

Total No. of Questions—5]

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**[3781]-101**

**B.H.M.C.T (FIRST SEMESTER) EXAMINATION, 2010**

**101 : FOOD PRODUCTION-I**

**(2008 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

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

(ii) All questions carry equal marks.

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

- (1) Sambar
- (2) Pulao
- (3) Dum
- (4) Halwa
- (5) Lard
- (6) Sauté
- (7) Tandoor
- (8) Mutanjan
- (9) Zarda
- (10) Sandesh
- (11) Baghar
- (12) Chenna
- (13) Bonda
- (14) Bharata
- (15) Bhujia

P.T.O.

2. (a) What are aims and objectives of cooking foods ? [4]  
(b) Write duties and responsibilities of sous chef. [4]  
(c) Give any *four* uses of Eggs. [2]
3. (a) Classify kitchen equipments with two examples each. [5]  
(b) Write the importance of kitchen uniform. [3]  
(c) List the different types of sweetners used in kitchen. [2]
4. (a) Classify vegetables with two examples each. [4]  
(b) Give colour pigments present in the following vegetables. [4]  
(i) Brocoli  
(ii) Beetroot  
(iii) Cauliflower  
(iv) Carrot  
(c) What care should you take while storing dried fruits ? [2]
5. (a) Classify fruits with two examples each. [4]  
(b) Differentiate between Herbs and spices [4]  
(c) Explain Hydrogenation of fat. [2]

**B.H.M.C.T. (FIRST SEMESTER) EXAMINATION, 2010**

**102 : FOOD AND BEVERAGE SERVICE-I**

**(2008 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

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

(ii) *All* questions carry equal marks.

(iii) Draw neat sketches wherever necessary.

1. (a) With the help of chart classify 'Non-commercial' catering establishments with suitable examples. [4]

(b) Explain the following F & B Service outlets in hotel (any *three*): [6]

(i) Bar

(ii) Room service

(iii) Coffee shop

(iv) Night clubs

2. (a) (i) Explain any *two* cleaning methods of silverware. [4]

(ii) State the capacity of the following glasswares. [2]

(a) Highball

(b) Tomcollins

(c) Juice glass

(d) Water goblet

(b) List and explain any *four* attributes of F & B Personnel. [4]

P.T.O.

3. (a) State any *four* duties and responsibilities of 'Steward'. [4]  
(b) Write short notes on : [6]  
(i) Cafeteria  
(ii) Kiosks  
(iii) Take away
4. (a) State sizes/capacity of the following (any *four*) : [4]  
(i) Half plate  
(ii) Quarter plate  
(iii) Joint plate  
(iv) Tea cup  
(v) Coffee cup  
(b) Differentiate between : [6]  
(i) English service and French service  
(ii) American service and Russian service
5. (a) What is 'Hotplate' ? List any *three* duties and responsibilities of 'Aboyeur'. [4]  
(b) Explain the interdepartmental relationship between F & B Service and [6]  
(i) Kitchen  
(ii) House-keeping  
(iii) Wash-up area.

6. (a) Draw the following equipments (any six) [3]
- (i) Cheese knife
  - (ii) Fish knife
  - (iii) Pastry fork
  - (iv) Parfait spoon
  - (v) Shrimp fork
  - (vi) Fish fork
  - (vii) Corn on the cob holders.
- (b) Draw the organisation chart of F & B Department of fast food restaurant. [4]

**[3781]-103**

**B.H.M.C.T. (First Semester) EXAMINATION, 2010**

**103 : HOUSE-KEEPING OPERATIONS-I**

**(2008 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

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

(ii) *All* questions carry equal marks.

1. (a) Explain how 'good house-keeping' can bring repeat business ? [5]  
(b) Explain the coordination of house-keeping with the following departments : [5]  
(i) Food and beverage  
(ii) Purchase department.
2. (a) Draw the organization chart of House-keeping department of a five star hotel. [3]  
(b) Write the job description of assistant house-keeper. [4]  
(c) List down the front of the house and back of the house areas under house-keeping responsibility. (three each) [3]
3. (a) Give the selection, use and care of the following : [5]  
(i) Austette

P.T.O.

- (ii) Mop
  - (iii) Caddy
  - (iv) Floor brush
  - (v) Wringer trolley
- (b) Give the classification of cleaning agents with *one* example each. [5]
4. Write short notes on (any *two*) : [10]
- (a) *Five* types of rooms
  - (b) Key control procedures
  - (c) Selection and purchase criteria of equipments
  - (d) Sections of house-keeping department.
5. (a) Explain any *five* attributes required for house-keeping staff. [5]
- (b) What amenities and supplies will you place in the following areas : [5]
- (i) Coffee table
  - (ii) Writing table
  - (iii) Wardrobe;
  - (iv) Vanity counter
  - (v) Main door

6. (a) Explain the following keys : [4]
- (i) Electronic keys
  - (ii) Manual keys
- (b) Explain the procedure and precautions in the following cleaning tasks : [2×3=6]
- (i) Brass pot
  - (ii) Staircases
  - (iii) Glass window.



Total No. of Questions—6]

[Total No. of Printed Pages—2

**[3781]-104**

**B.H.M.C.T. (First Semester) EXAMINATION, 2010**

**104 : FRONT OFFICE OPERATIONS—I**

**(NEW 2008 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

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

1. (A) Explain the following terms (any *five*) : [5]
  - (1) MAP
  - (2) V.I.P.
  - (3) Cabana
  - (4) Sleeper
  - (5) Check-out
  - (6) Arrival.

(B) List down any *five* automated equipments used in the Front Office. [5]
2. (A) Explain the Rules of the House to be followed by Guest at the Front Office. [5]

(B) Explain the co-ordination of Front Office with : [5]
  - (a) Housekeeping
  - (b) Security.
3. (A) What are the various modes and sources of Reservation ? [5]

(B) How is mail handled for future guest at the Front Desk ? [5]

P.T.O.

4. (A) Draw the format of (any *two*) : [5]  
(1) Message Slip  
(2) Luggage Tag  
(3) Reservation Form.  
(B) What is a Blacklist ? Give reasons as to why Guest are blacklisted. [5]
5. (A) Which are the types of keys used in the Front Office ? [5]  
(B) Draw the organisational chart of Small Hotel (only Front Office). [5]
6. (A) Write short notes on (any *two*) : [5]  
(1) Paging  
(2) Guest Cycle  
(3) CRS.  
(B) Explain the following (any *five*) : [5]  
(1) Overbooking  
(2) Guaranteed reservation  
(3) Concierge  
(4) Rack Rate  
(5) Density Chart  
(6) Cancellation  
(7) Left luggage.

Total No. of Questions—7]

[Total No. of Printed Pages—3

**[3781]-105**

**B.H.M.C.T. (First Semester) EXAMINATION, 2010**

**105 : CATERING SCIENCE—I**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

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

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

1. Define along with suitable examples (any *five*) : [10]

- (i) Boiling point
- (ii) Food Additives
- (iii) Cross-contamination
- (iv) Emulsion
- (v) Sanitation
- (vi) Flash point.

2. (A) Discuss the concept of 'Danger Zone' along with its significance in food preparation and storage. [5]

(B) Define 'Food Adulteration'. How can it be prevented in our country ? [5]

(C) Write a short note on 'Non-bacterial metal poisoning'. [5]

P.T.O.

3. (A) Differentiate between food-poisoning and food infection along with suitable examples. [5]
- (B) Define 'pH' along with its relevance in food industry. [5]
- (C) What is the role of food-standards in India ? Explain any *two* food standards in brief. [5]
4. (A) Explain 'Salmonellosis' food-infection on the basis of : [5]
- (i) Responsible organism
- (ii) Mode of transmission (any *two*)
- (iii) Preventive measures (any *two*).
- (B) Give any *two* beneficial effects of bacteria, *two* beneficial effects of yeasts and *one* beneficial effect of mould respectively. [5]
- (C) Explain the concept of 'Hazard Analysis Critical Control Point' (HACCP). [5]
5. (A) Explain *five* ways as to how the management will ensure the health of staff working in their catering establishment. [5]
- (B) Mention any *two* spoilage indicators for the following food-stuffs : [5]
- (a) Potato
- (b) Fish
- (c) Canned foods
- (d) Egg
- (e) Milk.
- (C) Define 'Undesirable browning'. How can you prevent it ? [5]

6. (A) How do cockroaches act as pests in a catering establishment ? How can you control them ? [5]
- (B) Discuss any *five* natural toxins present in foodstuffs. How can they be prevented ? [5]
- (C) Why 'protective display' of foods is necessary ? List the temperatures required for the foods in dry, refrigerated and freezer storage area. [5]
7. (A) Explain importance of 'protective clothing' in catering industry. [5]
- (B) Discuss 'Botulism' with reference to the type of food borne disease, causative agent, mode of transmission and *two* preventive measures. [5]
- (C) Explain briefly, how microbial growth can be controlled in food. [5]

Total No. of Questions—8]

[Total No. of Printed Pages—2

**[3781]-106**

**B.H.M.C.T. (First Semester) EXAMINATION, 2010**

**106 : COMMUNICATION FUNDAMENTALS—I**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

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

(ii) Answer any *two* from the remaining three questions.

(iii) Assume suitable data, wherever necessary.

### **SECTION I**

1. (A) Define communication process. Explain in brief the following terms related to communication process : [10]
  - (a) Sender
  - (b) Receiver
  - (c) Feedback.
- (B) Explain any *two* barriers that disturb the smooth flow of communication. [5]
2. Write a letter or order from Executive Housekeeper to the supplier of bed linen ordering as per the quotation of the supplier. Assume suitable data. [10]
3. What are the merits and demerits of written communication ? [10]

P.T.O.

4. As an Executive Chef, write a memo to a cook against whom there are frequent complaints about the poor food quality and delays in preparation. [10]

## SECTION II

**N.B. :—** (i) Question No. 5 is compulsory.

(ii) Answer any *two* from the remaining three questions.

5. (A) Hotel Juhu Plaza, Mumbai has opened a speciality restaurant in their hotel. Write a letter of application with resume for the post of Trainee—Caption. Assume suitable data. [10]
- (B) What points one must consider for effective speech presentation ? [5]
6. Draft a detailed report on the accident that occurred in the maintenance department to the Chief Engineer. Mention the cause of accident and precautions to be taken to avoid such accidents in future. Assume suitable data. [10]
7. What is kinesics ? Explain any *two* aspects of body language. [10]
8. What are the golden rules of telephone etiquette followed by the front office department of any hotel ? [10]

Total No. of Questions—6]

[Total No. of Printed Pages—2

**[3781]-14**

**B.H.M.C.T. (First Semester) EXAMINATION, 2010**

**104 : FRONT OFFICE OPERATIONS—I**

**(2005 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

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

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

- (1) Vacant
- (2) Sleeper
- (3) Skipper
- (4) V.I.P.
- (5) EP
- (6) A.P.
- (7) Cabana
- (8) DND
- (9) DNA
- (10) O.O.O.
- (11) CREW.

**2. (A) List down the duties and responsibilities of :**

- (a) Receptionist
- (b) Front Office Manager. [5]

(B) Draw the Organizational Chart of Medium Hotel (Front Office Department Only). [5]

P.T.O.



3. (A) Classify Hotels on the basis of :
- (1) Size
  - (2) Location
  - (3) Length of Stay
  - (4) Clientele
  - (5) Facilities. [5]
- (B) List down various types of Room Rates used in Hotels. [5]
4. (A) How does the front office personnel deal with lost key ?  
(computerized key) [5]
- (B) What are the points to be considered while taking a booking  
of Room on telephone ? [5]
5. Write short notes on (any *four*) :
- (1) Paging
  - (2) Concierge
  - (3) CRS
  - (4) Blacklist
  - (5) Rules of House (Guest). [10]
6. (A) What are the various modes and sources of Reservation ? [5]
- (B) How is mail handled at the Front Office Desk ? Explain with  
the help of a flow-chart. [5]

**B.H.M.C.T. (First Semester) EXAMINATION, 2010****105 : CATERING SCIENCE-I****(2005 PATTERN)****Time : Three Hours****Maximum Marks : 70****N.B. :—** (i) Q. No. 1 is compulsory.(ii) Attempt any *four* questions from Q. No. 2 to Q. No. 7.

(iii) Draw diagrams wherever necessary.

