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[5571]-1001

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

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 from the remaining.
 - (iii) All questions carry equal marks.

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

- (i) Blanching
- (ii) Creaming
- (iii) Sous Chef
- (iv) Colander
- (v) Palette Knife
- (vi) Renette
- (vii) Molasses
- (viii) Rendering of fat
- (ix) Condiments
- (x) Whey
- (xi) Emulsification
- (xii) Thawing.

P.T.O.

2. (a) Write any *ten* points related to personal hygiene that needs to be followed in kitchen. [5]
- (b) Write in brief about any *five* criterias while selecting commercial kitchen equipments. [5]
3. (a) Differentiate between herbs and spices. Give *four* examples of each. [5]
- (b) Differentiate between cereals and pulses. Write any *two* catering uses of each. [5]
4. (a) List any *four* characteristics of continental cuisine. [4]
- (b) Write in brief about any *three* methods of heat transfer. [6]
5. (a) List the various fuels used in kitchen. What are the advantages of using electricity ? [5]
- (b) List the duties and responsibilities of Executive Chef of hotel. [5]
6. (a) Write in brief about any *five* methods of mixing food. [5]
- (b) Describe in short about the effect of heat on : [5]
- (i) Carbohydrates
 - (ii) Protein
 - (iii) Fat
 - (iv) Sugar
 - (v) Colour pigments.

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[5571]-1002

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

C-102 : F&B SERVICE—I

(2016 PATTERN)

Time : 2 Hours 15 Mins.

Maximum Marks : 50

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

(ii) Answer any *five* questions.

1. (a) Explain with the help of a diagram triplicate KOT system. [5]
(b) Write down any *five* specialised equipments and their uses. [5]
2. (a) Differentiate between (any *two*) : [6]
(i) A la carte and Table d'hote
(ii) American service and Silver service
(iii) Captive market and Non-captive market.
(b) List any *two* softwares used in billing method and explain any *one*. [4]
3. (a) Give the hierarchy of F&B organisation of a large hotel. Explain in detail the duties of Maitre d'hotel. [8]
(b) Explain the term "Assisted Service". [2]

P.T.O.

4. (a) State *three* advantages and *three* disadvantages of disposables. [6]
- (b) Give the dimension of : [4]
- (i) Fish plate
- (ii) Joint plate
- (iii) Tomcollins capacity
- (iv) Redwine glass capacity.
5. Explain the terms : [10]
- (i) Coffee shop
- (ii) Drive thru
- (iii) Brassiere
- (iv) Speciality restaurant
- (v) Welfare catering
- (vi) Kiosk
- (vii) Vending Machine
- (viii) QSR
- (ix) Transport catering
- (x) Speciality Restaurants.
6. (a) Explain the importance of Mis-en-place and Mis-en-scene in a restaurant. [6]
- (b) List the attributes of a waiter. [4]

7. (a) State the interdepartmental relationship of F&B Service with : [6]
- (i) Food Production
 - (ii) Housekeeping
 - (iii) Front office.
- (b) Write a short note on New Trends in service-clientele centric approach. [4]

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[5571]-1003

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

C-103 : BASIC ROOM DIVISION—I

(2016 PATTERN)

Time : 2½ Hours

Maximum Marks : 50

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

SECTION-I

- 1.** Explain the following terms (any *five*) : [5]
- (a) Housekeeping
 - (b) GRA
 - (c) Cabana
 - (d) Lanai Room
 - (e) Spring Cleaning
 - (f) Linen Room
 - (g) Twin Room.
- 2.** (a) Explain co-ordination of Housekeeping department with : [5]
- (i) Front Office
 - (ii) F&B Service.

P.T.O.

- (b) Draw layout of Housekeeping department of a large hotel. Explain any *two* sections. [5]
3. (a) Classify cleaning agents. [5]
(b) Explain selection criteria for cleaning equipments. [5]
4. (a) List any *ten* amenities and supplies kept in guest room. [5]
(b) Explain attributes of Housekeeping staff. [5]

SECTION-II

5. Explain the following terms (any *five*) : [5]
(a) FHRAI
(b) GRE
(c) FIT
(d) Walk Inn
(e) Bell Desk
(f) Concierge
(g) Grand Master Key.
6. (a) Explain classification of hotel on the basis of : [5]
(i) Size
(ii) Location.
(b) Explain meal plans. [5]

7. (a) Draw organisation chart of Front Office Department of a large hotel. [5]
- (b) Explain duties and responsibilities of : [5]
- (i) Front Office Manager
- (ii) Receptionist.
8. (a) What is Tourism ? Explain its importance. [5]
- (b) Explain key control procedure followed at Front Office. [5]

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[5571]-1004

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

AE-104 : COMMODITIES

(2016 PATTERN)

Time : 2 Hours 15 Min.

Maximum Marks : 50

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

(ii) Neat diagrams must be drawn wherever necessary.

(iii) Figures to the right indicate full marks.

(iv) *All* questions carry equal marks.

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

(i) Name any *one* by-product of corn.

(ii) Draw and name any *one* cut of vegetable.

(iii) Name any *one* stone fruit.

(iv) Give 1 example of blue cheese.

(v) Name any *one* bread spread.

(vi) Draw and label any *one* pasta shape.

(b) Name any *three* types of sugar varieties available in the market and give their catering uses. [3]

(c) Explain 'Role of fat as shortening'. [2]

P.T.O.

2. (a) State **2** examples each of natural and artificial flavouring agents used in kitchens. [4]
- (b) Give any *two* points for the selection of each of the following : [4]
- (i) Mango
- (ii) Strawberry.
- (c) Name any *four* varieties of mushrooms available in the market. [2]
3. (a) Give local names of the following pulses : [3]
- (i) Green gram
- (ii) Horse gram
- (iii) Black eyed beans.
- (b) Give **2** catering uses of the following : [3]
- (i) Rye flour
- (ii) Rice
- (iii) Oats.
- (c) Write short notes on (any *two*) : [4]
- (i) Rendering of fat
- (ii) Homogenization of milk
- (iii) Hydrogenation of fat.
4. (a) List and explain in *one* sentence any *five* by-products of milk. [5]
- (b) Describe the various stages of cooking of sugar. [3]
- (c) Name any *two* artificial and *two* natural sweeteners. [2]

5. (a) What would be the effect of heat on the colour of the following vegetables : [2]
(i) Purple cabbage
(ii) Spinach leaves.
- (b) What points will you observe while purchasing the following vegetables : [2]
(i) Iceberg lettuce
(ii) Tomatoes.
- (c) List any *two* advantages and *two* disadvantages of using organic food in catering establishments. [2]
- (d) Give any *four* examples of natural colours used in food preparations. [2]
- (e) Give 2 catering uses of fungi. [2]
6. (a) Enumerate any *four* points of difference between herbs and spices. [4]
- (b) List any *four* types of chocolate products available in the market with its catering uses. [4]
- (c) Name 2 types of fats available in the market. [2]
7. (a) With the help of a neat sketch discuss the composition of a wheat grain. [4]
- (b) Classify raising agents giving 2 examples of each. [4]
- (c) Discuss the concept of organic food. [2]

Total No. of Questions—6]

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[5571]-1005

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

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 for that question.
- (iii) Use of pocket calculator is allowed.

1. (A) The following is the Trial Balance of Aggarwal Traders. Prepare Trading and Profit and Loss Account and a Balance Sheet for the year ending 31st March, 2018 : [15]

Particulars	Rs.	Particulars	Rs.
Stock on 1-04-2017	50,000	Sales	1,90,000
Wages	7,750	Capital	1,00,000
Purchases	1,19,000	Return outward	1,500
Return Inward	3,000	Creditors	52,000
Salaries	9,400	Discount received	2,500
Insurance	1,500	Bank Loan	30,000
Rent	5,000	Bills Payable	5,000
Bad Debts	1,000		
Machinery	25,000		
Buildings	55,000		

P.T.O.

Discount Allowed	2,000	
Debtors	70,000	
Advertisement	10,000	
Carriage Inward	2,350	
Cash in Hand	6,000	
Cash at Bank	8,000	
Office Expenses	2,000	
Drawings	4,000	
	<u>3,81,000</u>	<u>3,81,000</u>

Adjustments :

- (i) On 31st March, 2018 the stock was valued at Rs. 30,000.
- (ii) Outstanding wages Rs. 1,250 and rent Rs. 1,000.
- (iii) Insurance was paid for the year ending 30th Sept., 2018.
- (iv) Depreciation on machinery at 10% and on building at 4% p.a.

(B) What do you mean by balancing of Ledger, with an example ? [5]

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

- (a) Classification of Accounts
- (b) Matching Concept
- (c) Importance of special function books in Hotel Accounting.

3. Journalise the following transactions in the books of Mrs. Kamal Mane : [10]

2018

Feb. 1 Started business with cash Rs. 70,000, goods worth Rs. 40,000 and Laptop Rs. 40,000.

