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[5571]-101

B.H.M.C.T. (First Semester) EXAMINATION, 2019

101 : FOOD PRODUCTION-I

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

1. (a) Draw classical kitchen brigade for 4-star hotel and write the duties of executive chef. [5]
(b) Classify kitchen equipments with example and write in brief about maintenance of refrigerator. [5]
2. (a) What is hydrogenation of fat ? List the different types of fats and oils used in cooking. [4]
(b) Draw the diagram of wheat and explain its composition. [4]
(c) Give examples (any *two*) : [2]
(i) Stone fruit
(ii) Citrus fruit
(iii) Dried fruit.
3. (a) Give the local equivalents of the following (any *four*) : [4]
(i) Fenugreek leaves
(ii) Asafoetida
(iii) Almond
(iv) Nutmeg
(v) Hung curds
(vi) Sweet potato.

P.T.O.

- (b) Explain in brief any *four* types of vegetables. [4]
- (c) What are precautions taken for enhancing and retaining colour of green leafy vegetables while cooking. [2]
4. Solve any *five* : [5×2=10]
- (i) What is a cheese ? Name any *two* types of cheese.
- (ii) Write any *two* artificial sweetners.
- (iii) List any *four* good practices of personal hygiene.
- (iv) State *two* differences between Homogenised milk and Pasturised milk.
- (v) What are aims and objectives of cooking food ?
- (vi) Draw neat labelled diagram of egg.
5. (a) Define herbs and spices. Explain any *two* herbs in detail. [5]
- (b) Write short notes on the following (any *two*) : [5]
- (i) Skimmed milk
- (ii) Colour pigments
- (iii) Functions of egg in cookery.

Total No. of Questions—6]

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[5571]-102

B.H.M.C.T. (First Semester) EXAMINATION, 2019

102 : FOOD AND BEVERAGE SERVICE—I

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

1. (A) Explain the following foods and beverage outlets in brief : [5]
 - (i) Bar
 - (ii) Cafeteria
 - (iii) Drive thru
 - (iv) Kiosk
 - (v) Fine dine.
- (B) What is a still room ? List the equipments and food items it supplies. [5]
2. (A) List any *six* attributes of food and beverage personnel. [6]
- (B) Give standard sizes of the following : [4]
 - (i) Pilsner
 - (ii) Cloth serviette
 - (iii) Sweet plate
 - (iv) Width of chair seat.
3. (A) With a neat chart, classify catering establishments. Give examples for each. [8]
- (B) Explain how silver is polished in a burnishing machine. [2]

P.T.O.

4. (A) Distinguish between : [6]
(i) Table service and in situ service.
(ii) Mise en place and Mise en scene.
(B) Explain the following terms : [4]
(i) Sommelier
(ii) Aboyeur
(iii) Dummy waiter
(iv) Buffet.
5. (A) With a neat chart, show the hierarchy of a Food and Beverage Department in a large hotel. [5]
(B) Discuss how F and B coordinated with : [5]
(i) Housekeeping
(ii) Human resources.
6. (A) List duties and responsibilities of a restaurant manager. [5]
(B) Write a note on the importance of maintaining Hygiene in F and B operations. List any *five* grooming standards to be followed therefore. [5]

Total No. of Questions—6]

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[5571]-103

BHMCT (First Semester) EXAMINATION, 2019

103 : HOUSEKEEPING OPERATIONS—I

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) All questions carry equal marks.

(iii) Draw suitable diagrams wherever necessary.

1. (A) Explain the following terms (any *five*) : [5]
- (i) Dutch wife
 - (ii) Cylindrical vaccum cleaner
 - (iii) Efficiency room
 - (iv) Section key
 - (v) Brassow
 - (vi) Duvet
 - (vii) Hand Caddey.
- (B) How dose hosue-keeping department coordinate with front office and engineering department. [5]
2. (A) How can the house-keeping department ensure guest satisfaction and repeat business ? [5]
- (B) What are the attributes of house-keeping staff ? [5]
3. (A) With the help of a layout explain the sections of house-keeping department. [5]
- (B) Write the job description of floor supervisor. [5]

P.T.O.

4. (A) Give the use and care of the following equipments : [5]
(i) Squeeze
(ii) Hot water extraction machine
(iii) Chambermaids Trolley
(iv) Dest pan.
- (B) Explain the following types of rooms : [5]
(i) Single room
(ii) Twin room
(iii) Cabana
(iv) Lenai
(v) Suite room.
5. (A) Explain the selection criterion of cleaning agents. [5]
(B) Explain the types of keys used in the hotel. [5]
6. Write short notes on (any *two*) : [10]
(i) Manual Cleaning Equipment
(ii) Amenities for VIP guest room
(iii) Areas of House-keeping department.

Total No. of Questions—6]

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[5571]-104

B.H.M.C.T. (I Semester) EXAMINATION, 2019

104 : FRONT OFFICE OPERATIONS-I

(2008 PATTERN)

Time : 2 Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

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

- (1) Motel
- (2) Black List
- (3) CRS
- (4) Overbooking
- (5) FIT
- (6) Efficiency room
- (7) DND
- (8) HWC
- (9) Volet
- (10) Emergency Key
- (11) Lobby
- (12) Complementary.

2. (a) Classify Hotel on the basis of Location. [5]

(b) Explain coordination of Front Office Department. [5]

- (1) Housekeeping
- (2) Human Resource Department

P.T.O.

3. (a) Explain different types of meal plans. [5]
(b) Draw formats of :
(1) Message Slip
(2) Reservation form. [5]
4. (a) Write short notes on (any *two*) : [5]
(1) Rules of the House for staff.
(2) Paging.
(3) Attributes of front office staff.
(b) Explain the various stages of Guest Cycle. [5]
5. (a) Explain Mail Handling procedure for past guest with the help of flow chart. [5]
(b) Draw a neat layout of front office department. Explain any *two* sections. [5]
6. (a) Explain various sources of Reservation in detail. [5]
(b) Write short notes on (any *two*) :
(1) Booking Diary
(2) Whitney system
(3) Different types of keys.

Total No. of Questions—7]

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[5571]-105

B.H.M.C.T. (First Semester) EXAMINATION, 2019

105 : CATERING SCIENCE—I

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Question No. 1 is compulsory.
(ii) Attempt any *four* questions from Q. No. 2 to Q. No. 7.

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

- (i) Flash point
- (ii) Gel
- (iii) Food Additives
- (iv) Boiling under pressure
- (v) Melting point
- (vi) Evaporation.

(B) Give reasons for the following (any *five*) : [5×1=5]

- (i) Shelves in dry food storage should be kept away from the walls.
- (ii) Food should be kept out of danger zone.
- (iii) Mayonnaise is an emulsion.
- (iv) Coughing should be avoided near food handling areas.
- (v) Fresh lime juice is preferable to limca.
- (vi) Bananas turn brown when cut and kept open.

P.T.O.

2. (A) Explain any *three* factors affecting the growth of microorganisms. Differentiate between Food Poisoning and Food Infection. [3+2]
(B) Explain the principles of HACCP in catering industry. [5]
- Or*
- Explain any *five* natural toxins occurring in food. [5]
(C) Explain the morphology of yeast. [5]
3. (A) Define 'Cross-contamination.' Give any *three* ways to prevent it. [2+3]
(B) Mention any *two* spoilage indicators for the following food stuffs : [5]
(i) Curd
(ii) Spinach
(iii) Groundnut
(iv) Egg
(v) Fish.
(C) Explain any *five* indirect ways of transmission of disease. [5]
4. (A) Define pH. Explain its importance in food industry with any *two* examples. [1+4]
(B) Why is pest control necessary ? Mention any *two* control measures to control the following pests each : [1+4]
(i) Cockroaches
(ii) Ants.
(C) Write a short note on Refrigerated food storage. [5]

5. (A) Explain any *five* uses of different microorganisms in catering industry. [5]
- (B) What is the role of food standards in India ? Explain any *two* food standards. [3+2]
- (C) Explain the importance of 'Hygiene' and 'Sanitation' in catering industry. [5]
6. (A) Explain any *five* ways to control the growth of microorganisms. [5]
- (B) Mention the common food adulterant and the test to detect them in the following food stuffs : [5]
- (i) Semolina
 - (ii) Turmeric
 - (iii) Tea
 - (iv) Ghee
 - (v) Milk.
- (C) Explain the importance of protective clothing in food industry. [5]
7. (A) Define 'Browning reactions'. Give any *three* examples of desirable browning. [2+3]
- (B) Explain the concept of 'Danger Zone' in catering industry. [5]
- (C) Explain any *five* food additives used in catering industry. [5]

Total No. of Questions—8]

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[5571]-106

B.H.M.C.T. (I Semester) EXAMINATION, 2019

106 : COMMUNICATION FUNDAMENTALS

(2008 PATTERN)

Time : 3 Hours

Maximum Marks : 70

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

Section I

1. (A) Write a letter to the supplier to place an order for cleaning agents for the housekeeping department. Assume suitable data.[10]
(B) Define body language. What are the examples of Negative body language that should be avoided in a professional environment.[5]
2. (A) Write short notes on : [5]
 - (i) Need for listening
 - (ii) Note making.(b) What are the disadvantages of oral communication. [5]
3. Draft memo to a staff member of your department who is always late to report on duty ? Assume suitable data. [10]
4. (A) What are factors to be considered while making presentations.[5]
(B) What are do's and don'ts for answering a call in a hotel.[5]

P.T.O.

