

Total No. of Questions : 5]

SEAT No. :

P1712

[Total No. of Pages : 2

[6029]-11

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 .5*
- 3) *All questions carry equal marks.*

Q1) Explain the following terms.

[10]

- a) Paring.
- b) Emulsification.
- c) Brat Pan.
- d) Shredding.
- e) Stewing.
- f) Rubbing-in
- g) Salamander.
- h) Rendering of fat.
- i) Semolina.
- j) Class B Fire.
- k) First aid.
- l) Conduction.

Q2) a) Draw a neat chart of kitchen Brigade of 3-star hotel and state the duties of executive chef. **[5]**

- b) State the rules to be observed while using following cooking methods:[5]
- i) Boiling.
 - ii) Frying.

Q3) a) Classify and briefly explain kitchen equipment on the basis of size of the equipment. **[5]**

- b) Mention the measures to be undertaken to prevent fires in kitchen. **[3]**
- c) List any four herbs used in western cuisine. **[2]**

P.T.O.

- Q4)** a) List any four stages in sugar cooking along with their respective temperatures and uses. [4]
b) Explain any four types of fuels used in kitchen. [4]
c) List any two byproducts of the following. [2]
i) Corn.
ii) Rice.

Q5) Answer the following (any 5). [10]

- a) State any four aims and objectives of cooking.
b) Describe any two types of cream used in kitchen.
c) State the effect of heat on proteins.
d) Write down the importance of kitchen uniform.
e) Mention any two attributes of culinary professional.
f) Describe any two types of desirable textures.



Total No. of Questions : 6]

SEAT No. :

P1713

[6029]-12

[Total No. of Pages : 2

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

C - 102 : FOOD AND BEVERAGE SERVICE - I

(2019 Pattern) (Semester - I)

Time:2 Hours]

[Max. Marks : 40

Instructions to the candidates:

- 1) *Q.No.1 is compulsory.*
- 2) *Solve any three from the remaining questions.*
- 3) *Draw the diagram wherever necessary.*

Q1) Explain the terms (Any 10)

[10]

- a) Captive Market
- b) Side Station
- c) Linen
- d) Chaffing dish
- e) Sommelier
- f) KOT
- g) Tableware
- h) Drive Through/Thru
- i) Directeur de Restaurant
- j) Gueridon Service
- k) Kiosk
- l) Coffee shop

Q2) a) Draw classification chart of commercial and non-commercial catering establishment. [5]

b) Explain any five types of billing methods. [5]

Q3) a) Differentiate between-

Silver service and Pre-plated service. [5]

b) Explain the interdepartmental relationship between F&B service and Housekeeping Department. [5]

P.T.O.

- Q4)** a) Write down any 10 restaurant etiquettes for waiter. [5]
b) List down and explain any 10 types of F&B outlets. [5]
- Q5)** a) Draw organisational chart of F&B service department for large hotel. [5]
b) What are special equipments, mention any 8 special equipments used in F&B service department. [5]
- Q6)** a) Draw any 5 glasses and label them. [5]
b) What are disposables? Mention types, their advantages and disadvantages. [5]



Total No. of Questions : 5]

SEAT No. :

[Total No. of Pages : 2

P1714

[6029]-13

F.Y.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 3 questions from remaining.*

Q1) Explain following Terms: (Any 10)

[10]

- a) Back of the house
- b) Master key
- c) No show
- d) GRA
- e) Bell desk
- f) Efficiency Room
- g) Weekend rate
- h) M.A.P
- i) Dutch wife
- j) R6
- k) Floatel
- l) GRE

Q2) a) Explain the importance of house keeping department.

[5]

b) Write the duties of GRA.

[5]

P.T.O.

- Q3)** a) Mention any 05 selection criterias for clearing agents. [5]
b) Mention the placement of following amenities. [5]
i) Hangers
ii) Shoe polish
iii) Clean my room card
iv) Shampoo bottle
v) Telephone
- Q4)** a) Classify hotels on the basis of duration of stay and level of service. [5]
b) Draw the layout of front office & explain any 02 core arean. [5]
- Q5)** a) Discuss any 05 types of keys used in the hotel. [5]
b) Explain in detail any 05 meal plans. [5]



Total No. of Questions : 8]

SEAT No. :

[Total No. of Pages : 1

P1715

[6029]-14

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

**C-104: PRINCIPLES OF MANAGEMENT
(2019 Pattern) (Semester -I)**

Time : 2½Hours]

[Max. Marks :70

Instructions to the candidates:

- 1) *Q.1. is compulsory.*
- 2) *Solve any 6 questions from the remaining questions.*
- 3) *All questions carry equal marks.*

- Q1)** Write Short notes on (any 4) **[10]**
- a) Levels of management.
 - b) Disadvantages of Planning.
 - c) Role of a leader.
 - d) Barriers to communication process.
 - e) Importance of coordination process.
 - f) Modern day management.
- Q2)** Explain any 10 principles of Henry Fayol's management theory. **[10]**
- Q3)** Describe maslow's need Hierarchy theory. **[10]**
- Q4)** a) Differentiate between Formal and informal communication. **[5]**
b) Explain the control process in hotels . **[5]**
- Q5)** Define Leadership. Explain any 4 styles of Leadership. **[10]**
- Q6)** a) Explain benefits of motivated staff. **[5]**
b) Explain any 5 principles of organising. **[5]**
- Q7)** Define planning explain any 4 types of plans. **[10]**
- Q8)** a) Differentiate between centralised and decentralised organisations. **[5]**
b) Describe nature and importance of organising function. **[5]**



Total No. of Questions : 5]

SEAT No. :

P-1716

[Total No. of Pages : 2

[6029]-21

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 No. 1 is compulsory.*
- 2) *Solve any 3 questions from Question 2 to 5.*
- 3) *All questions carry equal marks.*

Q1) Explain the following terms (any 10) :

[10]

- a) Liaison.
- b) White Mirepoix.
- c) Remouillage.
- d) Béarnaise Sauce.
- e) Pánini Griller.
- f) Pee Wee egg.
- g) Scandinavlian dressing.
- h) Au gratin.
- i) Sal monella.
- j) Pull man Loaf.
- k) Fond lie.
- l) Veloute soup.

P.T.O.

- Q2)** a) Answer the following : [6]
i) Write any 6 rules for stock making.
ii) Write the recipe for Mayonnaise.
b) Write a brief about any 4 classical Salads. [4]
- Q3)** a) Write short notes on : [6]
i) HACCP
ii) Advantages of organic foods.
b) Classify fruits with examples. [4]
- Q4)** a) Answer the following : [6]
i) Give any two examples Consommé.
ii) Write any two uses of stocks.
iii) Give the national soups of Italy and Spain.
iv) Write any two derivatives of Bechamel.
v) Write 2 finishing techniques for Sauces.
vi) Give two examples of unpassed soups.
b) Answer the following : [4]
i) Describe the following cuts of vegetables
1) Parisienne
2) Chateaux
ii) Write the effect of heat on the following colour pigment.
1) Carotenoids
2) Betalains
- Q5)** a) Answer the following : [6]
i) Give the hierarchy of kitchen stewarding.
ii) Write the selection criteria for eggs.
b) Write a brief note on the following : [4]
i) Any two precautions while preparing Sandwiches.
ii) Thickening agents.



