félicitations (c) All the best

(4) Désolé (d) Good morning

(5) Bonne chance (e) Congratulations

3. (A) Donnez les equivalents en anglais : [5]

Give equivalents en English (any *five*) :

(1) Saumon

(2) Poulet

(3) Épinard

(4) L'argent

(5) Vin rouge

(6) Pomme.

(B) Donnez les equivalents en français : [5]

Give equivalents in french (any *five*) :

- (1) Window
- (2) Garlic
- (3) Mutton
- (4) Mangoes
- (5) Lamp
- (6) Chair.

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

(Reconstruct the sentences by rearranging words) :

- (1) Voudrais (dollers/des/changer/je)
- (2) Nécessaire/je/madame/le fais
- (3) Désolé/suis/Monsieur/je
- (4) Sûr/Bien/Monsieur
- (5) Au/Madame/revoir/merci.

(B) Nommez let plat : [5]

(Name the following dishes) :

- (1) C'est une sorte de saucisse de mutton cuit dans le tandoor.
- (2) Ce sont des boules de fromage blanc Pressé, dans du sirop.
- (3) C'est un curry de Petit pols avec des cubes d'une sorte de fromage.
- (4) C'est une crêpe de riz fourée avec des legumes.
- (5) Ce sont des morceaux de poisson cuits dans le tandoor.

5. (A) Traduisez en français : [5]
Translate in French (any *five*) :
- (a) Good bye sir Happy journey.
 - (b) Here is your table sir.
 - (c) I am sorry Madame.
 - (d) I will take an orange juice.
 - (e) May I help you.
 - (f) I want one room for one night.
- (B) Donnez une example de chacun des éléments suivants : [5]
(Give *one* example for the following) :
- (1) Accompagnement
 - (2) Dessert
 - (3) Entrées
 - (4) Plat principal
 - (5) Plat du jour.

Total No. of Questions—6]

[Total No. of Printed Pages—2

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

[5471]-2008

BHMCT (Second Semester) EXAMINATION, 2018

SE-208 : COMPUTER FUNDAMENTAL

(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 *ten*) : [10]

- (1) Computer
- (2) Footer
- (3) CPU
- (4) RAM
- (5) SAP
- (6) Downloading
- (7) URL
- (8) WWW
- (9) ERP
- (10) Twitter
- (11) LAN
- (12) Folder.

2. (A) Differentiate between system software and application software. [5]

(B) Step by step write Mail Merge process. [5]

P.T.O.

3. (A) Explain cloud computing concept. [5]
(B) Write step by step procedure to protect a sheet in MS-Excel. [5]
4. (A) Write procedure for inserting Hyper Link in MS-PowerPoint. [5]
(B) Describe the following functions in MS-Excel : [5]
(1) Count
(2) MIN
(3) Auto sum
(4) Chart
(5) PER
5. (A) Explain the following DOS command (any *five*) : [5]
(1) DIR
(2) VER
(3) DEL
(4) COPY
(5) DATE
(6) MD
(7) RD
(B) Explain Star and Bus topologies. [5]
6. (A) Define primary key and discuss any *three* data types in MS-Access. [5]
(B) Explain concept of B to B and B to C in E-commerce. [5]

Total No. of Questions—6]

[Total No. of Printed Pages—2

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

[5471]-3001

BHMCT (III Semester) EXAMINATION, 2018

C-301 : BAKERY AND CONFECTIONERY

(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 *ten*) : [10]

- (1) Gluten
- (2) Creme fraiche
- (3) Bleeding
- (4) Sweating
- (5) Chiffon cake
- (6) Angel cake
- (7) Mille feuille
- (8) Baklava
- (9) Panning
- (10) Meringue
- (11) Gelatin
- (12) Truffle.

P.T.O.