Section II

5. (A) Draft a biodata for yourself. assuming that you are applying for the post of a sous chef. [8]
(B) How can the language difference create a barrier to effective communication ? Justify your answer with a suitable example.[7]
6. Write a report on a Hotel visit conducted recently by your college.[10]
7. Write a conversation between a guest in a restaurant and a waiter using a concept hotel phrases. [10]
8. Explain the process of communication with the help of a suitable diagram. [10]

Total No. of Questions—5]

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[5571]-201

B.H.M.C.T. (Second Semester) EXAMINATION, 2019

201 : FOOD PRODUCTION-II

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) Attempt any *four* questions.

(iii) Draw neat diagrams wherever necessary.

1. Explain the following terms (any 10) :

[10]

(i) Roux

(ii) Liaison

(iii) Beurre Manie

(iv) Slurry

(v) Scum

(vi) Fond de cuisine

(vii) Reducing

(viii) Sauteing

(ix) Blanning

(x) Kneading

(xi) Gratinat

(xii) Bisque

(xiii) Chivder.

P.T.O.

2. (a) Explain the various types of stocks and describe meat glaze and essence. [5]
- (b) Explain the rules for making white stock. [3]
- (c) Name any *four* consomme garnishes. [2]
3. (a) Define Soup. Draw the classification chart of soup with example. [5]
- (b) Draw a classification chart of sauces with **2** derivation each. [5]
4. (a) Explain the principle of Roasting and Steaming. [5]
- (b) Describe about favourable and unfavourable textures. [2]
- (c) Explain the precautions and rectifications done in preparation of bechamel and mayonnaise sauce. [3]
5. (a) Explain any *two* dishes made by following cooking methods : [5]
- (1) Grilling
- (2) Baking
- (3) Steaming
- (4) Shallow Frying
- (5) Stewing.
- (b) Explain the advantage and disadvantages of microwave cooking. [3]
- (c) Explain different types of fuels used in cooking. [2]

Total No. of Questions—6]

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[5571]-202

B.H.M.C.T. (II Semester) EXAMINATION, 2019

202 : FOOD AND BEVERAGE SERVICE-II

(2008 PATTERN)

Time : 2 Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

1. (A) Write a full English breakfast menu. [5]

(B) Write cover and accomponiments (any *five*) : [5]

(i) Tomato Juice

(ii) Consommé celestine

(iii) Brie

(iv) Grilled sole

(v) Irish stew

(vi) Roast Turkey

(vii) Welsh rarebit

(viii) Roost leg of lamb.

2. Write French classical menu sequence with suitable examples. [10]

3. (A) Give characteristics of : [4]

(i) Ala carte menu

(ii) Table d'hôte menu.

(B) Explain the beer manufacturing with a flowchart. [6]

4. (A) Explain triplicate checking method and draw any *two* special food checks. [6]

P.T.O.

- (B) Give 4 well known brands for the following (any *two*) : [4]
- (i) Mineral Water
 - (ii) Beer
 - (iii) Coffee
 - (iv) Cereal.
5. (A) Classify beverages with suitable examples. [6]
- (B) List characteristics of good coffee. [4]
6. Explain the following (any *ten*) : [10]
- (i) Branch
 - (ii) Supper
 - (iii) Sake
 - (iv) Cider
 - (v) Perry
 - (vi) Espresso
 - (vii) Tisanes
 - (viii) Lemon Tea
 - (ix) Caviare
 - (x) Grist
 - (xi) Stout
 - (xii) Ales
 - (xiii) Mocktail.

Total No. of Questions—6]

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[5571]-203

B.H.M.C.T. (II Semester) EXAMINATION, 2019
203 : HOUSEKEEPING OPERATION-II
(2008 PATTERN)

Time : 2 Hours

Maximum Marks : 40

- N.B. :—** (i) Attempt any *four* questions out of six.
(ii) Assume suitable data wherever necessary.
(iii) All questions carry equal marks.

1. (A) Explain the following terms (any *five*) : [5]
(i) Monogramming
(ii) Second service
(iii) Stock taking
(iv) Linen Coverage
(v) Discard
(vi) Weft.
(B) Write any five principles of cleaning. [5]
2. (A) Explain the daily cleaning procedures for an occupied room.[6]
(B) What are various functions performed at control desk. [4]
3. (A) Explain the selection criteria for Bed sheets and Bath Towels.[6]
(B) Differentiate between spring cleaning and periodic cleaning.[4]
4. How would you clean the following public areas : [10]
(i) Lobby
(ii) Elevation
(iii) Restaurant
(iv) Swimming pool.

P.T.O.

5. (A) Draw a neat layout of a Linen Room and explain its functions.[6]
(B) Explain the work routine of GRA. [4]
6. (A) An expensive camera is found in the drawer of a departure room by GRA. Explain the procedure with relevant format. [6]
(B) Give the importance of checklist in the housekeeping for supervisory. [4]

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Total No. of Questions—6]

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[5571]-204

B.H.M.C.T. (Second Semester) EXAMINATION, 2019

204 : FRONT OFFICE OPERATIONS—II

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

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

(iii) *All* questions carry equal marks.

1. Explain the following terms (any 10) :

[10]

(i) Skipper

(ii) FIT

(iii) Hospitality Room

(iv) Travel Agent

(v) Late chek-out

(vi) Passport

(vii) BTC

(viii) Overstay

(ix) HWC

(x) Concierge

(xi) Paging

(xii) Cabana.

P.T.O.

- 2.** (a) Write step by step procedure for VIP arrival. [5]
(b) What are the pre-arrival activities for group arrival ? [5]
- 3.** (a) Explain the criteria for taking advance. [5]
(b) Write procedure for room change. [5]
- 4.** Write short notes on (any *two*) : [10]
(i) Express check-out
(ii) Rooming a guest
(iii) VISA.
- 5.** Draw and explain the following (any *two*) : [10]
(i) Departure Notification. Slip
(ii) 'C' Form
(iii) Safe deposit Slip.
- 6.** (a) Explain the methods of payment. [5]
(b) Explain bell desk activities while guest departure. [5]

Total No. of Questions—7]

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[5571]-205

B.H.M.C.T. (Second Semester) EXAMINATION, 2019
205 : CATERING SCIENCE-II
(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

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

1. Define the following terms (any *five*) : [5×2=10]

- (i) Nutrient
- (ii) Food
- (iii) Oedema
- (iv) Malnutrition
- (v) Hydrogenation of oil
- (vi) Health.

2. (A) Match the following : [5]

- | | |
|---------------------|---------------|
| (i) Dehydration | (a) Margarine |
| (ii) Vitamin A | (b) ORS |
| (iii) Saturated fat | (c) Papaya |
| (iv) Iodine | (d) Sunlight |
| (v) Vitamin D | (e) Potato |
| | (f) Goitre |

(B) Give reason (any *five*) : [5×2=10]

- (i) Fruits and vegetables should be washed before peeling and cutting.

P.T.O.

- (ii) Green leafy vegetables should be included in a diet.
- (iii) Pressure cooking is an advisable to cook food.
- (iv) Egg is a complete source of protein.
- (v) Fresh fruit juices are advised during summer.
- (vi) Water balance plays an important role in relation to human health.

3. (A) Discuss 'Iron' under the following heading :
- (i) Any *two* functions. [2]
 - (ii) Any *four* good food sources. [2]
 - (iii) Name *one* deficiency disease. [1]
- (B) Write a short note on water balance. [5]
- (C) Junk food should be avoided in the diet. Justify. [5]
4. (A) Describe any *three* functions of carbohydrate. Give any *four* food sources of carbohydrates. [3+2]
- (B) Give importance of dietary *four* fibre in the diet with example.
- (C) Give the functions of fat in human body. [5]
5. (A) Define Rancidity of oil. How will you present it ? [2+3]
- (B) Explain basic *five* food groups giving suitable examples. [5]
- (C) List one food to be avoided and one food to be recommended for patients suffering from the following diseases : [5]
- (i) Kidney diseases
 - (ii) Jaundice
 - (iii) Constipation
 - (iv) Heart disease
 - (v) Diabetes mellitus.