**1. Match the following :****[10]**

<b>Column A</b>	<b>Column B</b>
(1) Aspergillus flavus	(1) Typhoid
(2) Salmonella enteritidis	(2) Shigellosis
(3) Vibrio cholerae	(3) Amoebic dysentery
(4) Salmonella typhi	(4) Botulism
(5) Shigella dysenteriae	(5) Giardiasis
(6) Entamoeba histolytica	(6) Salmonellosis
(7) Clostridium botulinum	(7) Cholera
(8) Giardia lamblia	(8) Poisonous mushroom
(9) Amanita muscaria	(9) Aflatoxin
(10) Trichinella spiralis	(10) Trichinosis
	(11) Listeriosis

**P.T.O.**

2. (a) Explain the following terms (any *five*) : [10]
- (1) Food spoilage
  - (2) Emulsions
  - (3) Hygiene and Sanitation
  - (4) Smoke point
  - (5) Sols
  - (6) Evaporation
- (b) Briefly explain *five* ways of controlling microbial growth in food-stuffs. [5]
3. (a) What is the importance of rest, recreation and exercise for an employee in a catering unit ? [5]
- (b) What are the general guidelines to be kept in mind for good food storage ? [10]
4. (a) Write the relevance of HACCP for a catering unit. [10]
- (b) Explain the importance of danger zone. Draw a suitable diagram. [5]
5. (a) Define food additives. List any *four* food additives with their uses. [10]
- (b) Write a brief note on desirable browning in foods. [5]
6. (a) List any *two* uses of bacteria, *two* uses of yeast, *one* use of mould in food industry. [5]

(b) Write the toxins present in the following foods and mention their effects on the body : [10]

(a) Green potatoes

(b) Soyabeans

(c) Kesari dal

(d) Argemone oil

(e) Groundnuts.

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

(1) Importance of protective clothing

(2) Cross-contamination

(3) Food standards in India.

(b) What is food adulteration ? Write how are the following foods adulterated and write the tests to detect adulteration ?

(1) Tea

(2) Turmeric powder. [5]

Total No. of Questions—5]

[Total No. of Printed Pages—2

**[3781]-201**

**B.H.M.C.T. (Second Semester) EXAMINATION, 2010**

**201 : FOOD PRODUCTION—II**

**(2008 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

**N.B. :—** (i) Answer any *Four* questions of the following.

(ii) *All* questions carry equal marks.

1. (A) Classify fuels giving *two* examples of each : [5]  
(B) Write short notes on (any *two*) : [5]
  - (i) Pressure frying
  - (ii) Microwave cooking
  - (iii) Temperature precautions while cooking food.
2. (A) State any *four* uses of stocks and state the precautions to be taken while storage of stock. [5]  
(B) Give recipes for the following sauces : [5]
  - (i) Mayonnaise
  - (ii) Espagnole.
3. (A) Classify soups giving *one* example of each. [5]  
(B) Give the composition of the following masalas : [5]
  - (i) Goda Masala
  - (ii) Chat Masala.
4. (A) Differentiate between Accompaniments and Garnishes. [5]  
(B) Explain any *two* moist methods of cooking with examples. [5]

**P.T.O.**

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

[10]

- (1) De glazing
- (2) Estouffade
- (3) Veloute
- (4) Color gas
- (5) Roux
- (6) Chowder
- (7) Bisque
- (8) Demi glace
- (9) Stewing
- (10) Tartar sauce
- (11) Braising
- (12) Basting.

**B.H.M.C.T. (II Semester) EXAMINATION, 2010**

**202 : FOOD AND BEVERAGE SERVICE—II**

**( 2008 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

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

(ii) *All* questions carry equal marks.

(iii) Draw diagrams wherever applicable.

1. (a) Briefly explain the manufacturing process of lagers. [5]  
(b) With the help of a flow chart classify non-alcoholic beverages giving examples wherever applicable. [3]  
(c) Explain briefly the *four* methods of taking food and beverage orders. [2]
2. (a) Explain the following (any *five*) : [5]
  - (1) Grenadine
  - (2) Soda
  - (3) Seville Coffee
  - (4) Perrier
  - (5) Jamaican coffee
  - (6) Chalybeate waters.  
(b) Define and classify alcoholic beverages. [3]  
(c) Mention at least *four* ways in which tea can be purchased with a brief explanation. [2]

P.T.O.

3. (a) Explain the triplicate checking method with the various KOTs that are made for specific occasions. [5]
- (b) Draw and explain the flow chart of a KOT. [3]
- (c) Mention at least *two* fermented and brewed beverages (other than beer) with a brief description of each. [2]
4. (a) Name the following (any *five*) : [5]
- (1) 2 breakfast Rolls
- (2) 2 egg preparations
- (3) 2 types of sausages
- (4) 2 canned juices
- (5) 2 types of tea
- (6) 2 preserves.
- (b) Plan an English Breakfast. [3]
- (c) Explain Café complete with its cover. [2]
5. (a) Match the following (any *six*) : [6]
- |                     |                                     |
|---------------------|-------------------------------------|
| (1) Cold lobster    | (i) Beurre Fondue                   |
| (2) Roast lamb      | (ii) Pickled red cabbage            |
| (3) Irish stew      | (iii) Mayonnaise                    |
| (4) Nuts            | (iv) Mint sauce                     |
| (5) Bortsch         | (v) Apple sauce                     |
| (6) Roast Pork      | (vi) Bouchées filled with duckpaste |
| (7) Corn on the Cob | (vii) Salt                          |
- (b) Draw the cover for service of : [2×2=4]
- (i) Cheese with its accompaniments
- (ii) Post-dinner coffee.



6. Answer the following :

[5×2=10]

- (1) Name the ingredients used for making beer.
- (2) Explain brunch and tisanes.
- (3) What is krausening ? Explain.
- (4) Draw a sample of duplicate order sheet.
- (5) List down *two* points to be considered while menu planning.

[illegible]

Total No. of Questions—6]

[Total No. of Printed Pages—2

**[3781]-203**

**B.H.M.C.T. (Second Semester) EXAMINATION, 2010**

**203 : HOUSEKEEPING OPERATIONS-II**

**(2008 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

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

(ii) Solve any *four* questions.

(iii) Assume suitable data wherever necessary.

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

- (1) Seamstress
- (2) Warp
- (3) Weaves
- (4) Inventory
- (5) Gib
- (6) Mattress Protector
- (7) Control desk
- (8) Pent house
- (9) Duvet
- (10) Baby-sitter
- (11) Linen coverage
- (12) Check-list.

**2. (a) Explain the work routine of a Guest floor supervisor.** [6]

**(b) Explain the selection criteria for Pool side towels and table linen.** [4]

**3. (a) Explain the daily cleaning procedure for a VIP guest room.** [6]

**(b) Explain the role of Control Desk and any *three* records maintained at control desk.** [4]

P.T.O.

4. (a) Explain the daily cleaning procedure for Elevators and Lounge. [6]  
(b) What is the importance of check list and how does it help the supervisor in Housekeeping department ? [4]
5. (a) Write short notes (any *two*) : [6]  
(i) Spring cleaning  
(ii) Rules on guest floor  
(iii) Turn down service.  
(b) Draw neat formats (any *two*) : [4]  
(i) Maintenance slip  
(ii) Gate pass  
(iii) Baby sitting register.
6. (a) A guest room attendant finds guest jewellery in a departure room. Explain the procedure followed for the same. [6]  
(b) Draw neat layout of Linen Room. [4]

Total No. of Questions—6]

[Total No. of Printed Pages—3

**[3781]-204**

**B.H.M.C.T. (Second Semester) EXAMINATION, 2010**

**204 : FRONT OFFICE OPERATIONS II**

**(2008 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

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

(ii) *All* questions carry equal marks.

(iii) Draw suitable formats wherever required.

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

**[10]**

(i) C-form

(ii) Skipper

(iii) BTC

(iv) Walking away

(v) Understay

(vi) Due out

(vii) Late charges

(viii) En-pension

(ix) HRACC

(x) S.B

(xi) Room orientation

(xii) C.V.G.R.

**P.T.O.**

2. (a) Differentiate between (Give *two* differences of each) : [6]
- (i) Book form and Registration card.
  - (ii) GIT Arrival and F.I.T. arrival.
  - (iii) Arrival of an Indian guest and Arrival of a foreign guest.
- (b) Draw any *two* formats from the following : [4]
- (i) Notification slip
  - (ii) Room change slip
  - (iii) Expected arrival list.
3. (a) How would you settle a guest's bill using a credit card ? [5]
- (b) Explain pre-arrival activities. [5]
4. (a) Write short notes on (any *two*) : [5]
- (i) Criteria for taking advance-Scanty Baggage guest
  - (ii) Procedure of safe deposit
  - (iii) Bell desk activities.
- (b) Explain : [5]
- (i) Express checkout
  - (ii) Late charges.

5. (a) What are the main functions of a travel agent ? [5]  
(b) Explain the departure procedure of a Corporate guest. [5]
6. (a) What is 'VISA' ? Explain different types of 'VISA'. [5]  
(b) List down the procedure for receiving a foreign guest. [5]

Total No. of Questions—7]

[Total No. of Printed Pages—4

**[3781]-205**

**B.H.M.C.T. (Second Semester) EXAMINATION, 2010**

**205 : CATERING SCIENCE-II**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

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

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

1. Define the following terms : [10]

(i) Health

(ii) Hydrogenation of oil

(iii) Nutrient

(iv) Empty Calories

(v) Oedema.

2. (A) Give scientific reasons for the following : [10]

(i) Maltose is a disaccharide.

(ii) We should add an extra pinch of salt during summer in various food stuffs.

P.T.O.



- (iii) Fresh Lemon Juice is preferred to Limca.
- (iv) People in hilly regions suffer from Goitre.
- (v) Non-vegetarian food is a source of good-quality protein.
- (B) Explain the importance of avoiding junk foods. [5]
3. (A) Define vitamins and classify them. [5]
- (B) Write a short note on polysaccharides giving suitable example for each. [5]
- (C) A serving of caramel custard provides 12 gm of proteins, 5 gm of fat, 30 gm of carbohydrate and 100 mg of calcium. Calculate the calories provided by 2 servings of caramel custard. [5]
4. (A) Discuss 'Iron' under the following headings : [5]
- (i) Two rich food sources
- (ii) Two important functions
- (iii) One deficiency disease and symptom.
- (B) Write a short note on Basic Five food groups. [5]
- (C) Explain how will you improve protein quality in foods giving any *three* examples. [5]

5. (A) List any *two* foods to be avoided for the following : [5]
- (i) Diarrhoea
  - (ii) Fever and infections
  - (iii) Jaundice
  - (iv) Diabetes mellitus
  - (v) Cardio-vascular disorders.
- (B) List any *five* functions of fat in the diet. [5]
- (C) List *ten* essential amino acids required by an infant. [5]
6. (A) Discuss 'vitamin C under the following headings : [5]
- (i) Two good food sources
  - (ii) Two important functions
  - (iii) Deficiency disease and one symptom.
- (B) Plan a balanced lunch menu for a adult man who is a vegetarian. [5]
- (C) Explain the effect of excessive consumption of carbohydrates on human body. [5]
7. (A) Give any *two* food sources for the following : [10]
- (i) Cholesterol
  - (ii) Dietary fibre

- (iii) Incomplete protein
- (iv) Unsaturated fatty acid
- (v) Starch
- (vi) Calcium
- (vii) Vitamin D
- (viii) Sodium
- (ix) Monosaccharide
- (x) Water.

(B) Explain 5 ways to preserve nutrients while cooking food. [5]

**B.H.M.C.T. (Second Semester) EXAMINATION, 2010**

**206 : BASIC FRENCH FOR HOTEL INDUSTRY**

**(2008 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

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

- 1. (A) Conjuguez les verbes au présent (any 5) :** [5]

Conjugate the verb in present tense :

- (i) Je.....(mettre) le couvert.
- (ii) Je.....(aller) au marché.
- (iii) .....(commencer)-nous le repas ?
- (iv) Vous.....(donner) votre moto à vos amis ?
- (v) Nous.....(conduire) une grande voiture.
- (vi) Je.....(parler) anglais.
- (vii) Vous.....(payer) les achats par la carte de crédit.
- (viii) Nous.....(se lever) de bonne heure tous les matins.

- (B) Ecrivez la date (any 1) :** [1]

Write the date :

- (i) Friday, 5th September
- (ii) Saturday, 23rd June
- (iii) Monday, 1st May.

P.T.O.

(C) Quelle heure est-il ? (any 2) : [1]

What time is it ?

(i) 9.45 am

(ii) 2.30 pm

(iii) 7.40 am

(iv) 11.10 am

(D) Mettez la bonne mesure (any 2) : [1]

Put in the correct measure.

(i) .....d' huile.

(ii) .....de persil.

(iii) .....de vin rouge.

(iv) .....de sucre.

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

Write the numbers in words.

(i) 12th

(ii) 100

(iii) 1st

(iv) 89

(v) 56

(vi) 32.

2. (A) Planifiez un menu français de 5 cours en donnant un exemple de chaque cours. [5]

Plan a 5 course French menu giving *one* example of each course.

