

Total No. of Questions : 5]

SEAT No. :

**P5311**

[Total No. of Pages : 2

**[5866]-101**

**F.Y. B.H.M.C.T. (Semester - I)**  
**C101 : FOOD PRODUCTION - I**  
**(2019 Pattern)**

*Time : 2 Hours]*

*[Max. Marks : 40*

*Instructions to the candidates:*

- 1) *Q.1 is compulsory.*
- 2) *Solve any 3 from Q.2 to Q.5.*
- 3) *All question carry equal marks.*

**Q1)** Explain following culinary terms (any 10) :

**[10]**

- a) Shortening
- b) Molasses
- c) Convection
- d) Tournant chef
- e) Tofu
- f) Blanching
- g) Marination
- h) Scalding
- i) Pay sam
- j) Creaming
- k) Planetary Mixer
- l) Pot Roasting

**Q2)** a) Draw neat chart of kitchen brigade of 5 star hotel starting duties of Sous Chef. **[5]**

b) List any 6 points to be considered while purchasing kitchen equipments. **[3]**

c) State any four aims & objectives of cooking. **[2]**

**P.T.O.**

- Q3)** a) Briefly explain the importance of each Kitchen uniform. [4]  
b) List 4 advantages of following Fuels. [4]  
i) Wood  
ii) Electricity  
c) List Four uses of Cream. [2]
- Q4)** Answer the following (any 5) : [10]  
a) Name any 4 herbs used in continental cuisine.  
b) Briefly explain any 2 methods of food preparation.  
c) Name 2 bi-products of  
i) Wheat  
ii) Oats  
d) Briefly explain any 2 types of desirables texture.  
e) What do you mean by hydrogenation of fat.  
f) Name colour pigment found in spinach and cauliflower.  
g) List 2 semi hard cheese & 2 blue veined cheese.
- Q5)** a) Draw neat chart of methods of cooking list any 4 points observed while frying food. [5]  
b) Briefly explain any 3 types of sugar. [3]  
c) List 4 attributes required for a kitchen personnel. [2]



Total No. of Questions :6]

SEAT No. :

**P5312**

[Total No. of Pages : 2

**[5866]-102**  
**F.Y. B.H.M.C.T.**  
**C 102 : FOOD & BEVERAGE SERVICE-I**  
**(2019 Pattern) (Semester - I)**

*Time : 2 Hours]*

*[Max. Marks : 40*

*Instructions to the candidates:*

- 1) *Question No. 1 is compulsory.*
- 2) *Solve any three from remaining questions.*
- 3) *All questions carry equal marks.*

**Q1)** Explain the terms [Any 10]

**[10]**

- a) Mis-en-place.
- b) Take away.
- c) Cover.
- d) QSR.
- e) Hot plate.
- f) Sommelier.
- g) Chef d' etage.
- h) Holloware.
- i) Automats.
- j) Kiosk.
- k) Coffee shop.
- l) Drive thru.

**Q2)** a) Write down any five specialised equipments and write their uses. **[5]**

b) Differentiate between- **[5]**

- i) A la Carte and Table d' Hote.
- ii) American service and silver service.

**P.T.O.**

- Q3)** a) List any three softwares used in billing method and explain any one. [5]  
b) State three advantages and three disadvantages of disposables. [5]
- Q4)** a) State the interdepartmental relationship of F&B service- [5]  
i) Food production.  
ii) Housekeeping.  
b) List the attributes of a waiter. [5]
- Q5)** a) Write duties and responsibilities of F&B Manager and Restaurant manager. [5]  
b) Write the capacities / sizes of the following; [5]  
i) Breakfast cup.  
ii) Demi - Tasse.  
iii) Full plate.  
iv) Hi - ball glass.  
v) Old - fashioned glass.
- Q6)** a) Explain flow for Duplicate KOT. [5]  
b) Explain with example captive and non - captive market. [5]



Total No. of Questions : 5]

SEAT No. :

**P5313**

[Total No. of Pages : 2

**[5866]-103**

**B.H.M.C.T.**

**C-103 : BASIC ROOMS DIVISION - I**

**(2019 Pattern) (Semester - I)**

*Time : 2 Hours]*

*[Max. Marks : 40*

*Instructions to the candidates:*

- 1) *Question no. 1 is compulsory.*
- 2) *Attempt any three from remaing question.*

**Q1)** Explain the following tarms (Any 10) :

**[10]**

- a) Duplex room
- b) Hand caddy
- c) Casino
- d) HRACC
- e) Rack Rate
- f) House-keeping
- g) Abrasive
- h) Vacuum cleaner
- i) Cabana
- j) Dutch wife
- k) No show
- l) Wringer trolley

**Q2)** a) How does Housekeeping coordinate with front office department? **[5]**

- b) Draw the layout of Housekeeping department and write two functions of linen & uniform room. **[5]**

**P.T.O.**

- Q3)** a) Explain meal plans in detail. [5]  
b) Classify the hotels on the basis of location and explain. [5]
- Q4)** a) Write down the principles of cleaning. [5]  
b) Explain the essential qualities of housekeeping staff. [5]
- Q5)** a) Draw an organizational chart of front office department & write two duties of front office manager. [5]  
b) What are the rules needs to followed by front office staff? [5]

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Total No. of Questions : 8]

SEAT No. :

P5314

[Total No. of Pages : 2

[5866]-104

F.Y. B.H.M.C.T.

C 104 : PRINCIPLES OF MANAGEMENT

(2019 Pattern) (Semester - I)

*Time : 2½ Hours]*

*[Max. Marks : 70*

*Instructions to the candidates:*

- 1) *Question 1 is compulsory.*
- 2) *Solve any 6 questions from question No. 2 to 8.*
- 3) *All questions carry equal marks.*

**Q1)** Explain the following terms (any 10) :

**[10]**

- a) Management.
- b) Esprit de Corps.
- c) Ongoing plans.
- d) Centralized organization.
- e) Bureaucratic leadership.
- f) Extrinsic motivation
- g) Non-verbal communication.
- h) Feedback control.
- i) Budget.
- j) Division of work.
- k) Laissez-Faire.
- l) Staff.

**Q2)** a) Explain any 2 aspects of management as a science.

**[5]**

b) Explain the steps in planning.