Total No. of Questions : 6]

SEAT No. :

[Total No. of Pages : 2

P1717

[6029]-22

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

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 3 from the remaining questions.*
- 3) *All questions carry equal marks.*

Q1) Explain the terms (any 10).

[10]

- a) IRD
- b) Espresso
- c) Grenadine
- d) Breakfast knob
- e) Brunch
- f) Sorbet
- g) Supper
- h) Upselling
- i) Tisanes
- j) Cyclic Menu
- k) Bric
- l) Mini Bar

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

[5]

b) Explain the following menu courses with one example each.

[5]

- i) Releve
- ii) Potage
- iii) Entree
- iv) Poisson
- v) Dessert
- vi) Farineux

Q3) a) List and explain any six points to be considered while menu planning.[6]

b) List any four brands of mineral water explain any four types of coffee. [4]

Q4) a) Write a full English Breakfast Menu.

[5]

b) Explain the parts of a cigar.

[5]

P.T.O.

Q5) a) Define salads. Explain the various components of salads. **[5]**

b) Explain the following types of frozen foods. **[5]**

i) Gelato

ii) Parfaits

iii) Spoom

iv) Sherbet

v) Sundae

Q6) a) Give the cover and the accompaniment of the following classical dishes. **[5]**

i) Caviar

ii) Cream of Tomato soup

iii) Spaghetti Bolognaise

b) Write the first five French classical menu sequence with suitable examples. **[5]**



Total No. of Questions : 5]

SEAT No. :

P-1718

[Total No. of Pages : 2

[6029]-23

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

Q1) Define the terms (Any Ten) :

[10]

- a) FIT
- b) Errand Card
- c) Check-out
- d) Amendment
- e) Crew
- f) ATG
- g) GRC
- h) Scanty Baggage
- i) Sleeper
- j) Checklist
- k) No-show
- l) GRE

P.T.O.

- Q2)** a) Give the co-ordination of Housekeeping department with food production & security. [5]
b) What are the various rules of the floor. [5]
- Q3)** a) Write down the daily cleaning procedure of occupied room. [5]
b) What are the various functions of the control desk. [5]
- Q4)** Write short notes on (Any two) : [10]
a) Over booking.
b) Hospitality Desk.
c) Room Orientation.
- Q5)** a) What do you mean by Receiving of guests? [5]
b) Write down the importance of Guest Satisfaction Tracking System. [5]



Total No. of Questions : 8]

SEAT No. :

P3002

[Total No. of Pages : 4

[6029]-24

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

G.E. 206 A : BASIC ACCOUNTING

(2019 Pattern) (Semester - II)

Time : 2½ Hours]

[Max. Marks : 70

Instructions to the candidates:

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

Q1) a) Following is a Trial Balance of Hotel Sukhsagar as on 31st March 2022.[15]

Trial Balance

Debit Balances	₹	Credit Balances	₹
Goodwill	1,00,000	Capital	35,00,000
Stock	1,20,000	Sales	12,50,000
Salary	3,40,000	Purchase Returns	15,000
Hotel Building	17,00,000	Shop rental	35,000
Purchases	5,35,000	Creditors	3,50,000
Insurance	2,40,000		
Kitchen Equipments	7,00,000		
Wages	1,50,000		
Advertisement	1,35,000		
Restaurant Furniture	2,00,000		
Carriage Inward	17,000		
Legal Expenses	60,000		
Glass and China	70,000		
Sales Returns	10,000		
Carriage outward	90,000		
Utensils	3,00,000		
Commission	15,000		
Cash at bank	3,50,000		
Cash in hand	18,000		
Total	51,50,000	Total	51,50,000

P.T.O.

Adjustments:

- i) Closing stock was valued at ₹ 2,40,000.
- ii) Depreciate Hotel Building @ 2%; Restaurant Furniture @ 5%; Kitchen Equipments @ 10% and utensils @ 15%.
- iii) Glass, China was revalued at ₹ 65,000.
- iv) Staff Meals amounted to ₹ 70,000.

Prepare Trading Account, profit and loss A/c for the year ended 31st March, 2022 and Balance sheet as on that date.

- b) Write the complete sentence first and then state whether given statement is True or False in words. [5]

- i) Closing stock is valued at cost price only.
- ii) Cash book is both Journal as well as Ledger.
- iii) Capital is a Personal Account.
- iv) Debtors in a business is result of cash sale of goods.
- v) Journal is a book of original on prime entry.

- Q2)** Write short notes on (any two). [10]

- a) Business Entity Concept.
- b) Advantages of Petty Cash Book.
- c) Classification of Accounts.

- Q3)** Journalise the following transactions. [10]

- a) Paid wages to Manoj ₹ 12,000.
- b) Paid for carriage ₹ 3,000 on behalf of Suresh.
- c) Cash ₹ 25,000 deposited into bank.
- d) Goods worth ₹ 5,000 were distributed as free samples.
- e) Purchased 1,000 shares of ₹ 100/-each of Garware Nylons Ltd.
- f) Proprietor has sold his private car for ₹ 1,00,000 and invested this amount in his business.
- g) Purchased goods from Rajesh of ₹ 30,000.
- h) Paid for travelling expenses ₹ 12,000.
- i) Purchased Machinery of ₹ 2,00,000 from H.M.T. Ltd.
- j) Paid for insurance Premium ₹ 15,000.

- Q4) a)** Explain the following terms. [5]
- Transaction;
 - Bad debts;
 - Voucher;
 - Balance;
 - Insolvent.
- b)** Write one word/term/phrase for the following sentences. [5]
- Any written evidence in support of a transaction.
 - A person whose liabilities are more than his assets.
 - Difference between two sides of an account.
 - Any dealings between two individuals involving transfer of money or money's worth.
 - Amount not recoverable from Debtors.
- Q5)** From the following information prepare a cash Book with Cash, Bank and Discount columns and balance the cash book. [10]
- 2020
- April 1 Cash in hand ₹ 11,000 and cash at bank ₹ 25,000.
- April 4 Cash sales ₹ 10,000 less 5% cash discount.
- April 6 Deposited into bank ₹ 5,000.
- April 10 Paid for commission ₹ 1,200.
- April 14 Received from Mandar ₹ 12,500 and allowed him discount of ₹ 500.
- April 17 Purchased goods from Manoj of ₹ 20,000 and paid 1/4th amount to him immediately.
- April 22 Paid by cheque ₹ 14,000 to Manoj in full settlement of his account.
- April 23 Rent received ₹ 1,200.
- Q6)** Answer the following questions (any two). [10]
- What is the difference between capital expenditure and revenue expenditure?
 - What are the objectives of hotel accounting?
 - Explain double entry system of book keeping.