(B) Nommez deux vins de Rhône. [2]

Name **2** wines from the Rhone region.

(C) Représentez la brigade de restaurant par un organigramme. [3]

Represent the restaurant brigade with the help of a flow chart.

3. (A) Expliquez les termes en anglais (any **8**) : [8]

Explain the terms in English.

(i) au bleu

(ii) beurre moître d' hôtel

(iii) bistro

(iv) chafroid

(v) brûlé

(vi) couvert

(vii) jus lié

(viii) médaillon

(ix) vinaigrette

(x) suprême

(xi) roux

(xii) panada.

(B) Nommez le chef (any **2**) : [2]

Name the chef.

(i) S' occupe des potages.

(ii) Se charge des rôtis.

(iii) Prépare les glaces.

4. (A) Donnez un exemple en français de :

Give *one* example each in French (any **5**) : [5]

- (i) viande
- (ii) vin rouge
- (iii) fromage fondu
- (iv) fromage de chèvre
- (v) vin blanc
- (vi) les fruits de mer
- (vii) champagne.

(B) Donnez les équivalents en anglais (any **5**) : [5]

Give the equivalent in English.

- (i) moutarde
- (ii) maïs
- (iii) boeuf
- (iv) piment
- (v) mûre
- (vi) échalote
- (vii) babeurre
- (viii) okra.

Total No. of Questions—5]

[Total No. of Printed Pages—2

**[3781]-21**

**B.H.M.C.T. (Semester II) EXAMINATION, 2010**

**201 : FOOD PRODUCTION—II**

**(2005 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

**N.B. :—** (i) Answer any *Four* of the following questions.

(ii) *All* questions carry equal marks.

1. (A) Briefly explain the various factors affecting textures in food. [5]  
(B) State and explain any *two* methods of heat transfer. [5]
2. (A) Explain any *two* dry methods of cooking with examples. [5]  
(B) Write short notes on (any *two*) : [5]
  - (1) Flavoured butters
  - (2) Finishing of sauces
  - (3) Pan gravies.
3. (A) Give recipe of 1 litre of Brown Stock. [5]  
(B) Differentiate between : [5]
  - (1) Roasting and Stewing
  - (2) Deep frying and Sauteing.

P.T.O.



4. (A) State any *five* proprietary masala brands and give the composition of Garam masala. [5]
- (B) State any *five* national soups with their country of origin. [5]
5. Explain the following terms (any *ten*) : [10]
- (1) Poaching
  - (2) Jus lie
  - (3) Mirepoix
  - (4) Consomme
  - (5) Convection
  - (6) Aspic
  - (7) Espagnole
  - (8) Garnish
  - (9) Tandoor
  - (10) Smoking point
  - (11) Broiling
  - (12) Pot Roasting.

**B.H.M.C.T. (Semester II) EXAMINATION, 2010**

**203 : HOUSEKEEPING OPERATIONS—II**

**(2005 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

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

(ii) Solve any *Four* questions.

(iii) Assume suitable data wherever necessary.

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

[5]

- Suite Room
- Guest loan items
- Seam stress
- Condemned Linen
- UR
- Vanity unit.

(b) Write short notes on (any *two*) :

[5]

- Spring cleaning
- Dirty Dozen
- Linen coverage.

P.T.O.

2. (a) Explain role and functions performed in the Linen Room. [5]
- (b) Explain the work routine of a Guest Room Attendant. [5]
3. (a) Explain the daily cleaning procedure for an occupied room. [5]
- (b) Explain the following records with neat formats : [5]
- Gate Pass
  - Work Order.
4. (a) Explain the various functions performed at House-keeping Control Desk. [5]
- (b) Explain the general selection criteria for Guest Room Bed Linen. [5]
5. (a) Explain the procedure for — Guest Room Attendant finds a handset in a departure room. [5]
- (b) Give the sizes of the following linen : [5]
- Restaurant Table Cloth (4 Seater)

- Single Bed Sheet
- Bath Math
- Face Towels
- Waiters Cloth.

- 6.** (a) Explain the procedure for second service in the Housekeeping  
Dept. [5]
- (b) Explain the rules to be followed by H.K. staff while working on  
the floor. [5]

Total No. of Questions—6]

[Total No. of Printed Pages—2

**[3781]-24**

**B.H.M.C.T. (Second Semester) EXAMINATION, 2010**

**204 : FRONT OFFICE OPERATION—II**

**(2005 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

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

(ii) *All* questions carry equal marks.

(iii) Draw neat format wherever necessary.

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

**[10]**

(i) Siberia Room

(ii) GHC

(iii) Rack Rate

(iv) RNA

(v) CP

(vi) WHO

(vii) Lead time

(viii) PAX

(ix) Murphy Bed

(x) Walk-in

(xi) Cancellation

(xii) VPO.

**P.T.O.**

2. (A) Explain the arrival procedure of a Foreigner guest. [5]  
(B) Draw and explain the following formats : [5]  
(i) Registration form  
(ii) Notification slip.
3. (A) Explain the pre-arrival procedure of a company guest. [5]  
(B) Explain the role of a GRE. [5]
4. (A) What are the criteria for taking advance from the guest? [5]  
(B) As a front desk clerk what procedure would you follow in case of fire on fifth floor. [5]
5. (A) Explain different types of VISA's. [5]  
(B) A guest requests for express check-out. Explain the procedure for the same. [5]
6. (A) Write short notes on : [5]  
(i) Room change  
(ii) Safe deposit of valuable.  
(B) Explain the departure procedure of a guest settling bills through credit card. [5]

**B.H.M.C.T. (Second Semester) EXAMINATION, 2010**

**205 : CATERING SCIENCE-II**

**(2005 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

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

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

**1. Define (any *five*) :**

**[10]**

- (i) Health
- (ii) Hydrogenation of oil
- (iii) Nutrient
- (iv) Empty calories
- (v) Dehydration
- (vi) Food.

**2. (a) Explain importance of avoiding junk food.**

**[5]**

**(b) How is water balance maintained in our body ?**

**[5]**

**(c) As serving of ice-cream provides 6 gm proteins, 8 gm of fat and 100 mg of calcium. If 180 kcal are obtained from carbohydrate present in ice-cream, calculate the total amount of energy provided by 2 servings of that ice-cream.**

**[5]**

**P.T.O.**

3. (a) Match the nutrient in 'Column A' with the correct deficiency disorder from 'Column B' : [10]

'A'	'B'
(a) Iodine	(i) Kwashiorkor
(b) Protein	(ii) Night blindness
(c) Thiamine	(iii) Pellagra
(d) Ascorbic Acid	(iv) Scurvy
(e) Vit-A	(v) Osteomalacia
(f) Iron	(vi) Ariboflavinosis
(g) Niacin	(vii) Delay in blood clotting
(h) Calcium	(viii) Diarrhoea
(i) Riboflavin	(ix) Goitre
(g) Vitamin-K	(x) Anaemia
	(xi) Beri-Beri
	(xii) Heart disease

- (b) Explain the importance of fibre in our daily diet. Give any *four* rich food sources of fibre. [5]

4. (a) Explain the concept of 'supplementary value of proteins'. [5]  
(b) Plan a day's diet for a 30 year old non-vegetarian adult women using 5 basic food groups. [5]  
(c) What are carbohydrates ? Classify them giving suitable examples under each class. [5]



5. (a) Give any *four* foods to be avoided for : [10]
- (i) Diarrhoea
  - (ii) Peptic ulcer
  - (iii) Fever and infection
  - (iv) Diabetes mellitus
  - (v) Cardio-vascular disorder.
- (b) Give *five* ways as to how you can prevent loss of water soluble vitamins during cooking. [5]
6. (a) Explain the term 'cholesterol'. Give effect of excess consumption of fat. [5]
- (b) Mention *five* basic food groups along with their serving sizes and foods included. [5]
- (c) Enlist *five* essential Amino Acids required by an infant. [5]
7. (a) Enlist and explain *five* functions of proteins apart from providing energy. [5]
- (b) Define vitamins. Enlist common name and scientific name of all water soluble vitamins. [5]
- (c) Explain the term 'Rancidity of oil'. How will you prevent it ? [5]

Total No. of Questions—4]

[Total No. of Printed Pages—2

**[3781]-301**

**B.H.M.C.T. (THIRD SEMESTER) EXAMINATION, 2010**

**301 : FOOD PRODUCTION-III**

**(NEW 2008 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

**N.B. :—** (i) Answer *All* questions.

(ii) Each question carries equal marks.

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

- (1) Anarsa
- (2) Molasses
- (3) Paysam
- (4) Khandavi
- (5) Fermentation
- (6) Bebinca
- (7) Mangodi
- (8) Cake
- (9) Dum
- (10) Rasgullah
- (11) Baking
- (12) Homogenized milk

**2. (A) Explain any *two* of the following Cake making methods :** [6]

- (i) Flour Batter Method
- (ii) Angel food cake
- (iii) Two-stage method.

P.T.O.

- (B) Differentiate between (any *two*) : [4]
- (a) Strong flour and Weak flour
  - (b) Cake Margarine and Pastry Margarine
  - (c) Industrial catering and Hospital catering.
3. (A) Give the role of the following ingredients in bread making : [4]
- (i) Water
  - (ii) Flour
- (B) Give staple food of the following Regions : [4]
- (i) Goa
  - (ii) Punjab
  - (iii) Kashmir
  - (iv) Maharashtra.
- Or*
- Write down any *four* Principles of Baking.
- (C) Give reasons for the following faults : [2]
- (i) Cake with pale crust.
  - (ii) Hard Bread rolls.
4. (a) Plan a Rajasthani Menu for a wedding function. [4]
- (b) Plan a Children Menu (under 12 age) for the winter season. [3]
- (c) List any *four* physical and chemical changes take place during Baking. [3]

Total No. of Questions—5]

[Total No. of Printed Pages—3

**[3781]-302**

**B.H.M.C.T. (Third Semester) EXAMINATION, 2010**

**302 : FOOD AND BEVERAGE SERVICE-III**

**(2008 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

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

(ii) Answer any *four* questions.

1. Answer the following : [1×10=10]

- (1) Explain two factors that affect the quality of wine.
- (2) Explain the champagne styles. “Brut” and “Doux”.
- (3) Explain noble rot and sour rot.
- (4) Name *two* districts of Burgundy.
- (5) List *two* wines that come from the Sauternes district of France.
- (6) Name *two* wine producing regions from Spain.
- (7) List at least *two* criteria for a wine to classify as port.
- (8) What is AOC and to which country is it applicable ?
- (9) Name the category of extremely sweet wines found in Germany.
- (10) List at least *four* black grape varieties.

P.T.O.

2. Write short notes on (any *two*) : [5×2=10]

- (1) Solera System (with examples of two dry and sweet sherry each)
- (2) Methode Champenoise
- (3) Service and storage of cigars.

3. (a) Explain. [5]

- (1) Pupitre
- (2) Taste de vin
- (3) Mulled wine
- (4) Claret
- (5) Methuselah.

(b) Name the following : [5]

- (1) *Two* Italian Red wines
- (2) *Two* Port shippers
- (3) *Two* Indian wine companies
- (4) *Two* Champagne Shippers
- (5) *Two* Fortified wines.

4. Suggest and justify the wines with the following causes (any *five*) : [5×2=10]

- (1) Caviare

- (2) Spaghetti Bolognaise
- (3) Pate de foie gras
- (4) Roast Pork
- (5) Cheese
- (6) Chocolate mousse.

- 5.** (a) What is an aperitif ? Explain the two types giving suitable examples. [5]
- (b) What are the gradation laws in Italy with reference to wines ? [5]

Total No. of Questions—3+3]

[Total No. of Printed Pages—3

**[3781]-303**

**B.H.M.C.T. (Third Semester) EXAMINATION, 2010**

**303 : ACCOMMODATION OPERATIONS—I**

**(2008 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

**N.B. :—** (i) Attempt any *two* questions from each Section.

(ii) *All* questions carry equal marks.

(iii) Assume suitable data wherever necessary.

**SECTION I**

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

(1) Warp

(2) Pile

(3) Wet Rot

(4) Spotting

(5) Par Stock

(6) Harmony.

(B) How is pricing of a contract cleaning done ? [5]

2. (A) (i) How does one treat an unknown stain ? [2]

(ii) Draw the layout of in House Laundry. [3]

P.T.O.

(B) Explain what kind of Floral Arrangement will you consider keeping at the following places : [5]

- (1) Reception counter
- (2) V.I.P. Room
- (3) Head Table at conference
- (4) Lobby
- (5) Buffet Table.

3. (A) How will you treat the following stains (any *five*) : [5]

- (1) Blood
- (2) Coffee
- (3) Mud
- (4) Lipstick
- (5) Turmeric
- (6) Ink.