**[5]**

**P.T.O.**

- Q3)** a) Explain important features of Hawthorne Experiment. [5]  
b) Differentiate between centralized & De-centralised organisation. [5]
- Q4)** Explain the Maslow's Need Hierarchy Theory. [10]
- Q5)** a) What is span of control? Explain any 4 factors influencing span of control. [5]  
b) Write & explain any 5 barriers to communication. [5]
- Q6)** a) Explain the 5 principles of coordination. [5]  
b) Write the Benefits of Motivation. [5]
- Q7)** a) Write the process of controlling. [5]  
b) Write the importance of planning. [5]
- Q8)** a) Write the contributions of F.W. Taylor. [5]  
b) Explain the Role of the leader. [5]





Total No. of Questions : 5]

SEAT No. :

P5315

[Total No. of Pages : 2

**[5866]-201**  
**B.H.M.C.T**  
**C - 201 : FOOD PRODUCTION - II**  
**(2019 Pattern) (Semester - II)**

*Time : 2 Hours]*

*[Max. Marks : 40*

*Instructions to the candidates:*

- 1) *Question 1 is compulsory.*
- 2) *Solve any Three questions from Q.2 to Q.5.*
- 3) *All questions carry equal marks.*

**Q1)** Explain the following terms (any 10) :

**[10]**

- a) Mirpoix
- b) Flavone
- c) Chalazae
- d) Broth
- e) Dressing
- f) Consomm'e
- g) Pullman
- h) Aspic
- i) Brunoise
- j) Bound salad
- k) Organic Food
- l) Espagnole

**Q2)** a) Answer the following :

**[6]**

- i) Briefly explain the composition of stock making.
  - ii) Briefly explain any 3 types of thickening agents used in cookery.
- b) List any 8 points observed while salad making. **[4]**

**P.T.O.**

- Q3)** a) Write short note on following : [6]
- i) Types of Food Contamination.
  - ii) Importance of kitchen stewarding.
- b) Classify soups giving two examples of each. [4]
- 
- Q4)** a) Answer the following : [6]
- i) Name 2 dessert sauces.
  - ii) State 2 principles of HACCP.
  - iii) Name International salad from France & USA.
  - iv) Name International soup from Spain & England.
  - v) State 2 dis-advantages of organic food.
  - vi) Name two derivatives of Tomato sauce.
- b) Briefly explain following types of sandwiches. [4]
- i) Club sandwiches                      ii) Buffet sandwich
  - iii) Open sandwich                      iv) Bookmaker sandwich
- 
- Q5)** a) Answer the following : [6]
- i) Classify vegetables giving example of each.
  - ii) Draw a neat diagram of egg showing various parts & briefly explain each.
- b) Write down 4 duties & responsibility of kitchen steward supervisor. [2]
- c) Give 1 lit recipe of Mayonnaise Sauce. [2]



Total No. of Questions : 6]

SEAT No. :

**P5316**

[Total No. of Pages : 2

**[5866]-202**

**First Year B.H.M.C.T.**

**C202 - FOOD AND BEVERAGE SERVICE - II**

**(2019 Pattern) (Semester - II)**

*Time : 2 Hours]*

*[Max. Marks : 40*

*Instructions to the candidates:*

- 1) *Question 1 is compulsory.*
- 2) *Solve any three from remaining questions.*
- 3) *All questions carry equal marks.*

**Q1)** Explain the terms (any 10) :

**[10]**

- a) Humidor.
- b) California menu.
- c) Hi-Tea.
- d) Upselling.
- e) IRD.
- f) Breakfast knob.
- g) Continental Breakfast.
- h) Supper.
- i) Cafe complete.
- j) Sorbet
- k) Mini bar
- l) Paté maison

**Q2)** a) Classify non-alcoholic beverages with one example each.

**[5]**

b) Explain full breakfast in detail. Write down cutlery used for the same.

**[5]**

**Q3)** a) Define salads and explain following salads.

**[5]**

- i) Walford salad
- ii) Caesar salad

**P.T.O.**

- b) List the accompaniments for the following. [5]
- i) Caviar
  - ii) Roast Chicken
  - iii) Boiled mutton
  - iv) Smoked Salmon
  - v) Grilled Asparagus

**Q4)** Name the following below : [5 × 2 = 10]

- a) 2 major tea producing countries
- b) 2 nourishing beverages.
- c) 2 breakfast rolls.
- d) 2 Tisanes.
- e) 2 French mineral water brands.

**Q5)** Give two examples for the following below : [5 × 2 = 10]

- a) Entree
- b) National Soups with countries.
- c) Hors d' oeuvres
- d) Pasta
- e) Rôti

**Q6)** a) Define sandwiches and explain any two types of sandwiches. [5]

b) Explain cycle of service for IRD in detail. [5]



Total No. of Questions : 6]

SEAT No. :

P5317

[Total No. of Pages : 2

**[5866]-203**  
**F.Y. B.H.M.C.T**  
**C - 203 : BASIC ROOMS DIVISION - II**  
**(2019 Pattern) (Semester - II)**

*Time : 2 Hours]*

*[Max. Marks : 40*

*Instructions to the candidates:*

- 1) Attempt any Four questions out of six.*
- 2) All questions carry equal marks.*
- 3) Assume suitable data wherever required.*

**Q1) a) Explain the following terms (any 5) :** **[5]**

- i) GHC
- ii) Debriefing
- iii) Log Book
- iv) GIT
- v) Spring cleaning
- vi) VVIP
- vii) Live move

b) Explain the Co-ordination of House Keeping department with Purchase. **[5]**

**Q2) a) Write in brief the Housekeeping day.** **[5]**

b) Write in detail the procedure for cleaning under Repair Room. **[5]**

**Q3) a) Explain in brief weekly cleaning of Swimming Pool.** **[5]**

b) Explain the guest cycle in detail. **[5]**

**P.T.O.**

- Q4)** a) Write in detail various modes of Reservation. [5]  
b) Explain the Pre-Arrival Procedure for VIP's. [5]
- Q5)** a) Write the Arrival Procedure for walk-in with confirmed reservation.[5]  
b) Explain the Criteria for taking advance for Walk-ins and Scanty Baggage. [5]
- Q6)** a) Explain manual and fully automated systems & equipments used for reservations. [5]  
b) Write the daily Routine of morning shift in House Keeping department. [5]



Total No. of Questions : 8]

SEAT No. :

