

Total No. of Questions : 5]

SEAT No. :

**PA-1685**

[Total No. of Pages : 2

**[5949]-101**

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

**C-101 : FOOD PRODUCTION - I**

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

*Time : 2 Hours]*

*[Max. Marks : 40*

*Instructions to the candidates:*

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

**Q1)** Briefly explain culinary terms (any 10).

**[10]**

- a) DCDP
- b) Cereals
- c) Lard
- d) Grating
- e) Halwa
- f) Sprouting
- g) Grilling
- h) Bain marie
- i) Parboiling
- j) Spit roasting
- k) Herbs
- l) Hygiene

**Q2) a)** How does kitchen co-ordinate with following.

**[4]**

- i) H.K
- ii) HR
- b) State any 6 points taken care to maintain shelf life of equipment.
- c) List any 6 attributes required for a culinary professional.

**[3]**

**[3]**

**Q3) a)** What is first aid? List items found in first aid box.

**[4]**

- b) Briefly explain any 3 methods of heat transfer.
- c) List any 6 points considered in Personal hygiene

**[3]**

**[3]**

**P.T.O.**

**Q4)** Answer the following (any 5).

**[10]**

- a) Briefly explain any 2 types of non-desirable texture.
- b) What do you mean by rendering of Fat.
- c) Name 2 soft cheese & 2 hard cheese.
- d) List 4 herbs used in continental cuisine.
- e) List 4 advantages of electricity as a fuel.
- f) State any 4 aims & objectives of cooking.

**Q5) a)** Draw a diagram of wheat & briefly explain parts of it.

**[4]**

b) What rules to be followed while

**[4]**

i) Grilling

ii) Poaching

c) Give 4 disadvantages of wood as a fuel.

**[2]**



Total No. of Questions : 6]

SEAT No. :

PA-1686

[Total No. of Pages : 2

[5949]-102

First Year 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) Solve any four questions from six questions.*
- 2) Figures to right indicate full marks.*
- 3) Draw diagrams wherever necessary.*
- 4) Assume suitable data wherever necessary.*

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

**[10]**

- a) Dummy Waiter.
- b) Captive Market.
- c) Speciality Restaurant
- d) Polivit.
- e) Bus Boy.
- f) Gueridon Service.
- g) Vending Machine.
- h) BOT.
- i) Inn.
- j) Flatware.
- k) IDS.
- l) Sundae Spoon.

**Q2)** a) Classify catering establishments with the help of flow chart.

**[5]**

b) What are Disposables? Give their advantages & disadvantages.

**[5]**

*P.T.O.*

- Q3)** a) Explain Triplicate system of KOT with the help of Flow chart. [5]  
b) Write note on various Table Services. [5]
- Q4)** a) Explain Interdepartmental Relation of F&B Service Department with following departments : [5]  
i) House Keeping.  
ii) Human Resources.  
b) Explain importance of F&B control. [5]
- Q5)** a) Give attributes of F&B Service Personnel. [5]  
b) Draw F&B Service Department's Organizational Hierarchy. [5]
- Q6)** a) Write note on "Evolution of F&B Industry" : [5]  
b) Give capacity or size of following equipments : [5]  
i) Full plate  
ii) Tom Collins  
iii) Half plate  
iv) Quarter plate  
v) Hi-Ball



Total No. of Questions : 5]

SEAT No. :

**PA-1687**

[Total No. of Pages : 2

**[5949]-103**

**First Year 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 1 is compulsory.*
- 2) *Attempt any 3 questions from remaining.*

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

**[10]**

- a) Front of the house
- b) Lanai
- c) FHRAI
- d) Clib
- e) Maidi cart
- f) Motel
- g) Resort
- h) EP
- i) FIT
- j) Garand master key
- k) GRE
- l) Concierge

**Q2) a)** Explain the co-ordination between housekeeping and food & Beverage service. **[5]**

b) Discuss any 05 sub departments of housekeeping. **[5]**

**P.T.O.**

- Q3)** a) Mention any 05 amenities along with the right place to keep in the guest room. [5]
- b) Classify hotels on the basis of size & clients. [5]
- Q4)** a) Write down the classification of cleaning equipments with 03 examples of each. [5]
- b) What are the attributes required by the housekeeping staff? Explain any 05. [5]
- Q5)** a) Draw the organisation chart of front of office department for medium size hotel & explain any 03 functions of the department. [5]
- b) Discuss the activities performed by bell desk. [5]



Total No. of Questions : 8]

SEAT No. :

**PA-1688**

[Total No. of Pages : 2

[5949]-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 No.1 is Compulsory.*
- 2) *Solve any 6 from Q.2 to Q.8.*
- 3) *All questions carry equal marks.*

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

**[10]**

- a) Management
- b) Unity of Command
- c) Standing Plan
- d) Define organizing
- e) Autocratic leader
- f) Motivation
- g) Upward Communication
- h) Coordination
- i) Span of Control
- j) Human Skills
- k) Top Management
- l) Decentralized

**Q2)** Answer the following.

- a) Explain Managerial skills at different levels of management. **[5]**
- b) Explain types of plans. **[5]**

**P.T.O.**

**Q3)** Explain any 10 principles of Henry Fayol's Management theory. **[10]**

**Q4)** a) List down the importance of organizing. **[5]**

b) Explain role of a leader in motivating staff. **[5]**

**Q5)** a) Explain the benefits of motivated staff in an organization. **[5]**

b) Draw and explain the process of communication. **[5]**

**Q6)** a) Explain Maslow's theory of need Hierarchy. **[5]**

b) Difference between centralized & Decentralized organization. **[5]**

**Q7)** a) Explain the importance of coordination. **[5]**

b) Explain the process of controlling. **[5]**

**Q8)** a) List down the advantages of planning. **[5]**

b) Explain systems approach theory. **[5]**





Total No. of Questions : 5]

SEAT No. :

PA-1689

[Total No. of Pages : 3

[5949]-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 3 questions from questions 2 to 5.*
- 3) *All questions carry equal marks.*

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

**[10]**

- a) Demi-glaze.
- b) Chalaza.
- c) Glazes.
- d) Club Sandwich.
- e) Canapi.
- f) Coagulation.
- g) Emulsion.
- h) Vinaigrette.
- i) Roux.
- j) E.coli.
- k) Gelatin Salads.
- l) Carotenoids.

***P.T.O.***

- Q2)** a) Answer the following : [6]
- i) Write down the recipe of making one litre Chicken stock.
  - ii) State the importance of sauces in Cookery.
- b) Explain the parts of Salad. [4]
- Q3)** a) Classify sauces and give two derivatives for each basic mother sauce. [6]
- b) Write short notes on the following : [4]
- i) Organic foods.
  - ii) Parts of Sandwiches.
- Q4)** a) Answer the following : [6]
- i) State the aims of soup making.
  - ii) Write any two uses of glazes.
  - iii) Give the National Soup of France and USA.
  - iv) Write down the ingredients and dressing used for making Waldoy Salad.
  - v) Give two reasons for Cloudy Consommé.
  - vi) Write two examples of passed soups.
- b) Answer the following : [4]
- i) Describe any two cuts of vegetables.
  - ii) Write down the effect of heat on the following colour pigments
    - 1) Chlorophyll.
    - 2) Anthocyanins.