(B) Write short notes on (any *two*) : [5]

- (1) Pest control
- (2) Fabrics used in Hotel Industry
- (3) First Aid.

## SECTION II

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

- (1) Hospitality Desk



- (2) Cash Sheet
  - (3) Walking a Guest
  - (4) Understay
  - (5) V.I.P.
  - (6) D.N.A.
  - (7) No-show.
- (B) What are the precautions to be taken while accepting Traveller's  
Cheque at the time of check-out ? [5]
2. (A) State the personality traits for a Guest Relations Executive. [5]
- (B) Draw the formats of (any *two*) : [5]
- (1) Guest History Card
  - (2) Discrepancy Report
  - (3) V.P.O.
3. (A) What are the procedures of handling Guest Complaints ? [5]
- (B) Write the formulae for the following : [5]
- (1) ARR
  - (2) Housecount
  - (3) Double Occupancy
  - (4) Room Occupancy
  - (5) ARG.

Total No. of Questions—6]

[Total No. of Printed Pages—2

**[3781]-304**

**B.H.M.C.T. (Third Semester) EXAMINATION, 2010**

**304 : COMPUTER FUNDAMENTALS**

**(2008 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

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

(ii) *All* questions carry equal marks.

1. (a) What is a virus ? Give any *three* methods by which a computer gets a virus. [1+3=4]  
(b) Write a short note on Organizational Charts in a PowerPoint Slide. [3]  
(c) Write a short note on a Worksheet. What is the file extension of an Excel file ? [2+1=3]
2. (a) Explain the following directory commands with examples : MD, CD and RD. [1×3=3]  
(b) Explain the steps to make a table in Word. Describe how to insert or delete rows and columns of a table. [2+2=4]  
(c) In PowerPoint, explain the Autocorrect, Slide Design and Custom Animation features. [1×3=3]
3. (a) Give the full form of DBMS. Explain any *two* advantages of DBMS. [1+2=3]

P.T.O.

- (b) Describe any *five* advantages of having internet. [1×5=5]
- (c) Write a short note on the Auto sum feature of Excel. [2]
4. (a) Explain the Hyperlink option in Word. [3]
- (b) Explain LEFT, LOWER, NOW and SUM functions of Excel. [1×4=4]
- (c) Explain the terms “download” and “upload”. Give examples. [2+1=3]
5. (a) Explain *four* advantages of making reservations online. [1×4=4]
- (b) Explain the term “Primary-key”. [3]
- (c) Give the steps in Windows to do the following :
- (i) delete a folder and all its sub-folders
- (ii) to create a folder
- (iii) to rename a file. [1+1+1=3]
6. (a) Write a note on any *two* output devices. [2×2=4]
- (b) Explain how DOS is a single tasking operating system. [2]
- (c) Give the steps to add a record in a table of MS-Access. [4]

**B.H.M.C.T. (Third Semester) EXAMINATION, 2010**

**305 : FOOD AND BEVERAGE CONTROL**

**(NEW 2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

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

(ii) Answer any *three* questions from Q. Nos. 2 to 6.

(iii) Figures to the right indicate full marks.

1. (a) Define Food and Beverage controls. Explain the objectives of F&B control. [6]
- (b) Explain different elements of cost. [4]
2. (a) Define Budget. Write any *two* objectives of budgetary control. [4]
- (b) Explain the following : [6]
  - (i) Capital cost budget.
  - (ii) Overhead cost budget.
  - (iii) Budgeted P&L A/c's.
- (c) With reference to food preparation explain the objectives and importance of :
  - (i) Volume forecasting.
  - (ii) Standard recipe. [10]

P.T.O.

3. (a) As a receiving clerk, what are the objectives of receiving ? [5]
- (b) With the help of format, explain (any *two*) :
- (i) Request for credit note.
- (ii) Goods received book.
- (iii) Meat tag. [5]
- (c) How is a supplier rated by a Purchase Manager in a hotel ? [5]
- (d) Explain the procedure for storing perishable and non-perishable items. [5]
4. (a) Explain any *two* methods of purchasing food and beverage : [10]
- (i) Purchasing by weekly/fortnightly.
- (ii) Wine shippers.
- (iii) Purchasing by paid reserves.
- (b) With the help of format explain the following (any *two*) : [10]
- (i) Bin card.
- (ii) Standard purchase specification.
- (iii) Cellar inward book.
5. Explain the following : [20]
- (a) ABC Analysis.

- (b) Differential profit margin in menu pricing.
- (c) Daily food cost report.
- (d) Element of cost.
- (e) EOQ.

**6.** Explain the following terms :

[20]

- (a) Break even analysis
- (b) Rate of stock turnover
- (c) Blind receiving
- (d) En pension
- (e) Standard yield
- (f) Master budget
- (g) Reorder level
- (h) Net profit
- (i) Breakages and ullages
- (j) Bar cost system.

**B.H.M.C.T. (Third Semester) EXAMINATION, 2010****306 : BASIC ACCOUNTING****(2008 PATTERN)****Time : Three Hours****Maximum Marks : 70**

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

(ii) Use of pocket calculator is allowed.

(iii) Figures to the right indicate full marks.

1. Restaurant Green Chillies gives the following balances as on 31st March, 2009 : [20]

**Trial Balance****(as on 31st March, 2009)**

<b>Debit Balances</b>	<b>Rs.</b>	<b>Credit Balances</b>	<b>Rs.</b>
Kitchen Equipment	82,000	Return Outwards	250
Purchases	48,500	Sales	1,12,100
Wages	8,050	Creditors	10,900
Return Inwards	1,000	Rent received	450
Furniture	38,000	Capital	3,00,000
Carriage outwards	2,500	Loan taken from	
Rent	9,050	bank	6,750

P.T.O.

Printing and Stationery	2,500	Bills Payable	20,000
General Expenses	1,850		
Debtors	7,750		
Postage and Telegram	1,200		
Discount	550		
Insurance	2,000		
Salaries	15,650		
Cash at Bank	13,300		
Land and Building	2,02,000		
Opening Stock	8,800		
Advertisement	1,100		
Cash in hand	3,075		
Travelling Expenses	825		
Carriage inwards	750		
	<u>4,50,450</u>		<u>4,50,450</u>

Prepare Trading A/c, Profit and Loss Account for the year ending 31st March, 2009 and a Balance Sheet as on that date from the following adjustments :

(a) Stock on 31st March, 2009 was valued at Rs. 32,000.



(b) Depreciate Kitchen Equipment @ 5% p.a. and Furniture @ 2½% p.a.

(c) Outstanding wages were Rs. 850 and prepaid insurance was Rs. 350.

(d) Staff meals amounted to Rs. 5,500.

2. Write short notes on any *two* : [10]

(a) Importance of Accounting.

(b) Types of Discount.

(c) Dual Aspect Concept.

3. Journalize the following transactions in books of Sharma & Co. and post them into the ledger : [10]

2009

July 1 Jayesh started business with cash Rs. 80,000 out of which Rs. 50,000 was borrowed from Mahesh.

2 Purchased goods from Elesh of Rs. 20,000 for cash.

10 Deposited into bank cash Rs. 15,000

21 Cash sales Rs. 12,000

31 Distributed goods worth Rs. 1,000 as free samples.

4. (a) Classify the accounts into Real, Personal and Nominal : [5]

(i) Commission

(ii) Typewriter

(iii) Goodwill

(iv) Bank loan

(v) Staff Meals

(vi) Prepaid Rent

(vii) Bad debts

(viii) Octroi charges

(ix) Investment

(x) Indian Overseas Bank.

(b) State with reasons whether the following statements are true or false : [5]

(i) Books of Accounts help to decide tax liability of any business.

(ii) Sales Return Book is prepared on the basis of Debit Notes.

5. Prepare an analytical Petty Cash Book from the following transactions on imprest system : [10]

2009		Rs.
April 1	Balance of cash in hand	25.50
1	Received from the Main Cashier	974.50
3	Purchased stationery	100.00
5	Paid for Railway freight	175.00
10	Paid to Naresh on account	200.00
12	Purchased postal stamps	20.00
15	Paid for refreshments to guests	25.00
22	Paid for office cleaning	40.00
28	Paid photocopying charges	15.00
29	Paid taxi fare of clerk	80.00
30	Paid newspaper subscription	50.00

6. (A) What is a Bank Reconciliation Statement ? List any *five* causes for disagreement between Cash Book and Pass Book balances. [5]

- (B) With the help of a specimen format, explain Special Functions Book. [5]

7. (A) Record the following transactions in the subsidiary books of Sandeep Bros. [5]

2009

- May 1 Sold goods to Bipin of Rs. 22,000 @ 10% trade discount
- 2 Bought goods worth Rs. 16,000 less 5% trade discount from Bharat Co.
- 4 Bipin returned goods of Rs. 2,000 (gross)
- 7 Purchased goods worth Rs. 28,000 from Govind Traders
- 12 Returned goods to Bharat Co. of Rs. 1,000 (net)
- 27 Received an order from Hiralal & Sons for the supply of goods worth Rs. 12,000
- 31 Brought office furniture of Rs. 35,000 from Sundaram & Co.

- (B) Prepare a Trial Balance from the following balances as on 30th September, 2009 : [5]

Creditors — Rs. 3,750, Bank charges Rs. 50, Motor car — Rs. 80,000, Goodwill — Rs. 20,000, Land and Building — Rs. 1,80,000,

Purchases — Rs. 34,000, Salaries — Rs. 15,500, Debtors — Rs. 9,900, Wages — Rs. 15,000, Rent and Rates — Rs. 550, Opening Stock — Rs. 12,000, Capital — Rs. 1,19,900, Loan taken from Bank — Rs. 2,43,350.

8. Attempt any *two* from the following : [10]

(a) What is a Contra Entry ? Explain with the help of an example.

(b) Differentiate between Revenue Expenditure and Deferred Revenue Expenditure.

(c) State the objectives of hotel accounting.

**B.H.M.C.T. (Third Semester) EXAMINATION, 2010**

**301 : FOOD PRODUCTION—III**

**(2005 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

**N.B. :—** (i) *All* questions are compulsory.

(ii) *All* questions carry equal marks.

1. (A) Plan a Goan carnival menu considering the availability of raw material. [6]
- (B) Give at least *two* functions of the following ingredients in Bakery and Confectionary : [4]
  - (i) Flour
  - (ii) Fat
  - (iii) Sugar
  - (iv) Water.
2. (A) Explain the following terms (any *six*) : [6]
  - (i) Fermentation
  - (ii) Lucchi
  - (iii) Doodh-Pak
  - (iv) Dodol
  - (v) Dal-Bati

P.T.O.

- (vi) Phirnee
- (vii) Baker's Percentage
- (viii) Sambhar.

(B) Answer in one sentence each (any *four*) : [4]

- (i) Name *two* sweet preparations from Bengal.
- (ii) List *two* quality points for good bread.
- (iii) Name any *two* faults in cake making.
- (iv) (a) 1 pound = ..... gm  
(b) 1 ounce = ..... ml.
- (v) What do you mean by cyclic menu ?
- (vi) Enlist *two* non-essential ingredients used in bread making.

3. Write short notes on the following (any *four*) : [10]

- (i) Hospital Catering
- (ii) Maharashtrian Cuisine
- (iii) Principles of Baking
- (iv) Recipe Balancing
- (v) Factors affecting eating habits.

4. (A) Write down the recipe for any *one* of the following : [4]

- (i) Bread Rolls
- (ii) Swiss Roll.

(B) Enlist different stages in bread making. [2]

(C) Explain any *two* methods of cake making. [4]

**[3781]-33**

**B.H.M.C.T. (Third Semester) EXAMINATION, 2010**

**303 : ACCOMMODATION OPERATIONS-I**

**(2005 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

**N.B. :—** (i) Attempt any *two* questions from each Section.

(ii) *All* questions carry equal marks.

(iii) Assume suitable data wherever necessary.

**SECTION I**

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

(i) Dry pot

(ii) Pile

(iii) Suize

(iv) Kenzan

(v) Bleaching

(vi) Sateen weave.

(b) Explain any *two* laundry equipments used in a commercial laundry. [5]

2. (a) Classify fibres with suitable examples. [5]

(b) State the advantages and disadvantages of contract cleaning. [5]

P.T.O.



3. (a) Write short notes on (any *two*) : [5]
- (i) Pest control
  - (ii) Tools and equipments used in flower arrangement
  - (iii) Prevention of accidents.
- (b) How will you treat the following stains (any *five*) : [5]
- (i) Chewing gum
  - (ii) Nail polish
  - (iii) Blood
  - (iv) Shoe polish
  - (v) Ink
  - (vi) Tea.