6. (A) Explain the importance and limitations of sodium chloride in a diet. Give food sources of sodium chloride. [5]
- (B) Define Vitamins Classify vitamins with examples. [5]
- (C) Plan a balanced diet (day's diet) for a female manager who is 40 years old and follows a non-vegetarian meal. [5]
7. (A) Explain the effects of heat on proteins with suitable examples. [5]
- (B) Calculate the energy provided by a diet having 250 gms of carbohydrate, 100 gms of protein and 25 gms of fat. [5]
- (C) Explain the supplementary value of protein with *two* examples. [5]

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[5571]-206

B.H.M.C.T. (Second Semester) EXAMINATION, 2019

206 : BASIC FRENCH FOR HOTEL INDUSTRY

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

1. (A) Conjuguez les verbes au présent (any *three*) : [3]
- (i) (Ne pas prendre) le taxi, c'est trop cher.
- (ii) Vous (écouter) la musique.
- (iii) (Fixir) vite votre travail.
- (iv) Je (être) très jdie.
- (v) Nous (avoir) les coûteaux.
- (vi) Vous (se raser) chaque matin.
- (B) Écrivez la date (any **2**) : [2]
- Write the date :
- (i) Friday, 14/5/2003
- (ii) Tuesday, 1/3/2008
- (iii) Monday, 21/1/1968.
- (C) Quelle heure est-il ? (any **2**) : [2]
- What time is it ?
- (i) 8.15 am
- (ii) 5.30 pm
- (iii) 12.00 noon
- (iv) 9.40 pm.

P.T.O.

(D) Mettez le bon mesure (any 2) : [1]

Put in the correct measure :

- (i) de menthe
- (ii) de bière
- (iii) de conserves
- (iv) de jambon.

(E) Ecrivez les nombres en lettres (any 4) : [2]

Write the numbers in words :

- (i) 11^e
- (ii) 18
- (iii) 76
- (iv) 28^e
- (v) 100
- (vi) 14

2. (A) Planifiez un menu français de 4 cours en donnant un exemple de chaque cours.

Plan a 4 course menu giving *one* example of each course. [4]

(B) Expliquez les termes en anglais (any 6) : [6]

Explain the terms in English :

- (i) sec
- (ii) doux
- (iii) la fourchette
- (iv) la nappe
- (v) crémant
- (vi) premier cru
- (vii) vin de pays
- (viii) la soucoupe.

3. (A) Expliquez les termes en anglais (any 7) : [7]
Explain the following terms in English :
- (i) Calamari
 - (ii) Au naturel
 - (iii) Bien cuit
 - (iv) Frappé
 - (v) Roux
 - (vi) Vol-au-vent
 - (vii) Timbale
 - (viii) Petit four
 - (ix) Au gratin
 - (x) Dorer.
- (B) Nommez le chef (any 3) : [3]
Name the chef :
- (i) Prépare les fritures, les plats de poissons
 - (ii) S'occupe des potages
 - (iii) Prépare les légumes et les garniture
 - (iv) Prepare les sauces
 - (v) Se charge des rôtis.
4. (A) Donnez l'équivalent en français (any 3) : [3]
Give the equivalent in French :
- (i) french beans
 - (ii) yoghurt
 - (iii) almond
 - (iv) ginger
 - (v) lamb
 - (vi) trout.

(B) Donnez l'équivalent en anglais (any 4) : [2]

Give the equivalent in English :

- (i) le homard
- (ii) le poulet
- (iii) la muscade
- (iv) une grenade
- (v) des champignons
- (vi) le beurre clarifié
- (vii) le sel
- (viii) le riz.

(C) Liez les régions avec les vins et récrivez match the regions with wines and rewrite (any 10) : [5]

A

B

- | | |
|--------------------------|----------------------------|
| (a) Cabernet de Saumur | (i) Champagne |
| (b) Bollinger | (ii) Bordeaux |
| (c) Ajaccio | (iii) Alsace |
| (d) Sylvaner | (iv) Corse |
| (e) Hermitage | (v) Rhône |
| (f) Costière de Nîmes | (vi) Loire |
| (g) Blanquette de Limoux | (vii) Sud-ouest |
| (h) Mondeuse | (viii) Languedoc-Rousillon |
| (i) Vin de Paille | (ix) Bourgogne |
| (j) Chablis Voreuil | (x) Savoie |
| (k) Château Latour | (xi) Jura. |

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[5571]-301

B.H.M.C.T. (III Semester) EXAMINATION, 2019

301 : FOOD PRODUCTION-III

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

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

1. Explain any *one* cuisine in detail : [10]

(i) Rajasthani

(ii) Kashmiri

(iii) Bengali

2. (a) Explain the functions of the following ingredients in bakery and confectionery : [4]

(i) Fat

(ii) Flour

(iii) Sugar

(iv) Water.

(b) Plan a festival menu of Gujrat. [3]

(c) How are bakery equipments classified ? Give examples. [3]

3. (a) What is a confectionary ? Explain different principles of baking. [4]

(b) Write a short note on Hospital Catering. [3]

(c) Give the standard recipe of Bread. [3]

P.T.O.

4. (a) List the different stages in bread making. Explain any *one* bread disease in detail. [5]
- (b) Explain the sugar batter method of cake making. [3]
- (c) Give the difference in rich dough and lean dough. [2]
5. (a) Give the reasons for the following faults in cake : [5]
- (i) 'M' fault
 - (ii) 'X' fault
 - (iii) Cake top with white spots
 - (iv) Tunnels like holes in bread
 - (v) Pale crust on top of bread.
- (b) Explain the following terms (any *five*) : [5]
- (i) Vindaloo
 - (ii) Rogan josh
 - (iii) Oven spring
 - (iv) Dodol
 - (v) Baker's percentage
 - (vi) Bibinca
 - (vii) Gateaux.

Total No. of Questions—6]

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[5571]-302

B.H.M.C.T. (III Sem.) EXAMINATION, 2019
302 : FOOD AND BEVERAGE SERVICE—III
(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

- N.B. :—** (i) Attempt any *four* questions.
(ii) All questions carry equal marks.
(iii) Draw sketches wherever required.

1. (A) Define wine. Explain different types of wines. [5]
(B) Explain the following : [5]
(i) AOC
(ii) QBA
(iii) VDQS
(iv) DOCG
(v) Auslese.
2. (A) Mention famous wines from the following districts of Bordeaux.
Also state their characteristics : [5]
(i) Medoc
(ii) Graves
(iii) St. Emilion
(iv) Sauternes
(v) Pomerol.
- (B) Define Aperitif ? Explain lillet and Byrrh. [3]
(C) Explain service of Cigars. [2]

P.T.O.

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

- (i) Humidor
- (ii) Methuselah
- (iii) Edelfaule
- (iv) Oloroso
- (v) Bodega
- (vi) Blanc de Blancs
- (vii) Claret
- (viii) ReamUAGE
- (ix) Château
- (x) Body
- (xi) Viticulture
- (xii) Ruby port.

4. (A) Explain serving temperature of the following wines : [5]

- (i) Red wines
- (ii) White wines
- (iii) Rose wines
- (iv) Sparkling wines
- (v) Fortified wines.

(B) Give the countries for the following wines : [5]

- (i) Madiera
- (ii) Malaga
- (iii) Marsala
- (iv) Chianti
- (v) Sherry.

5. (A) Explain the “Estufagem process”. [4]
- (B) Name the following : [6]
- (i) *Two* Italian red wines
 - (ii) *Two* port shippers
 - (iii) *Two* Indian wine company
 - (iv) *Two* champagne shippers
 - (v) *Two* fortified wines
 - (vi) *Two* International brands of Cigars.
6. (A) Explain the storage and service of wine. [5]
- (B) What are the gradation laws in Italy with reference to wines. [5]

Total No. of Questions—6]

[Total No. of Printed Pages—3

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[5571]-303

BHMCT (Third Semester) EXAMINATION, 2019

303 : ACCOMMODATION OPERATIONS—I

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

- N.B. :—** (i) Answer any *two* questions out of three from each section.
(ii) All questions carry equal marks.
(iii) Assume suitable data if necessary.

SECTION I

1. (A) Explain flow process of guest laundry. [5]
(B) Enlist jobs given an contract in housekeeping department. [5]
2. (A) Suggest the cleaning agent and treatment for the following stains : [3]
 - (i) Lipstick
 - (ii) Ink
 - (iii) Blood.
(B) What precautions are taken by hotel to ensure safety of guest property ? [3]
(C) What are the principles of flower arrangement ? [4]

P.T.O.

3. (A) Classify fibres with examples of each. [3]
- (B) Suggest flower arrangement for the following areas : [3]
- (i) Lobby
 - (ii) Reception counter
 - (iii) Buffet table.
- (C) How would you control following pests ? [4]
- (i) Termites
 - (ii) Silverfish
 - (iii) Cockroaches
 - (iv) Flies.

SECTION II

4. (A) Define the following : [5]
- (i) No show
 - (ii) Sleeper
 - (iii) Chance guest
 - (iv) Late charges
 - (v) Allowance voucher.
- (B) State the formulae for the following : [5]
- (i) APR
 - (ii) Room occupancy %
 - (iii) House count
 - (iv) Local occupancy %
 - (v) Double occupancy %.

5. (A) Draw format and explain in brief : [5]
- (i) Discrepancy report
- (ii) No show and cancellation report.
- (B) What are charge privileges ? Which guests are extended this facility ? [3]
- (C) Explain different types of account maintained at front desk. [2]
6. (A) What is hospitality desk ? Explain the functions and role of hospitality desk. [5]
- (B) How would you deal with following situation : [5]
- (i) Fire in the guest room
- (ii) Death of a guest in the room.