**P5318**

[Total No. of Pages : 5

**[5866] - 206**

**F.Y. B.H.M.C.T.**

**GE 206A : BASIC ACCOUNTING**

**(2019 Pattern) (Semester - II)**

*Time : 2½ Hours]*

*[Max. Marks : 70*

*Instructions to the candidates :*

- 1) Attempt any 6 questions including Question No. 1 which is compulsory.*
- 2) Figures to the right indicate full marks.*
- 3) Use of pocket calculator is allowed.*

**Q1)** The following is the Trial Balance of Dream Holiday, Prepare Trading and Profit and Loss Account for the year ended 31<sup>st</sup> March, 2021 and Balance sheet as on that date, after taking into account adjustments given below :

**[20]**

Trial Balance as on 31<sup>st</sup> March, 2021.

| Particulars           | Dr.<br>Amount (Rs.) | Particulars       | Cr.<br>Amount (Rs.) |
|-----------------------|---------------------|-------------------|---------------------|
| Drawings              | 5,000               | Capital           | 4,55,000            |
| Plant & Machinery     | 3,50,000            | Return Outwards   | 2,000               |
| Goodwill              | 50,000              | Sundry Creditors  | 30,500              |
| Purchases             | 3,80,000            | Bills Payable     | 9,000               |
| Returns Inwards       | 3,000               | Sales             | 5,53,000            |
| Patents               | 80,000              | Discount Received | 5,500               |
| Freight & Duty        | 18,000              | Loan from Bank    | 3,35,000            |
| Opening stock         | 85,000              | Bank Overdraft    | 97,500              |
| Printing & Stationary | 2,700               | Interest Received | 5,000               |
| Insurance             | 6,400               | Reserve Fund      | 1,50,000            |
| Sundry Debtors        | 45,000              |                   |                     |
| Furniture             | 1,00,000            |                   |                     |

**P.T.O.**

|                    |                  |                  |
|--------------------|------------------|------------------|
| Bills Receivable   | 7,500            |                  |
| Rent & Taxes       | 5,500            |                  |
| Bad debts          | 1,300            |                  |
| Wages              | 7,200            |                  |
| Cash in Hand       | 5,600            |                  |
| Salary             | 67,000           |                  |
| Carriage outward   | 5,000            |                  |
| Discount Allowed   | 3,500            |                  |
| Land and Buildings | 4,00,000         |                  |
| Cash at Bank       | 3,800            |                  |
| Fuel and Power     | 3,000            |                  |
| Carriage Inward    | 7,500            |                  |
| Bank charges       | 500              |                  |
|                    | <u>16,42,500</u> | <u>16,42,500</u> |

Additional Information :

1. Stock on 31<sup>st</sup> March 2021 was valued at Rs. 1,70,000.
2. Outstanding Salaries Rs. 10,000 and Rent Rs. 800.
3. Prepaid Insurance Rs. 1,700.
4. Charge depreciation on - Plant and Machinery @ 15%, Furniture @ 10%, Land and Building @ 5%.
5. Staff Meals Rs. 5,000.

**Q2) a)** Define the following terms : **[5]**

- i) Drawings,
- ii) Capital,
- iii) Liabilities,
- iv) Carriage Inward,
- v) Debtors.



b) Classify into real, personal and nominal

[5]

- i) Cash A/C,
- ii) Sachin A/C,
- iii) Outstanding Salary A/C,
- iv) Creditors,
- v) Bank overdraft,
- vi) Bank loan,
- vii) Loss by fire,
- viii) Rent,
- ix) Premises,
- x) Commission.

**Q3)** Journalise the following :

[10]

March 2021

- 1. Started business with Cash Rs. 50,000 and Furniture Rs. 1,00,000.
- 2. Purchased goods Rs. 15,000 from Mr. Amol at 5% T.D. on cash.
- 3. Sold goods to M/S Vijay & Sons for Rs. 10,000 @ 10% C.D. for Cash.
- 4. Paid electricity bill Rs. 600.
- 10. Received commission of Rs. 300 from Dalal.
- 13. Distributed goods of Rs. 2,000 as free samples and used goods of Rs. 1,000 for personal use.
- 16. Purchased furniture for Rs. 15,000 from Aaram Furniture works by paying Rs. 7,000 as part payment.
- 19. Cash Deposited into bank Rs. 15,000.
- 20. Paid salary of Rs. 10,000, wages Rs. 3,000 and Rent Rs. 4,000 in cash.
- 27. Settled the account of Aram Furniture works Rs. 7,500 and Received discount of Rs. 500.

**Q4)** Write short note on (any two) :

**[10]**

- a) Classification of Accounts.
- b) Dual Aspects Concepts.
- c) Balancing of Ledger.
- d) Debit note and Credit note.

**Q5)** Enter the following transactions into Three Column Cash Book of M/S. Vibhavi Traders for the month of April, 2021 :

**[10]**

April 2021

- 1. Cash in Hand Rs. 15,000 (debit balance) Cash at Bank Rs. 6,000 (debit balance).
- 2. Received a cheque of Rs. 1540 from Vijay in Full Settlement of Rs. 1,600.
- 3. Cash withdraw for personal use Rs. 3,000.
- 8. Paid by cheque to varsha of Rs. 2,450 in Full Settlement of Rs. 4,000.
- 15. Received a cheque of Rs. 3950 from Manisha in Full Settlement of Rs. 4,000.
- 20. Cash withdrawn from Bank Rs. 3,000 for office use and Rs. 1,000 for personal use.
- 26. Deposited Cash into Bank Rs. 5,000.
- 30. Telephone bill paid Rs. 4,000.

**Q6)** a) Differentiate between Revenue Expenditure and Capital Expenditure.

**[5]**

b) What is imprest system of Petty Cash Book? Explain its advantages.

**[5]**

**Q7) a)** From the following information of Hotel White Diamond, Prepare Special Functions book for the month of April, 2021 : **[5]**

April. 1 - Wedding Reception Party, 400 covers @ Rs. 530 per cover, Account to Mrs. Rekha Bill no. 015.

April. 15 - Annual General Meeting, 305 covers @ Rs. 425 per cover, Wine & Tobacco Rs. 25,000, Account to Mr. Sharma, Bill no. 102.

April. 28 - Luncheon party, Pancard club, 605 covers @ Rs. 450 per cover, Wine and Tobacco Rs. 35,000. Account to Mr. Prashant, Bill no. 308.