Q7) a) From the given information prepare a trial balance. [5]

Particulars	₹	Particulars	₹
Discount Received	1,905	Debtors	1,20,129
Stationery	53,492	Creditors	33,793
Sales	5,35,322	Insurance	20,105
Purchases	3,03,274	Bank overdraft	31,275
Capital	3,97,705	Building	5,03,000

b) Following information is available from the hotel green garden, prepare special functions book for the month of November 2019. [5]

- Nov. 1 Luncheon party, Pancard club 200 covers @ ₹ 400 per cover, wine and tobacco ₹ 12,000 Account to Mr. Praveen. Bill No 319.
- Nov. 7 Annual General Meeting of Pune sports club 250 covers @ ₹ 300 per cover, Wine and tobacco ₹ 15,000. Account to Mr. Dinesh Sinha, Manager. Bill No 335.
- Nov. 19 Private birthday party 220 covers @ ₹ 325 per cover. Account to Mr. Deepak. bill No. 355.
- Nov. 30 Prize Distribution ceremony of success tutions. 150 covers @ ₹ 280 per cover. Account to Mrs. Meena. Bill No. 370.

Q8) Answer the following questions . (any two). [10]

- State the procedure of Balancing of ledger accounts.
- What are the advantages of Double Entry System?
- State the importance of Trial Balance.



Total No. of Questions : 6]

SEAT No. :

P1719

[Total No. of Pages : 2

[6029]-25

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

GE-206 B : LOGISTICS & SUPPLY CHAIN MANAGEMENT

(2019 Pattern) (Semester-II)

Time : 2½ Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) *All questions are compulsory.*
- 2) *Figures to the right indicate full marks.*

Q1) Define 'supply chain'. Explain various components of supply chain. [10]

OR

What are various objectives & characteristics of supply chain?

Q2) Define 'Logistics'. Comment on various objectives of logistics. [10]

OR

Explain different 'Inventory Costs' with suitable examples.

Q3) Explain the importance of 'Supply Chain Management' in Modern Business Models. [10]

OR

Explain 'Centralized & Decentralized Supply Chain'. Also comment on key issues in current supply chain strategies.

Q4) Discuss 'Hub & Spoke' model. Elaborate its advantages. [10]

OR

Define 'Distribution Channel'. State & explain different types of 'Distribution Channel'.

Q5) What is 'Benchmarking? Explain 'Benchmarking Process' in Supply Chain Management. [10]

OR

Explain various 'Value Chain Drivers of Supply Chain' and 'Demand Chain Management'.

P.T.O.

Q6) Write short notes. (Any Four)

[20]

- a) Reverse logistics
- b) Trade-off between customer service & cost
- c) Vendor Consolidation & Cross Docking
- d) Global supply chains
- e) Decoupling & Pipeline inventory
- f) Types of warehouses.



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Total No. of Questions : 6]
P1720

SEAT No. :
[Total No. of Pages : 2

[6029]-31
S.Y.B.H.M.C.T.
C-301 : BAKERY & 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 the remaining.*
- 3) *All questions carry equal marks.*

Q1) Define the following any 10

[10]

- a) Bakers percentage
- b) Lamination
- c) Docking
- d) Gluten
- e) Caramelization
- f) Lean dough
- g) Molasses
- h) M fault
- i) Starter
- j) Proofer
- k) Dry Baking
- l) Nougat

Q2) a) Write down the function of the following ingredients in the Bakery **[6]**

- i) Fat
- ii) Sugar
- iii) Eggs.

b) Explain the various methods used in making of cookies. **[4]**

P.T.O.

- Q3)** a) Explain any 2 Bread making methods. [5]
b) Classify Icings - give suitable examples. [5]
- Q4)** a) Explain the characteristics of a Good Cake [5]
b) List the steps in Bread making with an one line explanation. [5]
- Q5)** a) List any 5 faults in cakes & suggest a remedy for the same. [5]
b) Write a recipe for a choux pastry made using 500g of flour [5]
- Q6)** a) List any 5 cookie making methods with an example. [5]
b) List any 5 icings & state its use [5]



Total No. of Questions : 5]

SEAT No. :

P1721

[6029]-32

[Total No. of Pages : 2

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

C - 302 : FOOD AND BEVERAGE SERVICE - III

(2019 Pattern) (Semester - III)

Time:2½Hours]

[Max. Marks : 40

Instructions to the candidates:

- 1) *question one is compulsory.*
- 2) *Solve any three questions from remaining questions.*
- 3) *Draw the diagram wherever necessary.*

Q1) Explain the terms (Any 10)

[10]

- a) Chaptalization
- b) Grist
- c) Wort
- d) Aromatized wine
- e) AOC
- f) Perry
- g) LDE
- h) Organic wine
- i) Punt End
- j) Sake
- k) Lager
- l) Cobra gun

Q2) a) Define Aperitifs and explain wine based Aperitifs with examples. [5]

b) List ingredients and explain the use of each ingredient in manufacturing of beer. [5]

Q3) a) Explain the process of Method champenoise in detail. [8]

b) List down four vineyards/wineries with their location in India. [2]

P.T.O.

- Q4)** a) Explain the terms in brief [5]
- i) Brut
 - ii) Fortified wine
 - iii) Speed Rail
 - iv) Campari
 - v) Viticulture
- b) Draw and Explain Solera System. [5]
- Q5)** a) Draw and Explain parts of Bar. [6]
- b) List down 4 wine regions of France with wine from the region. [4]



Total No. of Questions : 6]

SEAT No. :

P1722

[6029]-33

[Total No. of Pages : 2

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) *Solve any 3 from Question 2 to Question 6.*

Q1) Define the following terms (Any 5)

[10]

- a) Inventory
- b) Suzie
- c) Contract
- d) Late checkout
- e) RTGS
- f) Floor limits

Q2) a) Explain any five disadvantages of contact.

[5]

b) Draw and explain the layout of linen room.

[5]

Q3) a) Write step by step Express checkout process

[5]

b) What are the modes of payment available in the hotel?

[5]

Q4) a) List and explain any five types of equipments used in Laundry.

[5]

b) Explain the role of supervisor.

[5]

P.T.O.

- Q5)** a) Describe different types of front office account. [5]
b) Explain the post departure courtesy service. [5]
- Q6)** a) Write short note on following. (Any 2) [5]
i) Discard Management
ii) Dry clearing
iii) Methods of pricing a contract.
- b) Write the formula for the following. [5]
i) ARR
ii) House count
iii) Double occupancy%
iv) No show%
v) Rew PAR



Total No. of Questions : 9]
P1723

SEAT No. :
[Total No. of Pages : 2

[6029]-34
S.Y.B.H.M.C.T.
DSE-306 A : HOSPITALITY SALES
(2019 Pattern) (Semester -III)

Time : 2 ½ Hours]

[Max. Marks : 70

Instructions to the candidates:

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

Q1) Explain the following terms. (any 5) **[10]**

- a) Upselling & corss selling
- b) Direct Marketing
- c) Relationship Marketing
- d) Negotintion
- e) B- 2 -B
- f) Brand Awarness

Q2) a) Discuss the differences between sales & marketing. **[5]**

b) Write a detailed note on Demographic segmentation. **[5]**

Q3) a) Give importance of coordination of sales department with front office & F & B service dept. **[5]**

b) Discuss the difference in between Buisness & leisure customers. **[5]**

Q4) a) Explain role of employces in internal sales. **[5]**

b) Discuss how Technology helps in Hospitality sales. **[5]**

Q5) a) Draw onganization sales structure of a 5 star property. **[5]**

b) Discuss the recruitment process of sales personnel. **[5]**

P.T.O.