- Feb. 5 Deposited Rs. 20,000 in ICICI Bank.
- Feb. 6 Paid Rent Rs. 5,000.
- Feb. 8 Bought goods on credit from Ankit Rs. 40,000 at 10% Trade Discount.
- Feb. 10 Paid Insurance Premium Rs. 1,000.
- Feb. 12 Paid cash of Rs. 35,850 to Ankit in full settlement of his account.
- Feb. 16 Sold goods worth Rs. 15,000 to Ramesh.
- Feb. 20 Goods withdrawn for Rs. 5,000 for personal use.

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

- (a) Explain the objectives of Hotel Accounting.
- (b) Differentiate between Trade Discount and Cash Discount.
- (c) Explain the following terms :
- (i) Accrued Income
- (ii) Bad Debts
- (iii) Capital
- (iv) Goodwill
- (v) Outstanding Expenses.

5. (A) From the following prepare a Trial Balance : [5]

Particulars	Rs.	Particulars	Rs.
Capital	4,00,000	Investment	10,000
Debtors	50,000	Sales	20,000
Trade Expenses	5,000	Machinery	3,00,000
Creditors	15,000	Purchases	60,000
Bank Loan	25,000	Drawings	35,000

(B) Classify the following Accounts into Personal, Real, Nominal : [5]

- (i) Building A/c
- (ii) Wages A/c
- (iii) Freehold Premises A/c
- (iv) Drawings A/c
- (v) J.J. Hospital A/c
- (vi) Capital A/c
- (vii) Mr. Sharma's A/c
- (viii) Bank A/c
- (ix) Import Duty A/c
- (x) Cash A/c.

6. Enter the following transactions in a cashbook with cash, bank and discount column : [10]

2018

- Dec. 1 Started business with cash Rs. 50,000.
- Dec. 5 Opened a current account with Bank and deposited Rs. 9,000.
- Dec. 10 Purchased machinery of Rs. 10,000.
- Dec. 12 Paid for printing bill books Rs. 500.
- Dec. 15 Withdrew from bank for office use Rs. 1,000.
- Dec. 20 Purchased goods of Rs. 3,000 at 10% C.D.; half the amount was paid by cash and remaining by cheque.
- Dec. 22 Cash sales of Rs. 20,000.
- Dec. 25 Rent received, by cheque, of Rs. 2,000.

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[5571]-1006

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

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.

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

- (a) FHRAI
- (b) GDS
- (c) Heritage walks
- (d) Tour guide
- (e) Special permits
- (f) VFR
- (g) Passport
- (h) VISA
- (i) Tour operator
- (j) UNWTO
- (k) GALILEO
- (l) Travel Insurance.

2. Write a short note on (any *two*) : [10]

- (a) SABRE
- (b) Food Tourism
- (c) Disaster Tourism.

P.T.O.

- 3.** (a) Define economic impact of tourism. Explain any *four* in detail. [5]
- (b) Enlist and explain travel formalities required to be completed before commencing the travel abroad. [5]
- 4.** (a) Describe the objectives of Govt. organisation in detail. [5]
- (b) Explain five main functions of travel agent. [5]
- 5.** (a) What are the basic considerations ? While planning an itinerary. [5]
- (b) Discuss the importance of tourism. [5]
- 6.** (a) Explain any *five* types of tourism. [5]
- (b) Enlist 4 A's of tourism. Explain any *two* in detail. [5]

Total No. of Questions—7]

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[5571]-1007

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

ENGLISH-I

SE-107 : Communication Skills

(2016 PATTERN)

Time : 2 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) Horizontal Communication
 - (ii) Objectives of Communication
 - (iii) Do's and Dont's of extempore
 - (iv) Gestures.
2. Write a letter to the Reservation Manager of Hotel Sunshine, Pune, enquiring about the room availability on December 25th, 2019, for double occupancy. Assume suitable data. [10]
3. (a) Advantages of written communication. [5]
(b) List down five strategies of reading. [5]
4. (a) Explain physical and language barriers in process of communication. [5]
(b) What are the essentials of a good speaker ? [5]

P.T.O.

5. (a) Write a letter of apology to the guest for the delay in service during his visit in the restaurant. Assume suitable data. [5]
- (b) Your friend is participating in a group discussion, what are the points you will guide him on. [5]
6. (a) Explain the process of communication with suitable examples. [5]
- (b) Write a short note on mass communication. [5]
7. (a) Discuss the following elements of communication process : [5]
- (i) Decoding
- (ii) Feedback.
- (b) Differentiate between oral communication and written communication. [5]

Total No. of Questions—4]

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[5571]-1008

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

SE-108 : FRENCH-I

(2016 PATTERN)

Time : 2 Hours

Maximum Marks : 50

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

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

Complete the sentences with the words given in brackets.

(a) Nous indiennes. (êtes, suis, sommes)

(b) Vous vendeuse (etes, je, sommes)

(c) Je Anjali (m'appelle, s'appelle, f'appelle)

(d) Nous..... une réservation (ai, avons, ont)

(e) Je..... Vous aider (Peux, Pouvez, Pouvent)

(B) Reliez les deux colones

[5]

(Match the following)

‘A’

‘B’

(i) Bonne Nuit

(a) enjoy your meal

(ii) Silvous plait

(b) Thank you

(iii) Bon appetit

(c) Good night

(iv) Merci

(d) Good bye

(v) Avrevoir

(e) Please

P.T.O.

2. (A) Quelle heure est il ? [24 hour clock] [3]
 What time is it ? [any 3]
 (a) 7.30 am (b) 12 noon
 (c) 12 midnight (b) 11 pm
- (B) Ecrivez les nombres en letters. [any 3] [3]
 Write the numbers in words.
 (a) 24 (b) 12
 (c) 33 (b) 40
- (C) Complétez les phrases [any 4] [4]
 Complete the sentences.
 [en, aux, au, à]
 (1) Bienvenue.....Gujrat
 (2) Bienvenue.....Rajasthan
 (3) Bienvenue.....Nagpur
 (4) Bienvenue.....France
 (5) Bienvenue.....Japon
3. (A) Trouvez l'intrus [5]
 Find the oddman
 (a) douze, quinze, quatre, champignon
 (b) Voiture, pomme, fraise, cerise
 (c) mars, mardi, janvier, février
 (d) avoir, être, oignon, vouloir
 (e) Chou, betterave, carotte, livre
- (B) Donnez les équivalents en français (any 5) [5]
 [5 aux choix]
 Give the equivalents in french.

- (a) My name is Rita
- (b) Can I help you ?
- (c) Please
- (d) I have a réservation
- (e) Cauliflower

4. (A) Mettez le dialogue en order et récrivez. [5]

- (a) Je suis votre guide
- (b) Voila votre guide, messieur-dumes
- (c) Gill et Robert enchanté
- (d) Voila le chauffeur, avec la voiture
- (e) Il sappelle peta
- (f) Bonjour jmappelle Ramesh

(B) Reconstituez les phrases. [5]

- (1) aider/je/est-ce que/vous/peux
- (2) peu/je/un/parle/francais
- (3) Quel/d'une/le prix/chambre/est
- (4) voudrais/je/calée/du
- (5) Bonjour/vous/monsieur/avez/la n°3/chambre

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[5571]-2001

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

C-201 : FOOD PRODUCTION-II

(2016 PATTERN)

Time : 2 Hours

Maximum Marks : 50

N.B. :— (i) Q. No. 1 is compulsory.

(ii) Solve any *four* questions from remaining.

(iii) *All* questions carry equal marks.

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

[10]

- (1) Roux
- (2) Juliennes
- (3) Jus-Roti
- (4) Broth
- (5) Dressing
- (6) HACCP
- (7) Salad
- (8) Estuffade
- (9) Cross contamination
- (10) Glaze
- (11) Spread
- (12) Danger Zone
- (13) Blanching
- (14) Pita bread
- (15) Avocado.

P.T.O.

2. Write short notes on the following (any *four*) : [10]
- (1) Rules of Stock making
 - (2) Parts of Salad
 - (3) Precautions while preparing sandwiches
 - (4) Reasons for Food contamination
 - (5) Importance of kitchen stewarding department
 - (6) Selection criteria for egg.
3. (A) With the help of chart classify soups giving *two* examples of each. [5]
- (B) State any six principles in salad making. [3]
- (C) What care and precaution taken while cooking green leafy veg ? [2]
4. (A) Briefly explain any *three* cold and hot sandwiches. [6]
- (B) Classify vegetables giving *two* examples of each. [4]
5. (A) Give recipe of 1 lit of white stock. [4]
- (B) Briefly explain any *four* major equipments found in kitchen stewarding department. [4]
- (C) List any *four* uses of Eggs in Cookery. [2]
6. (A) With the help of chart classify sources giving *two* derivatives of each. [5]
- (B) State the following (any *five*) : [5]
- (a) List International classical salads From france and Greece.
 - (b) Name colour pigment found in Carrot and spinach.
 - (c) State International soup from Italy and Spain.
 - (d) State *two* consommé with its garnishes.
 - (e) State *two* uses of stocks in continental cuisine.
 - (f) List *two* buffer sources.