**Q5) a)** Answer the following :

**[6]**

- i) State the principles of HACCP.
- ii) Explain the following egg preparations :
  - 1) Scrambled eggs.
  - 2) Poached eggs.
  - 3) Encocotte

**b)** State the importance of Kitchen Stewarding.

**[4]**



Total No. of Questions : 6]

SEAT No. :

PA-1690

[Total No. of Pages : 2

[5949]-202

First Year BHMCT

C-202 : Food and Beverage Service - II

(2019 Pattern) (Semester - II)

*Time : 2 Hours]*

*[Max. Marks : 40*

*Instructions to the candidates:*

- 1) *Question No. 1 is compulsory.*
- 2) *Solve any three questions from remaining.*
- 3) *Figures to the right indicate full marks.*

**Q1)** Explain the following terms :

**[10]**

- a) Elevenses
- b) Take away
- c) Squashes
- d) Granites
- e) Cohiba
- f) RSOT
- g) Suggestive selling
- h) Minibar
- i) Legume's
- j) Cafe complet
- k) Pajero
- l) Supper

**Q2)** a) Draw and explain the following parts of cigar.

**[4]**

- i) Filler
- ii) Binder
- iii) Wrapper

**P.T.O.**

- b) Differentiate between : [6]
- i) Table d' hote menu and A la carte menu.
  - ii) English breakfast and American breakfast.
- Q3)** a) Give the cover and accompaniments for the following dishes. [6]
- i) Caviar
  - ii) Roast leg of lamb
  - iii) Grilled sole
- b) Explain the following Frozen Foods. [4]
- i) Parfaits
  - ii) Spoom
- Q4)** a) Draw the sample format of door knob card and explain its importance. [5]
- b) Define non-alcoholic beverages. Classify with suitable examples. [5]
- Q5)** a) Write the room service procedure from order taking to clearance with a neat flow chart of it. [6]
- b) Write the French Classical menu in sequence. Give one example of each course. [4]
- Q6)** a) Answer the following : [5]
- i) Two brands of syrups.
  - ii) Two brands of mineral water.
  - iii) Two brands of English cigars.
  - iv) Two types of sandwiches.
  - v) Two methods of room service order taking.
- b) What points should be considered while planning a menu. [5]



Total No. of Questions : 6]

SEAT No. :

[Total No. of Pages : 2

**PA-1691**

**[5949]-203**

**First Year 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) Vacant Room
- ii) Under Repair Room
- iii) Pre Arrival
- iv) Walk-in
- v) Scanty Baggage
- vi) GRE
- vii) Meal Coupon

**b) Explain the co-ordination of Housekeeping department with food production. [5]**

**Q2) a) Write short note on (any 1) [5]**

- i) Overbooking
- ii) Second service

**b) Classify lost & found Articles-valuable, non-valuable & perishable. [5]**

**Q3) a) Explain the cleaning procedure for an occupied room. [5]**

**b) Explain pre-arrival activities / procedure for groups. [5]**

**P.T.O.**

- Q4)** a) What are the various channels and sources of reservation. [5]  
b) Explain in brief Reservation-Cancellation and Amendment. [5]
- Q5)** a) Write in detail arrival procedure for foreigners. [5]  
b) What are different types of complaints explain any two with examples.[5]
- Q6)** a) Write the daily cleaning procedure for lobby. [5]  
b) Explain the Safe Deposit procedure. [5]



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Total No. of Questions : 8]

SEAT No. :

PA-3158

[Total No. of Pages : 4

**[5949]-204A**  
**B.H.M.C.T. (Semester - II)**  
**GE - 206 A : BASIC ACCOUNTING**  
**(2019 Pattern)**

*Time : 2½ Hours]*

*[Max. Marks : 70*

*Instructions to the candidates :*

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

**Q1)** Following is a Trial Balance of Hotel Samrudhi as on 31<sup>st</sup> March, 2021. **[20]**

Trial Balance			
Debit Balances	₹	Credit Balances	₹
Goodwill	50,000	Capital	17,50,000
Stock	60,000	Sales	6,25,000
Salary	1,70,000	Purchase Returns	7,500
Hotel Building	8,50,000	Discount	17,500
Purchases	2,67,500	Creditors	1,75,000
Insurance	1,20,000		
Kitchen Equipment's	3,50,000		
Wages	75,000		
Advertisement	67,500		
Restaurant Furniture	1,00,000		
Carriage Inward	8,500		
Legal Expenses	30,000		
Glass and China	35,000		
Sales Returns	5,000		
Carriage Outward	45,000		
Utensils	1,50,000		
Postage	7,500		
Cash at Bank	1,75,000		
Cash in hand	9,000		
Total	<u>22,75,000</u>	Total	<u>22,75,000</u>

*P.T.O.*



Adjustments :-

- a) Closing stock was revalued at ₹ 1,20,000.
- b) Depreciate Hotel Building @ 2%.; Restaurant Furniture @ 5%; Kitchen Equipments @ 10% and Utensils @ 15%.
- c) Glass and China was revalued at ₹ 32,500.
- d) Staff Meals amounted to ₹ 30,000.

Prepare Trading Account, Profit and Loss A/c for the year ended 31<sup>st</sup> March, 2021 and Balance Sheet as on that date.

**Q2)** Write short notes on (Any Two) : **[10]**

- a) Business entity concept.
- b) Double entry system of Accounting.
- c) Imprest system of petty cash.

**Q3)** Journalise the following transactions in the books of Nayana. **[10]**

- July 1 Commenced business with cash ₹ 1,00,000.
- July 3 Purchased goods from Anand of ₹ 50,000.
- July 5 Sold goods to Rajesh of ₹ 25,000
- July 6 Opened a bank account with Cash deposit of ₹ 5,000.
- July 10 Received Commission ₹ 2,000
- July 14 Placed an order with Mr. Manoj for goods of ₹ 20,000
- July 17 Paid ₹ 20,000 to Anand
- July 21 Cash ₹ 2,000 with drawn from bank for office use.
- July 25 Goods worth ₹ 3,000 were taken away by Nayana for her personal use.
- July 27 As per our order dated July 14 with Manoj, he has delivered to goods to Manasi as per our instructions.

**Q4) a)** Explain the following terms : **[5]**

- |              |             |
|--------------|-------------|
| i) Capital;  | ii) Balance |
| iii) Debtor; | iv) Account |
| v) Bad debts |             |

**b)** Write one word, term or phrase for the following sentences. **[5]**

- i) A difference between the two sides of an account.
- ii) Non-recovery of debts.
- iii) An amount or property belongs to the owner of a business introduced and invested to start his business.
- iv) A summarized record of all business transactions related to persons, property and assets, expenses and losses, incomes and gains.
- v) A person who owes money to others.