Total No. of Questions—6]

[Total No. of Printed Pages—2

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[5571]-304

B.H.M.C.T. (III Semester) EXAMINATION, 2019

304 : COMPUTER FUNDAMENTAL

(2008 PATTERN)

Time : 2 Hours

Maximum Marks : 40

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

(ii) Each questions carries equal marks.

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

- (1) ROM
- (2) Desktop
- (3) Autotext
- (4) Database
- (5) Custom animation
- (6) Modem
- (7) Domain
- (8) ERP
- (9) DBMS
- (10) Primary key
- (11) Computer
- (12) Icon

2. (a) Differentiate between LAN and WAN. [5]

(b) Explain the following DOS commands (any *five*) : [5]

- (1) COPY
- (2) DIR
- (3) VER
- (4) TYPE
- (5) CLS
- (6) REN

P.T.O.

- 3.** (a) Explain Mail and Merge Process. [5]
(b) Define excel and explain the features of MS-Excel. [5]
- 4.** (a) Define internet and explain the prerequisites for internet. [5]
(b) Explain B to B and B to C concept. [5]
- 5.** Write short notes on (any *two*) : [10]
(a) Search Engine
(b) SAP Concept
(c) Virus.
- 6.** (a) Define primary key and explain any *three* data types in MS-Access. [5]
(b) How to insert clipart and pictures in MS-PowerPoint ? [5]

Total No. of Questions—8]

[Total No. of Printed Pages—3

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[5571]-305

B.H.M.C.T. (Third Semester) EXAMINATION, 2019

305 : FOOD AND BEVERAGE CONTROLS

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

- N.B. :—** (i) Question No. 1 is compulsory.
(ii) Answer any *five* questions from Q. No. 2 to Q. No. 8.
(iii) Figures to the right indicate full marks.

- 1.** Write short notes on the following (any *five*) : [20]
- (1) Fixed Cost
 - (2) Volume forecasting
 - (3) ABC analysis
 - (4) Master budget
 - (5) EOQ
 - (6) Standard yield
 - (7) En Pension terms.
- 2.** (A) What is Cost ? Explain *three* elements of cost. [5]
- (B) As a Ex. Chef, how will you control Food Cost in Banquets functions ? [5]

P.T.O.

3. (A) List and explain *five* points to be considered while rating a supplier. [5]
- (B) What is Budget ? Explain different types of Budget prepared in Hotels. [5]
4. (A) What are the various obstacles of Food Cost Control ? [5]
- (B) With the help of a flow chart explain phases of the catering cycle. [5]
5. (A) Explain the concept of Break-even-point with the help of a neat chart. [5]
- (B) What is Stock ? Explain various levels of stock. [5]
6. (A) Give any *five* guidelines for storing perishable items. [5]
- (B) Discuss any *five* principles of purchasing. [5]
7. With the help of format explain the following (any *four*) : $[4 \times 2\frac{1}{2} = 10]$
- (1) Daily Food Cost Report
 - (2) Standard Purchase Specification
 - (3) Purchase Order
 - (4) Bin Card
 - (5) Heat tag.

8. Briefly explain the following terms (any *ten*) :

[10]

- (1) Stock turnover
- (2) Cellar inwards register
- (3) Margin of Safety
- (4) KOT
- (5) Cyclin menu
- (6) LIFO
- (7) Cash-and-carry
- (8) Operating budgets
- (9) Cost plus pricing
- (10) Average spending power
- (11) Net Profit
- (12) P/V ratio.

Total No. of Questions—8]

[Total No. of Printed Pages—4

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[5571]-306

B.H.M.C.T. (III Semester) EXAMINATION, 2019

306 : BASIC ACCOUNTING

(2008 PATTERN)

Time : 3 Hours

Maximum Marks : 70

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

Section I

1. From the following Trial Balance of Hotel Rasana, prepare a trading and profit and loss account for the year ended 31st March, 2018 and a Balance Sheet as on that date :

Trial Balance as on 31st March, 2018

Debit	Amt.	Credit	Amt.
Drawings	13,000	Capital	2,00,000
Stock on 1st Apr. 2017	6,500	Creditors	9,000
Purchases	70,000	Sales	1,31,000
Carriage	1,000	Bills Payables	3,000
Salaries	12,300	Commission	3,500
Glass, China	25,000		
Building	1,00,000		
Wages	3,000		
Postage	3,000		
Printing and			
Stationery	2,900		
Furniture	66,000		

P.T.O.

Insurance	7,200	
Advertising	4,400	
Vehicles	9,000	
Office Expenses	4,000	
Debtors	6,400	
Bank Balance	11,800	
Sales Return	1,000	
	<u>3,46,500</u>	<u>3,46,500</u>

Adjustments :

- (1) Closing Stock ₹ 7,000
- (2) Prepaid Insurance ₹ 800
- (3) Outstanding wages ₹ 5,000
- (4) Depreciate Building @ 10%, Vehicle @ 20% p.a.

2. Attempt any *two* : [10]

- (1) Contra entry
- (2) Business Entity Concept
- (3) Meaning and advantages of double entry book-keeping system.

3. Journalise the following : [10]

Mar., 2017

1. Started business with ₹ 5,000 and furniture ₹ 1,000.
2. Purchased goods ₹ 150 from Ganesh at 5% T.D.
3. Sold goods to Janewale Co. for ₹ 1,000 @ 10% C.D. for cash.
4. Paid electricity bill ₹ 420.
5. Received commission ₹ 512 from Dalal.
6. Purchased postal stamps for ₹ 15.
7. Purchased furniture for ₹ 1,000 from Aaram furniture works by paying ₹ 500 as part payment.
8. Ganesh returned goods ₹ 50.
9. Paid salary to Mr. Shah ₹ 20,000.
10. Used goods for ₹ 100 and cash ₹ 10 for personal use.

4. (a) Fill in the blanks : [5]
- (i) When credit side total is greater than debit side total it is called.....balance.
 - (ii) Balance sheet is a.....not an account.
 - (iii)is a book of original entry.
 - (iv) When goods are returned back to supplier.....note is prepared.
 - (v) Goodwill is a.....assets.
- (b) Classify into real, personal and nominal cash A/c, Gopal A/c, outstanding expenses A/c, Light bill A/c, Discount A/c. [5]
5. Prepare petty cash book for Feb., 2017. [10]
- 1. Received cash from main cashier ₹ 1,500.
 - 4. Purchased pencils ₹ 30, inkpot ₹ 20, papers ₹ 50.
 - 6. Paid for repairs ₹ 175.
 - 10. Paid taxi fare to manager ₹ 75.
 - 13. paid subscription for newspaper ₹ 140.
 - 14. Paid for conveyance ₹ 10.
 - 15. Purchased five note-books of ₹ 5 each.
 - 16. Gave tip to watchman ₹ 10.
 - 17. Paid for refreshment to customer ₹ 92.
 - 20. Paid to Rajat in settlement of his account ₹ 130.
 - 22. Paid wages to workers ₹ 105.
 - 24. Paid electricity bill ₹ 255.
 - 25. Paid for carriage ₹ 95.
 - 27. Purchased a wooden shelf for ₹ 160.
- Also find the amount to be received by the petty cashier from the main cashier on 1st Mar., 2017.
6. (a) Write any five reasons of preparing bank reconciliation statement. [5]
- (b) Differentiate between cash discount and trade discount. [5]

7. (a) Enter the following transactions in subsidiary books : [5]
Jan., 2018
1. Purchased goods from Gopal ₹ 1,800.
 7. Sold goods to Ramakant ₹ 550.
 9. Returned goods to Gopal ₹ 240.
 11. Sold goods to Pandit @ 10% T.D. ₹ 900.
 14. Purchased goods from Patel ₹ 600.
 17. Ramakant returned goods ₹ 30.
 20. Sold goods to Ashok @ 5% T.D. ₹ 200.
 23. Purchased goods from Gopal ₹ 200.
 26. Ashok returned goods ₹ 80 (gross).
 29. Sold goods to Ramakant ₹ 1,300.
- (b) Prepare Trial Balance : [5]
Building 30,000, Creditors 5,500, Drawing 1,000, Purchases 12,000,
Sales 30,000, Rent received 2,000, Investments 25,000, Debtors
45,000, Capital = ?
8. Attempt any *two* : [10]
- (a) Write uses of special function book.
 - (b) Differentiate between capital expenditure and revenue expenditure.
 - (c) Explain objectives of Hotel Accounting.

Total No. of Questions—5]

[Total No. of Printed Pages—2

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[5571]-401

B.H.M.C.T. (Fourth Semester) EXAMINATION, 2019

401 : FOOD PRODUCTION-IV

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

1. Explain the following terms (any 10) :

[10]

- (i) Ham
- (ii) Marzipan
- (iii) Rigor Mortis
- (iv) Thawing
- (v) Blind Fold
- (vi) Docking
- (vii) Brine
- (viii) Marinade
- (ix) Royal Jung
- (x) Glaze
- (xi) Bacon
- (xii) Offals.

P.T.O.