Total No. of Questions—7]

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[5571]-2002

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

C-202 : FOOD AND BEVERAGE SERVICE-II

(2016 PATTERN)

Time : 2 Hours

Maximum Marks : 50

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

(ii) *Question No. 1 is compulsory.*

(iii) *Answer any four questions.*

(iv) *Draw diagram wherever necessary.*

1. Explain the following terms (any 10) :

[10]

(i) Brunch

(ii) Takeaway

(iii) RSOT

(iv) Supper

(v) Humidor

(vi) Tisanes

(vii) C.C.C.

(viii) Cafe Complet

P.T.O.

- (ix) Cyclic Menu
 - (x) Spoom
 - (xi) Pinwheel.
- 2.** (a) Explain in detail the principles of Menu Planning. [6]
- (b) Explain any *four* types of Sandwich. [4]
- 3.** (a) Classify Non-Alcoholic Beverage with *one* example each. [6]
- (b) Enlist **2** brands of Cigar and **2** brands of International Cigarettes. [2]
- (c) Explain 1 format used in IRD with diagram. [2]
- 4.** (a) Differentiate between Ala-Carte and Table d'hotel. [5]
- (b) Explain in detail Full English Breakfast. [5]
- 5.** (a) Give the cover and **2** examples of each : [6]
- (i) Farineux
 - (ii) Poisson
 - (iii) Fromage
 - (iv) Entrée
 - (v) Roti
 - (vi) Relevé
 - (vii) Oeuf.
- (b) Name **2** types of coffee and **2** methods of coffee making. [4]

6. Write examples for the following (any *five*) : [10]

- (a) *Two* types of Speciality Tea
- (b) *Two* compound Salads
- (c) *Two* Breakfast Breads
- (d) *Two* International Brands of Sparkling Water
- (e) *Two* International Brand of Still Water
- (f) *Four* International Soft Cheese.

7. (a) Define in-room dining service ? Describe cycle of IRD service ? [6]

(b) Define Fondue ? Service of Fondue. [2]

(c) Enlist and explain 2 types of Room Service. [2]

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[5571]-2003

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

C-203 : BASIC ROOMS DIVISION-II

(2016 PATTERN)

Time : 2 Hours 15 Minutes

Maximum Marks : 50

- N.B. :—** (i) Q. No. 1 and Q. No. 5 are compulsory from both sections.
(ii) Attempt any *two* questions from the remaining.
(iii) Assume suitable data wherever required.

Section I

1. Write short notes on (any *two*) : [5]
 - (i) Opening of the house
 - (ii) Weekly cleaning
 - (iii) Control desk.
2. (a) How does housekeeping department coordinate with : [5]
 - (i) Stores
 - (ii) Security.

(b) Describe the cleaning routine of departure room in detail. [5]
3. (a) Explain the procedure for second service. [5]

(b) Describe the spring cleaning process for speciality restaurant in a 5-Star Hotel. [5]

P.T.O.

4. (a) Explain the lost and found procedure for guest article. [5]
(b) What rules housekeeping staff has to follow while working on the floor ? [5]

Section II

5. Define the following terms (any *five*) : [5]
(a) GIT
(b) Walk-in
(c) Overbarking
(d) GRE
(e) Meal Coupon
(f) Registration Card.
6. (a) Explain various stages of guest cycle with the help of a diagram. [5]
(b) Describe the pre-arrival procedure for groups. [5]
7. (a) Explain the different channels and sources of reservation. [5]
(b) Describe the procedure for room change in detail. [5]
8. (a) With the help of format explain guest history card. [5]
(b) Write down the arrival procedure for walk-in guest. [5]

Total No. of Questions—7]

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[5571]-2004

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

FOOD SERVICE (AE 204)

(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 the suitable contents from Column 'B' : [5]

'A'

'B'

- | | |
|-----------------------|--|
| (1) Iodine | (a) Boiling under pressure |
| (2) ORS | (b) Cold drinks |
| (3) Cooking of Idli | (c) Boiling |
| (4) Solid foam | (d) Used in the treatment of dehydration |
| (5) Trans fatty acids | (e) Goitre |
| | (f) Increase LDL (bad cholesterol) |
| | (g) Bakery products |

P.T.O.

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

(i) Evaporation

(ii) pH

(iii) Emulsion

(iv) Melting point

(v) Fat

(vi) Nutrients.

2. (A) Explain the basic *five* food groups. [5]

Or

A diet supplies 70 gms of carbohydrates, 55 gm of proteins and 20 gm of fat. Calculate the total energy provided by this diet.

(B) Mention any *three* guidelines for storage of all types of food stuffs. What do you mean by pasteurization. [5]

3. (A) Explain the importance of avoiding junk foods. Plan a balanced day's diet for an adolescent boy who prefers vegetarian food. [2+3]

(B) Define Browning reactions in food. Mention any *three* ways to prevent undesirable browning of food stuffs. [2+3]

Or

Give any *four* dietary sources of water. How is water balance maintained in relation to human health ?

4. (A) Write short notes on (any *two*) : [5]
- (1) Gluten free diet
 - (2) Protective display of food
 - (3) Danger zone
 - (4) Prevention of nutrient loss while cooking food (any *five* ways)

Or

Why are additives added to food. Explain any *three* food additives used in catering industry.

- (B) Why is pest control necessary ? Give any *two* control measures for each of the following : [2+3]
- (1) Ants
 - (2) Houseflies.

5. (A) Explain any *three* functions of carbohydrates in the diet. Mention any *four* good food sources of dietary fibre. [2+3]

Or

State any *two* points of differences between Food poisoning and food infection. Give any *three* ways to prevent cross contamination.

- (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) Turmeric
 - (3) Tea.

6. (A) Why is personal hygiene and good health of staff necessary for food handlers ? Give any *two* sanitary practices while cooking food. [3+2]

(B) Mention any *two* spoilage indicators for the following food stuffs : [3+2]

(1) Egg

(2) Fish

(3) Spinach.

Also, explain the usage of HACCP in catering industry.

Or

Define Vitamins. Explain any *two* food sources and *one* deficiency disease for the following vitamins : [1+2+2]

(1) Vitamin A

(2) Vitamin C.

7. (A) Explain the effect of heat on proteins. Mention any *four* good food sources of proteins in the diet. [3+2]

Or

Mention any *two* uses of Bacteria, *two* uses of Yeast and *one* use of mould in food industry. [2+2+1]

(B) Mention any *two* food sources of the following : [2+3]

(1) Calcium

(2) Iron

Also, give any *one* food to be recommended and *one* food to be avoided for the following diseases :

(1) Diabetes mellitus

(2) Jaundice

(3) Cardiovascular diseases.

Total No. of Questions—6]

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[5571]-2005

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

AE-205 : HOSPITALITY SALES

(2016 PATTERN)

Time : 2½ Hours

Maximum Marks : 50

N.B. :— (i) Q. No. 1 is compulsory.

(ii) Attempt any *four* from Q. No. 2 to Q. No. 6.

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

(i) Role of sales manager

(ii) G.D.S. as sales tool

(iii) Concept selling

(iv) Role of employee in internal sale.

2. What are selling techniques ? Explain any *four* selling techniques in brief. [10]

3. (a) Explain co-ordination of sales department with other operational departments in hotel. [5]

(b) Draw and explain organisational structure of sales dept. of large hotel. [5]

P.T.O.

4. Explain Banquet sale process in detail. [10]
5. (a) Explain *two* methods used for training sales personnel. [5]
(b) Write a note on POS. [5]
6. (a) What is prospecting ? Explain any *two* methods of prospecting. [5]
(b) Explain types of setups that can be offered in Banquet sales. [5]

Total No. of Questions—7]

[Total No. of Printed Pages—2

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[5571]-2006

B.H.M.C.T. (II Semester) EXAMINATION, 2019
SE-206 : COMMUNICATION SKILLS (English-II)
(2016 PATTERN)

Time : Two Hours

Maximum Marks : 50

- N.B. :—** (i) Q. 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) Importance of effective listening
 - (b) Proxemics
 - (c) Writing a log book
 - (d) Do's and Dont's of group discussion.
2. Write a letter of application to Hotel Sun-n-Sand, applying for the post of Housekeeping supervisor, responding to the advertisement on the website of the Hotel Design suitable resume. Assume data as required. [10]
3. (a) Distinguish between a Circular and a Notice. [5]
(b) Write a short review on a book, that you have read recently.[5]
4. Design a pamphlets to advertise the 'New Year's Party', that will be organised by the hotel. Assume details of the event to be displayed. [10]

P.T.O.