## SECTION II

4. Explain the following terms (any *ten*) : [10]
- (1) VPO
  - (2) Credit card
  - (3) House limit
  - (4) Guest folio
  - (5) Housekeeper report
  - (6) Skipper

- (7) AP
- (8) Cabana
- (9) G.I.T.
- (10) Overbooking
- (11) City Ledger.

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

- (i) Types of folio
- (ii) Duties and responsibilities of GRE
- (iii) Charge privilege.

(b) Differentiate between automated and semi-automated systems. [5]

6. (a) Explain the credit monitoring done in the hotels. [5]

(b) The Blue Star Hotel has 150 rooms, 80 rooms were sold as double rooms and 13 as single rooms. Calculate : [5]

- (i) Occupancy percentage (Room)
- (ii) Bed occupancy percentage.

Total No. of Questions—6]

[Total No. of Printed Pages—2

**[3781]-34**

**B.H.M.C.T. (Third Semester) EXAMINATION, 2010**

**304 : COMPUTER FUNDAMENTALS**

**(2005 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

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

(ii) All questions carry equal marks.

1. (a) Give *four* mediums of transferring viruses in computers. [4]  
(b) Name *four* different views in MS-PowerPoint. [4]  
(c) Define a table with an example in DBMS. [2]
2. (a) Explain the following commands in MS-Word :  
(i) Cut paste and Copy paste  
(ii) Save and Save As. [2+2=4]  
(b) What is extension of MS-Excel File ? Name any *four* functions of MS-Excel. [1+4=5]  
(c) Explain Browse..command in FoxPro. [1]
3. (a) Write a short note on any *one* :  
(i) Internet and E-Mail  
(ii) Browsers. [4]  
(b) Give full form of DBMS. Explain any *two* advantages of DBMS. [2]  
(c) Explain any *four* features of MS-DOS. [4]

P.T.O.

4. (a) Explain the term Desktop, Recycle Bin, Screen Saver in Windows. [1+1+1=3]
- (b) Explain Broadband Connection in internal connectivity. [4]
- (c) Explain the term primary key in MS-Access. [3]
5. (a) Explain Auto fill feature in MS-Excel. [4]
- (b) Explain the following MS-DOS commands :
- (i) Date
- (ii) Time
- (iii) MD. [1+1+1=3]
- (c) Give the steps for slide transition and name any *two* slide transitions. [1+2=3]
6. (a) What are the different types of alignments in MS-Word ? [4]
- (b) Write short note on Hardware and Software. [2+2=4]
- (c) Explain the command Edit record and Delete record in FoxPro. [1+1=2]

**B.H.M.C.T. (Third Semester) EXAMINATION, 2010**

**305 : FOOD & BEVERAGE CONTROL**

**(2005 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

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

(ii) Answer any *three* questions from Q. No. 2 to Q. No. 6.

(iii) Figures to the right indicate full marks.

1. (a) Explain the obstacles in installation of a Food & Beverage Cost Control System. [6]

(b) Profit is an important motivating factor for any organisation. Explain with reference to the various profit concepts. [4]

*Or*

Break-even Analysis is an important tool in cost management. Explain with the help of a graph. [10]

2. (a) With the help of a chart, explain the elements of cost. Explain briefly the different cost groups. 10

(b) Selection of appropriate supplier is an important task of the Purchasing Manager. Explain with reference to the selection and rating process of suppliers. [10]

P.T.O.

3. (a) Draw formats of any *two* from the following and explain their importance in the F & B control system.

(i) Purchase order

(ii) Standard purchase specification

(iii) Bin card

(iv) Cellar Inwards Book. [10]

(b) (i) Calculate Stock Turnover Ratio from the following data relating to material A

Opening stock Rs. 22,000

Closing stock Rs. 10,800

Purchases Rs. 88,800. [5]

(ii) Calculate Economic Ordering Quantity from the following :

Annual Consumption 2,00,000 kg

Storage cost Rs. 100

Cost per kg Rs. 10

Currying cost as a percentage to

cost per kg 10%

[5]

4. (a) What are the different methods of pricing menus used in a hotel. [10]

(b) Explain in brief any *four* methods of food preparation. [10]

5. Write short notes on any *four* : [20]
- (i) Master budget
  - (ii) ABC analysis
  - (iii) Stock levels
  - (iv) Blind receiving
  - (v) Food Cost Report
  - (vi) En Pension Plan
6. (a) State and explain the features of F and B controlling system. [10]
- (b) Discuss any *four* methods of purchasing food in the hotel. [10]

Total No. of Questions—5]

[Total No. of Printed Pages—2

**[3781]-401**

**B.H.M.C.T. (FOURTH SEMESTER) EXAMINATION, 2010**

**401 : FOOD PRODUCTION-IV**

**(2008 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

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

(ii) All questions carry equal marks.

1. (a) With the help of a neat diagram explain the various steaks obtained from a fillet of beef. [6]  
(b) Explain the following types of cookies giving *one* example : [4]  
(i) Ice box  
(ii) Dropped.
2. (a) Classify fish giving *two* examples of each. [6]  
(b) Define icing and give its uses. [4]
3. (a) What are the points to be considered while purchasing poultry ? [4]  
(b) Explain the following terms : [6]  
(i) Docking  
(ii) Lamination  
(iii) Petit four

P.T.O.



- (iv) Oven spring
- (v) Caramelization
- (vi) Rigour Mortis

4. (a) Define convenience food and briefly explain any *five* methods of processing. [6]
- (b) Differentiate between : [4]
- (1) Cake's and cookies
  - (2) Royal icing and Fondant icing.
5. (a) With the help of chart classify pastries. [6]
- (b) (i) Write thawing process for meat items. [4]
- (ii) Disadvantages of using convenience food.

**B.H.M.C.T. (FOURTH SEMESTER) EXAMINATION, 2010**

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

**(2008 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

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

(ii) *All* questions carry equal marks.

(iii) Draw neat diagrams wherever necessary.

1. (a) Differentiate between the following (any *two*) : [6]
  - (1) Pot still and Patent still method
  - (2) Scotch and Irish whiskey
  - (3) Cognac and Armagnac.
- (b) List any *eight* major equipments used in cocktail bar. [4]
2. (a) Explain any *five* types of Rum. [5]
- (b) Define liqueurs. Explain generic liqueurs and name any *five* generic liqueurs. [5]
3. (1) List any *ten* rules to be observed while mixing cocktails. [5]
- (2) Define mocktails. List any *two* mocktails. [2]
- (3) Name any *five* exotic sweeteners and flavourings used in making of cocktails. [3]

P.T.O.

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

- (1) Calvados
- (2) Grappa
- (3) Arrack
- (4) Dunder
- (5) Proof
- (6) Cobar
- (7) Aquavit
- (8) Feni
- (9) Tequila
- (10) VSOP
- (11) Feint
- (12) Mezeal
- (13) Absinthe.

5. (a) List various steps involved in making of whiskey. [3]

(b) (1) Name any *two* popular brands of vodka. [1]

(2) Name *one* Tequila based cocktail. [1]

(3) Name *four* popular brands of cognac. [2]

(4) Name *four* popular brands of scotch whiskey. [2]

(5) Name *two* coffee flavoured liqueurs. [1]

6. (a) Write notes on (any *two*) : [5]
- (1) Holland Gin
  - (2) Tequila
  - (3) Methods of mixing cocktails.
- (b) Explain in short making of rum and name any *four* brand names of Indian rum. [5]

Total No. of Questions—3+3]

[Total No. of Printed Pages—2

**[3781]-403**

**B.H.M.C.T. (FOURTH SEMESTER) EXAMINATION, 2010**

**403 : ACCOMMODATION OPERATION-II**

**(2008 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

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

(ii) Attempt any *two* questions from each Section.

**SECTION I**

1. Write short notes on (any *four*) : [10]
  - (a) Objectives of Interior designing
  - (b) ROL
  - (c) Purchase order
  - (d) Snag list
  - (e) Types of renovation
  
2. (a) Discuss the procedure involved in typical refurbishing programme. [5]  
(b) What is a budget ? Explain different types of budgets. [5]
  
3. (a) Explain the purchasing procedure for guest supplies. [5]  
(b) Discuss the principles to be followed to achieve good interior design. [5]

P.T.O.

## SECTION II

1. (a) What kind of services would you suggest to the following guests in order to increase sales : [5]
  - (1) FTT
  - (2) A couple
  - (3) A group of women travellers.
- (b) Write short notes on : [5]
  - (i) Overbooking
  - (ii) Upselling.
2. (a) Explain the night auditing process in brief. [5]
- (b) Explain Hubbant's formula for establishing room rates. [5]
3. (a) What factors should be considered during room availability forecasting ? [5]
- (b) Explain the following terms (any *two*) : [5]
  - (1) Seasonal rates
  - (2) Rule of thumb
  - (3) Return reservations.

Total No. of Questions—4]

[Total No. of Printed Pages—2

**[3781]-404**

**B.H.M.C.T. (Fourth Semester) EXAMINATION, 2010**

**404 : HOTEL ENGINEERING**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

**N.B. :—** (i) Answers to the two Sections should be written in separate answer-books.

(ii) Neat diagrams must be drawn wherever necessary.

(iii) Use of logarithmic tables, slide rule Mollier charts, electronic pocket calculator and steam tables is allowed.

(iv) Assume suitable data, if necessary.

### **SECTION I**

**1. Answer any two :** [20]

(a) Draw sketch and explain refrigerator system.

(b) Compare preventive and corrective maintenance with example.

(c) Explain window AC with sketch.

**2. Answer any three :** [15]

(a) Describe Ammonia as a refrigerent.

(b) State importance of water pollution and control in a hotel.

(c) Which factors will add heat load to AC system.

(d) Explain waste disposal systems in hotel.

P.T.O.

## SECTION II

3. Answer any *two* : [20]

- (a) State importance and give tips for energy conservation.
- (b) Compare solid and gas fuels in hotel.
- (c) Calculate electric bill for July, with rate Rs. 7/unit :
  - (i) 2 kW mixer, 2 Nos., 3 hrs/day
  - (ii) 200 W heater, 10 Nos., 10 hrs/day
  - (iii) 10 W bulbs, 10 Nos., 5 hrs/day
  - (iv) 1 kW oven, 2 Nos., 10 minutes/day.

4. Answer any *three* : [15]

- (a) Explain water closet with sketch.
- (b) State need of soft water in a hotel.
- (c) Draw sketch of a trap and state its use.
- (d) Why saving energy will affect on economy of a hotel ?
- (e) Explain any *one* type of fire extinguisher used to control fire.



Total No. of Questions—8]

[Total No. of Printed Pages—2

**[3781]-405**

**B.H.M.C.T. (Fourth Semester) EXAMINATION, 2010**

**405 : PRINCIPLES OF MANAGEMENT**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

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

(ii) Attempt any *five* more from Q. No. 2 to Q. No. 8.

1. Write short notes on (any *four*) : [20]
  - (a) Barriers to communication
  - (b) McGregor's theory 'X'
  - (c) Delegation and departmentalization
  - (d) Need for co-ordination
  - (e) Need for control.
2. State and explain Maslow's theory of need hierarchy. [10]
3. Explain any *two* external factors and any *three* internal factors that affect management. [10]
4. Explain any *ten* principles of management as listed by Henry Fayol. [10]

P.T.O.

- 1
5. Explain step by step procedure of Decision-making. [10]
  6. Explain any *two* organisations : [10]
    - (a) Formal and informal organisations
    - (b) Central and Decentralized organisations
    - (c) Line and staff organisations.
  7. List and explain any *five* characteristics of a good leader. [10]
  8. List and explain any *two* types of communication. [10]

**[3781]-406****B.H.M.C.T. (Fourth Semester) EXAMINATION, 2010****406 : HOTEL ACCOUNTANCY****(2008 PATTERN)****Time : Three Hours****Maximum Marks : 70**

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

(ii) Use of pocket calculator is allowed.

(iii) Assume suitable additional data, if necessary.

(iv) Figures to the right indicate full marks.

1. The authorised capital of Shree Ashoka Hotel Ltd. consists of 50,000 equity shares of Rs. 100 each. Out of which they have issued 30,000 equity shares of Rs. 100 each. The following is a Trial Balance of a hotel as on 31st March 2008 :

**Trial Balance**

<b>Debit Balances</b>	<b>Rs.</b>	<b>Credit Balances</b>	<b>Rs.</b>
Purchases	7,20,000	Share Capital :	
Hotel Building	15,00,000	25,000 Equity shares	
Wages	1,55,000	of Rs. 100 each	25,00,000
Kitchen Equipments	3,00,000	Sales	18,00,000

P.T.O.