- 2.** (a) Write a short note on points to be observed while making pastries. [5]
(b) Draw and label a diagram of cuts of lamb. [5]
- 3.** (a) Write a short note on criteria while selecting a poultry. [5]
(b) Explain in short the **3** types of folds given to puff pastry. List any *two* products made of puff pastry. [5]
- 4.** (a) Define Icing. List any *four* uses of icings. [5]
(b) List and explain with one example any **5** types of cookies. [5]
- 5.** (a) Define convenience food. List any *two* types of convenience food and write **3** advantages of convenience food. [5]
(b) List and draw diagram of any *five* cuts of fishes. [5]

Total No. of Questions—6]

[Total No. of Printed Pages—2

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[5571]-402

B.H.M.C.T. (IV Semester) EXAMINATION, 2019

402 : FOOD AND BEVERAGE SERVICE-IV

(2008 PATTERN)

Time : 2 Hours

Maximum Marks : 40

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

1. (A) Explain the following (any *five*) : [5]
(1) GL
(2) Dunder
(3) Anejo
(4) Marc de Champagne
(5) Rimming
(6) Stolichnaya.
(B) Discuss working of pot still method with a neat labelled diagram. [5]
2. (A) How dark rum is made ? List any *four* brands of dark rum. [6]
(B) Explain any *two* methods of extraction of flavouring from ingredients used in Liqueurs. [4]
3. (A) List any **10** rules of making cocktails. [5]
(B) Explain the following spirits : [5]
(1) Questch
(2) Marc
(3) Calvados
(4) Grappa
(5) Toddy.

P.T.O.

4. (A) Differentiate between (any *two*) : [6]
(a) Pot still and patent still
(b) Scotch whisky and American whisky
(c) Cognac and Armagnac.
(B) List and explain any *two* methods of making cocktails. [5]
5. (A) Draw the following equipments used in cocktail bar : [4]
(a) Cocktail glass
(b) Bottle Pourer
(c) Bar condiment tray
(d) Peg measure.
(B) List and explain **3** styles of gin. [6]
6. Answer the following : [10]
(a) *Two* brands of coffee flavoured liqueurs.
(b) Two brands of tequila.
(c) *Two* Indian Whiskies.
(d) *Two* brands of American whisky
(e) *Two* styles of scotch.

Total No. of Questions—6]

[Total No. of Printed Pages—2

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[5571]-403

B.H.M.C.T. (IV Semester) EXAMINATION, 2019
403 : ACCOMMODATION OPERATION-II
(2008 PATTERN)

Time : 2 Hours

Maximum Marks : 40

- N.B. :—** (i) Attempt any *two* questions from each section.
(ii) *All* questions carry equal marks.
(iii) Assume suitable data wherever necessary.

Section A

1. (A) Explain the following terms (any *five*) : [5]
(i) Redecoration
(ii) GRN
(iii) Budget
(iv) Emphasis
(v) Secondary colours
(vi) Purchase order.
(B) Discuss various elements of Interior design. [5]
2. (A) Explain how to identify and select a supplier. [5]
(B) Draw the formats of : [5]
(i) Bin Card
(ii) Snag List.
3. (A) Explain how Housekeeping Budget is prepared. [5]
(B) Write short notes on (any *two*) : [5]
(i) Objectives of Interior Decoration
(ii) Types of Budget.
(iii) Principles of Purchasing.

P.T.O.

Section B

4. (A) Explain the following terms (any *five*) : [5]
(i) Overbooking
(ii) Down Selling
(iii) Floor limit
(iv) Rule of Thumb Approach
(v) Forecasting
(vi) Return Reservation.
- (B) Draw and explain 3 day forecaste form. [5]
5. (A) Explain Hubbort formula for establishing room rate. [5]
(B) What are the various techniques used by the front office personnel to maximize the occupancy ? [5]
6. (A) Explain Night Audit process in brief. [5]
(B) Write short notes on (any *two*) : [5]
(i) Role of Night Auditor
(ii) Data required for forecasting
(iii) High Balance Report.

Total No. of Questions—4]

[Total No. of Printed Pages—2

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[5571]-404

B.H.M.C.T. (Fourth Semester) EXAMINATION, 2019

404 : HOTEL ENGINEERING

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

Section I

1. Answer any *two* : [20]
- (a) Describe control A.C. system used in 5-star hotel.
- (b) Explain the types of maintenance. State advantages and disadvantages of contract maintenance.
- (c) With the help of a neat diagram explain vapour absorption refrigeration system.
2. Answer any *three* : [15]
- (a) Give any *five* refrigeration with their chemical formula.
- (b) Define :
- (i) Sensible and latent heat
- (ii) Specific heat and relative humidity.

P.T.O.

- (c) Give the sources and control measures for water pollution in hotels.
- (d) Discuss waste disposal techniques used in hotels.
- (e) Draw only sketch of window A.C.

Section II

3. Answer any two : [20]

- (a) Discuss energy saving tips for guest room, laundry and kitchen.
- (b) Explain upfired and downfired cold and hot water distribution system with diagram.
- (c) Calculate the electricity bill for the month of December 2017 having the following electricity load :
 - (i) 60 W bulbs 8 nos. 6 hrs/day
 - (ii) 750 W dryer 2 nos. 15 min/day
 - (iii) 3 kW heater 1 no. 2 hrs/day
 - (iv) 40 W tubelight 9 nos. 8 hrs/day

The cost of electricity is Rs. 6 units.

4. Answer any two : [15]

- (a) Define fire. Classify the types of fire and give symbols.
- (b) Draw any five plumbing fixtures.
- (c) Draw and explain any one earthing method.
- (d) Classify fuels giving 1 example of each.
- (e) Explain the lime-soda method of water softening.

Total No. of Questions—7]

[Total No. of Printed Pages—2

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[5571]-405

B.H.M.C.T. (Fourth Semester) EXAMINATION, 2019

405 : PRINCIPLES OF MANAGEMENT

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

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

1. Write shorts notes on (any *four*) : [20]
 - (i) Morale — ITS importance and role.
 - (ii) Barriers to communications (any *two*).
 - (iii) Characteristics of a good leader.
 - (iv) External factors affecting management
 - (v) Span of control.
2. State different types of plans ? Explain. [10]
3. Maslow's theory of need hierarchy. Explain with a neat diagram. [10]
4. Define leadership. State the managerial gird theory of leadership with a neat diagram. [10]

P.T.O.

5. Define communication and explain the process of communication in detail. [10]
6. Describe 14 principles of Henry Fayol. [10]
7. Differentiate between the following (any *two*) : [10]
- (a) Formal and Informal Organisation
 - (b) Programmed and Unprogrammed Decision.
 - (c) Centralised and Decentralised Organisation.

Total No. of Questions—8]

[Total No. of Printed Pages—6

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[5571]-406

B.H.M.C.T. (Fourth Semester) EXAMINATION, 2019

406 : HOTEL ACCOUNTANCY

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) Use of pocket calculator is allowed.

(iii) Figures to the right indicate full marks.

1. The following is the Trial Balance of Gurukripa Ltd. as on 31st March, 2018. The Authorised Capital of the firm consists of 20,000 equity shares of Rs. 100 each. Out of which firm had issued 15,000 equity shares of Rs. 100 each to public. [20]

Debit	Rs.	Credit	Rs.
Land and Building	9,20,000	General Reserve	50,000
Plant and Machinery	2,75,000	Sundry Creditors	50,000
Goodwill	1,25,000	Profit and Loss	
Opening Stock	1,45,000	(Appropriation A/c)	26,000
Furniture	4,16,000	Rent Received	3,000
Purchases	1,45,000	Equity Share Capital	15,00,000

P.T.O.

Rent	17,500	(15,000 equity shares	
Wages	9,000	of Rs. 100 each)	
Director Fees	5,000	6% Debentures	3,00,000
Sundry Debtors	1,28,000	Sales	4,43,000
Repairs	10,000	Unclaimed Dividend	11,000
Insurance	5,000	Bills Payable	16,000
Prepaid Expenses	4,000	Bank Loan (Secured)	85,000
Salaries	1,10,000		
Power	5,000		
Cash in Hand	3,000		
Investments	1,40,000		
Interest on Debentures	9,000		
Carriage	12,500		
	24,84,000		24,84,000

Adjustments :

- (1) Stock as on 31st March 2018, was valued at Rs. 2,90,000.
- (2) Depreciate Land & Building @ 5% Plant & Machinery & 10% and Furniture @ 7.5%.
- (3) Transfer Rs. 15,000 to General Reserve.
- (4) Directors have proposed Rs. 4 per share dividend on equity share capital.

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

2. Attempt any *two* questions : [10]

(i) Types of Debentures

(ii) Visitors Paid Out

(iii) Memorandum of Association.

3. The following balances are carried forward from 16th April 2018 from the guest ledger of Hotel Kohinoor : [10]

Room No.	Name of Guest	Time of Arrival	Plan	Rate (Rs.)	Balance b/f (Rs.)
201	Miss Gomti	5:00 AM	EP	2,800	1,500 (Cr)
204	Mr. & Mrs. Bhatia	6:00 PM	EP	3,500	4,600 (Dr)
205	Mr. Parth	7:30 AM	EP	2,400	800 (Cr)

The following charges are to be recorded on 16th April :

6:30 am — EMT was served to all rooms @ Rs. 30 per cup.