**b)** From the following prepare a trial balance : **[5]**

| Particulars            | Rs.      | Particulars         | Rs.      |
|------------------------|----------|---------------------|----------|
| Building               | 2,00,000 | Trade Creditors     | 1,25,000 |
| Capital                | 4,20,000 | Bills Payables      | 10,000   |
| Furniture and Fixtures | 1,50,000 | Drawings            | 1,05,000 |
| Purchases              | 5,50,000 | Cash in hand        | 3,000    |
| Carriage Inward        | 3,000    | Sales               | 6,25,000 |
| Returned Inward        | 5,000    | Opening Stock       | 70,000   |
| Return Outward         | 6,000    | Plant and Machinery | 1,60,000 |
| Bank loan              | 60,000   |                     |          |

**Q8)** Attempt (any two) : **[10]**

- a) Explain objectives of Hotel Accounting.
- b) Write rules of Accounting with examples.
- c) Explain Money Measurement Concept.



Total No. of Questions : 8]

SEAT No. :

P5319

[Total No. of Pages : 2

**[5866]-207**

**B.H.M.C.T.**

**GE 206-B: LOGISTICS AND SUPPLY CHAIN MANAGEMENT**  
**(2019 Pattern) (Semester - II)**

*Time : 2½ Hours]*

*[Max. Marks : 70*

*Instructions to the candidates :*

- 1) *Q.1 is compulsory.*
- 2) *Attempt any Five questions from the remaining.*

**Q1)** Write Short Notes (Any Four) :

**[20]**

- a) Outsourcing.
- b) Reverse Logistics.
- c) Trade-off between Customer Service & Cost.
- d) Benchmarking.
- e) Global Supply Chains.
- f) Types of Warehouses.

**Q2)** Explain in brief the structure & operation of Distribution channel.

**[10]**

**Q3)** Discuss 'Hub & Spoke' Model. Also mention its advantages.

**[10]**

**Q4)** Write a note on Carrier Selection & Vendor Consolidation.

**[10]**

**P.T.O.**

**Q5)** What are various Objectives & characteristics of Supply Chain? **[10]**

**Q6)** What is Centralized & Decentralized purchasing? **[10]**

**Q7)** Enumerate the differences between CRM & SCM using suitable examples. **[10]**

**Q8)** Explain in brief the importance of Supply Chain Management in Hotel Industry. **[10]**

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Total No. of Questions : 6]

SEAT No. :

P5320

[Total No. of Pages : 2

**[5866]-301**  
**S.Y. B.H.M.C.T**  
**C - 301 : BAKERY AND CONFECTIONERY**  
**(2019 Pattern) (Semester - III)**

*Time : 2 Hours]*

*[Max. Marks : 40*

*Instructions to the candidates:*

- 1) *Q. 1 is compulsory.*
- 2) *Solve any 3 from remaining.*
- 3) *All questions carry equal marks.*

**Q1)** Explain the following culinary terms (Any 10) : **[10]**

- |                   |                   |
|-------------------|-------------------|
| a) Blind baking   | g) Emulsification |
| b) Flying ferment | h) Oven spring    |
| c) Treacle        | i) Creaming       |
| d) Gelatinization | j) Meringue       |
| e) Gluten         | k) Crimping       |
| f) Knock back     | l) Barquettes     |

**Q2)** a) List any 5 large equipments used in Bakery with their uses. **[5]**

b) Explain in detail stages in bread making. **[5]**

**Q3)** a) What are leavening agents? Explain any 2 mechanical ways of leavening. **[4]**

b) Explain any 4 types of flour pastries with their proportions and suitable examples. **[4]**

c) List any 2 methods of making a short crust pastry. **[2]**

**P.T.O.**

- Q4)** a) Explain in brief any 6 faults occurred in breads. [6]  
b) Explain any 2 methods of cake mixing in detail. [4]
- Q5)** a) List any 2 sweetness used in baking. [2]  
b) What are bread improvers? Enlist any 4 bread improvers. [4]  
c) Explain the role of fat and sugar in making cookies. [4]
- Q6)** a) Define icing and list functions of icing. [2]  
b) Explain in detail any 2 bread making methods. [4]  
c) Enlist any 4 types of cookies with suitable examples. [4]



Total No. of Questions : 6]

SEAT No. :

**P5321**

[Total No. of Pages : 2

**[5866]-302**

**B.H.M.C.T**

**C - 302 : FOOD & BEVERAGE SERVICE - III**  
**(2019 Pattern) (Semester - III)**

*Time : 2 Hours]*

*[Max. Marks : 40*

*Instructions to the candidates:*

- 1) *Q. 1 is compulsory.*
- 2) *Solve any 3 from remaining questions.*

**Q1)** Explain the terms (any ten) :

**[10]**

- |                   |           |
|-------------------|-----------|
| a) Sake           | b) Jigger |
| c) Agrafe         | d) Grist  |
| e) Speed rail     | f) Wort   |
| g) Trocken        | h) LDE    |
| i) AOC            | j) Ale    |
| k) Fortified wine |           |

**Q2)** a) Write and explain Process of method champenoise.

**[8]**

b) List any four International brands of beer.

**[2]**

**Q3)** a) Explain the following in brief :

**[5]**

- |                   |                |
|-------------------|----------------|
| i) Viticulture    | ii) Rose' wine |
| iii) Organic wine | iv) Lager      |
| v) Espumante      |                |

b) Define sherry. Draw and explain solera system.