5. (a) A guest staying in the hotel, calls up Room Service to place an order for breakfast. Write a conversation between the Room Service order taker and the guest. [5]
- (b) 'Kinesics' plays an important role at the front desk. Discuss your view. [5]
6. (a) You have recently visited an hill station with your friends. Write a travelogue explaining your experience. [5]
- (b) What points will you bear in mind, while preparing for an personal interview. [5]
7. (a) What are the different types of listening ? Discuss any *two*. [5]
- (b) Discuss the importance of telephone etiquettes in Hotel Industry.[5]

Total No. of Questions—5]

[Total No. of Printed Pages—4

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[5571]-2007

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

SE-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. Choisissez les mots correctes et réécrivez les Phrases :

Choose the *correct* words and rewrite the sentences :

- (A) (1) Je absent tout la journée. (serai, serons, seras) [5]
- (2) Non monsieur, vous avec un couple de touristes Indienne. (serez, serai, seront)
- (3) Nous trois chambre. (ai réservé, avons réservé, avez réservé)
- (4) il cette table. Est-ce que cela vous convient. (reste, restes, restons)
- (5) la chambre climatisée. (est, es, sont)

(B) Reliez les deux colonnes : [5]

Match the following :

- | | |
|-----------------|--------------|
| (i) Des pâtes | (a) Grillée |
| (ii) Une salade | (b) Fumé |
| (iii) de lèau | (c) Fraîches |
| (iv) Du saumon | (d) Composé |
| (v) l'entrecôte | (e) Fraîche |

P.T.O.

2. (A) Traduisez en anglais aux (choix cinq) : [5]

Translate in English (any *five*) :

- (a) Je voudrais une voiture.
- (b) le client prendre un café noir.
- (c) il ya un vol pour Banglore ce soir.
- (d) Je vous suggère de Prendre du riz blanc.
- (e) Voilà votre table madame.
- (f) Je vais Prendre une sole meunière et des légumes.

(B) Traduisez en français (au choix cinq) : [5]

Translate in French (any *five*) :

- (1) Good evening sir.
- (2) I will take sandwich and coffee.
- (3) Bill please.
- (4) We will take two bottle of mineral water.
- (5) Thank you madame.
- (6) What are the possibilities ?

3. (A) Donnez les équivalants en français aux choix cinq : [5]

Give equivalents in French (any *five*) :

- (i) The room
- (ii) Air conditioner
- (iii) Ginger
- (iv) Mushrooms
- (v) Window
- (vi) Dessert

(B) Donnez les équivalants en anglais : [5]

Give equivalents in English :

- (i) des Épinards
- (ii) une porte
- (iii) une cuillère
- (iv) un verre
- (v) un poisson
- (vi) une pomme.

4. (A) Complétez les expressions (choix cinq) : [5]

Complete the expressions (any *five*) :

- (a) voyage
- (b) chance
- (c) nouvelle
- (d) l'addition (please)
- (e) journée
- (f) Au madame

(B) Contraisez les phrases (choix cinq) : [5]

Construct the following sentences (any *five*) :

- (i) le beaujolais (+) léger, le bourgogne
- (ii) l'autocar (-) confortable, le train
- (iii) le fillet (+) tendre le rumsteck
- (iv) l'Assam (+) corsé le Darjeeling
- (v) la cuisine indienne est (=) la cuisine français
- (vi) l'arbois est le vin française (-) connu.

5. (A) Reconstituez les phrases (choix cinq) : [5]

Reconstruct the sentences by rearranging words (any *five*) :

- (1) Madame/Désolé/suis/je
- (2) nécessaire/je/Madame/le fais
- (3) Voudrais/dollars/des/changer/je
- (4) Principal/et/plat/comme
- (5) Une salade/moi/sera/ça/pour
- (6) bien/va/messieurs-dames/tout

(B) Donnez un exemple de chacun des éléments suivants :

Give suitable example for each course : [5]

- (1) Plat Principal
- (2) Boissons
- (3) Accompagnement
- (4) Vins
- (5) Entrées.

Total No. of Questions—7]

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[5571]-2008

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

SE-208 : COMPUTER FUNDAMENTAL

(2016 PATTERN)

Time : 1½ Hours

Maximum Marks : 50

N.B. :— (i) Q. No. 1 is compulsory.

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

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

- (1) Folder
- (2) SPAM
- (3) Blog
- (4) Computer
- (5) Twitter
- (6) Surfing
- (7) Blog
- (8) Spy ware
- (9) ROM
- (10) LAN
- (11) Icons
- (12) Header.

2. Draw and explain any *two* types of Network Topologies. [10]

3. (A) What is social media and give the advantages of social media ? [5]

(B) Explain ERP concept and SAP concept. [5]

P.T.O.

4. (A) Write the process of entering bullets and numbering in MS-Word. [5]
- (B) Describe the following functions in MS-Excel. [5]
- (1) Auto sum
 - (2) Average
 - (3) Max
 - (4) Count
 - (5) Filter.
5. (A) Explain the following DOS commands (any *five*) : [5]
- (1) DIR
 - (2) CLS
 - (3) CD
 - (4) MD
 - (5) DEL
 - (6) Copy
 - (7) Date.
- (B) Define primary key and list different data types in MS-Access.[5]
6. (A) Write a procedure for inserting Hyperlink in MS-PowerPoint.[5]
- (B) What are the pre-requisites for internet ? [5]
7. Write short notes on (any *four*) : [10]
- (1) Desktop
 - (2) Paint
 - (3) Notepad
 - (4) Wallpaper
 - (5) Popup Menu.

Total No. of Questions—6]

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[5571]-3001

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

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) Double cream
- (2) Raising agents
- (3) Gelatinization
- (4) Pastry margarine
- (5) Barquettes
- (6) Rich Dough
- (7) Artificial sweetners
- (8) Lecithin
- (9) Eclairs
- (10) Dry baking
- (11) Oven spring
- (12) Frosting.

P.T.O.

2. Write short notes on (any *four*) : [4×2.5=10]
- (1) Characteristics of cookies
 - (2) Fluffy icings
 - (3) Bread improvers
 - (4) Chemical changes in Baking
 - (5) Hi ratio and low ratio cake.
3. (A) Explain the following Bread making methods : [5]
- (a) Salt Delayed method
 - (b) Ferment and Dough.
- (B) List any *five* ingredients used in icings and their uses. [5]
4. (A) Explain the function of the following in Bakery and Confectionery : [6]
- (1) Egg
 - (2) Alcohol
 - (3) Sweetners.
- (B) List any *four* faults in cake and suggest remedies for the same. [4]
5. (A) Explain the following cake making methods : [5]
- (1) All in one
 - (2) Foaming method.
- (B) In detail, explain the recipe for Danish pastry using 500 g of flour, also state its variations. [5]

6. (A) Explain the following steps of Bread making in detail : [6]
- (1) Fermentation
 - (2) Knock back
 - (3) Baking.
- (B) Give *two* examples for the following : [4]
- (1) Piped cookies
 - (2) Choux pastry
 - (3) Lean dough
 - (4) Breakfast rolls.

Total No. of Questions—7]

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[5571]-3002

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

C-302 : FOOD AND BEVERAGE SERVICE—III

(2016 PATTERN)

Time : 2 Hours 15 Min.

Maximum Marks : 50

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

(ii) *All* questions carry equal marks.

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

- (a) Jigger
- (b) Liqueur
- (c) Cobra gun
- (d) Estufagem
- (e) Perry
- (f) Dubonnet
- (g) Speed rail
- (h) Campari
- (i) Bloom
- (j) Grist
- (k) Pernod
- (l) AOC
- (m) VDQS
- (n) Vin de table.

P.T.O.

2. (A) List any *four* wine producing regions of France with two wines from each. [8]
(B) Write any *four* shippers of Champagne. [2]
3. (A) Write in brief : [5]
(i) Organic Wines
(ii) Rosé Wines
(iii) Aromatized Wines
(iv) Viticulture
(v) Lager.
(B) How is Sherry made ? Explain Solera System with a diagram. [5]
4. (A) What is Champagne method ? Explain step by step. [8]
(B) What is Port ? List any *two* styles. [2]
5. (A) Draw and explain various parts of Bar. [8]
(B) List any *four* International beer brands. [2]
6. (A) List any *two* wines from the following countries : [8]
(i) Spain
(ii) Portugal
(iii) India
(iv) U.S.A.
(B) Classify alcoholic beverages with the chart and examples. [2]

7. (A) How is beer made ? Write with a flowchart. [6]
- (B) Explain briefly : [4]
- (i) Doux
 - (ii) Sekt
 - (iii) Magnum
 - (iv) Lees.

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Total No. of Questions—8]

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[5571]-3003

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

C-303 : ACCOMMODATION OPERATIONS—I

(2016 PATTERN)

Time : 2½ Hours

Maximum Marks : 50

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

(ii) Out of the remaining attempt any *two* questions from Section I and any *two* questions from Section II.

(iii) Assume suitable data, if necessary.

SECTION-I

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

- (1) Dirty Dozen
- (2) Bath Mat
- (3) Discard Linen
- (4) Laundry
- (5) Calendaring
- (6) Linen Chute
- (7) Valet Service.

2. (A) What points to be considered before purchasing Linen for a hotel ? [5]

P.T.O.