8:30 am — Breakfast was served to all rooms @ Rs. 150 per person.

10:00 am — The following charges are to be entered :

Room # 201 : Laundry Rs. 180, Newspapers Rs. 35, VPO for Tani Rs. 400.

Room # 204, Cigarettes Rs. 220, Magazines Rs. 100, Telephone Rs. 140.

Room # 250 – Snacks Rs. 90, Soft drink Rs. 60 and Laundry Rs. 150.

12:00 pm — Mr. and Mrs. Bhatia checked out and settled their bill in cash less 5% discount.

Miss Poonam along with her mother arrived and occupied Room # 202 on EP @ 2200 and deposited Rs. 4,000 cash.

1:00 pm — Lunch was served to all rooms except Room # 201, @ Rs. 280 per person and with one extra guest in room no. 205.

4:00 pm — ANT was served to all rooms @ Rs. 30 per cup. Room # 202 had two extra guests.

5:00 pm — Miss Gomti deposited Rs. 2,200.

8:00 pm — Dinner was served to all rooms @ Rs. 320 per person

8:30 pm — Mr. Parth of Room # 205 checked out after settling his bill in cash. He complained about wrong charges of Laundry Rs. 150. Front office agreed and issued him an allowance for the same. Prepare Visitors Tabular Ledger as on 16th April assuming 10% service charge on room.

Check-out Time is 12:00 Noon.

4. (A) State whether the following statements are True or False along with the reason : [2×2.5=5]

(i) All the companies can issue shares to the public.

(ii) Unclaimed dividend is treated as a liability for a company.

(B) Draw specimen format of any *two* : [2×2.5=5]

(i) Allowance Voucher

(ii) Profit and Loss Appropriation Account

(iii) Statement of food cost.

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

Particulars	Room (Rs.)	Food (Rs.)	Beverages (Rs.)
Net Revenue	35,20,000	22,20,000	11,16,000
Departmental Payroll	8,40,000	6,20,000	2,52,000
Cost of Sales	—	5,56,000	3,18,000
Departmental Expenses	2,88,000	1,80,700	44,800

Other Undistributed Operating and Fixed Expenses :

1. Administration and General : Rs. 7,50,000
2. Repairs and Maintenance : Rs. 3,20,000
3. Fuel and Power : Rs. 2,44,000
4. Marketing and Advertising : Rs. 1,48,000
5. Rates and Taxes : Rs. 1,20,000
6. Depreciation : Rs. 3,30,000
7. Tax : @ 25% profit.

6. Differentiate between (any two) : [10]

- (i) Equity Shares and Preference Shares
- (ii) Allowance and Discount
- (iii) Guest Weekly Bill and Visitors Tabular Ledger.

7. (A) What is VAT ? Write its advantages and disadvantages.

(B) From the following particulars, prepare marketing schedule under uniform system of accounting : [2×5=10]

Particulars	Rs.	Particulars	Rs.
Employee Benefits	5,200	Franchise Fees	7,920
Point of Sale Material	4,400	Reservation Expenses	1,200
Travelling expenses of		Salaries and Wages	24,500
Staff-Sales	6,000	Direct Mail	1,100
Radio and Television	18,200	Sales Promotion Expenses	5,000
Print Outdoor	13,000	Agency Fees	11,500
Other Marketing Expenses	7,500	Print	17,000

8. Attempt any two : [2×5=10]

- (i) What is Working Capital ? Explain different types of working capital.
- (ii) What is Joint Stock Company ? What are its advantages and disadvantages.
- (iii) What is Budget ? Also explain different advantages of budgetary control.

Total No. of Questions—5]

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[5571]-601

B.H.M.C.T. (Sixth Semester) EXAMINATION, 2019

601 : ADVANCED FOOD PRODUCTION

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) All questions carry equal marks.

(iii) Assume suitable data.

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

(i) Aioli

(ii) Ancho

(iii) Baba Ghanoush

(iv) Blinis

(v) Confit

(vi) Galangal

(vii) Zabaglione

(viii) Casserole

(ix) Moursaka

(x) Satay

(xi) Mortadella

(xii) Koshar Style.

P.T.O.

2. (a) Plan a formal Spanish dinner menu. [5]
(b) Enlist principles of salad making (any *five*). [5]
3. (a) Explain British cuisine in short including emphasis on ingredients, methods of preparation and plate presentation styles. [5]
(b) Define Sandwich. Explain precautions to be taken while preparing. [5]
4. (a) Enlist and explain special equipments used in a larder section. [4]
(b) List and explain salient features of Nouvelle cuisine. [4]
(c) With the help of a neat diagram give Hierarchy of stewarding department. [2]
5. (a) What is a Refuge ? Classify garbage with the help of a suitable example. [4]
(b) Explain duties and responsibilities of a Larder department. [4]
(c) Importance of Kitchen stewarding. [2]

Total No. of Questions—6]

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[5571]-602

B.H.M.C.T. (VI Semester) EXAMINATION, 2019
602 : ADVANCED FOOD AND BEVERAGE SERVICE
(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) Solve any *four* questions.

(iii) Assume suitable data wherever necessary.

1. (a) Define In-Room Dining. Draw and explain any *two* formats used in IRD. [5]
(b) Explain the Banquet administrative procedure with the flowchart. [5]
2. (a) Write cover accompaniment and service method of the following dishes from gueridon trolley (any *two*) : [8]
(i) Banana Flambé
(ii) Cherry Flambé
(iii) Smoked Salmon
(iv) Roast Chicken.
(b) Define the term gueridon. List trolleys used in gueridon service. [2]
3. (a) Plan a *five* course continental menu with wines for a formal banquet. [5]
(b) What is function prospectus ? Draw a format of F.P.C. [5]
4. (a) Explain Buffet and various *four* types in detail. [5]
(b) List the points to be remembered while carving. [5]

P.T.O.

- 5.** (a) Explain the parts of Bar with the diagram. [5]
(b) Write in brief : [5]
(i) Hawthorne strainer
(ii) Zester
(iii) Call brands
(iv) Well brands.
- 6.** (a) Write short notes on (any *two*) : [6]
(i) Air Catering
(ii) Out Door Catering
(iii) Sea Catering.
(b) List Buffet equipments. [4]

Total No. of Questions—5]

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[5571]-603

B.H.M.C.T. (VI Semester) EXAMINATION, 2019

**603 : PERSONALITY DEVELOPMENT AND BUSINESS COMMUNICATION
(2008 PATTERN)**

Time : 2 Hours

Maximum Marks : 40

N.B. :— (i) Q. No. 1 is compulsory.

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

(iii) *All* questions carry equal marks.

1. Write short notes on (any *two*) : [2×5=10]
 - (a) Elements of personality
 - (b) Motivation
 - (c) Recruiter expectations
 - (d) Stress Management
 - (e) SWOT Analysis.
2. (a) What are the advantages of high self esteem ? [5]
(b) Explain the points to be considered while making a presentation. [5]
3. Differentiate between (any *two*) : [2×5=10]
 - (i) Positive attitude and Negative attitude.
 - (ii) Agenda and Minutes of a meeting.
 - (iii) Internal motivation and external motivation.
4. Write a report on a theme lunch organized in your college. [10]
5. (a) What are the advantages of case study method ? [5]
(b) Draft a career path for yourself. [5]

Total No. of Questions—9]

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[5571]-604

B.H.M.C.T. (Sixth Semester) EXAMINATION, 2019

604 : HOSPITALITY MARKETING—I

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

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

1. Write notes on (any *four*) : [20]
 - (i) 5 M's of advertising
 - (ii) Alliances
 - (iii) Product life cycle
 - (iv) Consumer Behaviour model
 - (v) Customer orientation
 - (vi) Levels of product
 - (vii) Direct marketing.
2. List and explain any *five* P's of marketing mix. [10]
3. Explain political and internal environment to analyse current business environment. [10]
4. List and explain general pricing methods. [10]

P.T.O.

5. Define physical distribution. Explain different channel levels of distributions. [10]
6. Explain principles of personal selling. [10]
7. Define promotion. Explain publicity and public relation tools and opportunities in the hotel industry. [10]
8. Explain the new product development process. [10]
9. Explain social and personal factors affecting consumer behaviour. [10]

Total No. of Questions—8]

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[5571]-605

B.H.M.C.T. (Sixth Semester) EXAMINATION, 2019

605 : HUMAN RESOURCE MANAGEMENT

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Q. No. 1 is compulsory.

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

1. Write short notes (any *four*) : [20]
 - (1) Need of HRM
 - (2) Role of promotion
 - (3) Modes of recruitment
 - (4) Regulatory provisions
 - (5) Objectives of trade union
 - (6) Reasons of Induction.
2. Explain in brief characteristics and need of Human Resource Planning. [10]
3. Explain the recruitment process in detail. [10]
4. Write a short note on need of training and also explain methods of training. [10]

P.T.O.