2. Write short notes on (any *four*) : [4×2.5=10]
- (1) Role of air cells in improving cake texture
 - (2) Importance of icings
 - (3) Leavening agents
 - (4) Ropes, its symptoms and prevention
 - (5) Various methods used in laminated pastry.
3. (1) Explain the following bread making methods : [5]
- (a) Sponge and dough method
 - (b) No time dough method.
- (2) State any *five* cake faults and their causes. [5]
4. (1) List the functions of the following ingredients in cake making : [4]
- (a) Flour
 - (b) Fat.
- (2) Explain *three* physical and *three* chemical changes during baking. [6]
5. (1) Explain any *five* types of cookies with *one* example each. [5]
- (2) Explain the classification of icings. [5]
6. (1) List any *five* large and *five* tools used in bakery with their uses. [5]
- (2) Write a recipe for choux pastry using 500 gm flour, also state *two* examples of the same. [5]

Total No. of Questions—7]

[Total No. of Printed Pages—2

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

[5471]-3002

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

C-302 : FOOD AND BEVERAGE SERVICE—III

(2016 PATTERN)

Time : 2.15 Hours

Maximum Marks : 50

- N.B. :—** (i) Attempt any *five* questions.
(ii) *All* questions carry equal marks.

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

- (a) Fermentation
- (b) Ale
- (c) Wort
- (d) Weeping wine
- (e) Blush wine
- (f) Tigger
- (g) Cobra gun
- (h) Vintage year
- (i) Noble Rot
- (j) Mead
- (h) Château

P.T.O.

2. (a) Explain Methode Champenoise in detail. [8]
(b) Give *four* international brands of Bear. [2]
3. (a) Differentiate between Ale and Lager. [4]
(b) Explain German classification of wines with respect to sugar content. [4]
(c) Give *two* examples of wine based Aperitifs. [2]
4. (a) Draw Layout of Bar with dimensions. [4]
(b) Explain the following Vine Diseases :
(i) Oidium
(ii) Mildew
(iii) Gray Rot
(iv) Phylloxera Vastatrix [6]
5. (a) Give Italian wine producing regions with **2** wines from each region. [6]
(b) Draw flow chart of classification of Alcoholic Beverages. [4]
6. (a) Write a note on Manufacturing Process of Port. [6]
(b) Explain service of Beer. [4]
7. (a) Explain food and wine Harmony. [5]
(b) Plan a *four* course Italian menu with appropriate wines. Draw cover layout. [5]

Total No. of Questions—8]

[Total No. of Printed Pages—2

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

[5471]-3003

BHMCT (Third Semester) EXAMINATION, 2018

C303 : 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) Draw suitable data, if necessary.

Section-I

1. Explain the terms (any *five*) : [5]
 - (a) Checklist
 - (b) Suzie
 - (c) Discard management
 - (d) Contract cleaning
 - (e) Linen inventory
 - (f) Valet service
 - (g) Par stock.
2. (a) Draw and label the layout of a laundry of a five-star hotel. [5]
(b) Enlist the functions of a floor supervisor. [5]
3. (a) Define contract cleaning. List the jobs given on contract cleaning. [5]
(b) Draw and label layout of a linen room of a five-star hotel. [5]

P.T.O.

4. (a) Classify linen and give the selection criteria for linen. [5]
(b) Explain in-house laundry process for hotel linen. [5]

Section II

5. Explain the terms (any *five*) : [5]
(i) Departure notification slip
(ii) House limit
(iii) NEFT
(iv) Late check out
(v) Understay
(vi) Early Bird
(vii) Errand card
6. (a) Explain the process of departure in a fully automated hotel. [5]
(b) Define vouchers and list various types of vouchers. Explain one with a format. [5]
7. (a) Explain traveller's cheque ? How is it exchanged during settlement of guest bills ? [5]
(b) List and explain the various post-departure courtesy services and give its importance. [5]
8. (a) Classify accounts and explain any *one*. [5]
(b) Give the formulae for the following (any **5**) : [5]
(i) RevPar
(ii) ARR
(iii) Room occupancy %
(iv) ARG
(v) House Count
(vi) No Show %

Total No. of Questions—7]

[Total No. of Printed Pages—4

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

[5471]-3004

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

AE-304 : HOTEL ACCOUNTING

(2016 PATTERN)

Time : Two 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.
- (iii) Figures to the right indicate full marks.