- Q6)** Prepare a detailed BEP for a cocktail dinner for 200 pak. [10]
- Q7)** a) Explain CRS & CDS. [5]
b) discuss any 05 types of training for sales manager. [5]
- Q8)** a) Write a detailed note on process of prospecting. [5]
b) explain Duties of a Director Sales. [5]
- Q9)** a) Write a note on Intermediaries in hospitality sales. [5]
b) Discuss on importance of a Sales kit & list down the components of it. [5]



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Total No. of Questions : 8]

SEAT No. :

P1724

[6029]-35

[Total No. of Pages : 2

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) *Q.No.1 is Compulsory.*
- 2) *Attempt any six Questions from following.*

Q1) Explain the following terms (Any 10)

[10]

- a) E-mail
- b) Chatting
- c) Surfing
- d) Search engine
- e) Blog
- f) Spyware
- g) Folder
- h) ERP
- i) Spam
- j) URL
- k) OCR
- l) ROM

Q2) a) Draw block diagram of computer system and explain its working. **[5]**

b) What do you mean by system software & application software. **[5]**

P.T.O.

- Q3)** a) Write any five disadvantages of internet. [5]
b) Write down the steps of changing wallpaper and screen saver. [5]
- Q4)** a) Explain the following command in MS-DOS [5]
i) DIR
ii) CLS
iii) CD
iv) VOL
v) RD
vi) REN
vii) Copy
b) Write any five advantages of MS-Excel. [5]
- Q5)** a) Explain the various uses of Power - Point. [5]
b) Write down the steps to enter bullets and numberings in word. [5]
- Q6)** Write Short Notes (any 5) [10]
a) LAN
b) CPU
c) MODEM
d) Auto Correction
e) MS-Word
f) Application Software
g) Twitter
- Q7)** a) What are the accessories available in windows. [5]
b) What is extension of MS-Word file? find and replace feature of MS-Word. [5]
- Q8)** a) How to insert clip art in MS-Power point. [5]
b) Explain the concept of B to B and B to C. [5]



Total No. of Questions : 5]

SEAT No. :

P-1725

[Total No. of Pages : 2

[6029]-41

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) *Question 1 is compulsory.*
- 2) *Attempt any three of the following.*
- 3) *All questions carry equal marks.*

Q1) Explain the following terms :

[10]

- a) Standard portion size.
- b) Combi Oven
- c) Indent
- d) Dum Pukht
- e) Payasam
- f) Luchi
- g) Ker-Sangri
- h) Balchao
- i) Oundhio
- j) Pithala
- k) Pongal
- l) Tawa cooking

P.T.O.

Q2) Explain the characteristics & challenges in welfare catering. [10]

Q3) a) Define volume forecasting & explain the merits of the same. [5]

b) Define yield management & its need in quantity food production. [5]

Q4) a) List five large equipments and its use in quantity food production. [5]

b) What are the factors influencing in menu planning for Industrial menu's.[5]

Q5) a) What are the principles of Indenting for quantity kitchen. [5]

b) Plan an elaborate festive menu (min. 10 preparations) from any one of the following state. [5]

i) Kashmir

ii) Goa.



Total No. of Questions : 5]

SEAT No. :

P1726

[Total No. of Pages : 2

[6029]-42

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

Q1) Explain the following terms (any 10).

[10]

- a) Wort.
- b) Low Wines.
- c) Vermouth.
- d) Congeners.
- e) After Shots.
- f) Hops.
- g) OIML.
- h) VSOP.
- i) Aquavit.
- j) Dunder.
- k) Green Malt.
- l) BFP

Q2) a) Describe any 5 shapes of Buffets.

[5]

b) Explain the cold process of manufacturing liqueurs.

[5]

Q3) a) Explain pot still with a neat diagram.

[6]

b) Explain the concept of proof with an example.

[4]

Q4) a) Differentiate between cognac & Armagnac.

[5]

b) What do you understand by the term single Malts? Discuss with suitable brand names.

[5]

P.T.O.

- Q5) a) Mention the base spirit and Flavourings for the following liqueurs. [4]**
- i) Tia Maria.
 - ii) Drambuie.
 - iii) Coin treau.
 - iv) Creme de Menth.
- b) Give 2 International and 2 Domestic Brands of Gin. [2]**
- c) List and explain the ingredients used in making Rum. [4]**



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Total No. of Questions : 6]

SEAT No. :

P-1727

[Total No. of Pages : 2

[6029]-43

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) *Solve any three questions from Q.2 to Q.6.*

Q1) Define the following terms (Any 5) :

[10]

- a) Safety Awareness.
- b) Refurbishing.
- c) Pest.
- d) Credit Monitoring.
- e) Checkout.
- f) e-display.

Q2) a) Explain different types of renovation.

[5]

b) Describe the elements of interior designing.

[5]

Q3) a) What are the factors affecting on room tariff?

[5]

b) Explain the various hotel sales tools.

[5]

P.T.O.

- Q4)** a) Elaborate the procedure of handling guest complaints of Housekeeping department. [5]
- b) Write controlling procedure for the following pest. [5]
- i) Bed bugs.
- ii) Termites.
- Q5)** a) Explain the night audit process. [5]
- b) Describe the suggestive & upselling techniques. [5]
- Q6)** Write short note on (Any 2) : [10]
- a) Prevention of accident.
- b) Snag list.
- c) Cost based prices.
- d) Relationship Marketing.



Total No. of Questions : 7]

SEAT No. :

[Total No. of Pages : 1

P1728

[6029]-44

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

GE-406A : CUSTOMER RELATIONSHIP MANAGEMENT

(2019 Pattern) (Semester-IV)

Time : 2½ Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) *Q.1 is compulsory.*
- 2) *Attempt any 5 out of the remaining.*

Q1) Answer in breif (Any four)

[4×5=20]

- a) Customer life time value
- b) Sales profiling
- c) Relationship marketing
- d) Evolution of CRM
- e) Profiling customer
- f) Customer Relation

Q2) Explain types of CRM.

[10]

Q3) Explain the role of CRM and marketing and CRM & communication.

[10]

Q4) What is service quality? What are the various GAPs in service quality model.

[10]

Q5) a) What are the methods of measuring customer loyalty.

b) Write any 5 types of loyalty programme.

[2×5=10]

Q6) What is CRM process on cycle?

[10]

Q7) a) Explaining customer QRC management?

b) What is the future of CRM.

[2×5=10]



Total No. of Questions : 8]

SEAT No. :

[Total No. of Pages : 2

P1729

[6029]-45

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) *Questions no. 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 types of bars that are commonly found in a hotel.
- b) Name & explain any two types of Guest Rooms that are found in a hotel.
- c) Write note on:
 - i) Ethnic restaurant
 - ii) Bar & Pub
- d) Give space recommended for (in sq.ft.)
 - i) Cocktail Lounge in a 200 room hotel.
 - ii) Bellman station in a 500 room hotel.
- e) What is a slip forming type of a building plan?
- f) List the soft factors to be considered while designing a guest room in a hotel.

Q2) a) What equipments are required for a following ancillary areas in a hotel? Explain briefly its functioning also.