5. Explain the importance of : [10]
(a) Collective Bargaining
(b) Workers Participation in Management.
6. Explain the Grievance Handling Systems for various levels of management. [10]
7. Explain the concept and objectives of job evaluation. [10]
8. Answer the following : [10]
(a) Job analysis of an Executive house-keeper
(b) Job specification of sons chef.

Total No. of Questions—10]

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[5571]-606

B.H.M.C.T. (Sixth Semester) EXAMINATION, 2019

606 : TRAVEL AND TOURISM

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) *All* questions carry equal marks.

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

- (1) Tourism
- (2) Visitor
- (3) International Tourism
- (4) Inbound Tourism
- (5) MICE
- (6) Retail Travel Agent
- (7) Tour Operator
- (8) Route Map
- (9) Guide
- (10) ASI
- (11) Political Tourism
- (12) Multiplier Effect.

2. Describe the present status of Tourism in India. [10]

3. Explain the main and supplementary types of Accommodation. [10]

P.T.O.

4. Write short notes on : [10]
 - (a) Sports Tourism
 - (b) Religious Tourism.
5. Discuss the environmental impact of Tourism. [10]
6. Write down the role and functions of MTDC and DOT. [10]
7. Explain the functions of Travel Agents. [10]
8. What is Tour Packaging ? Describe the types of package tours. [10]
9. Define Visa. Explain the types of Visa. [10]
10. Explain the steps involved in planning of on itinerary. [10]

Total No. of Questions—8]

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[5571]-701

B.H.M.C.T. (VII Semester) EXAMINATION, 2019

701-A : SPECIALISATION IN FOOD

PRODUCTION MANAGEMENT

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

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

(iii) *All* questions carry equal marks.

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

- (1) Quenelle
- (2) Zakuski
- (3) Gnocchi
- (4) Nori
- (5) Compote
- (6) Hummus
- (7) Crudite
- (8) Chiffonade
- (9) Broiche
- (10) Beignet
- (11) Coulis
- (12) Panada.

P.T.O.

2. (A) Explain various types and uses of chaud froid. [5]
(B) Classify appetizers with examples. [5]
3. (A) Explain various types of Forcements. [5]
(B) Differentiate between Mousse and Mousseline. [5]
4. Write short notes on (any *four*) : [10]
(1) Humectants
(2) Knowledge of Cold Meat Plater
(3) Anticaking Agents
(4) Sequestrants
(5) Principles of Kitchen Layout.
5. (A) Explain the various factors that affect kitchen design. [5]
(B) Draw a neat layout of a coffee shop kitchen showing the placement of equipment. [5]
6. (A) Explain the step-by-step method of making sausages. [5]
(B) Classify equipment giving examples. [5]
7. (A) Classify soups with *two* examples of each. [5]
(B) State and explain the different cuts of fish. [5]
8. (A) Give the selection, care and maintenance of : [5]
(i) Gravity Slicer
(ii) Boffalo Choper.
(B) State the uses and types of Truffles. [5]

Total No. of Questions—9]

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[5571]-702

B.H.M.C.T. (VII Semester) EXAMINATION, 2019

701-B : SPECIALISATION IN F & B SERVICES MANAGEMENT

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) Solve any *six* out of eight.

1. Explain the terms :

[10]

- (1) Gazpacho
- (2) Petite Marmite
- (3) Orgeat
- (4) Baklava
- (5) Wort
- (6) VSOP
- (7) Momos
- (8) Chilli Con Carne
- (9) Rusty Nail
- (10) Bloody Mary
- (11) Lees
- (12) Tapas

P.T.O.

2. List and explain various sources of finance required to open a restaurant. [10]
3. Explain any *five* records maintained in a Bar. [10]
4. Explain MICE. Give the role of the sales manager in promoting MICE. [10]
5. (A) Explain the following yardsticks of performance measures : [5]
 - (i) Sales mix
 - (ii) Seat turn over ratio(B) Draw and explain 2 records maintained in a restaurant. [5]
6. Explain the concept of menu merchandising. List methods of it and explain. [10]
7. Explain the various performance measures which are followed in hotels. [10]
8. (A) Plan a four course American Menu. [5]
(B) Differentiate between upselling and suggestive selling. [5]
9. Prepare a duty roaster for fine dine restaurant. Assume suitable data. [10]

Total No. of Questions—7]

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[5571]-703

B.H.M.C.T. (VII Semester) EXAMINATION, 2019

701-C : SPECIALISATION IN ACCOMMODATION

MANAGEMENT-I

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

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

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

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

(i) Triad colour scheme

(ii) Importance of brochures

(iii) Factors for selection of cotton fabric

(iv) Soft furnishing.

2. (A) State the various functions of sales and marketing department of a hotel. [6]

(B) Classify floorings with *one* example of each. [6]

3. (A) Draw a neat layout of a hotel guestroom. State the sizes of furniture in the room. [6]

(B) Define Training. Explain any *four* methods of training employees in Rooms Division Department. [6]

P.T.O.

4. (A) Define MICE. Write a note on planning for MICE. [6]
(B) Classify Carpets. Explain oriental carpets in brief. [6]
5. (A) Design a two fold brochure for a business hotel. [6]
(B) List down *six* bathroom fixtures and amenities in guest-room. [6]
6. (A) State the various facilities provided by a hotel for a specially abled guest. [6]
(B) Classify lighting with *one* example each. State the advantages of LED's. [6]
7. (A) Explain the following terms (any *six*) : [6]
(a) Float
(b) Garni
(c) ARR
(d) PAR
(e) Siberian room
(f) Cove lighting
(g) Swag.
(B) Identify any *three* equipments in the Laundry of a hotel. Explain its functions. [6]

Total No. of Questions—8]

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[5571]-704

BHMCT (Seventh Semester) EXAMINATION, 2019

702 : ORGANISATIONAL BEHAVIOUR

(2008 PATTERN)

Time : 3 Hours

Maximum Marks : 70

N.B. :— (i) Q. No. is 1 compulsory.

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

1. Write short notes on (any *four*) : [20]
 - (a) Delegation of work
 - (b) Sexual harassment
 - (c) Importance of attitude
 - (d) Social perception
 - (e) Pay discrimination
 - (f) Relationship between OB and Sociology.
2. Explain the group decision making process. [10]
3. Explain the causes and effects of stress on an individual. [10]
4. Explain Maslow's theory of Motivation. [10]
5. Explain the various factors which determine the culture of an organisation. [10]

P.T.O.

6. Define conflict. Explain the various strategies to overcome conflict. [10]
7. Define diversity. State and explain the reasons for emergence of diversity in an organisation. [10]
8. Describe the various components responsible for making up of a personality of an individual. [10]

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Total No. of Questions—6]

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[5571]-705

BHMCT (Seventh Semester) EXAMINATION, 2019

703 : HOTEL RELATED LAWS

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Q. No. is 1 compulsory.

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

1. Write short notes on (any *two*) : [10]
 - (a) Adulterant
 - (b) Industrial Dispute
 - (c) Offer and Acceptance
 - (d) Role of State and Central Board under Control of Pollution Act.
2. (a) Explain the essentials of a valid contract. [10]
(b) Explain the term Adulteration. Also write down the procedure of collection of samples by food inspector. [10]
3. (a) Differentiate between Sale and Agreement to Sale. [10]
(b) Define the term Retrenchment, Lock out and Factory under Industrial Disputes Act. [10]
4. (a) Define the term 'Shop and Establishment' as given under Shops and Establishment Act of 1948. Also state the provisions related to opening and closing under this Act. [10]
(b) Explain any *ten* standard deductions from wages under Payment of Wages Act. [10]

P.T.O.

5. (a) Name any *ten* licenses and its issuing authority required for a Five Star Hotel. [10]
- (b) Explain the welfare and safety provisions under the Factories Act. [10]
6. (a) What do you understand by 'Defect in Goods' and 'Deficiency in Service' under Consumer Protection Act. [10]
- (b) Write a note on occupational disease, partial disablement and permanent disablement under Workman's Compensation Act. [10]

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Total No. of Questions—8]

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[5571]-706

B.H.M.C.T. (VII Semester) EXAMINATION, 2019
704 : HOSPITALITY MARKETING-II
(2008 PATTERN)

Time : 3 Hours

Maximum Marks : 70

N.B. :— (i) Attempt any *five* questions from Q. Nos. 2 to 6.
(ii) Question No. 1 is compulsory.

1. Write short notes on (any *four*) : [4×5=20]
 - (1) Service encounter triad
 - (2) External facilities
 - (3) Relationship Marketing
 - (4) Importance of a Blue Print
 - (5) Any *two* methods of training.
2. (a) Explain the importance of employees in services marketing.
(b) Suggest the techniques and benefits of empowerment. [5+5]
3. What is internal marketing ? Explain the process of internal marketing. [10]
4. Explain any *five* characteristics of services marketing. [10]
5. What are the dimensions of service quality ? Explain I and II gaps of Service Gap Model. [5+5=10]
6. Explain geographical and matrix organisations structure with suitable example. [10]

P.T.O.