1. Explain the following terms : [5×2=10]

- (a) Guest Weekly Bill
- (b) Cash Discount
- (c) Fixed Budget
- (d) Visitors Paid Out
- (e) Income Statement.

2. (a) What is Visitor's Tabular Ledger ? Discuss its various uses in hotels.

- (b) What is Allowance ? Draw the format for the Allowance Voucher.

[2×5=10]

P.T.O.

3. (a) Differentiate between Guest Weekly Bill and Visitor's Tabular Ledger.

(b) Draw the format for Garage and Parking Schedule. [2×5=10]

4. Mr. and Mrs. Raut arrived in hotel "Swapan Ville" on 17th Aug., 2018 at 6:15 p.m. They occupied room no. 207 on EP @ ₹ 4,800. They checked out on 20th Aug., 2018 at 9:00 pm. Their charges and credit items are given below. Prepare Guest Weekly Bill. [10]

Aug. 17 : ANC, Snacks ₹ 120, Telephone ₹ 45. Email ₹ 80, Dinner and Deposited Cash ₹ 6,000.

Aug. 18 : EMT, Breakfast, Laundry ₹ 350, Magazines ₹ 85, Cigarettes ₹ 110, Cinema Tickets ₹ 800, Lunch, Beer ₹ 1,500 Dinner with two guests.

Aug. 19 : EMT (One cup), Breakfast, Sightseeing tour ₹ 1,400, Lunch, Soft drinks ₹ 80, Telephone ₹ 90, Pizza ₹ 405, Dinner Deposited ₹ 6,000 in cash.

Aug. 20 : EMC, Breakfast, Cigarettes ₹ 85, Medicines ₹ 190, Lunch with one guest, ANT, Taxi ₹ 250 and Dinner.

Tariff : Tea ₹ 35/cup
 Coffee ₹ 45 per cup
 Breakfast ₹ 220 per person
 Lunch ₹ 350 per person
 Dinner ₹ 450 per person

Service charge @ 5% on Room and Food.

Mr. Raut made a complaint about wrong debit of Telephone charges on Aug. 19th, Front Office Manager has sanctioned an Allowance for the same. Mr. Raut settled his bill in cash.

5. The following data pertains to Hotel Nillgiri for the year ending 31st March, 2018. Prepare income statement under uniform system of Accounting : [10]

Net Revenue :

Room	₹ 38,20,000
Food	₹ 25,10,000
Beverage	₹ 14,70,000
Others	₹ 15,30,000

Departmental Payroll :

Room	₹ 6,40,000
Food	₹ 7,00,000
Beverage	₹ 2,25,000
Others	₹ 81,400

Cost of Sales :

Food	₹ 11,56,000
Beverage	₹ 5,24,000
Others	₹ 2,18,000

Departmental Expenses :

Room	₹ 2,74,000
Food	₹ 2,10,700
Beverage	₹ 51,800
Others	₹ 28,600

Other undistributed operating and fixed charges :

Administrative expenses	₹ 6,85,000
Repairs and maintenance	₹ 2,72,000
Fuel and Power	₹ 1,15,000
Marketing and Advertisement	₹ 1,20,000
Rates and Taxes	₹ 1,44,000
Depreciation	₹ 1,12,000

Tax. @ 30% on profit.

6. What is Budget ? Explain different types of Budgets. [10]

7. Draw up a Flexible Budget for production at 75% and 100% capacity on the basis of the following data for a 50% activity : [10]

Materials	₹ 100 per unit
Labour	₹ 60 per unit
Director expenses	₹ 20 per unit
Administrative expenses (50% fixed)	₹ 80,000
Selling and distribution (60% fixed)	₹ 1,00,000

Fixed Expenses :

Depreciation	₹ 10,000
Insurance	₹ 5,000

Present production (50% activity) is 1,000 units.