- (B) Write a short note on role of the floor supervisor in Housekeeping Department. [5]
3. (A) Discuss the Laundry cycle in brief. [5]
(B) What is Outsourcing ? Explain the advantage and disadvantage. [5]
4. (A) Describe the basic steps involved in collection of guest laundry. [5]
(B) Draw the layout of a Linen room and discuss the essential features of the Linen rooms. [5]

SECTION-II

5. Explain the following terms (any *five*) : [5]
(1) Floor Limit
(2) Late Checkout
(3) Traveller's Cheque
(4) City Ledger
(5) Skipper
(6) Express Checkout
(7) No-show.
6. (A) Explain the departure procedure for a guest. [5]
(B) What is Voucher ? Explain any *four* types of vouchers used in Hotel. [5]

7. (A) Discuss the Front Office Accounting Cycle for a guest. [5]
- (B) Hotel Regency is a business hotel having 470 rooms, out of which 15 rooms are out of order and occupied rooms are 360. Total revenue is Rs. 24,35,830. Calculate average room rate and room occupancy percentage. [5]
8. (A) Write a short note on Foreign Currency Exchange. [5]
- (B) Draw and explain the following formats (any *two*) : [5]
- (1) Departure Notification Slip
 - (2) Lobby errand card for departure
 - (3) Guest Folio
 - (4) VPO.

Total No. of Questions—7]

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[5571]-3004

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

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 allowed.
 - (iii) Figures to the right indicate full marks.

1. Explain the following terms : [5×2=10]
 - (a) Budgetary Control
 - (b) Cash Budget
 - (c) Allowance Journal
 - (d) Trade Discount
 - (e) Visitor's Tabular Ledger.
2. (a) Differentiate between : [5×2=10]
Discount and Allowance
 - (b) What is Guest weekly bill ? How is come GWB different from VTL.
3. Draw the format of : [5×2=10]
 - (a) VPO (Along with meaning)
 - (b) Cost of goods sold.

P.T.O.

4. Mr. Suhas Mahajan arrived and occupied Room No. 405 in Hotel Amruta on 15th June 2018 @ 5.15 p.m. on EP at Rs. 4,500. He checked out on 18th June at 10.30 p.m. His charges are given below :

June 15th : ANT, Dosa Rs. 140, Telephone Rs. 70. Dinner with one guest and Deposited Rs. 2000 cash.

June 16th : EMT, Breakfast, Newspaper Rs. 85 Cigarettes Rs. 65, Laundry Rs. 225 parcel Rs. 250, Wine Rs. 3,200 Dinner with two guests.

June 17th : EMC, Breakfast, Taxi Rs. 1,200, Lunch, Deposited Rs. 11,000 cash. Food Sundries Rs. 160, ANT and Dinner.

June 18th : EMC, Breakfast, Magazines Rs. 120. Gift article Rs. 400, Telephone Rs. 60, Lunch, Pizza Rs. 390, Dinner.

Tariff : Tea- Rs. 40 per cup
Coffee- Rs. 50 per cup
Breakfast- Rs. 180 per person
Lunch- Rs. 240 per person
Dinner- Rs. 320 per person.

Service Charge @ 12% on Room and Food.

Mr. Mahajan checked out and settled his bill by paying cash Rs. 2000 and balance by cheque. [10]

5. (a) What is Budget and how is budgetary control helpful to management ?
- (b) What are operating and non-operating ? Give 3 examples of each. [2×5=10]

6. Prepare Income statement as per uniform system of Accounting from the following data of Hotel Dilbahar : [10]

Particulars	Room	Food	Bar
Payroll Expenses	1,10,000	1,35,000	48,000
Closing stock	25,000	32,000	65,000
Sales	8,75,000	6,30,000	5,75,000
Opening Stock	—	51,000	72,000
Purchases	5,02,000	1,65,000	2,05,000
Other Expenses	4,000	5,500	6,200

Other undistributed operating and fixed expenses are as follows :

Advertisement and marketing	51,000
Administrative expenses	30,500
Gas, Coal and Power	28,000
Conveyance and Transport	12,000
Depreciation	18,500
Rates and Insurance	11,200
Maintenance fee	4,200

Income Tax @ 20% on Net Profit.

7. Prepare a flexible budget for 'Tensa Ltd' at 50% and 70% capacity following information is given @ 60% capacity. [10]

Variable Overheads :

Indirect Material—6,000

Indirect Labour—18,000

Semi variable overheads :

Electricity (40% Fixed)—30,000

Repairs (80% Fixed)—3,000

Fixed Overheads :

Depreciation—16,500

Insurance—4,500

Salary—15,000.

Total No. of Questions—7]

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[5571]-3005

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

AE-305 : ENVIRONMENT SCIENCE

(2016 PATTERN)

Time : 2½ Hours

Maximum Marks : 50

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

(ii) *All* questions carry equal marks.

1. (A) Identify the various environmental practices that are carried out by the hospitality industry as a part of its Corporate Social Responsibility endeavours. [5]
(B) List any *five* Acts related to the Environment and explain any *one*. [5]
2. (A) Explain any *two* causes of indore air pollution. [5]
(B) Discuss the importance of educating employees in implementing green practices with emphasis on Training and Communication. [5]
3. (A) What are the advantages of using eco-construction materials in hotels ? [5]
(B) What are the best eco-friendly practices that are implemented by restaurants and banquets ? [5]

P.T.O.

4. (A) How can water consumption in hotels be controlled by the following departments : [5]
(i) Housekeeping
(ii) Rest room.
(B) Write a note on 'Importance of Energy Audit by the hotel'. [5]
5. (A) List the various energy conservation measures that can be taken up by hotels. [5]
(B) Write a short note on 3R principle. [5]
6. (A) With the help of a diagram, explain the waste management hierarchy. [5]
(B) List *five* noise control measures taken up by hotels. [5]
7. Write short notes on (any *two*) : [10]
(A) Alternative energy sources for hotel industry
(B) Benefits of water conservation
(C) Role of energy manager.

Total No. of Questions—7]

[Total No. of Printed Pages—2

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[5571]-3006

BHMCT (Third Semester) EXAMINATION, 2019

306 : HOTEL LAWS

(2016 PATTERN)

Time : 2½ Hours

Maximum Marks : 50

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

(ii) *All* questions carry equal marks.

1. Explain the remedies for breach of contract. [10]
2. State the provision for opening and closing of commercial establishment, also explain in brief the procedure of Registration. [10]
3. Explain the duties of a partner. [10]
4. Name and explain the authorities that are involved in the settlement of disputes. [10]
5. State any five rights of a food inspector and in brief explain packing and labelling of food. [10]
6. What do you mean by sexual harassment also discuss the role of employer under this act. [10]

P.T.O.

7. Write short notes on any *two* :

[10]

- (a) Differentiate between sale and agreement to sale
- (b) Salient features of consumer protection act
- (c) Corporate social responsibility
- (d) Lock out and strike
- (e) Procedure for sample collection by food inspector.

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Total No. of Questions—7]

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[5571]-3007

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

SE-307 : SOFT SKILLS MANAGEMENT

(2016 PATTERN)

Time : 2 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 (any *two*) : [10]

(i) Consequences of a Negative Attitude

(ii) Social Image

(iii) Transactional Analysis

(iv) Importance of Physical Fitness.

2. (a) Explain the Ego-State (PAC) model. [5]

(b) List down the points to avoid (don't's) while working in a team. [5]

3. (a) How can you as a person optimize time ? [5]

(b) How can SWOT analysis help you plan your career ? [5]

P.T.O.

4. (a) What are the points to be kept in mind while making a presentation ? [5]
(b) Define self-esteem. How can you build positive self-esteem. [5]
5. (a) What are the determinants of personality ? [5]
(b) Define Stress. What are the causes of stress ? [5]
6. (a) How would you analysis a case study and present it ? [5]
(b) Define Motivation. How does it differ from “Inspiration”. Explain with a relevant example. [5]
7. (a) What is Body Language ? How does one project positive body language at work ? [5]
(b) What are the expectation of recariters from candidates ? [5]

Total No. of Questions—6]

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[5571]-3008

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

SE-308 : TICKETING

(2016 PATTERN)

Time : 2.15 Hours

Maximum Marks : 50

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

(ii) Figures to the right indicate full marks.

1. (A) Explain the *five* freedoms of Air. [5]
(B) Describe the various classes of service available in Air travel. [5]
2. (A) Write a short note on : Excess Baggage. [5]
(B) State the pros and cons of *e*-tickets. [5]
3. (A) Discuss slicing and dicing of journey with reference to pricing. [5]
(B) Explain the role of mobile application in Air ticketing. [5]
4. (A) Define the following types of journey : [5]
(a) One-way
(b) Return
(c) Open jaws
(d) Circle trip
(e) Round trip.
(B) Explain the factors that influence the fares. [5]

P.T.O.