7. What are the strategies adopted by the management for service business ? [10]
8. How to productivity managed in service sectors ? [10]

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Total No. of Questions—9]

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[5571]-707

B.H.M.C.T. (Seventh Semester) EXAMINATION, 2019

705 : ENVIRONMENTAL MANAGEMENT

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) *All* questions carry equal marks.

1. What are 5-Globe Concepts of Ecotel ? [10]
2. Enlist the measures taken to control noise in Hotel. [10]
3. (A) What are the sources of external air emission ? [5]
(B) How does the buildings get affected due to external air emission ? [5]
4. Write short notes on (any *two*) : [10]
(A) 3 'R' concept in Waste Management
(B) Ecofriendly Purchasing
(C) Hotel Building of the future
(D) Dealing with hazardous materials.
5. (A) Give the sources of indoor air pollution. [5]
(B) How to improve the indoor air quality in Hotels ? [5]

P.T.O.

6. Discuss the role of the following in environment practices : [10]
(A) Hotel Guests
(B) Hotel Staff.
7. What are the measures adopted in hotel to conserve energy in the following areas : [10]
(A) Kitchen
(B) Guest rooms.
8. Classify and explain the types of waste. [10]
9. Explain the following (any *five*) : [10]
(i) Eco Mark
(ii) LEED
(iii) Global Warming
(iv) Acid Rain
(v) HVAC
(vi) Eco-bricks
(vii) Carbon footprint.

Total No. of Questions—8]

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[5571]-801

B.H.M.C.T. (VIII Semester) EXAMINATION, 2019

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

Time : Three Hours

Maximum Marks : 70

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

(ii) Attempt any *six* questions for the remaining questions.

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

(a) Chateau Briand

(b) Tabouleh

(c) Abattoir

(d) Barracuda

(e) Bel Paese

(f) Bitoke

(g) Sashimi

(h) Shawarma

(i) Fricussée

(j) Meuniere

(k) Salami

(l) Caulfat.

2. (a) List and explain steps involved in recipe development. [5]

(b) Discuss with example *two* types of hot puddings. [5]

P.T.O.

3. (a) List any *five* toppings prepared from chocolate and name the products on which they are preferably used. [5]
(b) Explain task analysis and the steps involved in it. [5]
4. (a) List *five* advantages of chefs liaising with guest. [5]
(b) Discuss any *two* types of purchasing methods employed by big hotels. [5]
5. (a) List the objectives of budgetary control. [5]
(b) List and briefly explain *five* types of chocolates used commercially. [5]
6. (a) Classify frozen desserts with *one* example each. [5]
(b) List and briefly explain any *five* records maintained in a kitchen of a hotel. [5]
7. (a) Prepare standard purchase specification for : [5]
(i) Lobster
(ii) Mango.
(b) List and explain pricing considerations to be taken into account before planning the menu card. [5]
8. (a) Explain the concept of Time and Motion study with suitable example. [5]
(b) Name *five* frozen desserts prepared using ice-cream as a base. [5]

Total No. of Questions—10]

[Total No. of Printed Pages—2

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[5571]-802

B.H.M.C.T. (VIII Semester) EXAMINATION, 2019

801-B : SPECIALIZATION FOOD AND BEVERAGE SERVICE

AND MANAGEMENT-II

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) *All* questions carry equal marks.

1. Explain five factors with examples which help in enhancing the meal experience of customer. [10]
2. Explain the basic stages in preparation of budget. [10]
3. Discuss on menu engineering matrix with diagram. [10]
4. Give advantages and disadvantages of franchising. [10]
5. (A) Explain catering policy for industrial catering. [5]
(B) Explain control and performance measure followed by fast food outlet. [5]
6. (A) Write a brief note on quality management in F & B service outlets. [5]
(B) Explain the marketing policy for a restaurant. [5]

P.T.O.

7. Explain various approaches to quality management. [10]
8. What is contract catering ? How does an industrial management measure the performance of contractor ? [10]
9. List and explain latest trends in eating out. [10]
10. Explain five factors considered in marketing policy of fast food outlets. [10]

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Total No. of Questions—7]

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[5571]-803

B.H.M.C.T. (Eighth Semester) EXAMINATION, 2019

801-C : SPECIALISATION IN ACCOMMODATION

MANAGEMENT-II

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

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

(iii) Answer any *five* questions from Question Nos. 2 to 7.

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

(i) Attributes of front office staff

(ii) Advantages of a budget

(iii) Legal aspects of scheduling

(iv) Reducing labour cost.

2. (a) What is meant by work study ? List out the steps in work study. [6]

(b) Explain the various methods of issuing cleaning agents in the housekeeping department. [6]

3. (a) Write down the SOP for check in of a VIP guest. [6]

(b) List any *six* eco-friendly practices followed in hotels. [6]

P.T.O.

4. (a) Identify and explain the various operating expenses of the housekeeping department. [6]
- (b) Draw formats of the following reports : [6]
- (i) Room status report
- (ii) Revenue report.
5. (a) Explain the various reasons why employees in a hotel could be dismissed from work. [6]
- (b) Define yield management and explain its importance. [6]
6. (a) Explain the following terms : [6]
- (i) Rev par
- (ii) Internal recruitment
- (iii) Zero-based budgeting
- (iv) Forecasting
- (v) SPATT
- (vi) Guest loan items.
- (b) What are the applications and benefits of MIS in the hotel industry ? [6]
7. (a) Define 'Motivation'. Explain any *four* practices adopted by the Human Resources Department of the hotel to motivate employees. [6]
- (b) Define 'Duty Roster'. What are the advantages of duty rosters. [6]

Total No. of Questions—10]

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[5571]-804

B.H.M.C.T. (VIII Semester) EXAMINATION, 2019

803 : TOTAL QUALITY MANAGEMENT

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) Solve any *seven* questions.

1. (a) Define quality. Explain what is meant by quality plan. [5]
(b) Explain the role of internal customer in continuous improvement of product or service. [5]
2. (a) Explain the thoughts as propagated by E-Deming. [5]
(b) Explain an one core value of Japanese management. [5]
3. (a) Explain HACCP as part of FSSAI Act, 2006. [5]
(b) “Creating the right environment is very important for quality to take place”. Justify this statement. [5]
4. (a) Explain the Ishikawa diagram as a problem solving tool.[5]
(b) Explain the concept of quality circle. [5]
5. Explain the 5 ‘S’ philosophy in detail. [10]
6. (a) How is quality managed in hotel operations ? [5]
(b) Explain the concept of Green Service quality. [5]

P.T.O.

7. (a) 'Rejection cost is more expensive than appraisal cost'. Justify the statement. [5]
(b) Explain the role of communication in improving the quality.[5]
8. (a) Explain the importance of training in quality management.[5]
(b) Explain the concept of business process re-engineering. [5]
9. Draw a feedback form for assessing guest satisfaction during the stay of a short in a hotel. [10]
10. (a) "Developing a vision and mission statement is extremely important as a strategic tool for giving right direction to a company." Justify the statement. [5]
(b) Why the service should be delivered right first-time and everytime in the service industry ? [5]

Total No. of Questions—7]

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[5571]-805

B.H.M.C.T. (VIII Semester) EXAMINATION, 2019

804 : MANAGERIAL ECONOMICS

(2008 PATTERN)

Time : 3 Hours

Maximum Marks : 70

N.B. :— (i) Q. No. 1 is compulsory.

(ii) Answer any *five* questions from Q. Nos. 2 to 7.

1. Write short notes on the following (any *four*) [20]
 - (a) Features of Managerial Economics
 - (b) Determinants of Individual Demand
 - (c) Assumption of Law of Diminishing Marginal utility
 - (d) Concepts and Attributes of Production
 - (e) Problem of scarcity
 - (f) Types of utility.
2. Describe price elasticity of demand. [10]
3. Explain any *five* features of monopoly market and perfect market competition. [10]
4. Discuss law of variable proportion with the help of a neat graph. [10]
5. Distinguish between micro and macro economics. [10]
6. What is demand ? Explain different types of demand. [10]
7. Define supply. Explain law of supply in detail. [10]

Total No. of Questions—9]

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[5571]-806

B.H.M.C.T. (VIII Semester) EXAMINATION, 2019

805 : ENTREPRENEURSHIP DEVELOPMENT

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

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

1. Write notes on (any *four*) : [10]
 - (i) Problems of women entrepreneur
 - (ii) Difference between a manager and an entrepreneur
 - (iii) Benefits of entrepreneurship
 - (iv) Sources of secondary data.
2. Explain any *ten* attributes of a good entrepreneur. [10]
3. Explain the entrepreneurial process. [10]
4. (a) Explain Budgeting in entrepreneurial process. [5]
(b) What are the principles of market survey ? [5]
5. Explain finance and manpower as resource mobilisation. [10]
6. Write in brief the components of the project report. [10]

P.T.O.

7. Explain any *four* types of entrepreneur. [10]
8. Explain the threats and opportunities for an entrepreneur. [10]
9. Give details of any *four* well established and successful entrepreneurs with their enterprises. [10]

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