**Q5)** Enter the following transactions in a cash book with Cash, Bank and Discount Columns and balance the Cash book. **[10]**

2018

- Dec. 1     Cash in hand ₹10,000 and Cash at Bank ₹ 25,000.
- Dec. 4     Deposited into bank ₹ 5,000.
- Dec. 6     Sold old private car for ₹ 50,000 and invested this amount in business.
- Dec. 9     Cash purchases ₹ 7,500 and received discount ₹ 200.
- Dec. 11    Withdrawn from bank ₹ 10,000 for personal use.
- Dec. 14    Paid for salaries ₹ 20,000
- Dec. 20    Cash sales ₹ 15,000
- Dec. 23    Paid by cheque ₹ 7,500 for advertisement.
- Dec. 24    Withdrawn from bank ₹ 1,000 for office use.
- Dec. 29    Bank charges ₹ 1,200.
- Dec. 30    Cash in excess of ₹ 10,000 deposited into bank.

**Q6)** a) Differentiate between Capital Expenditure and Revenue Expenditure. **[5]**  
 b) What do you mean by balancing of ledger accounts? **[5]**

**Q7)** a) During the month of November the following functions were held in Hotel Vaibhav. Prepare Special Functions Day Book. **[5]**

- Nov. 3     Bill No 351 Rotary club lunche on for 50 persons @ ₹ 400 per cover; liquor and Tobacco ₹ 9,000. Account to Mr. Sane, Secretary.
- Nov. 10    Bill No. 366 Wedding Buffet party for 400 people @ ₹ 350 per cover; liquor and Tobacco ₹12,000. Account to Mrs. Mohini Marathe.
- Dec. 19    Bill No. 377 Private Birth day Party for 25 persons @ ₹ 300 per cover; Sundry Extra ₹ 3,500. Account to Mr. Deepak.
- Dec. 29    Bill No 390 Sailing Club Party for 120 Persons @ ₹ 200 per cover; liquor and Tobacco ₹ 5,000. Account to Mr. Kuber, Secretary.

b) From the following prepare a Trial Balance. **[5]**

Particulars	₹	Particulars	₹
Stock	12,000	Sales Returns	18,000
Machinery	3,00,000	Advertisement	45,000
Sales	3,15,000	Purchases	2,25,000
Purchase Returns	15,000	Bank overdraft	50,000
Rent received	20,000	Capital	?

From the above find out an amount of capital.

**Q8)** Answer the following questions (Any Two) :

**[10]**

- a) State the Golden rules of accounting.
- b) What is convention of conservatism?
- c) Explain the classification of accounts.



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Total No. of Questions : 8]

SEAT No. :

PA-1693

[Total No. of Pages : 1

[5949]-205

F.Y. 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 on (Any 4)**

**[4 × 5 = 20]**

- a) Outsourcing
- b) Reverse Logistics
- c) Hub and Spoke model
- d) Characteristics of global supply chain management
- e) Benchmarking
- f) Significance of supply chain management.

**Q2) Explain in brief the structure & Operation of distribution channel. [10]**

**Q3) Write in brief about centralized & decentralized supply chains. [10]**

**Q4) Write notes on carrier selection and vendor consolidation. [10]**

**Q5) Explain in brief the importance of supply chain management in hotels. [10]**

**Q6) What is centralized and decentralized purchasing? Explain in brief. [10]**

**Q7) Write a short note on warehousing. [10]**

**Q8) Enumerate the differences between CRM and SCM using suitable examples. [10]**



Total No. of Questions : 6]

SEAT No. :

PA-1694

[Total No. of Pages : 2

[5949]-301

B.H.M.C.T. (Semester - III)

C-301 : BAKERY AND CONFECTIONARY

(2019 Pattern)

Time : 2 Hours]

[Max. Marks : 40

Instructions to the candidates :

- 1) Question no. 1 is compulsory.
- 2) Solve any 3 of the remaining.
- 3) All questions carry equal marks.

Q1) Explain the following terms (any 10) :

[10]

- |                     |                   |
|---------------------|-------------------|
| a) Combination oven | b) Palette Knives |
| c) Sundry Materials | d) Baker's Cheese |
| e) Young Pough      | f) Makeup         |
| g) Laminated Pastry | h) Weak flour     |
| i) Scaling          | j) Rich Cakes     |
| k) Dropped Cookies  | l) Lady finger    |

Q2) a) Define king. Write down four uses of king.

[5]

b) Explain the mixing methods (any two) used for making of cookies.

[5]

Q3) a) i) Write down the recipe for making puff pastry.

[2½]

ii) List five do's and don't while making puff pastry.

[2½]

b) Explain straight Dough method and Salt delayed method of bread making.

[5]

Q4) a) Discuss the factors that need to be considered while Cake making.

[5]

b) Explain the uses of five large equipments used in Bakery.

[5]

P.T.O.

**Q5)** Write short notes on (2.5 marks each) :

**[10]**

- a) Raising Agents
- b) Shortening Agents
- c) Short Crust Pastry
- d) Types of King

**Q6)** a) Briefly write down about Rope spoilage and mould spoilage. **[5]**

b) Attempt the following questions : (1 mark each) **[5]**

- i) What are Ice box cookies?
- ii) List any two factors that contribute to the crispness of the cookies.
- iii) Write down two remedies to avoid shape fault in cakes.
- iv) List any two products made from Danish Pastry.
- v) State any two functions of Eggs in Bakery.



Total No. of Questions : 6]

SEAT No. :

PA-1695

[Total No. of Pages : 2

[5949]-302

BHMCT

**C 302 : FOOD & BEVERAGE SERVICE - III**

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

*Time : 2 Hours]*

*[Max. Marks : 40*

*Instructions to the candidates:*

- 1) *Question No.1 is compulsory.*
- 2) *Solve any 3 from remaining questions.*

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

**[10]**

- a) Sake
- b) Mead
- c) Spirit
- d) Cider
- e) Guinness stout
- f) Sekt
- g) Port
- h) Vermouth
- i) Ouzo
- j) Campari
- k) House brand
- l) Sherry

**Q2)** a) With the help of flow chart explain beer manufacturing process. **[8]**

b) Give examples : **[2]**

- i) Two Indian Beers
- ii) Two International Beers

**P.T.O.**

- Q3)** a) Classify wines and explain each type. [6]  
b) Explain : [4]  
i) LDT  
ii) LDE
- Q4)** a) Explain in details virification of still wine. [8]  
b) Write a note on storage of wines. [2]
- Q5)** a) Elaborate wine regions of France. [8]  
b) List four brands of champagne. [2]
- Q6)** a) Explain Parts of Bar. [6]  
b) Classify alcoholic beverages with help of chart and give examples.[4]





Total No. of Questions : 6]

SEAT No. :

**PA-1696**

[Total No. of Pages : 2

**[5949]-303**

**Second Year 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 three questions from question 2 to question 6.*

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

**[10]**

- a) Check list
- b) OPL
- c) Discard
- d) Understay
- e) NEFT
- f) VPO

**Q2) a)** Describe any 5 advantages of contract given by housekeeping.

**[5]**

b) Explain the factors that affect the parstock of linen in hotels.