Total No. of Questions—7]

[Total No. of Printed Pages—2

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

[5471]-3005

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

AE-305 : ENVIRONMENT SCIENCE

(2016 PATTERN)

Time : Three Hours

Maximum Marks : 50

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

(ii) *All* questions carry equal marks.

1. (a) What is an 'Ecotel' ? What is its importance in today's hospitality industry ? [5]
(b) Write a short note on 'Environmental Policy'. [5]
2. (a) What are the various ways in which hotels can involve guests in the implementation of green practices ? [5]
(b) What are the effects of noise pollution on hotel guests and employees ? [5]
3. (a) List the best eco-practices that are implemented by hotel kitchens. [5]
(b) Explain any *two* examples of new technology used in hotel construction. [5]
4. (a) Explain the following methods of improving water quality : [5]
(i) Filtration
(ii) Ozonation.
(b) Discuss any *two* alternative energy sources for hotels. [5]

P.T.O.

5. (a) Write a note on 'Assessing current energy performance'. [5]
(b) What are the sources of the following types of solid waste found in hotels ? [5]
(i) E waste
(ii) Organic waste.
6. (a) Differentiate between : [5]
(i) Dry waste and Wet waste
(ii) Bio-degradable and Non-biodegradable waste.
(b) Explain the following : [5]
(i) Grey water
(ii) Rainwater harvesting.
7. Write short notes on (any *two*) : [10]
(a) Measures to control indoor air pollutants.
(b) Educating employees in green practices.
(c) Benefits of a green building.

Total No. of Questions—7]

[Total No. of Printed Pages—2

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

[5471]-3006

BHMCT (III Semester) EXAMINATION, 2018

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. Define Consideration. Explain the legal aspects for valid consideration. 10
2. Explain the provisions for packing and labelling of food under the prevention of Food Adulteration Act, 1954. 10
3. What is meant by Industrial Dispute ? Explain the various Authorities involved in the settlement of dispute. 10
4. Define Sexual Harassment. Explain the Internal and Local Complaint Committee. 10
5. Explain any *ten* licenses required for running star category of Hotels. 10

P.T.O.

6. Define Sale. Explain the rights and duties of seller. 10
7. Write short notes on (any *two*) : 10
- (a) Duties of partner
 - (b) Distinguish between Lay-off and Lock-out
 - (c) Rights and powers of Food Inspector
 - (d) Consumer complaint
 - (e) Opening and closing of Hotels and Bar.

munotes.in

Total No. of Questions—7]

[Total No. of Printed Pages—2

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

[5471]-3007

BHMCT (III Sem.) EXAMINATION, 2018

SE-307 : SOFT SKILLS MANAGEMENT

(2016 PATTERN)

Time : 1½ Hours

Maximum Marks : 50

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

1. Write short notes on (any *two*) : [10]
- (1) Advantages of positive attitude
 - (2) Time Robbers
 - (3) Do's of Teamwork
 - (4) Poise and Posture.
2. (A) What is meant by Self-Esteem ? State the advantages of High Self-Esteem. [5]
- (B) What is a Presentation ? Explain any *two* types of presentations. [5]
3. (A) Explain any *two* Stress Management Techniques that you have adopted, to deal with stress in your life. [5]
- (B) Explain any *two* elements of personality. [5]

P.T.O.

4. (A) What is 'Motivation' ? What is the difference between External and Internal motivation. [5]
- (B) List down *five* examples of positive body language for a hospitality professional. [5]
5. (A) Design a Career Path for yourself. [5]
- (B) Explain 'Johari Window' with a format. [5]
6. (A) What is a case study ? What are the benefits of using the case study method. [5]
- (B) What are 'Transactions and Strokes' ? [5]
7. (A) What are the qualities that recruiter's look for in a candidate ? [5]
- (B) Why should hospitality industry employee's ensure that they appear presentable to the guest. [5]

Total No. of Questions—6]

[Total No. of Printed Pages—2

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

[5471]-3008

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

SE-308 : TICKETING

(2016 PATTERN)

Time : Two Hours

Maximum Marks : 50

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

(ii) Figures to the right indicate full marks.