[6]

- i) Gym & Spa
- ii) Business centre

b) List any four documents required for hotel classification.

[4]

Q3) a) Explain six 'General Aspects' to be considered while selecting a location of a hotel site.

[6]

b) Explain any four structural regulations laid down by a municipal corporation.

[4]

P.T.O.

- Q4)** a) Draw a flow diagram of systematic layout plan. [6]
b) Discuss the purpose of a blue print. [4]
- Q5)** a) Discuss any six guide lines & design considerations while planning a restaurant. [6]
b) Explain any four factors that affect the kitchen designing. [4]
- Q6)** a) Draw a layout of a kitchen associated with a speciality restaurant having a seating capacity of 120 covers. Show the positioning of equipments. Justify your selection of equipments & positioning. [6]
b) Explain any two types of lobbies often found in hotels. [4]
- Q7)** a) Discuss any three types of non resilient flooring used in a hotel. Give advantages & disadvantages also. [6]
b) Explain any two types of wall finishes with advantages & disadvantages, used for a restaurant. [4]
- Q8)** a) Discuss the factors to be considered while designing Housekeeping area in a hotel. [6]
b) List any Eight factors that are part of Feasibility Report. [4]



Total No. of Questions : 9]

SEAT No. :

P-1730

[Total No. Of Pages : 2

[6029]-61
T.Y. B.H.M.C.T
CS 601A: SPECIALIZATION IN FOOD PRODUCTION
MANAGEMENT - I
(Semester-VI) (2019 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions to the candidates :

- 1) *Question 1 is compulsory.*
- 2) *Attempt any 6 of remaining 8 questions.*
- 3) *All questions carry equal marks.*

Q1) Explain the following terms (any Ten):

[10]

- 1) Bisque
- 2) Fondue
- 3) Al dente
- 4) Peri-Peri
- 5) Aioli
- 6) Pumpernickel
- 7) Sous-vide
- 8) Bouchee
- 9) Game
- 10) Molluscs
- 11) Balanced diet
- 12) CAD

Q2) a) Differentiate between Haute Cuisine and Nouvelle Cuisine.

[4]

b) State three precautions to be taken while preparing and presentation of appetizers each.

[6]

P. T. O

- Q3) a)** Explain the five cuts of chicken and write down their uses in cookery. **[5]**
- b)** Write down the points for selection and storage of shellfish **[5]**
- Q4) a)** Plan a four course menu for obese person and justify your choice. **[5]**
- b)** Write down the characteristics of convenience food. **[5]**
- Q5) a)** Draw a work flow of speciality Indian Restaurant. **[6]**
- b)** Write a short note on : Modern Plating Techniques. **[4]**
- Q6) a)** Explain any five types of hot appetizers. **[5]**
- b)** Draw a neat labelled diagram illustrating the cuts of pork. **[5]**
- Q7) a)** Name and explain any six fish preparations from international cuisine. **[6]**
- b)** Explain the process of calculating calorific values of a dish with an example. **[4]**
- Q8) a)** Draw a neat layout of a Bakery in a five star hotel. **[6]**
- b)** Write down the disadvantages of convenience food. **[4]**
- Q9) a)** Write short notes on: (1) Bacon (2) Placement of equipment. **[5]**
- b)** Plan a five course menu for French Cuisine and explain each course in detail. **[5]**



Total No. of Questions : 7]

SEAT No. :

P-1731

[Total No. Of Pages : 2

[6029]-62

BHMCT

CS 601B: Specialization in F&B Service Management - I
(Semester-VI) (2019 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions to the candidates :

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

Q1) Short notes (any Four)

[4 × 5 = 20]

- a) Type of functions.
- b) Airline catering
- c) Challenges faced in F & B control
- d) Importance of Hygiene in gueridon service.
- e) Methods of Pricing menus.

Q2) a) Explain the various types of Budgets made in Restaurants.

[6]

b) With a neat diagram explain any 1 trolley in detail

[4]

Q3) a) Write about the order of service in a formal Banquet function,

[6]

b) Write about the various methods of payments used by guests in F & B outlets.

[4]

P.T.O

- Q4)** a) What are the points to be kept in mind while caring for equipment used in Gueridon service? [5]
- b) Create a sample duty rota for a coffee shop. [5]
- Q5)** a) What are the catering policies adopted by F & B outlets in malls? [6]
- b) Explain the importance of F & B control. [4]
- Q6)** a) Write the service procedure of any one of the following from a gueridon trolley.
i) Crepe suezette or ii) Steake diane. [6]
- b) Draw the format of a Function Prospectus. [4]
- Q7)** a) Explain any 2 of the following performance measures in detail. [4]
i) A.P.C
ii) Seat turnover
iii) Sales Mix
iv) Sales per squaremeter.
- b) Discuss menu engineering with a neat diagram. [6]



Total No. of Questions : 8]

SEAT No. :

P-1732

[Total No. of Pages : 2

[6029]-63

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

**Specialization in Accommodation Management-I
(2019Pattern) (Semester - VI) (CS601C)**

Time : 3 Hours]

[Max. Marks :70

Instructions to the candidates:

- 1) *Q. No. 1 is Compulsory.*
- 2) *Solve any 5 from the remaing.*

Q1) Explain the following terms (Any 5)

[10]

- a) Due out
- b) Apartment Hotel
- c) Stock taking
- d) Deep cleaning
- e) Budget
- f) PMS
- g) Horticulture

Q2) a) What are the different types of purchasing methods used in hospitality industry. **[6]**

b) What are the different methods are for identification of textile fibre. **[6]**

Q3) a) Explain the principles of flower arrangement. **[6]**

b) Discuss the different types of budget. **[6]**

P.T.O.

- Q4)** a) How does the concierge contributing to creating personalized and memorable experience for guest. [6]
- b) List & explain any 06 equipments used in Front office department. [6]
- Q5)** a) Discuss the role of branding in the designing of brochures & tariff card. [6]
- b) List & explain any three software used at of in the hotel. [6]
- Q6)** a) As a front office manager, how will you handle legal obligation of non settlement of bill. [6]
- b) Draw & explain guest registration card with its importance. [6]
- Q7)** a) Enlist the equipments & accessories used in flower arrangement. [6]
- b) Discuss the points to be considered while designing brochure. [6]
- Q8)** Write short note. (Any 3) [12]
- a) Principle of Purchasing System.
- b) Textile Finishes.
- c) Types of Lobby.
- d) Advantages of PMS.



Total No. of Questions : 7]

SEAT No. :

P1733

[Total No. of Pages : 2

[6029]-64

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

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

Time : 2½ Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) *Q. No. is 1 compulsory.*
- 2) *Attempt any Five questions from Q. No. 2 to 7.*
- 3) *Assume suitable data, if necessary.*
- 4) *Neat diagrams must be drawn whenever necessary.*

Q1) Attempt any five from the following. **[20]**

- a) What is cost? Explain three elements of cost.
- b) Explain sous vide method of preparation.
- c) Draw and explain Purchase order.
- d) What are various methods of Inventory control.
- e) Discuss the importance of volume fore-casting in the catering industry.
- f) Difference between cost plus and differential pricing.
- g) Describe variable cost with the help of a graph.