**[5]**

**Q3) a)** What are the steps involved in the departure procedure in a fully automated system?

**[5]**

b) Explain foreign currency exchange procedure.

**[5]**

**Q4) a)** Draw and explain the layout of an on premises laundry.

**[5]**

b) Explain in brief quick six inspection areas of a guest room.

**[5]**

**Q5) a)** Explain a Miscellaneous Voucher and draw a neat format.

**[5]**

b) Describe the credit settlement methods of bill payment.

**[5]**

**P.T.O.**

**Q6) a)** Write short notes on following (any two). **[5]**

- i) Linen inventory
- ii) Stain removal
- iii) Jobs given on contract by housekeeping

**b)** Write the formulae for the following. **[5]**

- i) Rev PAR
- ii) ARR
- iii) Local occupancy %
- iv) Room Occupancy %
- v) Understay %



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Total No. of Questions : 8]

SEAT No. :

PA-1697

[Total No. of Pages : 2

[5949]-304

B.H.M.C.T. (Semester - III)

DSE 306A : HOSPITALITY SALES

(2019 Pattern)

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) Merchandising
- b) Centralized Reservation System(CRS)
- c) Global distribution system (GDS)
- d) Special promotion
- e) Business -to- Consumer (B2C)
- f) Market Research
- g) Negotiations
- h) Leads
- i) Pre approach
- j) Internal sales
- k) Point of sales (POS)
- l) Property Management Software(PMS)

**Q2)** a) Discuss the banquet sales process.

[5]

b) Define hospitality sales and explain its importance.

[5]

**Q3)** a) Explain any five attributes or a sales personnel.

[5]

b) Explain what is suggestive selling and cross selling.

[5]

P.T.O.

- Q4)** a) Draw and name any five types or banquet setups [5]  
b) Discuss the selling practices used for business and Leisure travelers. [5]
- Q5)** a) Discuss the importance or training for sales personnel. [5]  
b) Explain what is electronic and telephone sales. [5]
- Q6)** a) Discuss the coordination or sales department with front office dept. and accounts dept. [5]  
b) Explain the functions or sales manager. [5]
- Q7)** a) Explain any five sales promotion tools. [5]  
b) Discuss the significance or technology in hospitality sales. [5]
- Q8)** a) Explain behavioral marketing segmentation. [5]  
b) Define speciality markets with reference to events and destinations. [5]



Total No. of Questions : 8]

SEAT No. :

PA-1698

[Total No. of Pages : 3

[5949]-305

B.H.M.C.T.

**DSE 306B : COMPUTER FUNDAMENTAL**

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

*Time : 2½ Hours]*

*[Max. Marks : 70*

*Instructions to the candidates :*

- 1) *Question No. 1 is compulsory.*
- 2) *Solve any six questions from Question No. 2 to 8.*

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

**[10]**

- a) Computer.
- b) CPU.
- c) Icons.
- d) DOS
- e) email.
- f) Malware.
- g) Auto Sum.
- h) Smart Art.
- i) File.
- j) ERP.
- k) Internet.
- l) Blog.

***P.T.O.***

- Q2)** a) Give any five features of Computer System. [5]  
b) Define Windows and explain various accessories of Windows. [5]
- Q3)** a) Explain the following DOS commands (**any 5**) : [5]  
i) DIR.  
ii) DATE.  
iii) REN.  
iv) TREE.  
v) RD.  
vi) VER.  
b) Explain with example : [5]  
i) System Software.  
ii) Application Software.
- Q4)** a) Write the steps of entering bullets and numbering in MS-WORD. [5]  
b) Draw and explain any two types of topologies. [5]
- Q5)** a) Describe the following functions in MS-Excel. [5]  
i) Average.  
ii) Max.  
iii) Count.  
iv) PER.  
v) Round.  
b) Define Twitter and its usage. [5]

**Q6) Write short notes on (any four) :**

**[10]**

- a) SAP concepts.
- b) Concepts of B to B.
- c) Mail merge.
- d) Cloud Computing.
- e) Wildcards.

**Q7) a) Write procedure for inserting Hyperlinks in MS-Powerpoint.**

**[5]**

**b) Explain the Internet Services :**

**[5]**

- i) Emailing.
- ii) Surfing.

**Q8) a) Explain various types of graphs in MS-Excel.**

**[5]**

**b) What is slide animation and slide transition in MS-Powerpoint.**

**[5]**



Total No. of Questions : 6]

SEAT No. :

[Total No. of Pages : 2

**PA-1699**

**[5949]-401**

**BHMCT**

**C 401 : QUANTITY FOOD PRODUCTION  
(2019 Pattern) (Semester-IV)**

*Time : 2 Hours]*

*[Max. Marks : 40*

*Instructions to the candidates:*

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

**Q1)** Explain the culinary terms in brief (1 marks each) (any 10)

**[10]**

- a) Standard yield
- b) Kahwa
- c) Gate pass
- d) Brat pan
- e) Standard portion size
- f) PAX
- g) Pulveriser.
- h) Bin card.
- i) FIFO
- j) Standard purchase specification
- k) Poriyal.
- l) Bakarkhani
- m) KOT
- n) Malpua.

**Q2)** a) Plan a cyclic menu for an industrial canteen, for all three meals.

**[4]**

b) Explain in brief the various factors influencing regional menu.

**[4]**

c) Write a festive menu of any state of your choice.

**[2]**

**P.T.O.**



- Q3)** a) List any 8 equipments used in quantity kitchens and mention the purpose for which it is used. [4]  
b) Define volume forecasting. Write in brief about the types of volume forecasting and list the limitations of volume forecasting. [6]
- Q4)** a) Define 'yield management' and list the advantages of the same. [4]  
b) List the various principles to be observed while planning a menu. [4]  
c) Name any four records maintained in purchase department of hotels. [2]
- Q5)** a) Write in brief about any 4 types of food purchasing methods. [4]  
b) What is welfare catering? Explain in brief with suitable example. [4]  
c) List the significance of indenting. [2]
- Q6)** a) Explain the characteristics of industrial catering questions. [5]  
b) List and explain 5 meat Preparations from five different states. [5]



Total No. of Questions : 6]

SEAT No. :

PA-1700

[Total No. of Pages : 2

[5949]-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) Solve any three questions from Q2 to Q6.
- 3) All questions carry equal marks.