**[5]**

**P.T.O.**



- Q4)** a) List any four wine regions of Italy. [4]  
b) What are the wine laws of Italy. [6]
- Q5)** a) Draw and explain the classification chart of Alcoholic beverages. [6]  
b) List ingredients used in making beer. [4]
- Q6)** a) Draw bar Profile. [4]  
b) Explain parts of bar. [6]



Total No. of Questions : 6]

SEAT No. :

P5322

[Total No. of Pages : 2

[5866]-303

S.Y. B.H.M.C.T

**C - 303 : ACCOMMODATION OPERATIONS - I**  
**(2019 Pattern) (Semester - III)**

*Time : 2 Hours]*

*[Max. Marks : 40*

*Instructions to the candidates:*

- 1) *Question No. 1 is compulsory.*
- 2) *Choose any 3 questions from Q.2 to Q.6.*

**Q1)** Define the following term (Any 5) : **[10]**

- |                 |                 |
|-----------------|-----------------|
| a) Supervision  | d) Late changes |
| b) Dry cleaning | e) BTC          |
| c) Linenroom    | f) Guest Folio  |

**Q2)** a) Describe any 2 methods of pricing a contract in housekeeping department. **[5]**

b) What selection criterias are considered while buying liven for hotels?**[5]**

**Q3)** a) Draw & explain departure notification slip. **[5]**

b) Illustrate the various methods of payment adopted for settlement of bills. **[5]**

**Q4)** a) Differentiate between on premises laundry & off premises laundry.**[5]**

b) How does floor supervisor inspect the room for VIP guest? **[5]**

**P.T.O.**

**Q5) a) Describe the front office accounting cycle. [5]**

b) Write down the step by step procedure of check out in fully automated system. [5]

**Q6) a) Write short notes on following (Any 2) : [5]**

- i) Issue & Exchange of uniforms
- ii) Classification of stains
- iii) Advantages of contract cleaning

b) Write the formulae for the following : [5]

- i) Housecount
- ii) ARR
- iii) No show %
- iv) Overstay %
- v) Room occupancy %



Total No. of Questions : 8]

SEAT No. :

**P5323**

[Total No. of Pages : 2

[5866]-306

**S.Y.B.H.M.C.T.**

**DSE - 306 A : HOSPITALITY SALES  
(2019 Pattern) (Semester - III)**

*Time : 2½ Hours]*

*[Max. Marks : 70*

*Instructions to the candidates:*

- 1) *Q. No. 1 is compulsory.*
- 2) *Solve any six questions from the remaining.*

**Q1)** Explain the following terms (any 10).

**[10]**

- a) Marketing automation.
- b) Advertising.
- c) Customer acquisition.
- d) Suggestive selling.
- e) Business to - Business (B 2 B).
- f) Cross selling.
- g) Relationship marketing.
- h) Market segmentation.
- i) Brand awareness.
- j) Public relations.
- k) Search Engine Optimization (SEO).
- l) Digital marketing.
- m) Direct sales.

**Q2)** a) Discuss the difference between sales and marketing.

**[5]**

b) Explain the role of employees in internal sales.

**[5]**

**Q3)** a) Explain any five types of training for sales personnel.

**[5]**

b) Discuss any five components of banquet sales package.

**[5]**

**Q4)** a) Discuss the role of technology in hospitality sales.

**[5]**

b) Explain the role of intermediaries in hospitality sales.

**[5]**

**P.T.O.**

- Q5)** a) Discuss demographic segmentation. [5]  
b) Explain the process of prospecting. [5]
- Q6)** a) Explain CRS and CDS. [5]  
b) Discuss the recruitment process of sales personnel. [5]
- Q7)** a) Explain the functions of director of sales. [5]  
b) Discuss the coordination of sales department with front office dept. and food and beverage service dept. [5]
- Q8)** a) Draw organization sales structure of large Hotel. [5]  
b) Discuss various sales promotion tools used in Hotels. [5]

☆ ☆ ☆

Total No. of Questions : 8]

SEAT No. :

[Total No. of Pages : 2

**P5324**

[5866]-307

**S.Y.B.H.M.C.T.**

**DSE - 306 - B : COMPUTER FUNDAMENTAL**

**(2019 Pattern) (Semester - III)**

*Time : 2½ Hours]*

*[Max. Marks : 70*

*Instructions to the candidates:*

- 1) *Question 1 is compulsory.*
- 2) *Solve any 6 questions from 2 to 8.*

**Q1)** Explain the following terms (any 10).

**[10]**

- a) CPU
- b) ROM
- c) Icon
- d) MICR
- e) SAP
- f) MAN
- g) Worm
- h) WWW
- i) Hyperlink
- j) Note Pad
- k) Domain
- l) Search Engine

**Q2)** a) List down five input & output devices.

**[5]**

b) Explain various accessories of window.

**[5]**

**Q3)** a) Explain the following DOS command (Any 5).

**[5]**

- i) DIR
- ii) VER
- iii) Copy
- iv) REN
- v) CD
- vi) RD

b) Step by stop write mail & merge procedure.

**[5]**

**P.T.O.**

- Q4)** a) Explain the various types of filter in MS. Excel. [5]  
b) Explain the procedure for inserting audio & video in MS Power point.[5]
- Q5)** a) Describe pre-requisites for internet. [5]  
b) Define social media. Write disadvantages of social media. [5]
- Q6)** Write short note on (Any 4). [10]  
a) Application software  
b) ERP  
c) Star topology  
d) Skype  
e) One drive
- Q7)** a) Give the steps for 'Find & Replace' in MS Word. [5]  
b) Write formula for the following MS Excel command. (Any 5) [5]  
i) AUTOSUM  
ii) AVG  
iii) PER  
iv) MAX  
v) MZN  
vi) COUNT
- Q8)** a) Explain B2B and B2C concept. [5]  
b) Define Twitter and write usage of Twitter. [5]



Total No. of Questions : 6]

SEAT No. :

**P5325**

[Total No. of Pages : 2

**[5866]-401**

**S.Y. B.H.M.C.T.**

**C - 401 : QUANTITY FOOD PRODUCTION**

**(2019 Pattern) (Semester - IV)**

*Time : 2 Hours]*

*[Max. Marks : 40*

*Instructions to the candidates:*

- 1) *Attempt any four questions.*
- 2) *All questions carry equal marks.*

**Q1)** Explain the following terms (any 10) :

**[10]**

- a) SPS
- b) Panch phoran
- c) Yield test
- d) Zameen Dos
- e) Standard portion
- f) Jalebi
- g) Menu balancing
- h) Phulka
- i) Payasam
- j) Bratt pan
- k) Ghevar
- l) Dum Pukht

**Q2)** Answer the following :

**[10]**

- a) Define volume forecasting.
- b) Write the characteristics of welfare catering.
- c) Name 2 meat dishes from Kashmir.
- d) Name 2 sweets from West Bengal.
- e) Name 2 famous dishes from Rajasthan.

**P.T.O.**



**Q3) Answer the following :**

**[10]**

- a) Write the merits & demerits of volume forecasting.
- b) Describe the challenges of Institutional catering.

**Q4) Answer the following :**

**[10]**

- a) Describe factors influencing menu planning for regional menus.
- b) Discuss the characteristics of Industrial catering.