Q2) Attempt any two. **[10]**

- a) Discuss any four objectives of Food and Beverage control.
- b) With the help of the graph explain break-even-point.
- c) Distinguish between sales budget and labour budget.

Q3) Attempt any two **[10]**

- a) Explain the following format (with the help of a chart)
Good received book and bin card.
- b) ABC analysis is a very important tool to control cost comment.
- c) What are advantages of centralized and decentralized purchasing.

Q4) Attempt any two. **[10]**

- a) What is budgeting? Discuss its advantages.
- b) Illustrate operating good cost control cycle with the help of a diagram.
- c) While pricing a product, what points are to be considered? Discuss.

P.T.O.

Q5) Attempt any two.

[10]

- a) What is standard portion size? Explain its objectives.
- b) Write a note on selection of a supplier.
- c) Calculate the cost of food sold percentage and gross profit from the following data.
 - i) Sales-80,000
 - ii) Opening stock-5,000
 - iii) Purchase of raw material-30,000
 - iv) Closing stock-7,000

Q6) Attempt any five.

[10]

- a) Net profit
- b) Overhead cost budget
- c) J I T
- d) Pre-operating stage
- e) Blind Receiving
- f) F I F O
- g) Discounting pricing
- h) MOS
- i) Cook chill
- j) E O Q

Q7) Attempt any two.

[10]

- a) Explain various levels of stock.
- b) What is standard Recipes? Explain its objectives
- c) Discuss any two pricing strategies.



Total No. of Questions : 8]

SEAT No. :

P-1734

[Total No. of Pages : 2

[6029]-65

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

603C : HUMAN RESOURCE MANAGEMENT

(2019 Pattern) (Semester - VI)

Time : 2½ Hours]

[Max. Marks : 70

Instructions to the candidates:

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

Q1) Write short notes on (any 5)

[20]

- a) Job description.
- b) Importance of Human Resource Planning.
- c) Fringe Benefits.
- d) Women's Grievance Committee.
- e) Types of compensation.
- f) Functions of Trade unions.
- g) Orientation process.

Q2) Explain the various sources of Recruitment.

[10]

Q3) Define Training. Explain various steps in Training Process.

[10]

Q4) Define Grievance. Explain the process of Grievance handling in hotel.

[10]

P.T.O.

Q5) Explain five causes and measures to prevent labour turnover in hotel. [10]

Q6) Define performance appraisal. Explain any 4 methods of performance appraisal. [10]

Q7) a) Explain causes of indiscipline. [5]

b) Collective Bargaining. [5]

Q8) a) Explain steps in formulation of compensation. [5]

b) Objectives of Job evaluation. [5]

x x x

Total No. of Questions : 8]

SEAT No. :

[Total No. of Pages : 2

P1735

[6029]-66

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

C-604 : SERVICES MARKETING

(2019 Pattern) (Semester-VI)

Time : 2½ Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) *Questions no. 1 is compulsory.*
- 2) *Solve any 5 questions from the remaining.*

Q1) Write short notes on (any 4) [20]

- a) Service profit chain
- b) Importance of service marketing.
- c) Service life cycle.
- d) Internal factors affecting pricing of a service
- e) 2 types of service encounters

Q2) a) Explain the stages of relationship marketing. [5]

b) Define brand. Explain how branding helps an organization. [5]

Q3) a) Explain concept & importance of E-commerce. [5]

b) Discuss the management strategies to manage supply. [5]

Q4) a) Explain any 5 forms of marketing organization. [5]

b) Give importance of customer satisfaction. [5]

Q5) a) Write a detailed note on service blue print. [5]

b) Explain 5 duties of marketing manager. [5]

Q6) a) Explain 4 I's of services. Give one example for each. [5]

b) Discuss the development of new service on a product. [5]

P.T.O.

- Q7)** a) Write a note on importance of internal marketing. [5]
b) List down any four hospitality intermediaries? Explain any one. [5]
- Q8)** a) Write a note on 5 product levels. [5]
b) Explain “Service scape” in detail. [5]



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Total No. of Questions : 8]

SEAT No. :

P1736

[6029]-71

[Total No. of Pages : 2

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

CS - 701A : SP. IN FOOD PRODUCTION 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 6 questions from Q.2 to Q.8.*
- 3) *All questions carry equal marks.*

Q1) Explain the following culinary Terms: (Any 10)

[10]

- a) Nori
- b) Smorrebord
- c) Jerkspice
- d) Moussaka
- e) Bean curd
- f) Mezze
- g) Paupiette
- h) Sauce Nantua
- i) Chitterlings
- j) Yield Test
- k) Prosciutto
- l) Keilbasa

Q2) a) Explain 5 types of casings used for preparation of sausages.

[5]

b) List Five functions of Larder chef.

[5]

P.T.O.

- Q3)** a) What is 'Panada'? List any four types of thickening agents used for the preparation of forcemeats. [5]
b) Explain chaud froid & Aspic in detail. [5]
- Q4)** a) Explain the types of Icecreams. [5]
b) Discuss various types of colouring agents used in commercial cookery.[5]
- Q5)** a) Plan a Mexican menu which will include, starter, soup, main course, Two accompaniments, Dessert. Give one line explanation of each preparation. [5]
b) Write down the culinary uses of 'Bacon' by giving names of the preparations they are used in . [5]
- Q6)** a) Explain any Five steps in manufacturing of chocolate. [5]
b) Differentiate between Mousse & Moussline. [5]
- Q7)** a) Explain the following types of Frozen Desserts: [5]
i) Parfait
ii) Bombe
b) Explain any Five components of forcemeats. [5]
- Q8)** Write short notes on : (Any Four) [10]
a) List any Five uses of chocolate.
b) Blown sugar.
c) Flavouring agents.
d) Sequestrant.
e) Galantine.



Total No. of Questions :8]

SEAT No. :

P-1737

[6029]-72

[Total No. of Pages :2

Forth Year B.H.M.C.T.

CS 701B : SPECIALIZATION IN F & B SERVICE

MANAGEMENT - II

(2019 Pattern) (Semester-VII)

Time : 3 Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) *solve any seven question.*
- 2) *All questions carry equal marks.*

- Q1)** a) List and explain the various sources of finance available to start a Restaurant in India. [5]
b) Discuss suggestive selling and upselling in detail. [5]
- Q2)** a) Draw and explain any 2 formats used in Restaurants. [6]
b) Write the advantages of using an automated system of maintaining records. [4]
- Q3)** a) Explain the parts of a Bar. [5]
b) What are the methods of Food cost control? Explain. [5]
- Q4)** a) Explain the various methods of printing Menus. [5]
b) Write a note of Molecular Mixology. [5]
- Q5)** a) Discuss the elements of cost. [4]
b) Explain the following terms. [6]
i) Cafe Royale
ii) Irish Coffee
iii) Hot toddy
- Q6)** a) Explain with a neat graph, the concept of Menu Engineering for a wine list [6]
b) Explain any 4 Licences required to start an F&B outlet. [4]

P.T.O.