Q1) Explain the following terms : (Any 10)

[10]

- a) Proof
- b) Still
- c) VSOP
- d) Dunder
- e) Pina
- f) Liqueurs
- g) Jigger
- h) Formal functions
- i) ODC
- j) Finger Buffet
- k) OIIML
- l) Grappa

Q2) a) Explain manufacturing process of scotch whisky.

[5]

b) Give golden rules of making cocktails.

[5]

Q3) a) Draw format of BFP and explain its importance.

[5]

b) Explain points to be considered while arranging buffet.

[5]

P.T.O.

**Q4)** Give flavour, Base spirit and country of origin for following liqueurs : **[10]**

- a) Cointreau
- b) Kahlua
- c) Sambuca
- d) Tia maria
- e) Malibu

**Q5)** a) Express manufacturing process of Dark Rum. **[5]**

b) Explain various methods of making cocktails. **[5]**

**Q6)** a) Difference between the following : **[5]**

- i) Pot still & Patent still
- ii) Scotch whisky & Irish Whisky

b) Give duties & responsibilities of Banquet Manager **[5]**



Total No. of Questions : 6]

SEAT No. :

**PA-1701**

[Total No. of Pages : 2

**[5949]-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) *Question No.1 is compulsory.*
- 2) *Choose any 3 questions from question 2 to question 6.*

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

**[10]**

- a) First aid
- b) Rodents
- c) Refurbishing
- d) Out of balance
- e) CVGR
- f) Brochure

**Q2)** a) What is a snag list? Explain it's importance.

**[5]**

b) Describe 5 principles of interior design in brief.

**[5]**

**Q3)** a) Write methods of market based pricing.

**[5]**

b) Explain advertising and relationship marketing used for sales promotion.

**[5]**

**Q4)** a) What are mechanical and attitudnal complaints.

**[5]**

b) Describe various types of common pests along with its control in hotels.[5]

**P.T.O.**

**Q5)** a) Explain High balance report and draw a neat format. [5]

b) Write about any two methods of selling alongwith an example. [5]

**Q6)** Write short notes on following (any two). [10]

a) Fire safety

b) Types of Renovation

c) Upselling and downselling

d) Types of room rate



Total No. of Questions : 9]

SEAT No. :

PA-1702

[Total No. of Pages : 2

**[5949]-404**  
**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 seven (7) questions.*

**Q1)** Write Short Notes on (Any five) : **[10]**

- a) Customer satisfaction
- b) Discount customer
- c) Operational CRM
- d) Customer Loyalty
- e) Net Promoter Score (NPS)
- f) Customer Retention

**Q2)** a) What is Communicational CRM. **[2]**

b) Explain different types of customer segmentation. **[4]**

c) Draw the Five gap model. **[4]**

**Q3)** a) Enlist any five advantages of CRM. **[5]**

b) Explain the role of CRM in Human Resource Management. **[5]**

**Q4)** a) Explain any five best practices of customer services. **[5]**

b) What do you understand by attitudinal & behavioural component of loyalty. **[5]**

**P.T.O.**

- Q5)** a) Explain briefly 'Customer QRC Management'. [3]  
b) Explain what is CLV. [3]  
c) Explain strategies for Customer Acquisition. [4]
- Q6)** a) What strategy & method would you follow for Customer Retention. Enlist any five points. [5]  
b) Enlist any two softwares used in hospitality industry. [2]  
c) Explain briefly direct & indirect method for meaning customer satisfaction. [3]
- Q7)** a) Write a note on future of CRM in hospitality Industry. [3]  
b) Explain types of CRM. [4]  
c) Explain the role of CRM in sales. [3]
- Q8)** a) Explain different types of customers. [5]  
b) Enlist the five different categories for customer loyalty ladder. [5]
- Q9)** a) Explain the CRM cycle. [4]  
b) Explain need & importance of CRM. [4]  
c) What do you understand by customer expectation. [2]



Total No. of Questions : 8]

SEAT No. :

PA-1703

[Total No. of Pages : 2

**[5949]-405**  
**S.Y. 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 Six questions from the remaining.*
- 3) *Assume suitable data & mention the same.*

**Q1) Attempt Any Five :**

**[10]**

- a) Name & explain any Two possible areas or sources where an entrepreneur can get ideas for the project.
- b) Which are the two major aspects that one must look at while selecting a location for a hotel.
- c) Give recommended areas for the following:-
  - a) Coffee shop situated in 200 Room hotel.
  - b) Lobby floor area for a 500 Room hotel.
- d) Explain the speciality of a Grill room & Barbecue houses.
- e) Explain any two hard floor finishes.
- f) What is an atrium lobby?

**Q2) a) Explain any six components of a Feasibility Report.**

**[6]**

b) Explain apartment Hotels & Heritage hotels.

**[4]**

**Q3) a) Discuss structural regulations laid down by local municipal corporations.**

**[6]**

b) Explain Multi level & Non conventional lobbies.

**[4]**

**P.T.O.**



- Q4)** a) Explain functioning of shopping arcade & business centre in a large hotel provide details of equipments required, space recommended. [6]  
b) Explain any Four factors that influence designing of a laundry in a hotel [4]
- Q5)** a) Explain any six factors that are to be considered while designing a housekeeping department in a hotel. [6]  
b) Explain the following types of lighting. [4]  
i) Cove lighting ii) Track lighting
- Q6)** a) Explain any six type of materials that are used for wall finishes. [6]  
b) Plan a layout of a kitchen for a coffee shop Assume & Mention suitable data. Show the location of equipments. [4]
- Q7)** a) Draw a systematic flow chart for the Goods & Work flow. [6]  
b) Name of explain any Four factors that affect kitchen designing. [4]
- Q8)** a) What considerations you would provide while designing. [6]  
i) Receiving Area ii) Storage Area  
b) Name & Explain any Four types of Bars. [4]



Total No. of Questions : 9]

SEAT No. :

[Total No. of Pages : 2

**PA-1704**

**[5949]-501**

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

**CS 601-A : SPIN FOOD PRODUCTION MGMT-I  
(2019 Pattern) (Semester-VI)**

*Time : 3 Hours]*

*[Max. Marks : 70*

*Instructions to the candidates:*

- 1) *Question No.1 is compulsory.*
- 2) *Attempt any 6 questions from remaining.*

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

**[10]**

- a) Paella
- b) Ziti
- c) kartoffel suppe.
- d) Beef Wellington
- e) Brunsli
- f) Bouchees
- g) Sweet bread
- h) Molluscs
- i) Invalid diet
- j) AFD
- k) Work triangle
- l) Guinea fowls.

**Q2)** a) Draw a neat layout of a bakery in five star hotel.

**[5]**

b) Explain the importance of balanced diet in modern life style.

**[5]**

**Q3)** a) Write down the selection and storage of shellfish.

**[5]**

b) Explain the factors affecting the tenderness of meat.