**Q5) Answer the following :**

**[10]**

- a) Plan a festive menu for the following states with narration of each dish.
  - i) Gujarat
  - ii) Maharashtra
- b) Name and explain any 5 equipments used in quantity food production.

**Q6) Answer the following :**

**[10]**

- a) Discuss the importance of purchasing & indenting for quantity kitchen.
- b) Describe the advantages of yield management.



Total No. of Questions : 6]

SEAT No. :

[Total No. of Pages : 2

**P5326**

**[5866]-402**

**S.Y. B.H.M.C.T.**

**C 402 : FOOD AND BEVERAGE SERVICE - IV**

**(2019 Pattern) (Semester - IV)**

*Time : 2 Hours]*

*[Max. Marks : 40*

*Instructions to the candidates:*

- 1) *Q. 1 is compulsory.*
- 2) *Answer any three questions from Q. No.2 to Q. No.5.*

**Q1)** Explain the following terms :

**[10]**

- a) Single malt scotch
- b) Deluxe whisky
- c) GL
- d) Amaretto
- e) Marc
- f) Wort
- g) Outdoor catering
- h) Sloe gin
- i) Scandinavian Buffet
- j) Dunder
- k) Risers
- l) Function catering

**Q2)** a) List and explain the points to be considered while arranging buffet. **[5]**

- b) Draw the banquet function prospectus for 100 pax cocktail dinner with Indian menu. **[5]**

**P.T.O.**

- Q3) a)** Differentiate between. (any one) [4]
- i) American Whiskey and Tennessee Whisky
  - ii) Cognac and Armagnac
- b) Define liqueur. Explain the manufacturing process of liqueurs. [6]
- 
- Q4) a)** Write the points to be considered for making Cocktails. [4]
- b) Write short notes on : [6]
- i) Pot still method
  - ii) Types of Buffet
- 
- Q5) a)** Explain the following spirits. [4]
- i) Absinthe
  - ii) Feni
  - iii) Korn
  - iv) Calvados
- b) List the methods of making Cocktails. Explain any two in detail. Give suitable examples. [6]
- 
- Q6) a)** Draw the organization chart of banquet department. Explain duties and responsibilities of banquet sales manager. [5]
- b) Explain the manufacturing of rum in detail. Give suitable examples. [5]



Total No. of Questions : 6]

SEAT No. :

**P5327**

[Total No. of Pages : 2

**[5866]-403**

**S.Y. B.H.M.C.T.**

**C 403 : ACCOMMODATION OPERATIONS - II**

**(2019 Pattern) (Semester - IV)**

*Time : 2 Hours]*

*[Max. Marks : 40*

*Instructions to the candidates:*

- 1) *Q. 1 is compulsory.*
- 2) *Choose any 3 questions from Q. No.2 to Q. No.6.*

**Q1) Define the following terms (any 5) :**

**[10]**

- a) First A/d
- b) Renovation
- c) Interior designing
- d) Charge privileges
- e) BAR
- f) Tent Cards

**Q2) a) Explain the steps of Refurbishing hotel guest room.**

**[5]**

b) What are the objectives of interior designing?

**[5]**

**Q3) a) Describe the factors affecting on room tariff.**

**[5]**

b) Write down direct sales avenues used for sale of hotel products.

**[5]**

**P.T.O.**

**Q4) a)** Write down any 2 types of guest complaints with example. [5]

b) How do you control the infestation of cockroaches & mice & rats? [5]

**Q5) a)** Illustrate the errors during night audit process. [5]

b) Explain different types of sales techniques for front office department. [5]

**Q6)** Write short note on following (any 2) : [10]

a) Causes of Accidents

b) Snag list

c) Market based pricing

d) Upselling & substitute selling



Total No. of Questions : 9]

SEAT No. :

[Total No. of Pages : 2

**P5328**

**[5866]-406**

**B.H.M.C.T.**

**GE 406 A : CUSTOMER RELATIONSHIP MANAGEMENT**

**(2019 Pattern) (Semester - IV)**

*Time : 2½ Hours]*

*[Max. Marks : 70*

*Instructions to the candidates:*

*Solve any 7 questions out of 9.*

**Q1) a)** Write a note on types of customer. **[5]**

b) Explain importance of customer satisfaction in hospitality sector. **[5]**

**Q2) a)** Draw & explain 05 Gap Model. **[8]**

b) Write a note on advantages of using CRM software in service sector. **[2]**

**Q3) a)** Explain how QRC management helps improve service quality. **[5]**

b) List down 04 segments of market. **[2]**

c) Define CRM. **[3]**

**Q4) a)** Write a note on essential features of CRM (any 5) **[5]**

b) Explain CSAT score? NPS. **[5]**

**P.T.O.**

- Q5)** a) Draw & explain CRM process cycle. [5]
- b) List down any 5 & explain factors determine customer expectations.[5]
- Q6)** a) Write a note on role of CRM in HRM & Technology. [5]
- b) Give any 05 customer retention strategies. [5]
- Q7)** a) Explain 02 methods of measuring customer satisfaction. [5]
- b) Write a note on benefits of CRM to customers & market. [5]
- Q8)** a) List down 04 strategies to overcome gaps in providing service quality. [4]
- b) Write a note on sales profile. [6]
- Q9)** a) List down 04 CRM softwares. [2]
- b) Write a note on CLV. [4]
- c) List down drivers of customer royalty (any 04). [4]



Total No. of Questions : 8]

SEAT No. :

[Total No. of Pages : 2

**P5329**

**[5866]-407**

**B.H.M.C.T.**

**GE 406 B : FACILITY PLANNING**

**(2019 Pattern) (Semester - IV)**

*Time : 2½ Hours]*

*[Max. Marks : 70*

*Instructions to the candidates:*

- 1) *Q.1 is compulsory.*
- 2) *Solve any 6 questions from the remaining.*

**Q1)** Write a note on (solve any 5) :

**[10]**

- a) Systematic layout planning.
- b) Checklist for effective design.
- c) Flow of work in Kitchen.
- d) Equipments requirement in front office department.
- e) Lighting & colour scheme in the guest rooms.
- f) Two floor finishes.

**Q2) a)** Explain the following lobby types.

**[6]**

- i) Atrium
- ii) Multi level

b) Write in brief about factors that affect front office design.