1. (a) Write down the uses of Air travel world map. [5]
(b) Explain the components of Airline fare. [5]
2. (a) Discuss the policy for pet transportation. [5]
(b) Describe the check-in procedure with an e-ticket at passenger departure area. [5]
3. (a) Explain the process of refund in case of lost ticket. [5]
(b) How does technology help in Air ticketing ? [5]
4. (a) Briefly explain the following types of journey : [5]
(i) Circle trip
(ii) Round the world journey.
(b) Explain the concept of special meals. [5]

P.T.O.

- 5.** (a) Describe the pricing unit concept. [5]
- (b) Explain the influence of stopover and ticketed point mileage on the fares. [5]
- 6.** (a) What are electronic coupons ? Write down the points of coupon controls. [5]
- (b) How does stopover and routing influence the fares ? [5]

munotes.in

Total No. of Questions—6]

[Total No. of Printed Pages—2

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

[5471]-4001

BHMCT (Fourth Semester) EXAMINATION, 2018

401 : QUANTITY FOOD PRODUCTION

(2016 PATTERN)

Time : 2½ Hours

Maximum Marks : 50

N.B. :— Solve any *five* questions.

1. (a) Write the characteristics of the following Indian cooking techniques (any *two*) : [5]
 - (1) Dum Pukta
 - (2) Chula
 - (3) Zameen Dos.
- (b) How is the inventory controlled in a stores ? [5]
2. (a) Write a note on Industrial Catering. [5]
- (b) What care and maintenance is done for : [5]
 - (1) Bain Marie
 - (2) Deep fat fryer.
3. (a) What are the merits and limitations of volume forecasting ? [5]
- (b) Plan a high school menu and state the challenges. [5]

P.T.O.

4. (a) What is yield ? Write the advantages of yield management. [5]
(b) Explain various principles of Indenting for Quantity Kitchen. [5]
5. (a) What are the factors affecting menu planning for regional menus ? [5]
(b) What are the fundamentals of yield management ? [5]
6. Explain the following : [10]
(a) Volume forecasting
(b) List *four* factors for selecting kitchen equipments
(c) Menu balancing
(d) List *four* equipments used in Hyderabadi cuisine.

Total No. of Questions—7]

[Total No. of Printed Pages—3

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

[5471]-4002

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

402 : FOOD AND BEVERAGE SERVICE—IV

(2016 PATTERN)

Time : 2.15 Hours

Maximum Marks : 50

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

(ii) *All* questions carry equal marks.

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

(i) Foreshots

(ii) Ean de-vie

(iii) Distillation

(iv) B-52

(v) OI ML

(vi) Single malt

(vii) Liqueur

(viii) Fork Buffet

(ix) Mescal

(x) Distillers Beer

(xi) Drambuie

(xii) D.O.M.

P.T.O.

2. Differentiate between (any *two*) : [2×5=10]
(i) POT still and Patent still
(ii) Proprietary liqueurs and Generic liqueurs
(iii) Scotch Whisky and Irish whisky.
3. Write short notes on (any *four*) : [2×5=10]
(i) Cognac
(ii) Tequila
(iii) Absinthe
(iv) Gappa
(v) Angel share.
4. (a) Explain *four* various methods of mixing cocktails. [4]
(b) Explain *two* types of Gin. [2]
(c) Explain *two* methods of making liqueur. [4]
5. (a) Differentiate between (any *one*) : [5]
(i) Dark Rum and White Rum
(ii) Bourbon Whisky and Canadian Whisky.
(b) With help of diagram explain pot still. [5]
6. (a) Give flavours and country of origin of the following liqueurs : [5]
(i) Benedictine
(ii) Kirsch
(iii) Cointrean
(iv) Sambuca
(v) Galliano