**[5]**

**P.T.O.**

- Q4)** a) Briefly explain any five classical appetizer. [5]  
b) i) Write down five characteristics of convenience food. [5]  
ii) Explain : Boil-in-Bag
- Q5)** a) Plan a diet menu for Diabetic Justify (for a dinner) [5]  
b) Name any two dishes of fish made by following method of cooking: [5]  
i) Boiling  
ii) Steaming  
iii) Baking  
iv) Frying  
v) Stewing
- Q6)** a) Draw a neat labelled diagram of pork demonstrating the various cuts. [5]  
b) Plan a five course french menu for a formal lunch Give one line explanation for each course. [5]
- Q7)** a) Write down the salient features of nouvelle cuisine. [5]  
b) Explain any five types of hot appetizers with example. [5]
- Q8)** a) Explain the cuts of poultry with a neat diagram. [5]  
b) Draw a neat labelled diagram of a main course using modern plating techniques. [5]
- Q9)** a) Write down the recommended dimensions while planning the kitchen.[5]  
b) Name the countries to which following dishes belong to:  
i) Black forest  
ii) Onion soup  
iii) Caldoverde.  
iv) Eggplant pharmagiasa.  
v) Smorgasbord. [5]



Total No. of Questions : 9]

SEAT No. :

**PA-1705**

[Total No. of Pages : 2

[5949]-502

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

**CS 601-B : SPECIALISATION IN FOOD & BEVERAGE SERVICE**

**MANAGEMENT-I**

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

*Time : 3 Hours]*

*[Max. Marks : 70*

*Instructions to the candidates:*

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

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

**[10]**

- a) Flambel.
- b) Calorgas
- c) IRCTC
- d) Voyage.
- e) Breakshift.
- f) Semi fixed cost.
- g) Cover charge.
- h) BFP.
- i) Plowhorse in menu engineering.
- j) MICE.
- k) Task analysis.
- l) ASP.

**Q2)** a) Describe basic stages in preparation of budget.

**[5]**

b) Explain element of costs in details.

**[5]**

**P.T.O.**

- Q3)** a) Explain any two types of gueridon service. [5]  
b) Describe cover, accompaniments & service procedures of any one of the following. [5]  
i) Caesar Salad  
ii) Snellfish cocktail.
- Q4)** Plan a duty roaster for dinner service of theme restaurant operating from 6 :00 pm to 11:00pm for service and accommodating 80 pax in total.[10]
- Q5)** Plan a BFP for HDFC Bank Breakfast Meet for 100 Pax at JW Marriotts , pune assume suitable data as required. [10]
- Q6)** a) Describe organising & staffing in facility management. [5]  
b) List and describe in short various methods of billing and payments in industrial catering. [5]
- Q7)** a) Define transport catering and write short on Airline Catering. [5]  
b) Explain various food & beverage facilities. provided on cruise ship. [5]
- Q8)** Write short notes on:  
a) Menu engineering [5]  
b) Types of functions. [5]
- Q9)** a) Describe various types of meals offered in Airline Catering. [5]  
b) Explain any five attributes required to develop a good food & beverage personnel. [5]



Total No. of Questions : 8]

SEAT No. :

PA-1706

[Total No. of Pages : 2

[5949]-503

B.H.M.C.T. (Semester - VI)

SPECIALIZATION IN ACCOMMODATION

MANAGEMENT - I (CS601C)

(2019 Pattern)

*Time : 3 Hours]*

*[Max. Marks : 70*

*Instructions to the candidates:*

- 1) *Q.No.1 is compulsory.*
- 2) *Solve any 5 questions from the remaining questions.*

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

[10]

- a) Gravelmaster Key
- b) Duplex room
- c) Floor pantry
- d) Group rate
- e) Housecount
- f) Kenzen
- g) MAP

**Q2)** a) What is the procedure of issuing stores from housekeeping department to floors & public areas? [6]

b) Differentiate between the vegetable fibre & Animal fibre. [6]

**Q3)** a) Explain the measures adopted by hotel to control the linen. [6]

b) Describe the functions of concierge in hotels. [6]

**Q4)** a) Explain the expenses of housekeeping department. [6]

b) Explain the points considered while designing Brochure for the hotel.[6]

**P.T.O.**

- Q5)** a) Describe the principles of purchasing. [6]  
b) Illustrate the accessories used in Flower arrangement. [6]
- Q6)** a) Explain the various methods of finishing the fabric. [6]  
b) Suggest the ideal type of lobby along with the shape of front desk counter for Business & resort property. [6]
- Q7)** a) Explain the characteristics of silk and cotton. [6]  
b) Draw & explain sales mix & GHC report. [6]
- Q8)** a) Describe the different styles of flower arrangement. [6]  
b) As a front office manager, how would you handle a legal obligation of death. [6]



Total No. of Questions : 7]

SEAT No. :

PA-1707

[Total No. of Pages : 3

**[5949]-504**  
**B.H.M.C.T. (Semester - VI)**  
**FOOD AND BEVERAGE CONTROL**  
**(C602) (2019 Pattern)**

*Time : 2½ Hours]*

*[Max. Marks : 70*

*Instructions to the candidates:*

- 1) *Q.No.1 is compulsory.*
- 2) *Solve any five from Q2 to Q7.*
- 3) *Assume suitable data, if necessary.*
- 4) *Draw neat diagrams wherever necessary.*

**Q1) Answer any Five.**

**[20]**

- a) Elaborate any four problems of food & beverage control.
- b) Explain the concept of supply chain management.
- c) State four advantages of economic order quantity.
- d) Write a note on goods return policy.
- e) State the objectives of budgeting.
- f) Explain the four methods of inventory control.
- g) Explain the following terms :
  - i) Cover price
  - ii) Discriminatory pricing

**Q2) Answer the following any two:**

**[10]**

- a) Define cost. Explain any two basic concepts of project.
- b) Define budgeting. Explain the following budgets
  - i) Overhead cost budget
  - ii) Sales budget
- c) Draw the flowchart of the operational phase of the F & B control cycle.

**Q3) Answer any two of the following:**

**[10]**

- a) A restaurant's sales vary from 15,000 to 20,000 covers in a month. It operates at a food cost of 50% and average spending power is Rs.140 per person. The fixed cost of the restaurant amounted to Rs. 7,00,000 per month. From the above information calculate.
  - i) Break - even Point in units
  - ii) Break - even sales

**P.T.O.**



- b) List the methods of purchasing and explain any two.
- c) Describe the steps involved in food receiving procedure.

**Q4) Answer any two.**

**[10]**

- a) Enlist the food Preparation methods and explain any two.
- b) Following figures are extracted from the books of ginger and spice Restaurant.

Sales	Rs 82,000
Opening stock	7,000
Purchase	27,700
Closing stock	6,000

Calculate the following :

- i) Cost of food sold
- ii) Food cost percentage
- c) Explain the objectives of standard purchase specification.