- 5.** (A) Write down the refund policy for involuntary and voluntary refunds of ticket. [5]
- (B) Discuss the role of internet website for comparison of fares. [5]
- 6.** (A) Describe the types of fares. [5]
- (B) Explain the concept of pairing of cities and PNR. [5]

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[5571]-4001

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

C-401 : QUANTITY FOOD PRODUCTION

(2016 PATTERN)

Time : 2½ Hours

Maximum Marks : 50

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

(ii) All questions carry equal marks.

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

- (i) Baghar
- (ii) Dum Pukth
- (iii) Xacuti
- (iv) Jalfrazi
- (v) Dhansak
- (vi) Mussallam
- (vii) Panch Poran
- (viii) Dhuanaar
- (ix) Pachadi
- (x) Pappadum
- (xi) Varq
- (xii) Standardized recipe

2. (A) Write advantages of yield management. [5]

(B) Classify sectors of catering industry. Explain hospital catering in detail. [5]

P.T.O.

3. (A) Explain institutional catering in detail. [5]
(B) Describe selection criteria for kitchen equipment. [5]
4. (A) What is volume forecasting ? Enlist merits of volume forecasting. [5]
(B) Write benefits of standardizing of portions of recipe. [5]
5. (A) List *ten* equipments used in quantity food production. [5]
(B) Write principles of indenting for quantity kitchen. [5]
6. (A) Explain the different cooking techniques used in Indian regional cooking. [5]
(B) Define yield management. Write importance of yield management in quantity food production. [5]
7. Write short notes on (any *four*) : [10]
(i) Banqueting
(ii) Pricing
(iii) Menu balancing
(iv) Purchase system
(v) Parsi Cuisine
(vi) Portion Control.

Total No. of Questions—7]

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[5571]-4002

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

402 : FOOD AND BEVERAGE SERVICE-IV

(2016 PATTERN)

Time : 2½ Hours

Maximum Marks : 50

N.B. :— Answer any *five* questions.

1. (a) With the help of neat diagram explain distillation process of spirit by pot still method. [5]
(b) Explain manufacturing process of Whisky and also mention the raw material used in manufacturing of Whisky. [5]
2. (a) Differentiate between Coguac and Armagnac. [5]
(b) What are the raw material used in manufacturing of Rum and also explain the manufacturing proceess of Dark Rum. [5]
3. (a) Explain the following type of Gin : [3]
 - (i) London Gin
 - (ii) Plymouth Gin
 - (iii) Dutch Gin.

P.T.O.

- (b) Mention **3** international brands of vodka 3 brands of flavoured Vodka. [3]
- (c) Explain the following types of Tequila : [4]
- (i) Joveu
 - (ii) Blarco
 - (iii) Auejo
 - (iv) Extra Anejo.
4. (a) Explain the following : [2]
- (i) Grappa
 - (ii) Calvados
 - (iii) Feni
 - (iv) Aquavit.
- (b) Explain Proprietary and Generic liqueurs. [5]
- (c) What are the rules of making Cocktails. [3]
5. (a) Explain at least **3** methods of making Cocktails. [3]
- (b) Explain in detail the Banquet Booking Procedure. [5]
- (c) What all are the points to be considered while arranging the buffet ? [2]

- 6.** (a) Draw and explain banquet function prospectus. [5]
- (b) Explain at least **5** types Cocktail Bar equipments and their uses. [5]
- 7.** (a) List and explain different types of buffet at least **5** types. [5]
- (b) Define spirits and explain the following : [5]
- (i) OIML
- (ii) GL
- (iii) Proof.

Total No. of Questions—8]

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[5571]-4003

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

403 : ACCOMMODATION OPERATION-II

(2016 PATTERN)

Time : 2½ Hours

Maximum Marks : 50

N.B. :— (i) Q. No. 1 and Q. No. 5 are compulsory. Out of the remaining questions attempt any 2 questions from each Section.

(ii) Assume suitable data, if necessary.

SECTION I

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

- (1) Service Related Complaint
- (2) Pest Control
- (3) Interior Design
- (4) Restoration
- (5) First Aid Box
- (6) Fire Safety.

2. (a) What are the objectives of interior designing ? [5]

(b) Draw snag list and explain the importance of it. [5]

P.T.O.

3. (a) Discuss different types of guest complaint that occur in Housekeeping department. [5]
- (b) Explain in brief the steps involved in Refurbishing. [5]
4. (a) How would you control the infestation of the following pests ? (any *two*) : [5]
- (i) Rats
- (ii) Cockroach
- (iii) Termites.
- (b) Write a short note on potential hazardous condition in Housekeeping department. [5]

SECTION II

5. Explain the following terms (any *five*) : [5]
- (1) BAR
- (2) Brochure
- (3) Out of Balance
- (4) Rule of Thumb
- (5) Leisure activities
- (6) Hotel booking agencies.
6. (a) As a front desk associate how will you increase the occupancy of your hotel. [5]
- (b) Discuss different factors which are to be considered while establishing a room tariff. [5]

7. (a) Describe the role of night audition in a hotel. [5]
- (b) Write the short notes on the following : [5]
- (i) Sales tools
- (ii) Direct sales.
8. (a) Draw and explain high balance report and its importance in credit balance management. [5]
- (b) Distinguish between the following : [5]
- (i) Upselling and Dounselling
- (ii) Cast based pricing and market based princing.

Total No. of Questions—7]

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[5571]-4004

B.H.M.C.T. (IV Semester) EXAMINATION, 2019
AE-404 : FOOD AND BEVERAGE CONTROL
(2016 PATTERN)

Time : Three Hours

Maximum Marks : 50

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

(ii) *All* questions carry equal marks.

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

(i) Food and Beverage control

(ii) Gross profit

(iii) Cost

(iv) Net profit

(v) Afterwage profit.

(B) Draw the Break-even graph and explain the following terms : [5]

(i) Margin of safety

(ii) Break-even point

(iii) Contribution.

2. (A) Define Budgeting. Explain the following budgets : [5]

(i) Sales budget

(ii) Labour cost budget

(iii) Overhead cost budget.

(B) Write a note on centralized and decentralized purchasing. [5]

P.T.O.

3. (A) Discuss the concept of supply chain management. [4]
(B) Draw and state the importance of the following formats : [6]
(i) Credit note
(ii) Delivery note
(iii) Purchase order.
4. (A) Draw and explain the importance of any *two* stock records. [4]
(B) Explain the following preparation methods : [6]
(a) Cook freeze
(b) Sous vide
(c) Cook chill.
5. Write short notes on any *two* : [10]
(i) Stock levels
(ii) Two pricing strategies
(iii) Function costing and pricing.
6. (A) Discuss the following methods of pricing of menu (any *three*) : [6]
(i) Market penetration
(ii) Cost plus
(iii) Market skimming pricing
(iv) Psychological pricing
(v) Differential pricing
(B) Elaborate on ABC analysis. [4]

7. (A) State the objectives of standard purchase specification. [4]
- (B) Explain with example the following any *two* : [6]
- (i) Standard recipe
 - (ii) Standard yield
 - (iii) Volume forecasting.

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[5571]-4005

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

AE-405 : PRINCIPLES OF MANAGEMENT

(2016 PATTERN)

Time : Three Hours

Maximum Marks : 50

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

(ii) Each question carries equal marks.

1. (a) What are the steps in planning process ? [5]
(b) Write about any *three* types of plants. [5]
2. (a) Define Management. What are the different levels of management ? [5]
(b) Write about any *four* factors affecting management. [5]
3. (a) Define Leadership. What is the role of a leader ? [5]
(b) Write a short note on F.W. Taylor. [5]
4. (a) Differentiate between centralisation and decentralisation. [5]
(b) Write any *five* principles of organising. [5]
5. (a) Define communication. What is upward and downward communication ? [5]
(b) What are the barriers in communication ? [5]

P.T.O.

6. Write short notes on (any *two*) : [10]
(a) Types of decisions
(b) Need for coordination
(c) process of control.
7. Write short notes on (any *two*) : [10]
(a) Steps in rational decision making
(b) Different styles of leadership
(c) Explain theory 'X' of McGregors.
8. What are the different functions of management ? [10]

Total No. of Questions—7]

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[5571]-4006

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

SE-406 : ADVANCED BAKING

(2016 PATTERN)

Time : 2½ Hours

Maximum Marks : 50

N.B. :— (i) Q. No. 1 is compulsory.

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

(iii) *All* questions carry equal marks.

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

(i) Ferment

(ii) Spun Sugar

(iii) Rope

(iv) Isomall

(v) Bleeding (in bread making)

(vi) Marzipan

(vii) Gelatinization

(viii) Caramel

(ix) Coulis

(x) Pelit four

(xi) Creme chantili

(xii) Macroon.

2. (a) Briefly explain the enzymatic reaction in bread making. [5]

P.T.O.