- (b) Explain the following types of Buffets : [5]
- (i) Display Buffet
 - (ii) Finger Buffet.
7. (a) Draw a Sample Function Prospectus of 50 pax cocktail party.
(Assume suitable data) [5]
- (b) Write duties of Banquet Manager. [5]

Total No. of Questions—8]

[Total No. of Printed Pages—3

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

[5471]-4003

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

C-403 : ACCOMMODATION OPERATION—II

(2016 PATTERN)

Time : Three Hours

Maximum Marks : 50

- N.B. :—** (i) Question No. 1 and Question No. 5 are compulsory. Out of the remaining attempt 2 questions from Section I and 2 questions from Section II.
- (ii) Assume suitable data, if necessary.

Section I

1. Explain the following terms (any *five*) : [5]
- (1) Refurbishing
 - (2) Warm Colours
 - (3) Ergonomics
 - (4) Wet Rot
 - (5) Snag list
 - (6) Class A extinguishers
 - (7) OSHA
2. (A) What measures do you take before starting renovation in a hotel, as an Executive Housekeeper. [6]
- (B) Discuss the general methods of pest control done in a hotel. [4]

P.T.O.

3. (A) What is first-aid ? Write a short note on First-aid box. [6]
(B) A guest calls up the control desk and complaints that, his laundry is spoiled. How will you handle the situation as a control desk supervisor ? [4]
4. (A) Write short notes on the following (any *two*) : [6]
(i) Types of Renovation
(ii) Potential hazardous material in Housekeeping
(iii) Types of complaints
(B) Explain the various principles of Interior Designing. [4]

Section II

5. Explain any *five* terms from the following : [5]
(1) Charge Privilege
(2) BAR
(3) CVGR
(4) Overbooking
(5) e-display
(6) Due-out
(7) Down selling
6. (A) What is Rack rate ? Explain different factors which are affecting the room tariff. [6]
(B) Explain the role of Night Auditor in the Hotels. [4]

7. (A) What measures would you take to increase occupancy of a hotel ? [6]
- (B) Discuss various types of sales tools used in a hospitality industry. [4]
8. Write short notes on the following (any *four*) : [10]
- (1) High balance report
 - (2) Features of Hotels Product
 - (3) Types of guests and their needs
 - (4) Market based pricing
 - (5) Sources of business.

Total No. of Questions—7]

[Total No. of Printed Pages—2

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

[5471]-4004

BHMCT (Fourth Semester) EXAMINATION, 2018

AE-404 : FOOD AND BEVERAGE CONTROL

(2016 PATTERN)

Time : 2½ Hours

Maximum Marks : 50

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

(i) *All* questions carry equal marks.

1. (A) Define Food and Beverage Control and explain the basic concept of profit. [6]
- (B) With the help of the following data draw a neat leveled graph showing breakeven point : [4]
- (i) Fix Cost — 6,000
- (ii) Variable Cost — 16,000
- (iii) Sales — Rs. 40,000
- (iv) Covers — 15,000
2. (A) Define budget and explain the objectives of Budgeting. [6]
- (B) Explain in short the receiving procedure under the control cycle. [2]
- (C) Write a short note on Economic Order Quantity. [2]
3. (A) Draw the format of purchase order and mention *four* objectives of standard purchase specification. [6]
- (B) Mention different procedure and methods of receiving goods. [4]

P.T.O.