- Q7)** a) List down the opening duties to be performed for a Bar. [5]
b) Discuss the impact of colour on the customers appetite. [5]
- Q8)** a) Explain the different types of Menus. [6]
b) List and explain any 2 Pos used in Restaurants today [4]



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Total No. of Questions : 8]

SEAT No. :

P1738

[6029]-73

[Total No. of Pages : 2

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

SPECIALIZATION IN ACCOMMODATIONS MANAGEMENT - II
(2019 Pattern) (Semester - VII) (701CSC)

Time : 3 Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) Question No. 1 is compulsory.
- 2) Solve any five questions out of remaining.

Q1) Explain the following (any five). [10]

- a) Sofit lighting.
- b) Bay window.
- c) Rev PAR.
- d) Business Hotel.
- e) Hand flooring.
- f) Blinds.
- g) Uniformed staff.

Q2) a) Describe the psychological effect of any six colors. [6]

b) What is duty rota? State its importance. [6]

Q3) a) Write the selection criteria of flooring for the following area. [6]

- i) Lobby.
- ii) Suite room.

b) Write the importance of revenue management. [6]

Q4) a) Describe the objectives of budgetary control. [6]

b) Write the standard operating procedure for rooming a guest. [6]

Q5) a) Suggest suitable lighting for the guest room. [6]

b) Discuss the revenue management strategies used in low demand. [6]

P.T.O.

- Q6)** a) Write the advantages of front office budget. [6]
b) What are different types of cushion fillings. [6]
- Q7)** a) Explain any two types of Hard flooring. [6]
b) Describe the staffing guidelines for front office staff. [6]
- Q8)** Write short note (any three). [12]
a) Time and motion study.
b) Color wheel.
c) Benefits of SOP.
d) Contemporary wall covering.



Total No. of Questions : 7]

SEAT No. :

P1739

[6029]-74

[Total No. of Pages : 2

Fourth Year 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 Five questions from remaining questions.*

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

- a) Man made disaster
- b) Different Stakeholders in Disaster relief
- c) Disaster preparedness
- d) Evaluation and logistic management for landslides
- e) Role of education institute
- f) National calamity management

Q2) a) Explain any two types of Disaster with example. **[5]**

b) Explain various causes that triggers wildfire. **[5]**

Q3) a) Discuss the role of Informations & communication during preparedness? **[5]**

b) Describe the role of Government in the Response stage of Disaster Management. **[5]**

Q4) a) What are the Legal Provisions for Disaster Management. **[5]**

b) Explain Disaster management cycle with help of Diagram. **[5]**

Q5) Distinguish between Hazard & Disaster **[10]**

P.T.O.

Q6) How does hygiene & sanitation get effected due to disaster

[10]

Q7) Explain the following concept (any five)

[10]

- a) N.D.M.A.
- b) D.D.M.A.
- c) Mitigation.
- d) Rehabilitation.
- e) Biological Disaster.
- f) Vulnerability.



Total No. of Questions : 7]

SEAT No. :

P1740

[6029]-75

[Total No. of Pages : 2

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

**C - 703 : TOTAL QUALITY MANAGEMENT
(2019 Pattern) (Semester - VII)**

Time : 3 Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) *All Questions are compulsory.*
- 2) *All questions carry equal marks.*
- 3) *Figures to the right indicate full marks.*

Q1) Discuss various TQM principles.

[10]

OR

Explain PDCA cycle.

Q2) Explain any Ten Principles of W.E. Deming.

[10]

OR

Explain juran's Trilogy concept.

Q3) Why 'Employee satisfaction survey' is important?

[10]

What is to be measured in the survey?

OR

Define 'Empowerment' Why it is necessary?

Q4) Define 'Vision' statement. Comment on key Elements of vision statement.[10]

OR

Define 'Mission' statement .What are the essentials of creation of mission statement?

P.T.O.

Q5) Explain different Ground Rules of Brainstorming.

[10]

OR

Discuss 'Pareto Analysis'.

Q6) Define 'Kaizen'. Also comment on its usefulness.

[10]

OR

Explain Five 'S' philosophies.

Q7) What is 'Internal & External Failure cost? How these costs can be reduced? [10]

OR

Discuss the importance of 'Effective communication'.



Total No. of Questions : 9]

SEAT No. :

P1741

[6029]-76

[Total No. of Pages : 2

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

704 C : ENVIRONMENT SCIENCE

(2019 Pattern) (Semester - VII)

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 following terms : (any five)

[5×2=10]

- a) Composting
- b) Global warming
- c) Carbon Footprints
- d) IGBC
- e) Food Mile
- f) LEED

Q2) Explain 'Ecotel' and state its importance in today's hospitality industry. **[10]**

Q3) a) Give the best eco-practices implemented in the following departments of hotel . **[5]**

- i) Maintenance
- ii) Laundry

b) Explain the following methods of improving water quality. **[5]**

- i) Filtration
- ii) Ozonation

P.T.O.

- Q4)** a) Discuss the role of an energy manager in implementing an effective energy management program for a hotel. [5]
b) State importance of waste management in reducing environmental impacts in hotels. [5]
- Q5)** a) How to improve the indoor air quality in Hotels? [5]
b) Discuss strategies for engaging guests in environmental initiatives. [5]
- Q6)** a) Classify and explain the types of waste found in hotels. [5]
b) Define noise pollution and its negative effects on the comfort and well-being of guests. [5]
- Q7)** What are the measures adopted in hotel to conserve energy in the following areas :- [10]
a) Kitchen
b) Guest Rooms
- Q8)** a) Describe the key components that should be included in an effective environmental policy. [5]
b) Explain any two examples of new technology used in hotel construction. [5]
- Q9)** How does the hospitality industry play an important role for the environment? [10]



Total No. of Questions : 8]

SEAT No. :

P-1742

[Total No. of Pages : 2

[6029]-81

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

CS 801-A:S.P. in Food Production Mgmt.-III

(2019Pattern) (Semester - VIII)

Time : 3 Hours]

[Max. Marks :70

Instructions to the candidates:

- 1) Q. No. 1 is Compulsory.
- 2) Attempt any Six questions from Q.2 to Q.8.
- 3) Assume suitable data.
- 4) All questions carry equal marks.

Q1) Attempt any Ten :

[10]

- a) Creme Anylaise
- b) Nage
- c) Arroser
- d) Cloute
- e) Emince
- f) Pho
- g) White Mirepoix
- h) Soubise
- i) Milanaise sauce
- j) Bearnaise
- k) Alexandra
- l) Pastillage
- m) Choux Paste

Q2) a) Define Task Analysis. Explain life cycle of Task Analysis. [5]

b) Explain the process of selection & appraisal of vendor. [5]

Q3) a) Discuss advantages & disadvantages of budgetary control. [5]

b) Explain the menu matrix in detail. [5]

P.T.O.