Salaries	2,70,000	Creditors	1,20,000
Insurance	2,25,000	10% Debentures	5,00,000
Advertisement	1,95,000	Bank loan (unsecured)	80,000
Stock	75,000		
Kitchen Expenses	23,500	Profit & Loss A/c	1,25,000
Restaurant Furniture	1,50,000	General Reserve	2,00,000
Debenture Interest	50,000	Transfer fees	50,000
Preliminary Expenses	4,00,000		
Goodwill	3,50,000		
Audit Fees	50,000		
Miscellaneous Expenses	20,000		
Cash in hand	35,000		
Cash at Bank	95,000		
Glass and China	1,20,000		
Investments	5,00,000		
Banqueting Debtors	41,500		
Directors fees	75,000		
Printing and Stationery	25,000		
Total	53,75,000	Total	53,75,000

*Additional Information :*

- (1) Closing stock was valued at Rs. 85,000.
- (2) Depreciate Hotel Building @ 2%; Restaurant Furniture @ 5%; Kitchen equipments @ 10%. Glass and China were revalued at Rs. 1,10,000.
- (3) Outstanding expenses – Wages Rs. 5,000; Salaries Rs. 10,000.
- (4) Prepaid Insurance Rs. 25,000.
- (5) Write off Rs. 20,000 of preliminary expenses.
- (6) Directors proposed 8% dividend to Equity shareholders and a transfer of Rs. 25,000 to General Reserve.

Prepare Trading A/c Profit and Loss A/c, Profit and Loss Appropriation A/c for the year ended 31st March, 2008 and a Balance Sheet as on that date. [20]

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

- (a) Types of working capital
- (b) Interim dividend
- (c) Processing of Guests' Weekly Bill.

3. Before the business has started in Samrat Hotel on 19th November the following balances are to be brought forward on the V.T.L. from the previous day :

Room No.	Name of Guest	Time of Arrival	Plan	Rate Rs.	Balance B/F Rs.
201	Miss Jaya	9.00 P.M.	E.P.	2,500	3,200 Dr.
307	Miss Radha	11.00 A.M.	E.P.	3,000	4,000 Cr.
205	Mrs. Deepa	7.00 A.M.	E.P.	2,500	1,700 Dr.

During the day the business is as follows :

6.30 A.M. Mrs. Sinha arrived along with her daughter and occupied Room No. 305 on E.P. @ Rs. 3,000. Deposited Rs. 7,000 as an advance.

7.00 A.M. Tea was served to Room No. 201, 205, 305 and a coffee to Room No. 307.

8.45 A.M. Breakfast was served in Room No. 205, 305, 307 and with one guest in Room No. 201.

10.15 A.M. The following checks are to be entered in the accounts of guests.

Room No. 201 – Laundry Rs. 200 and Railway tickets Rs. 1,500.

Room No. 205 – Gift articles of Rs. 700

Room No. 307 – City tour charges Rs. 1,000

Room No. 305 – Cinema tickets Rs. 400.

- 11.00 A.M. Miss Jaya, Room No. 201 checked out. Her dues are to be charged to Abhay Travels as per agreement.
- 12.00 Noon Mr. & Mrs. Ratnaparkhi arrived and occupied Room No. 309 @ Rs. 3,000 on E.P. Deposited Rs. 10,000 as an advance. Front office paid their taxi bill Rs. 1,200.
- 1.00 P.M. Lunch was served in Room No. 205, 305, 309 and with one guest in Room No. 307.
- 4.00 P.M. Tea was served in Room No. 205, 305, coffee two cups in Room No. 307 and a soft drink of Rs. 50 in Room No. 309.
- 6.30 P.M. Mrs. Deepa, Room No. 205 checked out, settle her bill in cash.

Hotel Tariff :

Tea Rs. 35 per cup

Coffee Rs. 50 per cup

Breakfast Rs. 125 per person

Lunch Rs. 275 per person

Calculate service charge @ 10% on Apartment, food and beverages. Check-in-check-out time 12 noon.

Prepare Visitors Tabular ledger for the day. [10]

4. (a) State with reasons whether the following statements are *True* or *False* : [5]
- (i) Participating preference shareholders receives fixed dividend only.
- (ii) A fixed budget is concerned with budgeting of fixed assets
- (b) Draw a specimen of gift shop as per schedule No. 4 of U.S.A.L.I. [5]

5. (a) From the following find out cost of food sales : [5]

	Rs.
Inventory on 1st April 2001	1,20,000
Inventory on 31st March 2002	70,000
Purchases	5,30,000
Purchases returns	15,000

**Employee Meals :**

(i) General Manager	3,500
(ii) Food Department	12,000
Transfer form bar to kitchen	7,500
Promotional meals.	5,000

- (b) From the following information prepare income statement of laundry as per schedule No. 6 as per U.S.A.L.I. [5]

**Particulars**

	R.
Revenue	9,00,000
Cleaning supplies	1,62,000
Printing and stationery	1,08,000



Cost of guest laundry	1,44,000
Employee Benefits	18,000
Uniforms	36,000
Wages and Salaries	60,000
Cost of concessionaries	72,000
Laundry suppliers	90,000
Cost of house laundry :	
Rooms Rs. 84,000; Food Rs. 42,000; Other Depts. Rs. 36,000.	

6. (a) What are the characteristics of a joint stock company ? [5]  
 (b) Differentiate between Shares and Debentures. [5]
7. From the following information prepare a consolidated income statement in accordance with uniform system of Accounting for lodging Industry in hotels : [10]
- (a) **Net Revenue :**  
 Rooms Rs. 34,20,000; Food Rs. 25,20,000; Beverages Rs. 11,16,000;  
 Others Rs. 15,33,600.
- (b) **Departmental Payroll :**  
 Rooms Rs. 5,40,000; Food Rs. 9,00,000; Beverages Rs. 2,52,000;  
 others Rs. 14,400.

(c) **Cost of Sales :**

Food Rs. 9,36,000; Beverages Rs. 3,96,000, others Rs. 54,000.

(d) **Departmental Expenses :**

Rooms Rs. 2,88,000; Food Rs. 1,80,720; Beverages Rs. 46,800;  
others Rs. 7,200.

(e) **Other Undistributed Operating Expenses :**

Administration and General Rs. 7,92,000

Repairs and Maintenance Rs. 2,88,000

Fuel and power Rs. 2,16,000

Marketing and Advertisement Rs. 1,98,000

Rates Taxes and Insurance Rs. 1,44,000

Depreciation Rs. 3,60,000

Tax @ 40% of profit.

8. Answer the following (any *two*) :

[10]

- (a) Give justification of V.A.T. and its background.
- (b) Define the term working capital. State the need for working capital.
- (c) Why are allowances granted against the bill ?

**[3781]-41**

**B.H.M.C.T. (Fourth Semester) EXAMINATION, 2010**

**401 : FOOD PRODUCTION—IV**

**(2005 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

**N.B. :—**Answer any *Four* questions.

1. (A) With the help of a diagram give the various cuts of lamb and their approximate weights. [5]  
(B) Define Icing and classify with proper examples. [5]
2. (A) Explain with a diagram any 5 cuts of fish. [5]  
(B) Define cookies and explain their types. [5]
3. (A) Classify pastries with one example of each. Also give the flour to fat ratio for each. [7]  
(B) Give the do's and don'ts while making puff pastry. [3]
4. (A) Explain the processing method of convenience foods. [5]  
(B) Explain the cuts of poultry and its uses. [5]

P.T.O.

**5.** Explain the terms :

[10]

- (1) Vol-au-vent
- (2) Gown Roast
- (3) Royal icing
- (4) Truffle
- (5) Goissant
- (6) Tour rudos
- (7) Barquettes
- (8) Lamination
- (9) Mocha
- (10) Ageing
- (11) Broiler
- (12) Dry baking.

Total No. of Questions—6]

[Total No. of Printed Pages—2

**[3781]-42**

**B.H.M.C.T. (Fourth Semester) EXAMINATION, 2010**

**402 : FOOD AND BEVERAGE SERVICE—IV**

**(2005 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

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

(ii) *All* questions carry equal marks.

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

- (1) Proof
- (2) Kilning
- (3) Peat
- (4) VSOP
- (5) Distillation
- (6) Tequila
- (7) Bagasse
- (8) Calvadas
- (9) Grappa
- (10) Arrack
- (11) Cobler
- (12) Sangaree

P.T.O.

2. (A) Explain the working of patent still. [6]  
(B) Give *five* special characteristics of Scotch whisky. [4]
3. (A) List **10** rules of making cocktails. [5]  
(B) Give the recipe for the following cocktails (any *two*) : [5]  
(1) Black Russian  
(2) Dry Martini  
(3) Cuba Libre.
4. (A) Define liqueurs. Explain making of liqueurs. [6]  
(B) Give *four* International brands of rum. [4]
5. (A) Explain in detail making of whisky. [8]  
(B) List *four* brands of Tequila. [2]
6. Answer the following :  
(1) List any *two* Rum based cocktails. [1]  
(2) Name *two* herb flavoured liqueurs. [2]  
(3) Name *four* brands of Cognac. [2]  
(4) List any *four* brands of Indian Whiskies. [2]  
(5) List *two* International White Rum. [2]  
(6) Explain Plymouth Gin. [1]

Total No. of Questions—**3+3**

[Total No. of Printed Pages—**3**

**[3781]-43**

**B.H.M.C.T. (Fourth Semester) EXAMINATION, 2010**

**403 : ACCOMMODATIONS OPERATIONS—II**

**(2005 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

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

(ii) Attempt any *two* questions from each Section.

**SECTION I**

1. (a) Discuss the objectives of interior designing with the help of examples. [5]
- (b) Define Renovation. What are the reasons to renovate hotel properties ? [5]
2. (a) Discuss the various methods of purchasing used in hotels. [5]
- (b) Define budget. Explain the importance of planning budget for the House-keeping department. [5]
3. (a) Explain the principles to be followed to achieve good interior design. [5]

P.T.O.

(b) Explain the terms : [5]

- (1) Snag list
- (2) Refurbish
- (3) Restoration
- (4) Warm colours
- (5) Purchase order.

## SECTION II

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

- (a) Seasonal rates
- (b) Suggestive selling
- (c) Return reservations
- (d) Rule of Thumb
- (e) Overbooking
- (f) No-show
- (g) ADR
- (h) Night Audit



- (i) Forecast form
  - (j) POS
  - (k) Rack Rate.
2. (a) 'Good salesmanship is needed by reception staff when selling hotel facilities.' Justify. [5]
- (b) Explain the role of the night-auditor. [5]
3. (a) Explain in brief the Hubbant's formula for establishing room rates. [5]
- (b) Explain 3-day forecast for rooms with the help of format. [5]

**B.H.M.C.T. (Fourth Semester) EXAMINATION, 2010**

**404 : HOTEL ENGINEERING**

**(2005 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

**N.B. :—** (i) Answers to the two Sections should be written in separate answer books.

(ii) Neat diagrams must be drawn wherever necessary.

(iii) Figures to the right indicate full marks.

(iv) Use of logarithmic tables, slide rule, Mollier charts, electronic pocket calculator and steam tables is allowed.

(v) Assume suitable data, if necessary.

(vi) All questions are compulsory.

**SECTION I**

**1. Answer any two :**

**[2×10]**

(a) Explain organisation chart of maintenance department in star grade hotels. Also state importance of maintenance.

(b) With neat block diagram explain vapour absorption refrigeration system.

(c) Draw labelled diagram of window type airconditioner. Explain its operation.

**P.T.O.**

2. Answer any *three* :

[3×5]

- (a) Give the maintenance chart for swimming pool.
- (b) Explain working of a domestic refrigerator.
- (c) State sources of water pollution in hotels. How water pollution can be minimized ?
- (d) Write a note on environmental degradation.
- (e) State factors affecting airconditioner load.

## SECTION II

3. Answer any *two* :

[2×10]

- (a) State the advantages of use of soft water. Also explain any *two* water softening methods.
- (b) State importance of energy conservation. List major steps to be taken for conservation of electricity in hotel industry.
- (c) Calculate electricity bill for the months October and November if rate of electricity is Rs. 4 per unit for the following connected load :
  - (i) 40 W tubes, 30 Nos. 6 hrs/day
  - (ii) 25 W bulbs, 20 Nos. 4 hrs/day

(iii) 100 W televisions, 30 Nos. 2 hrs/day

(iv) 60 W fan, 30 Nos. 10 hrs/day

(v) 1.5 kW water-heaters, 30 Nos. 2 hrs/day

(vi) 2 kW AC units, 10 Nos. 6 hrs/day

4. Answer any *three* :

[3×5]

(a) Explain with suitable example modes of heat transfer.

(b) Explain the working of solar water-heater.

(c) State various types of traps and their importance.

(d) Explain any *one* type of fire extinguisher.

(e) Explain various security systems used in guest room.