4. (A) Draw the format of Bin Card and explain. [4]
(B) Write short notes on (any *two*) : [4]
(i) FiFO
(ii) LiFO
(iii) JIT
(C) Explain ABC analysis. [2]
5. (A) Explain cook chill and cook freeze method of preparation of food. [6]
(B) Explain centralized and decentralized cooking. [4]
6. Write short notes on (any *five*) : [10]
(i) Cost plus
(ii) Market penetration
(iii) Discriminatory pricing
(iv) Return on investment
(v) Cost relationship
(vi) Goods received book.
7. (A) With the help of a neat format explain delivery note and credit note. [6]
(B) Write a short note on standard yield and standard portion size. [4]

Total No. of Questions—8]

[Total No. of Printed Pages—2

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

[5471]-4005

BHMCT (Fourth Semester) EXAMINATION, 2018

AE-405 : PRINCIPLES OF MANAGEMENT

(2016 PATTERN)

Time : Three Hours

Maximum Marks : 50

N.B. :— (i) Solve any **5** out of 8 questions.

(ii) *All* questions carry equal marks.

1. (A) Enumerate the various level of management in detail. [5]
(B) Define decision-making. Explain various types of decisions. [5]
2. (A) Diffrentiate between formal organisation and informal organization. [5]
(B) Define leadership. Explain different styles of leadership. [5]
3. (A) List and explain different types of planning. [5]
(B) Write advantages of motivated staff. [5]
4. (A) Define communication. Explain process of communication. [5]
(B) Explain any *five* internal factors that affect on management. [5]

P.T.O.

5. Write short notes on (any *two*) : [10]
- (i) Span of control
 - (ii) McGregor theory 'X' and theory 'Y'
 - (iii) Controlling process
 - (iv) Need of coordination.
6. Enumerate Fayol's principles of management. [10]
7. Explain Maslow's theory of motivation. [10]
8. Step by step write planning process. [10]

Total No. of Questions—7]

[Total No. of Printed Pages—2

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

[5471]-4006

B.H.M.C.T. (Fourth Semester) EXAMINATION, 2018
SE-406 : ADVANCED BAKERY AND CONFECTIONERY
(2016 PATTERN)

Time : 2½ Hours

Maximum Marks : 50

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

1. Explain the following terms : [10]
- (1) Bavarian cream
 - (2) Chantilly
 - (3) Artisan
 - (4) Bloom
 - (5) High ratio cake
 - (6) Sabayon
 - (7) Petite four
 - (8) Docking
 - (9) Lamination
 - (10) Genoise.
2. (a) Classify pastry with suitable examples. [6]
(b) Write a short note on Enzymatic reaction in Bread. [4]
3. (a) List and explain any *five* ingredients used in Bread making. [5]
(b) Explain the process of assembling layer cake. [5]

P.T.O.

4. (a) State the mixing methods in cookie making with a suitable example. [4]
(b) Write a short note on preferment. [4]
(c) Describe poured sugar. [2]
5. (a) Explain any *two* cake making methods. [5]
(b) Explain the characteristics kept in mind while plating desserts. [5]
6. Give *two* examples each for the following : [10]
(1) Cookies
(2) Chemical bread improvers
(3) Choux pastry
(4) Ovens
(5) Quick breads.
7. (a) Explain any *four* bread faults and their reasons. [4]
(b) Differentiate between Flat icing and Fluffy icing. [4]
(c) *Four* large equipments used in bakery. [2]

Total No. of Questions—7]

[Total No. of Printed Pages—3

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

[5471]-4007

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

SE-407 : BARTENDING

(2016 PATTERN)

Time : 2½ Hours

Maximum Marks : 50

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

(ii) Solve any *five* questions.

1. (a) Define Bartending and explain the scope of bartending in hotel industry. [5]
(b) Prepare a checklist for opening a bar and explain the importance of inventory taking in a bar. [5]
2. (a) List and explain any *four* types of bar. [6]
(b) With the help of a neat format, explain the beverage perpetual inventory ledger. [4]
3. (a) “A POS system in a bar is very effective in cash transactions, billing and inventory management.”
Justify the above statement. [5]
(b) Explain the ‘Golden rules’ to be followed in making cocktails. [5]

P.T.O.