**Q5) Answer any two of the following:**

**[10]**

- a) With help of neat filled format explain the use of the following formats in the receiving department.
  - i) Credit Note
  - ii) Purchase order
- b) Describe the procedure for storage of perishable and non-perishable food items.
- c) Explain the importance of the following tools of food preparation.
  - i) Standard yields
  - ii) Standard portion size

**Q6) Answer any two:**

**[10]**

- a) Elaborate on the following pricing strategies. (any two)
  - i) Target project pricing
  - ii) Value based pricing
  - iii) Competition based pricing
- b) Write a note on centralized and decentralized Cooking.
- c) Explain the following terms (any two)
  - i) Market penetration
  - ii) Cost plus pricing
  - iii) Differential pricing

**Q7) Explain the following terms (any 5) :**

**[10]**

- a) Psychological pricing
- b) Departmental pricing
- c) Stock turn over
- d) Minimum level
- e) Reorder level
- f) Transfer notes
- g) Bin Card



Total No. of Questions : 7]

SEAT No. :

**PA-1708**

[Total No. of Pages : 2

**[5949]-505**

**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 No.1 is compulsory.*
- 2) *Solve any 5 of the remaining.*

**Q1) Write short note on any 4. [20]**

- a) Characteristics of HR
- b) Sources of Recruitments
- c) Training Need assessment
- d) Counselling
- e) Objectives of performance evaluation
- f) Fringe benefits

**Q2) a) Define Job specification and draw format for same. [5]**

b) What is induction? Explain its importance. [5]

**Q3) a) Write any 2 methods of performance appraisal in detail. [5]**

b) Elaborate the concept of competency matrix. [5]

**Q4) a) Explain the steps in formulation of compensation. [5]**

b) Write importance and role of women grievance committee. [5]

**Q5) a) Explain the causes of Labour turnover in hotels. [5]**

b) Elaborate the training process. [5]

**P.T.O.**

**Q6) a)** Write in detail the need for Manpower planning. **[5]**

b) Explain the reasons for Transfers. **[5]**

**Q7)** Explain the following terms. **[10]**

a) Job analysis

b) Orientation

c) Compensation

d) Trade union

e) Job evaluation



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Total No. of Questions : 8]

SEAT No. :

PA-1709

[Total No. of Pages : 2

[5949]-506

B.H.M.C.T.

C604 : SERVICES MARKETING

(2019 Pattern) (Semester - VI)

Time : 2½ Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) Q. No. 1 is compulsory.
- 2) Solve any five from the remaining.

Q1) Write Short Notes on (any five) :

[20]

- a) Give four examples of pure services.
- b) Enlist the hospitality products.
- c) Relationship marketing
- d) List any five Physical Evidence of the Hotel.
- e) Internal marketing.
- f) Concept of e-commerce.

Q2) a) List and Explain services marketing mix.

[6]

b) Write the importance of customer satisfaction.

[4]

Q3) a) Explain the role of people in the services marketing.

[5]

b) Describe importance of Branding.

[5]

Q4) a) Explain management strategies to manage changing demand in brief.[5]

b) Discuss the role of social media in promotion of service marketing.[5]

P.T.O.

- Q5)** a) Explain pricing methods of services. [5]  
b) List the Hospitality intermediaries and their role. [5]
- Q6)** a) Draw and explain service life cycle. [6]  
b) Difference between goods and services. [4]
- Q7)** a) Write the duties and responsibility of marketing manager. [5]  
b) Explain characteristics of service with examples. [5]
- Q8)** a) Draw and explain service blue print with appropriate examples. [6]  
b) How to monitor and measure customer satisfaction. [4]



Total No. of Questions : 8]

SEAT No. :

PA-1710

[Total No. of Pages : 2

[5949]-601

B.H.M.C.T.

**SPECIAL IN FOOD PRODUCTION MANAGEMENT - II**

**(2019 Pattern) (Semester - VII) (701CS A)**

*Time : 3 Hours]*

*[Max. Marks : 70*

*Instructions to the candidates :*

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

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

**[10]**

- a) Mezalluna.
- b) Chimichangas.
- c) Kimchi.
- d) Gamman.
- e) Poured Sugar.
- f) Criollo.
- g) Sequestrant.
- h) Gainduja.
- i) Larder.
- j) Pate Pantin.
- k) Wasabi.
- l) Couscous.

**Q2)** a) Explain five types of Forcemeat.

**[5]**

b) List five equipments used in Larder and give their uses.

**[5]**

*P.T.O.*

- Q3)** a) Describe the process of making Chicken Galantine. [5]  
b) Explain the frozen desert made by using Churnfrozen method. [5]
- Q4)** a) Elaborate the process of tempering Chocolate. [5]  
b) Explain Humectant and Anticaking agents. [5]
- Q5)** a) Plan a Thai Menu with Appetizer, Soup, Chicken, Rice/noodles and dessert. Give one line explanation for each dish. [5]  
b) Differentiate between Ham and Bacon. [5]
- Q6)** a) Elaborate the types of Pate made in cold preparations. [5]  
b) Explain any two types of Hot Pudding. [5]
- Q7)** a) Write down two examples of following food additives. [5]  
i) Class I preservative  
ii) Natural flavouring agent  
iii) Thickeners  
iv) Nutritive supplements  
v) Artificial sweeteners  
b) State five precautions to be taken while handling Chocolates. [5]
- Q8)** Write short notes on (any four) : [10]  
a) Pulled Sugar.  
b) Preparation of Savoury Mousse.  
c) Colouring agents.  
d) Caribbean cuisine.  
e) Types of Sausages.





Total No. of Questions : 7]

SEAT No. :

PA-1711

[Total No. of Pages : 2

[5949]-602

BHMCT

**CS-701(B) : Specialization in Food & Beverage Service  
Management - II**

**(2019 Pattern) (Semester - VII)**

*Time : 3 Hours]*

*[Max. Marks : 70*

*Instructions to the candidates:*

- 1) *Question No. 1 is compulsory.*
- 2) *Solve any 5 from remaining questions.*

**Q1)** Answer any four :

**[4 × 5 = 20]**

- a) Explain elements of Lost.
- b) List and explain any four licenses required to start F & B outlet.
- c) Explain suggestive selling.
- d) Write a note on Molecular mixology.
- e) Write a note on POS.

**Q2)** a) Draw menu matrix and explain menu engineering for Bar Menu. **[5]**

- b) Write a note on major menu merchandising tools used in Restaurants. **[5]**

OR

Explain any two methods of printing menu.

**Q3)** a) List and explain the various sources of finance to start a Restaurant in India. **[5]**

- b) Draw and explain any two bar formats. **[5]**

**P.T.O.**

- Q4) a)** Explain the cocktail terms : **[5]**
- i) Foam
  - ii) Tikki cocktail
  - iii) Pearl
  - iv) Hot Toddy
  - v) Margarita
- b)** Draw and explain any two formats used in Restaurants. **[5]**
- Q5) a)** Draw Bar profile and explain the parts of Bar. **[6]**
- b)** Write the methods of food control. **[4]**
- Q6) a)** What are the advantages of Automated system of maintaining records in a F & B outlet. **[5]**
- b)** List down closing duties of bar. **[5]**
- Q7) a)** Write a note on contemporary cocktails. **[5]**
- b)** Explain any two types of Bar. **[5]**



Total No. of Questions : 8]

SEAT No. :

PA-1712

[Total No. of Pages : 2

[5949]-603

B.H.M.C.T.