Total No. of Questions—8]

[Total No. of Printed Pages—2

**[3781]-45**

**B.H.M.C.T. (Fourth Semester) EXAMINATION, 2010**

**405 : PRINCIPLES OF MANAGEMENT**

**(2005 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

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

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

1. Write notes on (any *four*) : [20]
  - (a) Levels of management.
  - (b) F.W. Taylor—scientific management contribution.
  - (c) Formal and informal organisations.
  - (d) Authority and responsibility.
  - (e) Need for co-ordination.
  - (f) Need for control.
2. Define communication. Explain barriers to communication. [10]
3. Define motivation. Explain Herzberg's two factor theory. [10]
4. Define leadership. Explain "Managerial grid" leadership theory. [10]

P.T.O.

5. Define staffing. Explain delegation and departmentalization. [10]
6. Explain step by step procedure of decision making. [10]
7. Define Planning. Explain types of plans. [10]
8. Explain external and internal factors that affect management. [10]

**B.H.M.C.T. (Fourth Semester) EXAMINATION, 2010****406 : HOTEL ACCOUNTANCY****(2005 PATTERN)****Time : Three Hours****Maximum Marks : 70**

- N.B. :—** (i) Attempt any *six* questions including Question No. 1 which is compulsory.
- (ii) Use of pocket calculator is allowed.
- (iii) Assume suitable additional data, if necessary.
- (iv) Figures to the right indicate full marks.

1. The Authorized capital of Sudha Ltd. consists of 5,00,000 Equity shares of Rs. 10 each. The company has issued 3,50,000 Equity shares of Rs. 10 each. Following is a Trial Balance of a company as on 31st March, 2008 :

**Trial Balance**

<b>Debit Balances</b>	<b>Rs.</b>	<b>Credit Balances</b>	<b>Rs.</b>
Land and Building	10,00,000	Share Capital :	
Goodwill	4,00,000	1,50,000 Equity shares	
Plant and Machinery	6,00,000	of Rs. 10 each	15,00,000
Calls in Arrears	25,000	Sales	18,75,000

P.T.O.

	Rs.		Rs.
4% Government Bonds	4,50,000	Returns outward	50,000
Stock	3,00,000	General Reserves	2,50,000
Purchases	6,87,500	Profit and Loss A/c	5,00,000
Wages	2,12,500	Creditors	2,00,000
Advertisement	75,000	Profit on currency	
Rates and Taxes	50,000	exchange	25,000
Insurance	1,00,000	Bank overdraft	1,00,000
Director's fees	87,500	10% Debentures	2,50,000
Salaries	3,75,000	Commission	50,000
Bad debts	37,500		
Cash in hand	55,000		
Debtors	3,12,500		
Bills Receivables	20,000		
Interest on debentures	12,500		
<b>Total</b>	<u>48,00,000</u>	<b>Total</b>	<u>48,00,000</u>

*Additional Information :*

- (1) Closing stock was valued at Rs. 3,75,000.
- (2) Depreciate Plant and Machinery @ 10% and Building @ 2%.



(3) Directors have proposed the following :

(i) Transfer of Rs. 1,00,000 to General Reserve.

(ii) Dividend @ 10% to Equity shareholders.

Prepare Trading A/c, Profit and Loss A/c, Profit and Loss Appropriation A/c for the year ended 31st March, 2008 and a Balance Sheet as on that date. [20]

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

(a) Meaning and importance of Uniform System of Accounting.

(b) Types of working capital.

(c) Types of debentures on the basis of convertibility.

3. Mr. and Mrs. Ravi Sharma arrived along with their daughter and occupied Room No. 307 on E.P. @ Rs. 3,500 in "Hotel Sarovar" on 15th May, 2000 at 5.30 A.M. They checked out on 18th May, 2000 at 11.30 A.M. Their charges and credit items are given below. You are required to prepare weekly bill for presentation. [10]

May 15 Charge items—Tea, Breakfast, Laundry Rs. 80, Telegram Rs. 25, Lunch, A.N.C., Snacks Rs. 125, Dinner was served with one guest.

May 16 Charge items—Tea, Breakfast with one guest, Newspaper Rs. 15, Cigarettes Rs. 55, Local Tour Rs. 500, Dinner, Wine bottle Rs. 500, Cash deposited Rs. 15,000.

May 17 Charge items—Tea, Breakfast, Rail booking Rs. 2,500, Lunch for two only, A.N.C., Laundry Rs. 120, Magazine Rs. 100, Total allowance of Rs. 25 was given by the manager for mistake in the bill of snacks, Dinner.

May 18 Charge items—Tea, Breakfast, Cigarettes Rs. 55, Newspaper Rs. 20.

Hotel Tariff — E.M.T./E.M.C. Rs. 25 per cup.

A.N.T./A.N.C. Rs. 35 per cup.

Breakfast Rs. 125 per person.

Lunch Rs. 250 per person.

Dinner Rs. 300 per person.

Service charge on Apartment and Food items @ 10% and Sales Tax on wine @ 7%. Check out time is 12.00 Noon.

4. (a) State with reasons whether the following statements are True or False : [5]

(i) A fortune of equity shareholders is tied up with the ups and downs of the company.

(ii) A working capital is not at all required for a hotel business.

(b) State the information provided by the completed visitors Tabular Ledger. [5]

5. (a) Following information is available from records of Mahal restaurant for the month of July 2001 :

Particulars	Food	Beverages
Stock on 1st July, 2001	Rs. 80,000	Rs. 30,000
Stock on 31st July, 2001	Rs. 1,00,000	Rs. 35,000
Purchases	Rs. 4,00,000	Rs. 2,00,000
Employee meals	Rs. 5,000	—
Food transferred to Beverage Dept.	Rs. 3,000	—

Determine the following :

- (i) Cost of food used.
- (ii) Cost of food sold.
- (iii) Cost of beverages sold. [5]

- (b) From the following information prepare an Income Statement of Rooms : [5]

Particulars	Rs.
Staff uniforms	10,800
Employee Benefits	18,000
Hire of premises	90,000

	Rs.
Commission	20,000
Room allowances	96,000
Cable and Television	25,200
Room Sales	3,00,000
Contract service	14,400
Operating supplies	4,800
Shop rental	36,000
Travel Agent's Commission	6,000
Wages and Salaries	48,000
Training	13,200
Reservations	5,000

6. Explain the superiority of a company form of business over other forms with suitable characteristics of a company. [10]
7. Using the uniform system of accounting, prepare a consolidated Income Statement of Suruchi Restaurant of Madhurmilan Hotel from the following information for the year ended 31st March, 2005 : [10]
  - (a) Annual Sales of Rs. 8,40,000 of which Room sales amounted to Rs. 3,60,000; Food sales for Rs. 3,40,000; Bar Sales Rs. 1,40,000.
  - (b) The restaurant achieved its budgeted cost of sales figures of 40% on sales in respect of both food and bar departments.

- (c) Wages were paid as to Rooms Rs. 79,200; Food Rs. 93,600 and Bar Rs. 19,200.
- (d) Other departmental expenses as a percentage of departmental sales amounted to Rooms 11%; Food 10% and Bar 12%.
- (e) Income from guest laundry and telephones are Rs. 13,200.
- (f) Other costs for the year ended 31st March, 2005 were as follows :
  - (i) Administration Rs. 52,800.
  - (ii) Repairs Rs. 38,400.
  - (iii) Insurance Rs. 31,200.
  - (iv) Advertising Rs. 40,000.
  - (v) Heat and Light Rs. 28,800.

8. Answer the following questions (any *two*) :

[10]

- (a) What are the advantages of V.A.T. ?
- (b) Explain the characteristics of budget.
- (c) What is room rate allowance ?

**B.H.M.C.T. (THIRD SEMESTER) EXAMINATION, 2010**

**301 : QUANTITY FOOD PRODUCTION-III**

**(OLD 2002 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

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

(ii) All questions carry equal marks.

(iii) Draw suitable diagrams wherever necessary.

1. (i) Classify fish and give *two* examples of each. [10]  
(ii) Give the Classical Kitchen Brigade of a 5 Star Hotel.
2. (i) Explain 3 desirable and 2 undesirable textures. [10]  
(ii) Discuss the various methods of processing convenience food.
3. (i) Explain with diagram any 5 cuts of fish. [10]  
(ii) Define Leavening Agents and explain their types.
4. Explain the various cuts of Beef and their weight and uses. [10]
5. (i) Explain Sausages and name any 6 sausages.  
(ii) Plan a menu for a pre-primary school and give the reasons for it. [10]
6. (i) With a chart show the various types of catering establishments. [10]  
(ii) Points to be remembered when selection of lamb.

**B.H.M.C.T. (THIRD SEMESTER) EXAMINATION, 2010**

**302 : FOOD AND BEVERAGE OPERATIONS-I**

**(2002 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

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

(ii) *All* questions carry equal marks.

1. (a) Explain sparkling wines. [1]  
(b) Name methods of manufacturing sparkling wines. [2]  
(c) Name *two* champagne grape varieties. [1]  
(d) Write champagne method in detail. [6]
2. (a) Write a short note on wine producing regions of France. [5]  
(b) Draw a German wine label. [5]
3. (a) Define Apéritif. Give *four* examples of aperitifs. [5]  
(b) Explain any 5 styles of sherry. [5]
4. (a) Suggest suitable wines for the following : [5]  
(i) Roast leg of lamb  
(ii) Smoked Trout  
(iii) Spaghetti Bolognese  
(iv) Cabinett Pudding  
(v) Cheese

P.T.O.

- (b) (i) Service of old red wine. [2½]  
(ii) Service of champagne. [2½]
5. (a) List 10 golden rules for cocktail making. [5]  
(b) Give 5 classical cocktails and their ingredient with recipes. [5]
6. Write short notes (any *two*) : [10]  
(i) Solera System  
(ii) Styles of port  
(iii) Beverage list.



**B.H.M.C.T. (Third Semester) EXAMINATION, 2010**

**303 : HOTEL HOUSEKEEPING-I**

**(2002 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

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

(ii) *All* questions carry equal marks.

1. (a) Classify fibres. Suggest suitable fabric for :
  - (i) Curtains
  - (ii) Bedsheets.
- (b) List *five* functions of Control Desk ? [5+5]
  
2. (a) Explain the measures taken to control linen in Housekeeping Deptt.
- (b) List the activities carried out in linen room.
  
3. (a) Suggest the treatment for (any *two*) :
  - (i) Mud
  - (ii) Turmeric
  - (iii) Nailpaint.
- (b) Explain the criteria for selecting linen.

P.T.O.

4. (a) Explain the measures taken to prevent fire in the Hotel.  
(b) What is conditioning of flowers.
5. (i) Explain the laundry cycle for the inhouse laundry.  
(ii) Suggest any *five* types of Arrangement used in the Hotel areas.

Total No. of Questions—7]

[Total No. of Printed Pages—2

**[3781]-55**

**B.H.M.C.T. (Third Semester) EXAMINATION, 2010**

**305 : MARKETING OF SERVICES**

**(2002 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 80**

**N.B. :—**Attempt any *Four* questions.

1. (a) Draw a Product Life Cycle curve and discuss the objectives, characteristics and marketing strategies to be adopted at the various stages of PLC. [10]
- (b) Discuss the following pricing methods : [10]
  - (i) Cost Plus
  - (ii) Break even.
2. (a) Define Marketing Mix and briefly discuss the various tools of marketing mix. [10]
- (b) Explain any *two* internal factors affecting price. [10]
3. (a) Describe the current social and cultural environment in India. [10]
- (b) Discuss the factors to be considered when selecting location of services. [10]

P.T.O.

- 1
4. (a) Define Sales Promotion. Discuss any *four* sales promotion tools commonly used by hotels. [10]
- (b) Define services. Give any **8** points of differentiation between physical goods and services. [10]
5. (a) Explain any *two* social factors affecting consumer behaviour. [10]
- (b) Briefly describe the various steps involved in Market Research. [10]
6. (a) Explain any *five* demographic bases for marketing segmentation. [10]
- (b) List any *five* intermediaries used by the hospitality industry and describe any *two* of them. [10]
7. (a) Discuss any *five* ways in which hospitality products can be differentiated. [10]
- (b) Define Advertising and briefly discuss the characteristics of advertising. [10]

**B.H.M.C.T. (Sixth Semester) EXAMINATION, 2010**

**601 : ADVANCED FOOD PRODUCTION**

**(2005 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

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

1. (a) How the influence of culture, climate, religion can be seen on the following Cuisine : [6]
  - (i) Indian Cuisine
  - (ii) Italian Cuisine.
- (b) Explain parts of salads briefly. [4]
2. (a) A Mexican delegation working on the Project Green Environment and visiting Indian delegation of Environmentalists. A dinner to be hosted for the dignitaries of both the countries. Suggest a menu spread for the same and justify briefly. [6]
- (b) Discuss the principles of storing sandwiches. [4]
3. (a) Differentiate between the following : [6]
  - (i) Haute Cuisine and Nouvelle Cuisine
  - (ii) Galantine and Balotine
  - (iii) Paté and Terrine.
- (b) Give duties and responsibilities of Larder Chef. [4]

P.T.O.