4. (a) Explain the following terms : [5]
- (i) Gomme syrup
 - (ii) Moonshine
 - (iii) Dry shake
 - (iv) Dry ice
 - (v) Healthy cocktails.
- (b) Explain the importance of keeping in the bar working area clean during operations. [5]
5. (a) List and explain the most important licenses required to open and run a bar. [6]
- (b) Explain the following families of cocktails : [4]
- (i) Daisies
 - (ii) Eggnoggs
 - (iii) Toddies
 - (iv) Cobbless.
6. (a) Explain the following methods of making cocktails : [5]
- (i) Shaking
 - (ii) Blending
 - (iii) Stirring
 - (iv) Muddling
- Also give *one* example of cocktails made with the above methods.

- (b) Explain the use of a permit while purchasing an alcoholic beverage from a retail counter or a bar. [5]
7. (a) What are the essential attributes required by a bartender while working on a bar. [5]
- (b) Explain the concept of “Bar Menu Engineering”. [5]

munotes.in

Total No. of Questions—6]

[Total No. of Printed Pages—2

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

[5471]-4008

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

SE-408 : HOUSEKEEPING IN ALLIED SECTORS

(2016 PATTERN)

Time : 2½ Hours

Maximum Marks : 50

N.B. :— (i) Q. No. 1 is compulsory.

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

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

- (a) Importance of housekeeping services in Aircrafts
- (b) HACCP in housekeeping
- (c) Format for a housekeeping checklist
- (d) Odour control in internal environment
- (e) Eco-friendly housekeeping.

2. (a) What is a staffing guide ? Explain the procedure of developing staffing guide for a Hostel (Assume suitable data). [5]

(b) Define waste management. Write a note on recycling of dry waste material. [5]

3. (a) Define inventory management. State the general rules for determining PAR levels for chemicals in the Housekeeping department. [5]

(b) Write a standard operating procedure for daily cleaning of libraries. [5]

P.T.O.

4. (a) Write a job description for a HK supervisor. [5]
(b) State and advantages and disadvantages of outsourcing. [5]
5. (a) Define training. Explain the various methods of training used to train HK employees. [5]
(b) Explain in brief how can ergonomics principles be used in HK operations. [5]
6. (a) Explain the legal aspects of scheduling work. [5]
(b) Explain any *five* documents to be maintained in day to day operations in HK. [5]

Total No. of Questions—7]

[Total No. of Printed Pages—2

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

[5471]-4009

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

SE-409 : ENTREPRENEURSHIP DEVELOPMENT

(2016 PATTERN)

Time : 2.15 Hours

Maximum Marks : 50

- N.B. :—** (i) Answer any *five* questions.
(ii) Figures to the right indicate full marks.
(iii) All questions carry equal marks.
(iv) Assume suitable data, if necessary.

- 1.** (a) Define the following terms (any *four*) : [4]
(i) Entrepreneur
(ii) Entrepreneurship
(iii) Intrapreneur
(iv) Venture capitalist
(v) CSR
(vi) Social Entrepreneur.
(b) Explain the entrepreneurial process. [6]
- 2.** (a) Explain the entrepreneurship innovation theory by Joseph Schumpeter. [5]
(b) List the sources of business Ideas. Explain any *three* in brief. [5]
- 3.** (a) Name a young successful entrepreneur in India and briefly explain any *five* characteristics which made him successful. [6]

P.T.O.

- (b) Explain any *two* programs of the following promoting women entrepreneurship : [4]
- (i) SWASHAKTI
 - (ii) Rashtriya Mahila Kosh
 - (iii) Federation of Indian Women Entrepreneur.
4. (a) List internal and external sources of finance. [4]
- (b) Enlist and write in brief about sources of recruitment. [6]
5. Explain the stages of growth of a entrepreneurship venture. [10]
6. (a) Enlist various problems that a business face in India. [5]
- (b) What is Quality Standards ? Explain any *two*. [5]
7. Write short notes on any *four* : [10]
- (1) Entrepreneurs Vs. Entrepreneurship
 - (2) Marketing Plan
 - (3) NABARD
 - (4) E-commerce
 - (5) GST
 - (6) Patent.