- (b) Write short notes on : [5]
- (i) Angel food cake
 - (ii) Chiffon food cake.
3. (a) Explain the characteristics of a good cake. [5]
- (b) Explain the French and English method of pastry making. [5]
4. (a) List down any *five* equipments used in sugar work and its uses. [5]
- (b) Differentiate between : [5]
- (i) Rolled cookies and Dropped cookies
 - (ii) Bagged cookies and Ice box cookies.
5. (a) Explain any *five* points to be considered during plating desserts. [5]
- (b) Write a short note on bread improvers ? [5]
6. (a) Write short notes on : [5]
- (i) Pre ferment
 - (ii) Artisan bread.
- (b) List and explain any *five* creams used in confectionery department. [5]
7. Give *two* examples each for the following : [10]
- (1) Garnishes used for dessert
 - (2) Stages in sugar boiling
 - (3) Italian bread
 - (4) Rich cake
 - (5) Steamed dessert.

Total No. of Questions—7]

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[5571]-4007

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

SE-407 : BAR TENDING

(2016 PATTERN)

Time : 2½ Hours

Maximum Marks : 50

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

(ii) Solve any *five* questions.

1. (a) Explain the hierarchy of staff in a standard bar. [5]
(b) List any *five* styles of bar and explain each in brief. [5]
2. (a) Write in detail about bar opening duties. [5]
(b) Explain the role of Bartender as a salesperson. [5]
3. (a) Explain Bar menu engineering with suitable examples. [5]
(b) List *five* Golden rules of mixing cocktail. [5]
4. (a) Define portion control and explain any *four* important tools of portion control. [5]
(b) Write a detailed note on billing and cash handling procedure on a bar. [5]
5. (a) Write the principles of computing beverage cost. [5]
(b) List any *five* major equipments used on cocktail bar and write its usage. [5]

P.T.O.

6. (a) List any *five* important licenses required for operating a bar and explain in short. [5]
- (b) Explain any *four* methods of mixing cocktails. [5]
7. (a) Explain the following trends in cocktail mixes : [5]
- (i) Twist to classic
 - (ii) Floral
 - (iii) Tiki mixes
 - (iv) Herbs mixes
 - (v) Alcoholic Tea.
- (b) Write short notes on : [5]
- (i) Point of sale system on bar
 - (ii) Importance of sales promotion.

Total No. of Questions—6]

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[5571]-4008

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

1. Write short notes on (any *four*) : [20]
 - (a) Importance of S.O.P.
 - (b) Freelancing
 - (c) Determining PAR levels
 - (d) Noise Control
 - (e) HACCP in Housekeeping.
2. (A) Define Training. Explain any *two* methods. [5]
(B) What are the points to be considered in staffing guide ? [5]
3. (A) Elaborate on the Housekeeping Routine of the following areas : [5]
 - (a) Hostels
 - (b) Museum.
(B) List down the eco-friendly ways/processes used in Housekeeping. [5]
4. (A) Define waste management. Describe the various steps in waste management. [5]
(B) List down the potential hazards in Housekeeping operations. [5]

P.T.O.

5. (A) Explain the various criteria in selection of a service provider (contractor). [5]
- (B) Describe various types of pests with an example. [5]
6. (A) What are the Good Housekeeping Practices used in Hospitals ? [5]
- (B) Draw the formats of : [5]
- (1) Maintenance Order Slip
 - (2) Checklist.

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Total No. of Questions—7]

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[5571]-4009

B.H.M.C.T. (IV Semester) EXAMINATION, 2019
SE-409 : ENTREPRENEURSHIP DEVELOPMENT
(2016 PATTERN)

Time : Three Hours

Maximum Marks : 50

N.B. :— (i) Attempt 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) Explain the types of entrepreneur based on entrepreneurial activity. [6]
(B) Discuss internal and external funds as source of finance for an entrepreneur. [4]
2. (A) What is manpower planning ? Elaborate on the recruitment and selection process. [6]
(B) Explain the following major issues in doing business in India.[4]
 - (i) Labour
 - (ii) Regional Sentiments.
3. (A) Discuss the following growth strategies any *three* : [6]
 - (a) Diversification
 - (b) Launching new product in same market
 - (c) Joint ventures
 - (d) E-commerce.
(B) What is SWOT analysis ? Explain its importance for an entrepreneurial venture. [4]

P.T.O.

4. (A) Define social entrepreneur and elaborate the role. [6]
(B) Explain the following terms (any *two*) : [4]
(i) Intellectual Property
(ii) Copyright
(iii) FDA.
5. Write short notes on (any *two*) : [10]
(a) Any *one* program promoting women entrepreneurship.
(b) Entrepreneurs Vs Entrepreneurship.
(c) Five reasons for entrepreneurial failure.
6. (A) Discuss the entrepreneurial process. [6]
(B) Explain any *two* of the following legal compliances : [4]
(i) Professional Tax
(ii) Labour Law
(iii) G.S.T.
(iv) Gratuity.
7. (A) Discuss the following stages of growth : [6]
(i) Looming into existence
(ii) Survival
(iii) Success.
(B) Explain the role of the financial institution (any *one*) : [4]
(i) SIDBI
(ii) IDBI.

Total No. of Questions—8]

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[5571]-6001

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

SPECIALIZATION IN FOOD PRODUCTION MANAGEMENT—I

(2016 PATTERN)

Time : Three Hours

Maximum Marks : 60

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

1. (A) Give introduction to influence of culture on the region
(any *one*) : [10]

- (i) Italy
- (ii) Spain.

(B) Terms (any *five*) :

- (a) Attireaux
- (b) Zakuski
- (c) Rigor mortis
- (d) Tartare steak
- (e) Chateaubriand
- (f) Lord.

P.T.O.

2. Answer the following : [10]
- (i) Differentiate between Haute and Nouvelle Cuisine.
 - (ii) What precautions one should take for preparing appetizers from food spoilage point.
3. Answer the following : [10]
- (i) Draw neat diagram showing cuts of lamb with table showing approximate weight and best cooking method.
 - (ii) Explain basic *five* groups of food.
4. Answer the following : [10]
- (i) Explain various processing methods of convenience food.
 - (ii) What are the steps involved in planning a balanced meal ?
5. Answer the following : [10]
- (i) Classify fish in Taxonomic way and give proper examples of each.
 - (ii) What are the information required for planning the layout and designing of a kitchen.
6. Answer the following : [10]
- (i) Draw a layout of a kitchen for a restaurant serving Chinese food.
 - (ii) Draw and explain *five* cuts of fish with best suited method of cooking.

7. Answer the following : [10]

- (i) Explain composition of meat with the help of neat diagram.
- (ii) Give the characteristics of convenience food.

8. Answer the following : [10]

- (i) What do you mean by Aging and Ripening of meat.
- (ii) Explain fillet of Beef with neat diagram showing parts and approximate weight and use.

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[5571]-6002

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

CEB 601 : SPECIALIZATION IN FOOD AND BEVERAGE

SERVICE AND MANAGEMENT—I

(2016 PATTERN)

Time : Three Hours

Maximum Marks : 60

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

(ii) *All* questions carry equal marks.

1. (A) Define budget. Write down the objectives of budget. [5]
(B) Raise a function prospectus for a cocktail dinner of 100 delegates.
Assume suitable data. [5]
2. Write the cover, accompaniment and service procedure for the following dishes from Guèridon trolley (any *two*) : [10]
(i) Banana flambé
(ii) Steak Diane
(iii) Smoked Salman.
3. (A) Describe the catering facility and operations at a business centre.
Assume suitable data. [5]
(B) Explain Menu Engineering in detail with suitable example. [5]

P.T.O.

4. Explain the following in brief :
- (i) APC
 - (ii) Sales mix
 - (iii) Sales per waiter
 - (iv) Seat turnover
 - (v) Task analysis.
5. (A) Write a detailed note on carving hygiene practices to be followed during guèridon service. [5]
- (B) Explain the limitations of F&B Control. [5]
6. (A) Explain any *five* stages in pricing consideration in F&B control. [3]
- (B) Write a standard procedure for a manager in handling customer complaint at a five dine restaurant. [5]
7. (A) State duties and responsibilities of F&B service manager. [5]
- (B) Identify the base spirit of the following coffees : [5]
- (i) Monk's coffee
 - (ii) Highland coffee
 - (iii) Jamaican coffee
 - (iv) Calypso coffee
 - (v) Sevielle coffee.

8. (A) Write a detailed note on Airline catering. [5]
- (B) Explain the following : [5]
- (i) Workshop
 - (ii) Symposium
 - (iii) Panel Disussion
 - (iv) Formal banquet
 - (v) Convention.

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[5571]-6003

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

**CEC 601 : SPECIALIZATION IN HOUSEKEEPING MANAGEMENT—I
(2016 PATTERN)**

Time : Three Hours

Maximum Marks : 60

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

1. Explain the following : [10]

- (a) Duvets
- (b) Kenzan
- (c) Threadcount
- (d) Efficiency Room
- (e) LEED
- (f) Outsourcing
- (g) Control desk
- (h) First aid
- (i) Bonsai
- (j) Bolster.