**[4]**

**Q3) a)** Draw a multicuisine restaurant layout having 100 covers & mention the space required for it.

**[6]**

b) Explain the decor & ambience needed for restaurant & bar.

**[4]**

**P.T.O.**



- Q4) a)** What equipments are required for the following ancillary areas in a hotel & write its functioning. [6]  
i) Swimming Pool  
ii) Gym & Spa
- b)** What is a space management? Explain in context with laundry. [4]
- Q5) a)** Explain the different factors considered while designing of House keeping department. [6]
- b)** Write the thumb rules for allocation of space for [4]  
i) Food production department in percentage  
ii) Food & Beverage service department in percentage.
- Q6) a)** Classify hotels under star category. [6]
- b)** Draw any two types of kitchen layouts. [4]
- Q7) a)** Explain any six types of wall finishes used in hotels. [6]
- b)** What is a feasibility report? Write any 03 components of it. [4]
- Q8) a)** What are different types of commercial kitchen layouts? [6]
- b)** Explain following types of bars. [4]  
i) Lobby bar  
ii) Pool bar  
iii) Sports bar  
iv) Restaurant bar



Total No. of Questions : 9]

SEAT No. :

[Total No. of Pages : 2

**P5330**

[5866]-601

**T.Y. B.H.M.C.T.**

**CS - 601A : SPECIALIZATION IN FOOD PRODUCTION**

**MANAGEMENT - I**

**(2019 Pattern) (Semester - VI)**

**Time : 3 Hours]**

**[Max. Marks : 70**

*Instructions to the candidates:*

- 1) *Q. 1 is Compulsory.*
- 2) *Solve any 6 from remaining eight questions.*

**Q1)** Explain the following culinary terms: (Solve any 10)

**[10]**

- a) Empanada.
- b) Agneau.
- c) Canard.
- d) Quenelle.
- e) Quiche.
- f) Rouladen
- g) Crudites.
- h) Hors d'oeuvres.
- i) Darne.
- j) Lactose intolerance.
- k) AFD.
- l) Island kitchen.

**Q2)** a) Plain a Italian four course menu along with bread and explain each course seperately. **[5]**

b) Explain the factors that influence kitchen design. **[5]**

**P.T.O.**

- Q3)** a) List and explain any four processing methods of convenience foods. [4]  
 b) Explain the importance of balanced diet. [4]  
 c) Explain Rigor Mortis. [2]
- Q4)** a) Differentiate between nouvelle cuisine & Haute cuisine. [4]  
 b) Explain the factors affecting tenderness in meat. [4]  
 c) List and explain any two processing of fish. [2]
- Q5)** a) List and explain four food preparations that can be served to an obese person. [4]  
 b) Draw a classification chart of fish giving two examples each. [4]  
 c) Explain work triangle with the help of diagram. [2]
- Q6)** a) Name the origin of following foods. [3]  
     i) Baked Alaska  
     ii) Baba au rhun  
     iii) Churos  
 b) As a chef what points you will consider while selecting chicken. [3]  
 c) Explain the points to be considering during plating of service. [4]
- Q7)** a) Draw a layout of bakery showing the placement of various equipments. [4]  
 b) List down the points to be observed while storing appetizers. [4]  
 c) List two characteristics of Spanish cuisine. [2]
- Q8)** a) Draw a neat labelled diagram of rock. [5]  
 b) Write short note on: [5]  
     i) Hot appetizers  
     ii) French cuisine
- Q9)** a) Explain the storage criteria for sea food. [5]  
 b) List any five advantages of convenience food. [5]



Total No. of Questions : 9]

SEAT No. :

[Total No. of Pages : 2

**P5331**

[5866]-602

**T.Y.B.H.M.C.T.**

**CS-601-B : SPECIALIZATION IN F & B SERVICE MANAGEMENT - I**  
**(2019 Pattern) (Semester - VI)**

*Time : 3 Hours]*

*[Max. Marks : 70*

*Instructions to the candidates:*

- 1) *Question 1 is compulsory.*
- 2) *Answer any 6 questions from Q.No. 2 to 9.*
- 3) *All questions carry equal marks.*

**Q1)** Explain the following terms (any ten).

**[10]**

- a) Hot plate
- b) Flambé
- c) Toast master
- d) BEO
- e) Cabin crew
- f) Meal coupons
- g) Seat turnover
- h) ASP
- i) Material cost
- j) Split shift
- k) Puzzles in menu engineering
- l) Capital Budget

**Q2) a)** Define the terms gueridon. List the four reasons which made gueridon service expensive. **[5]**

- b) Write about any two equipment used in gueridon trolley: **[5]**
- i) Flare lamps
  - ii) Chaffing dish
  - iii) Suzette pan

**P.T.O.**

**Q3)** Give cover, accompaniments and service procedure of any two guéridon dishes. **[10]**

- a) Smoked salmon
- b) Banana flambé
- c) Crêpes suzette

**Q4)** a) Draw and fill the banquet function prospectus, assume suitable information. **[6]**

b) Write the order of service for formal functions. **[4]**

**Q5)** a) List and explain any five equipment used in banquets. **[5]**

b) Plan a duty roaster for a fine dining restaurant. **[5]**

**Q6)** a) List and explain meals available in airline catering. **[5]**

b) Write a short note on airline catering. **[5]**

**Q7)** a) Describe catering policies of staff catering. **[6]**

b) Explain control and performance measures of fine dine restaurant in F & B operations. **[4]**

**Q8)** Write short notes on: **[10]**

- a) Objectives of F & B control.
- b) Pre – opening phase of control cycle.

**Q9)** a) Explain menu engineering in short. **[5]**

b) Explain elements of cost with examples. **[5]**



Total No. of Questions : 8]

SEAT No. :

[Total No. of Pages : 2

**P5332**

**[5866]-603**

**T.Y.B.H.M.C.T.**

**CS-601-C : SPECIALIZATION IN ACCOMMODATION**

**MANAGEMENT - I**

**(2019 Pattern) (Semester - VI)**

*Time : 3 Hours]*

*[Max. Marks : 70*

*Instructions to the candidates:*

- 1) Question 1 is compulsory.*
- 2) Solve any 5 questions from the remaining.*

**Q1)** Define the following terms (any 5 out of 7).

**[10]**

- a) Master key
- b) Efficiency room
- c) Chamber maids trolley
- d) Crew rate
- e) Shoulder period
- f) Irebana
- g) American plan

**Q2)** a) How would you condition plant material and flowers?

**[6]**

b) Describe the various types of brochures used by hotels today.