- Q4)** a) Discuss the organoleptic & sensory evaluation of penne. Arrabbiata. **[5]**
b) Prepare a job specification of a sous chef of a stand alone european cuisine restaurant. **[5]**
- Q5)** a) Explain any Five measures of control implemented by kitchen administration. **[5]**
b) What aspects one should consider while production scheduling. **[5]**
- Q6)** a) What is budgetary control. Explain its objectives. **[5]**
b) Write down the expected management action to convert plowhorse in to a star product. **[5]**
- Q7)** a) What is the necessity testing new recipes. **[5]**
b) Plan a duty roaster for a kitchen of Ethnic Restaurant having 120 covers. **[5]**
- Q8)** a) State any Five important aspects of buying knowledge of a purchase manager of a hotel. **[5]**
b) Write the advantages & disadvantages of cyclic menus. **[5]**



Total No. of Questions : 7]

SEAT No. :

P-1743

[Total No. of Pages : 2

[6029]-82

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

CS 801B : Specialization in Food & Beverage Service

Management - III

(2019 Pattern) (Semester - VIII)

Time : 3 Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) Question 1 is compulsory.
- 2) Solve any five from questions Q2 to Q7.
- 3) All questions carry equal marks.

Q1) Short note on any 4 :

[20]

- a) HACCP.
- b) Marketing policies for QSRs.
- c) Vegan cuisine.
- d) Importance of MIS Reports.
- e) Restaurant Audits.
- f) Concept of Food Truck.

Q2) a) Discuss disadvantages of genetically modified foods. [5]

b) Explain points to be considered while designing mobile food service.[5]

Q3) a) Discuss the process for Rating Restaurants under the Michelin star standards. [5]

b) Explain the advantages and disadvantages of calculating Daily Food costs. [5]

P.T.O.

- Q4)** a) Write a note on Food Allergens. [5]
b) Explain the organization and staff scheduling in Industrial catering. [5]
- Q5)** a) Discuss the importance of kitchen stewarding department. [5]
b) Explain the following certifications [5]
i) FSSAI
ii) ISO
- Q6)** a) Write about the 5 current trends seen in F & B industry. [5]
b) Explain the architectural requirements for Restaurant classification in India. [5]
- Q7)** Elaborate on the Financial and Marketing strategies to be implemented prior to the opening of a coffee shop. [10]

x x x

Total No. of Questions : 8]

SEAT No. :

P-1744

[Total No. of Pages : 2

[6029]-83

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

**CS 801C : SPECILIZATION IN ACCOMMODATION
MANAGEMENT - III**

(2019 Pattern) (Semester - VIII)

Time : 3 Hours]

[Max. Marks : 70

Instructions to the candidates:

- 1) *Question 1 is compulsory.*
- 2) *Attempt any five questions out of remaining questions.*

Q1) Explain the following (Any 5)

[10]

- a) Loyalty program.
- b) Ergonomics.
- c) Convention centre.
- d) Water Sprinklers.
- e) Guest satisfaction.
- f) Suite room.
- g) Assembly point

Q2) a) Describe the planning of bathroom for double room along with its fixtures & amenities. **[6]**

b) Explain any six changing trends in amenities of the hotel. **[6]**

Q3) a) Describe the daily cleaning procedure of office building. **[6]**

b) What is housekeeping audit? Write the advantages of audit in housekeeping. **[6]**

P.T.O.

- Q4)** a) Explain any 2 loyalty program greed by hotels. [6]
b) Write down the enhanced security measures at main gate & front desk of the hotel. [6]
- Q5)** a) How does feedback mechanism help in achieving guest satisfaction? [6]
b) Describe the best practices at front desk. [6]
- Q6)** a) What are the important criteria's kept in mind while planning the hotel spaces? [6]
b) Explain the emergency procedure followed by hotel in case of terror attack. [6]
- Q7)** a) Describe any six outsourced jobs given by housekeeping department of the hotel. [6]
b) Explain the various ways of enhancing guest satisfaction. [6]
- Q8)** Write the short notes on the following (Any 3) [12]
a) Role of Social Media.
b) Benefits of loyalty program.
c) Continuous improvement in housekeeping practices.
d) Merits of contracted security.

x x x

Total No. of Questions : 7]

SEAT No. :

P-3003

[Total No. of Pages : 2

[6029]-84

Fourth.Y.B.H.M.C.T.

**C803-Organisation Behaviour
(2019Pattern) (Semester - VIII)**

Time : 2½ Hours]

[Max. Marks :70

Instructions to the candidates:

- 1) *Q. No. 1 is Compulsory.*
- 2) *Solve any 5 of remaing.*
- 3) *Figures to right indicate full marks.*

Q1) Write short note on (Any 4)

[20]

- a) Step of Learning
- b) Determinants of personality
- c) Values in work palce
- d) Virtual tearms
- e) Dysfunctional conflict
- f) Abuse of Power

Q2) a) Write Characteristics of culture.

[5]

b) Elaborate on empowerment in the work place.

[5]

Q3) a) What is negotiation? Give prerequisites for negotiate.

[5]

b) Define Values and explain cultural values.

[5]

Q4) Draw and explain flow diagram for stages of group development.

[10]

Q5) Explain the Big five model of Personality traits.

[10]

P.T.O.

Q6) Explain any 5 of the following

- a) Malo effect [10]
- b) Contract effects
- c) Projection
- d) Stereotyping
- e) Prejudice
- f) Self fulfilling Prophecy.

Q7) a) Define organization Behaviour and explain its importance in hospitality industry. [5]

b) Elaborate on Causes of stress & ways to cope up with stress. [5]



Total No. of Questions : 8]

SEAT No. :

P-1745

[Total No. Of Pages : 3

[6029]-85

B.H.M.C.T.

**C 804: Entrepreneurship Development
(Semester-VIII) (2019 Pattern)**

Time : 2½ Hours]

[Max. Marks : 70

Instructions to the candidates :

- 1) *Question No.1 is compulsory*
- 2) *Answer any 5 from Q.2 to Q.8.*
- 3) *All questions carry equal marks.*

Q1) Write short notes on any Four:

[20]

- a) Five reasons for growth of entrepreneurship.
- b) Need for conducting marketing feasibility study.
- c) Importance of SWOT analysis in starting a business.
- d) Five problems faced by women entrepreneurs.
- e) Reasons for increased focus on CSR by organization.
- f) Five legal compliance while doing business in India.

Q2) Answer the following any Two:

[10]

- a) Define entrepreneur. Explain the types of entrepreneurs based on timing of venture creation.
- b) State five points of differences between entrepreneur and intrapreneur.
- c) Explain the following terms with an example
 - i) Geographical indication
 - ii) Copyright

P.T.O

Q3) Answer the following any two: [10]

- a) Discuss the financial plan for a fast food outlet. [6]
- b) Discuss the contents of the B-plan while preparing a business plan. [4]
- c) Write a note on:
 - i) SWA SHAKTI
 - ii) Rashtriya Mahila Kosh

Q4) a) Explain the following growth strategies any Two [5]

- i) Joint Venture
- ii) E-Commerce
- iii) Franchising
- iv) Diversification

b) Explain the following sources of finance any two [5]

- i) Personal funds
- ii) Commercial banks
- iii) NABARD

Q5) a) Discuss the importance of market research for a business. [5]

b) List the sources of business ideas and explain any three with examples. [5]

Q6) Discuss 10 entrepreneurial characteristics and skills. [10]

Q7) a) Explain the need for conducting technical feasibility study. [5]

b) Define start-ups explain the concept of start-ups [5]

Q8) Explain the following major issues while doing business in India (any Four)

[10]

- a) Bureaucracy
- b) Corruption
- c) Regional sentiments
- d) Labour
- e) Grey market
- f) Counterfeit goods.