2. (a) Describe the procedure of purchasing Linen. [5]

(b) What are the criteria for planning a good landscape ? [5]

P.T.O.

- 3.** Draw and explain the format : [10]
- (a) Store requisition
 - (b) Uniform exchange slip
 - (c) Lost and found slip
 - (d) Room status report.
- 4.** (a) Given a piece of fabric. How would you go about identifying fibres ? [5]
- (b) What factors would you keep in mind while designing uniforms for Hotel staff ? [5]
- 5.** (a) Give the characteristics of cotton fibre. [5]
- (b) Discuss the selection of Mattress for Hotels. [5]
- 6.** (a) Enumerate the steps to be taken for conditioning of flowers and foliage. [5]
- (b) What is meant by water conservation ? Discuss methods to be adopted by eco-sensitive Hotels for water conservation. [5]
- 7.** (a) Describe the design and construction aspects of Green Hotels. [5]

(b) Discuss the placement of arrangement in a 5-star Hotel for the following : [5]

(i) Guest Room writing table

(ii) Lobby

(iii) Restaurant

(iv) Buffet table

(iv) Conference Room.

8. Write short notes on : [10]

(a) Cost per occupied room

(b) Storage of uniforms

(c) Types of Renovation

(d) Turndown service.

Total No. of Questions—7]

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[5571]-6004

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

**CED-601 : SPECIALIZATION IN FRONT OFFICE MANAGEMENT-I
(2016 PATTERN)**

Time : Three Hours

Maximum Marks : 60

N.B. :— (i) Q. No. 1 is compulsory.

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

(iii) All questions carry equal marks.

1. Write short notes on (any *two*) : [12]

(i) History of any *two* Indian Chain Hotels.

(ii) Styles of welcoming Guest.

(iii) Behavioural skills required at front office.

(iv) Elements of Brochure Designing.

2. (A) Explain in brief softwares used in hotels and their systems. [6]

(B) Differentiate between Bell Desk and Concierge. [6]

3. (A) What are the various legal concerns to be followed in a hotel in case of loss of guest property and death of guest in guest room ? [6]

P.T.O.

- (B) What are the points to be considered while planning a layout of Front Desk of a Heritage Hotel ? [6]
4. (A) Draw the layout of lobby and explain different types of lobby. [6]
- (B) Draw and explain : [6]
- (i) Room Status Report
- (ii) Revenue Report.
5. (A) Explain any *two* modules involved in Front Office system. [6]
- (B) What factors are kept in mind while selecting a property management system ? [6]
6. (A) Explain the automated equipments used at the Front Desk. [6]
- (B) What are the various technological advances seen in the modern era of Hotel Industry ? [6]
7. (A) Describe the concept of concierge and clef's d'or. [6]
- (B) Differentiate between Atrium lobby and closed lobby. [6]

Total No. of Questions—7]

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[5571]-6005

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

C-602 : INTRODUCTION TO CYBER SECURITY

AND INFORMATION SECURITY

(2016 PATTERN)

Time : 2½ Hours

Maximum Marks : 50

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

(ii) All questions carry equal marks.

(iii) Draw diagram wherever necessary.

1. (a) What is wireless network and explain its security. [5]
(b) Explain VPN security. [5]
2. (a) Explain security threats and vulnerability. [5]
(b) What are the types of firewall. [5]
3. (a) Write a short note on Steganography. [5]
(b) Explain Intrusion Detection System (IDS). [5]
4. (a) Explain how anti-virus works. [5]
(b) Explain information security. [5]

P.T.O.

- 5.** (a) Explain SSL and its types. [5]
(b) Write a short note on digital signature. [5]
- 6.** (a) What is risk management ? [5]
(b) Write a short note on Malware. [5]
- 7.** (a) Explain Intellectual Property Rights (IPR). [5]
(b) Differentiate between LAN, MAN, WAN. [5]

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Total No. of Questions—7]

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[5571]-6006

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

AE-603 : HUMAN RESOURCE MANAGEMENT

(2016 PATTERN)

Time : Three Hours

Maximum Marks : 50

- N.B. :—** (i) Question No. 1 is compulsory.
(ii) Answer any *four* of remaining 6 questions.
(iii) All questions carry equal marks.

- 1.** Explain the following in short (any *four*) : [10]
- (i) Merit rating
 - (ii) Indirect compensation
 - (iii) Quientation
 - (iv) Benefits of collective bargaining
 - (v) Broad banding.
- 2.** (a) Define Human Resource Development and explain its importance. [6]
(b) What is competency matrix ? Explain its benefits. [4]
- 3.** (a) Explain the following in detail : [6]
(i) Job analysis
(ii) Job specification.
(b) Elaborate the role of Human Resource Management. [4]

P.T.O.

4. (a) Explain any 6 methods of Performance Appraisal. [6]
(b) Write the functions of Trade Union. [4]
5. (a) Explain the objectives of compensation administration. [6]
(b) What is Discipline ? Enlist causes of indiscipline. [4]
6. (a) Write the objective and planning process of wage incentives. [6]
(b) State the job discription for store manager. [4]
7. (a) Differentiate between : [6]
(i) Training and development
(ii) Promotion and transfers.
(b) Write steps in formulation of compensation. [4]

Total No. of Questions—7]

[Total No. of Printed Pages—2

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[5571]-6007

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

AE-604 : SERVICE MARKETING

(2016 PATTERN)

Time : 2.15 Hours

Maximum Marks : 50

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

- 1.** Write short notes on (any *four*) : [10]
- (a) Importance of Physical Evidence
 - (b) Relationship Marketing
 - (c) Hospitality Products
 - (d) Blueprint
 - (e) Direct Marketing.
- 2.** (a) Give characteristics of services. [10]
(b) Explain life cycle of a product/service.
- 3.** (a) List and explain tools of motivation and empowerment for employees. [10]
(b) Explain functions of Intermediaries in distribution of services.

P.T.O.

4. (a) Explain management strategies to manage productivity. [10]
(b) Differentiate between goods and services.
5. (a) Explain methods of pricing of service product. [10]
(b) List and explain *five* tools of promotion in service marketing.
6. (a) Explain management strategies to manage changing demand in brief. [10]
(b) Give importance of customer satisfaction.
7. (a) Draw *five* gap model and give *three* benefits of it. [5]
(b) Explain importance of Internal marketing. [3]
(c) Explain concept of e-commerce. [2]

Total No. of Questions—7]

[Total No. of Printed Pages—2

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[5571]-6008

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

SE-605 : EVENT MANAGEMENT

(2016 PATTERN)

Time : 2.15 Hours

Maximum Marks : 50

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

1. Write short notes on (any *four*) : [10]
 - (i) Sponsorship
 - (ii) Risk Management
 - (iii) Security Legislation
 - (iv) Vendor contracts
 - (v) Publicity
 - (vi) Site Inspection.

2. (a) What is an Event ? Discuss the different types of events with examples. [5]
(b) Define vendor. How do we choose vendors in event management ? [5]

3. (a) Discuss the principles of Events Planning with examples. [5]
(b) What are the important points in planning venues ? Give relevant examples. [5]

P.T.O.

4. (a) Explain the different types of Legal Compliance in Event Management. [5]
(b) Explain with examples the points to be discussed while you consult with the client. [5]
5. (a) Discuss the characteristics of Events with examples. [5]
(b) Explain the steps in planning an event. Give examples. [5]
6. (a) Define Event Marketing. Discuss the tools used for marketing an event. [5]
(b) Explain the key points involved in the 'post-event' stage of organizing an event. [5]
7. (a) What is the importance of Crisis and Backup Planning in Event Management ? [5]
(b) List down the vendors involved in the cultural event in your college. [5]

Total No. of Questions—7]

[Total No. of Printed Pages—2

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[5571]-6009

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

SE-606 : HOTEL INFORMATION SYSTEM

(2016 PATTERN)

Time : Three Hours

Maximum Marks : 50

N.B. :— (i) Question No. 1 is compulsory, solve any *four* of the remaining six.

(ii) *All* questions carry equal marks.

(iii) Draw diagrams wherever necessary.

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

- (1) Tactical Information
- (2) Night Audit
- (3) RM Chart
- (4) Non-affiliate System
- (5) PMS
- (6) ICR
- (7) DSS

2. (1) What is MIS ? Explain the concept and objectives of MIS. **10**

- (2) What is RFP ? What are the *three* main components of RFP ?

P.T.O.

3. (1) Enlist and explain any *five* major tabs (icons) of payment screen. 10
- (2) Write a short note on Receipt Management System. 10
4. (1) Discuss the concept of Central Reservation System. 10
- (2) What is Call Accounting System ? Explain its features.
5. (1) Elaborate on important housekeeping functions performed by the room management module. 10
- (2) With the help of a flow chart explain the accounting cycle.
6. Write short notes on (any *two*) : 10
- (1) Hotel Information System
- (2) Various softwares used in hotels (any *five*)
- (3) EIS
7. With help of a flow chart explain the process of selecting and implementing a computer system in hotel. 10