**CS 701C : SPECIALIZATION IN ACCOMMODATION  
MANAGEMENT - II  
(2019 Pattern) (Semester - VII)**

*Time : 3 Hours]*

*[Max. Marks : 70*

*Instructions to the candidates:*

- 1) *Question No.1 is compulsory.*
- 2) *Attempt any 5 questions from the remaining questions.*

**Q1)** Write Short Notes on (any four) : **[20]**

- a) 2 types of colour scheme for guestroom.
- b) Care & maintenance of flooring.
- c) Objectives of Budgetary Castrol.
- d) Importance of SOP
- e) Low demand tactics for good revenue earnings.
- f) Cushions and their fillings

**Q2)** a) Explain any 5 factors while planning budget for front office department. **[5]**

b) Describe any five types of window treatment. **[5]**

**Q3)** a) What are the various criterias for selecting carpets for hotels? **[5]**

b) Explain methods of lighting for different areas of the hotel. **[5]**

**Q4)** a) Describe the staffing guidelines for front office staff. **[5]**

b) What are the benefits of revenue management? **[5]**

**P.T.O.**

- Q5)** a) What are the Psychological effect of colour an guest? [5]  
b) Describe the characteristics of soft floor coverings. [5]
- Q6)** a) Explain the time & motion study of cheek in for Business hotel. [5]  
b) State in brief advantages & limitations of budget. [5]
- Q7)** a) Describe any 2 elements of revenue management along with the example. [5]  
b) Draft an SOP for luggage handling. [5]
- Q8)** Explain the following terms (Any 5) : [10]  
a) Soft furnishing  
b) Secondary colours  
c) Fixed Budget  
d) Task lighting  
e) AP  
f) Duty rates  
g) ARR



Total No. of Questions : 7]

SEAT No. :

PA-1713

[Total No. of Pages : 2

[5949]-604

B.H.M.C.T.

**702 C : DISASTER MANAGEMENT**  
**(2019 Pattern) (Semester - VII)**

*Time : 2½ Hours]*

*[Max. Marks : 70*

*Instructions to the candidates:*

- 1) *Q.1 is compulsory.*
- 2) *Attempt any 5 questions from remaining questions.*

**Q1)** Write Short Notes on (any 4) :

**[20]**

- a) Natural Disaster
- b) Causes and Import of Disaster
- c) Disaster Preparedness Plan
- d) Evacuation and Logistic Management
- e) Role of Education Institute during Rehabilitation
- f) Psychological Response during Disaster

**Q2)** State the importance of different stakeholders during Disaster Prepardness.

**[10]**

**Q3)** Explain the role of NGO Bodies Government and International organisation during Disaster Response.

**[10]**

**Q4)** a) What is damage Assessment?

- b) Discuss in short the role of Education and awareness during Rehabilitation.

**[10]**

**P.T.O.**

- Q5)** a) Write a note on Disaster Response Plan.
- b) Explain the condition of hygiene and sanitation during Recovery of Disaster.

**[10]**

**Q6)** What are the various Legal Provision for Disaster Management Acts. **[10]**

**Q7)** Write a case study on any one Hotel where Disaster Management was carried out with reference to its causes and Impact. **[10]**

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Total No. of Questions : 9]

SEAT No. :

**PA-1714**

[Total No. of Pages : 2

**[5949]-605**

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

**C-703 : TOTAL QUALITY MANAGEMENT**

**(2019 Pattern) (Semester - VII)**

*Time : 2½ Hours]*

*[Max. Marks : 70*

*Instructions to the candidates:*

- 1) *Solve any Seven questions.*
- 2) *All questions carry equal marks.*
- 3) *Figures to the right indicate full marks.*

- Q1)** a) Define quality. Explain basic concepts of TQM. [5]  
b) Write a note on Environment management system. [5]
- Q2)** a) “Training builds confidence in Employees” Justify. [5]  
b) Explain pillars of great working environment. [5]
- Q3)** a) Explain any two ‘5S’ Philosophy of Kaizen. [5]  
b) Explain importance of customer satisfaction. [5]
- Q4)** a) Explain following costs of quality. [5]  
i) Preventive cost  
ii) Failure cost  
b) Explain the barriers in communication. [5]
- Q5)** Explain thoughts of quality Guru : philip B crosby. [10]
- Q6)** a) Explain PDCA/PDSA cycle in TQM. [5]  
b) Explain following care values of Japanese management. [5]  
i) Diligence  
ii) Agility

*P.T.O.*

- Q7)** a) Write a note on “Empowerment”. [5]  
b) Explain Brainstorming as a problem solving tool. [5]
- Q8)** a) Write a note on “Six Sigma certification”. [5]  
b) Explain the importance of employee opinion survey. [5]
- Q9)** a) Write a note on Juran Trilogy. [5]  
b) Give importance of mission & Vision statements in an organization. [5]



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Total No. of Questions : 9]

SEAT No. :

PA-1715

[Total No. of Pages : 2

[5949]-606

Fourth Year B.H.M.C.T. (Semester - VII)

C - 704 : ENVIRONMENT SCIENCE

(2019 Pattern)

Time : 2½ Hours]

[Max. Marks : 70

Instructions to the candidates :

- 1) Solve any seven questions from the following.
- 2) All questions carry equal marks.

Q1) Explain the Term (Any Five) :

[5 × 2 = 10]

- a) Acid rain
- b) ISO
- c) Black Water
- d) Hazards Waste
- e) Transformation
- f) Water Pollution

Q2) Attempt the following :

- a) What are the green house gases. [6]
- b) Describe environment policy. [4]

Q3) a) List and explain any five Acts related to environment. [6]

- b) Explain the guideline the best eco-practices in house keeping departments. [4]

Q4) Attempt the following :

- a) Write a short note on water pollution by laundry department in hotel. [5]
- b) Explain the local community contribution around the hotel. [5]

P.T.O.

- Q5)** a) Explain the types of energy sources. [5]  
b) Explain best eco-practices need to implemented by front office department in hotel. [5]

**Q6)** Attempt the following :

- a) What is Global warming and it's effect in brief. [6]  
b) What are the harmful points in the operations of Restaurants and Banquets in the hotel. [4]

**Q7)** Attempt the following :

- a) Write a brief note on carbon foot print. [5]  
b) Explain guest participation in Environment Conservation in hotels. [5]

**Q8)** Attempt the following : [10]

Explain in detail the environmental practices as followed by the corporate social responsibility in the Hospitality Industry.

**Q9)** Attempt the following : [10]

Explain the green building concepts and it's benefits.