**[6]**

**Q3)** a) Explain the process of purchasing.

**[6]**

b) Describe the layout of a lobby with special reference to physically challenged requirements.

**[6]**

**Q4)** a) State the automated equipment used at the front desk.

**[6]**

b) Explain the characteristics of 'Wool' and 'Cotton' fibres.

**[6]**

**P.T.O.**

- Q5)** a) State the advantages and limitations of a PMS. [6]  
b) Describe the various types of fabrics along with its uses in hotels. [6]
- Q6)** a) Explain the different types of budgets in the housekeeping department.[6]  
b) What is the classification of 'or' and state their functions. [6]
- Q7)** a) Draw and explain 'purchase order' and 'store requisition slip'. [6]  
b) As a front office manager, how would you handle a legal obligation of 'guest's property'. [6]
- Q8)** a) Describe the importance of 'Budget' as a controlling device. [6]  
b) Recommend the style of flower arrangement for the following areas. [6]  
i) Banquet hall  
ii) Front desk  
iii) VIP guest room  
iv) Oriental restaurant  
v) Spa  
vi) Coffee shop



Total No. of Questions : 7]

SEAT No. :

**P5333**

[Total No. of Pages : 2

[5866]-604

**T.Y.B.H.M.C.T.**

**C - 602 : FOOD & BEVERAGE CONTROL**  
**(2019 Pattern) (Semester - VI)**

*Time : 3 Hours]*

*[Max. Marks : 70*

*Instructions to the candidates:*

- 1) *Question 1 is compulsory.*
- 2) *Answer any five from remaining questions.*

**Q1)** Explain (any five):

**[5 × 4 = 20]**

- a) Cost based pricing.
- b) Elements of cost.
- c) Standard yield.
- d) Delivery note
- e) Material cost
- f) ROI
- g) Bin card

**Q2)** a) Write a note on storage of perishable foods.

**[5]**

OR

Explain the operational phase of control cycle.

b) Write note on EOQ.

**[5]**

**Q3)** a) Draw the breakeven graph & explain BEP.

**[5]**

OR

Define :

- i) Cost
- ii) Net Profit
- b) Write note on centralized & decentralized purchasing.

**[5]**

**P.T.O.**



- Q4)** a) Explain concept of supply chain mgmt. [5]
- OR
- State the importance of purchase order.
- b) Elaborate on ABC analysis. [5]
- Q5)** a) State the objectives of SPS. [5]
- OR
- Explain overhead cost budget & sales budget.
- b) Discuss the psychological pricing method in brief. [5]
- Q6)** Explain the terms (any 10). [10]
- a) FIFO
  - b) JIT
  - c) Transfer note
  - d) Danger level
  - e) Reorder level
  - f) LIFO
  - g) Blind Receiving
  - h) SPS
  - i) Sous vide
  - j) Inventory
  - k) Cook chill
- Q7)** a) Draw the flow chart of the post operational phase of control cycle & explain. [5]
- OR
- Describe the steps involved in food receiving procedure.
- b) Explain four methods of inventory control. [5]



Total No. of Questions : 7]

SEAT No. :

**P5334**

[Total No. of Pages : 2

[5866]-605

**T.Y.B.H.M.C.T.**

**C 603 : HUMAN RESOURCE MANAGEMENT**

**(2019 Pattern) (Semester - VI)**

*Time : 2½ Hours]*

*[Max. Marks : 70*

*Instructions to the candidates:*

- 1) *Question 1 is compulsory.*
- 2) *Attempt any five questions from the remaining.*

**Q1)** Write short notes (Any 4).

**[20]**

- a) Need of HRM
- b) Modes of recruitment
- c) Orientation in Hotel
- d) Transfers & promotion
- e) Limitations of Job evaluation
- f) Collective bargaining

**Q2)** a) Define job analysis & draw the format of the same.

**[5]**

b) Explain any 05 methods of training.

**[5]**

**Q3)** a) Describe counselling along with its importance.

**[5]**

b) What are the benefits of job evaluation?

**[5]**

**Q4)** a) Discuss types of compensation.

**[5]**

b) Define discipline & write the causes of indiscipline.

**[5]**

**P.T.O.**

- Q5)** a) What is trade union? Write the functions of trade union. [5]
- b) Define Human resource & characteristics of Human resource development. [5]
- Q6)** a) Discuss the purpose of performance appraisal. [5]
- b) What are the objectives of fringe benefits. [5]
- Q7)** Explain the following terms. [10]
- a) Job specification
  - b) Induction
  - c) Fringe benefits
  - d) Skill based pay
  - e) CTC



Total No. of Questions : 8]

SEAT No. :

**P5335**

[Total No. of Pages : 2

[5866]-606

**T.Y.B.H.M.C.T.**

**C604 : SERVICES MARKETING**

**(2019 Pattern) (Semester - VI)**

*Time : 3 Hours]*

*[Max. Marks : 70*

*Instructions to the candidates:*

- 1) *Question 1 is compulsory.*
- 2) *Solve any 5 questions from the remaining.*

**Q1)** Write short notes on (any five):

**[20]**

- a) Importance of service marketing.
- b) Characteristics of services.
- c) Service life cycle.
- d) Hospitality products.
- e) Concept of e-commerce.
- f) Significance of Internal marketing.
- g) Service recovery.

**Q2)** a) Discuss the development of new service product.

**[5]**

b) Define branding and explain its significance.

**[5]**

**Q3)** a) Explain the factors involved in pricing a service product.

**[5]**

b) Discuss the management strategies for service business.

**[5]**

**Q4)** a) Explain the stages of relationship marketing.

**[5]**

b) Discuss the management strategies to manage changing demand.

**[5]**

**P.T.O.**

- Q5)** a) Explain service blue print and discuss any three advantages. [5]  
b) Define customer satisfaction and its importance. [5]
- Q6)** a) Discuss the role of service employees in a service business. [5]  
b) Explain the duties of marketing manager. [5]
- Q7)** a) Discuss any five key differences between goods and services. [5]  
b) Explain the role of hospitality intermediaries in distribution of services.[5]
- Q8)** a) Explain any five forms of marketing organization. [5]  
b) Discuss the management strategies to manage supply. [5]