4. (a) List various methods of garbage disposal. Explain any *three* out of them. [6]
- (b) Discuss types of mousses. [4]
5. (a) Give functions of Kitchen stewarding department in a Five Star hotel and explain. [4]
- (b) Explain Culinary terms (any *six*) : [6]
- (i) Brinometer
  - (ii) Chiffonade
  - (iii) Nage
  - (iv) Guacamole
  - (v) Sambal
  - (vi) Pandan leaves
  - (vii) Dashi.

Total No. of Questions—6]

[Total No. of Printed Pages—2

**[3781]-602**

**B.H.M.C.T. (Sixth Semester) EXAMINATION, 2010**

**602 : ADVANCE FOOD AND BEVERAGE SERVICE**

**(2005 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

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

(ii) Figures to the right indicate full marks.

(iii) Draw neat diagram wherever applicable.

**1.** Answer the following : [4+4+2=10]

(a) List down the types of trollies used in gueridon service. List down the types of fuels used in gueridon service.

(b) Explain breakfast hanger with the format.

(c) Draw a Banquet organisation chart of a 3-Star Hotel.

**2.** (a) Explain the term buffet. List down the different types of buffets and explain any *one* in detail. [5]

(b) What do you understand by off premises catering ? Also explain Airline catering. [5]

**3.** (a) Explain the following (any *three*) : [3]

(i) Bar Caddy

(ii) Six Shooter

(iii) Tent Cards

(iv) Muddler.

P.T.O.

- (b) Give the cover and recipe with accompaniments for the following dishes served from gueridon (any *two*) : [4]
    - (i) Steak diane
    - (ii) Cherries flambe'
    - (iii) Veal Escalope suedoise.
  - (c) Explain the importance of Carving and Hygeine in gueridon service. [3]
- 4.
  - (a) Draw a neat format of function prospectus and explain the importance of function prospectus in a Banquet department. [5]
  - (b) Draw the layout of American Bar. [5]
- 5.
  - (a) Suggest and draw at least 4 seating plans for a conference set-up for 40 people. [5]
  - (b) Plan an Indian cocktail dinner menu for 200 people and prepare the checklist for the same (equipment and furniture). [5]
- 6.
  - (a) Draw order taker summary sheet. [5]
  - (b) Explain procedure of order taking and sequence of service in Room Service. [5]



Total No. of Questions—5]

[Total No. of Printed Pages—2

**[3781]-603**

**B.H.M.C.T. (Sixth Semester) EXAMINATION, 2010**

**603 : PERSONALITY DEVELOPMENT AND**

**BUSINESS COMMUNICATION**

**(2005 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

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

(ii) Attempt any *three* questions from Q. Nos. 2 to 5.

(iii) *All* questions carry equal marks.

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

(1) Conflict

(2) Empathy

(3) Kinesics

(4) Agenda

(5) Minutes

(6) Counselling.

(B) What is personality ? Explain its determinants. [5]

2. (A) What is Attitude ? [2]

(B) What are the characteristics of positive attitude ? [8]

3. (A) Explain the term 'Body language'. [2]

(B) Why is body language so important while attending an interview ? [8]

P.T.O.

4. Write a report on : [10]

Mr. Ford of room 401 has complained to the front office manager Mr. Wilson that on 9th of March 2009 he has found that his laptop along with his mobile phone was missing when he returned to his room in the evening at 19.30 hours. The report has to be written by the floor supervisor to the executive housekeeper. Assume suitable data.

5. Write short notes on (any *four*) : [10]

- (1) Causes of stress
- (2) Points to be considered while conducting a meeting
- (3) Motivation and Inspiration
- (4) Steps to build a positive self-esteem
- (5) SWOT Analysis
- (6) Types of Presentation.

Total No. of Questions—8]

[Total No. of Printed Pages—2

**[3781]-604**

**B.H.M.C.T. (Sixth Semester) EXAMINATION, 2010**

**604 : HOSPITALITY MARKETING-I**

**(2005 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

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

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

1. Write short notes on (any *four*) : [20]
  - (a) Direct marketing.
  - (b) Product life-cycle.
  - (c) Consumer behaviour model.
  - (d) Core concept of marketing
  - (e) Channel levels of distributions
  - (f) Alliances.
2. List 7P's of marketing mix. Explain any four P's of marketing mix. [10]
3. Explain geographic segmentation and psychographic segmentation. [10]
4. Explain different general pricing methods used in hospitality industry. [10]
5. List and explain any *four* intermediaries for hospitality industry. [10]

P.T.O.

6. Explain principles of personal selling. [10]
7. Explain any *two* factors affecting consumer behaviour. [10]
8. Define the following (any *five*) : [10]
- (a) Promotion
  - (b) Product
  - (c) Branding
  - (d) Customer orientation
  - (e) Market segmentation
  - (f) Pricing
  - (g) Physical distribution.

**[3781]-605**

**B.H.M.C.T. (Sixth Semester) EXAMINATION, 2010**

**605 : HUMAN RESOURCE MANAGEMENT**

**(2005 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

**N.B. :—** (i) Question 1 is compulsory.

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

1. Write short notes on any *four* : [5×4=20]
  - (a) Promotion
  - (b) Importance of induction
  - (c) Fringe benefits
  - (d) Importance of job evaluation
  - (e) Objectives of collective bargaining
  - (f) Ways of successful 'worker's participation in management.
2. (a) What is the role of a 'Human Resource Manager' ? [5]  
(b) Explain the need for HRM in the service industry. [5]
3. Briefly describe the various functions of HR department in a hotel. [10]

P.T.O.

4. Discuss the different types of tests faced by a candidate during his selection process. [10]
5. Make a job description of the executive chef of a 5-star hotel. [10]
6. Define discipline. What are the causes of indiscipline ? [10]
7. Mention the causes and measures to prevent 'labour turnover'. [10]
8. Explain briefly the grievance handling procedure followed by the Indian organisations. [10]

Total No. of Questions—10]

[Total No. of Printed Pages—2

**[3781]-606**

**B.H.M.C.T. (Sixth Semester) EXAMINATION, 2010**

**606 : TRAVEL AND TOURISM**

**(2005 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

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

(ii) *All* questions carry equal marks.

**1.** Explain the following types of tourism (any *five*) :

- (i) VFF
- (ii) Agro-Rural Tourism
- (iii) MICE
- (iv) Cultural Tourism
- (v) Health Tourism
- (vi) Excursionists.

**2.** Explain the primary and secondary constituents of Tourism.

**3.** Write short notes on (any *two*) :

- (i) Indian Railways
- (ii) Palace on Wheels
- (iii) Cruise Liners.

P.T.O.

4. Explain the economic impact of tourism.
5. Plan an itinerary for a group of 15 people visiting the state of Rajasthan for 5 days.
6. Describe the problems faced by tourist in India.
7. Describe the various types of passports and visas.
8. Define Travel Agent. Give their types and his functions.
9. Define a tour package and explain the types of Package Tours.
10. Give the role and functions of any *two* organizations :
  - (i) IATA
  - (ii) DOT
  - (iii) TFCI.



**[3781]-61**

**B.H.M.C.T. (Fourth Semester) EXAMINATION, 2010**

**401 : BAKERY AND CONFECTIONERY**

**(2002 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

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

(ii) *All* questions carry equal marks.

1. Draw a pastry chart with suitable examples. [10]
2. (a) Discuss the following methods of Bread making : [6]
  - (i) No time dough method
  - (ii) Salt delayed method
  - (iii) Sponge and dough method.(b) Enlist different types of chocolate and explain any *two*. [4]
3. (a) What are the stages of sugar boiling ? Give *one* use of each in confectionary. [4]  
(b) Explain the following terms (any *six*) : [6]
  - (i) Molasses
  - (ii) Genoise
  - (iii) Croissant
  - (iv) Creaming
  - (v) Retarding
  - (vi) Docking
  - (vii) Crêpe.

P.T.O.

4. (a) List any *four* ingredients used in cake making and give *two* functions of each. [6]
- (b) Give the reasons for the following (any *four*) : [4]
- (i) Discolour crumbs in fruit cake
  - (ii) Eclairs having a close and heavy texture
  - (iii) Lack of volume in bread
  - (iv) Flaky pastry unevenly risen
  - (v) Cake baked  $\bar{c}$  peak top.
5. (a) State the functions of icing and classify them. [6]
- (b) Write standard recipe to make black forest gateaux using 110 gm of Refined flour. [4]
6. (a) Give baking time and temperature for the following products : [4]
- (i) Cinnamon rolls
  - (ii) Orange muffins
  - (iii) Macaroons
  - (iv) Pound cake.
- (b) Differentiate between the following : [6]
- (i) Strong flour—Weak flour
  - (ii) Prooving—Fermentation
  - (iii) Fats—Oil.

**[3781]-62**

**B.H.M.C.T. (Fourth Semester) EXAMINATION, 2010**

**402 : FOOD & BEVERAGE OPERATIONS-II**

**(2002 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

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

(ii) Solve any *four* questions.

1. List ingredients and explain beer making in detail. Give *four* international beer brands. [10]
2. How is Rum made ? Give styles of Rum and list 6 brands of Rum. [10]
3. (a) Explain the term 'liqueur'. How is liqueur made ? [6]  
(b) Name any *four* liqueurs with base, flavour and country of origin. [4]
4. Write in short (any *five*) : [10]
  - (i) Korn
  - (ii) Aquavit
  - (iii) Tequilla
  - (iv) Arrack
  - (v) Tiquira
  - (vi) Calvados
  - (vii) Grappa
  - (viii) Feni.

P.T.O.

5. (a) What is a bar ? List *four* types of bar and explain. [5]  
(b) Prepare a beverage list for first class bar. [5]
6. (a) Write a short note on cognac. [5]  
(b) List bar equipments. [5]

Total No. of Questions—7]

[Total No. of Printed Pages—4

**[3781]-64**

**B.H.M.C.T. (Fourth Semester) EXAMINATION, 2010**

**404 : CATERING SCIENCE III**

**(2002 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 80**

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

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

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

(i) Balanced diet

(ii) Hypertension

(iii) Bland diet

(iv) Diabetes Mellitus

(v) Atherosclerosis

(vi) Dietary fibre.

(B) Answer the following (any *five*) : [5×2]

(i) Role of ORT in diarrhoea.

(ii) When is low sodium diet suggested ? Name any *two* foods low in sodium.

P.T.O.

- (iii) Name any *four* foods rich in cholesterol.
- (iv) Clear fluid diet should not be given for more than 48 hours  
— give reason.
- (v) Name any *two* cooking methods where maximum nutrients  
can be retained.
- (vi) A balanced diet should include food stuffs from all different  
food groups.

2. Write short notes on (any *three*) : [3×5]

- (i) Basic five food groups with nutrients involved.
- (ii) Therapeutic diet with any *three* examples of the diet.
- (iii) Diet in Diarrhoea. Name any *four* foods to be avoided in this  
condition.
- (iv) Food exchange list.

3. (A) Plan a balanced diet for a sedentary working woman aged 40  
years who is a non-vegetarian using food exchange list. [8]

- (B) Discuss the factors to be considered in planning a diet for an  
underweight person. Plan a day's diet for an underweight adolescent  
boy who is a vegetarian. [2+5]

4. (A) When is liquid diet prescribed. Write a full day's menu if a full liquid diet is prescribed to a patient. [2+5]
- (B) What are the factors you would consider for planning a diet for a person suffering from Diabetes Mellitus ? Plan a day's diet for him who likes non-vegetarian food. [3+5]
5. (A) Define Peptic Ulcer. Discuss the principles involved in the diet formulation for treatment of peptic ulcer. [2+5]
- (B) Plan a day's diet for an individual suffering from Glomerulonephritis with the help of exchange list. [8]
6. (A) Name any *two* foods to be avoided and two foods to be recommended for the people suffering from :
- (i) Hepatitis
  - (ii) Fever and infection
  - (iii) Heart diseases
  - (iv) Chronic renal failure
  - (v) Constipation. [10]
- (B) As a caterer, explain any *five* ways to serve quality foods to the patient in a hospital. [5]

7. (A) Name any *four* foods : [10]

(i) Which supply good quality protein ?

(ii) Low in saturated fat.

(iii) High in carbohydrate.

(iv) Low calorie diet.

(v) High in sodium.

(B) How would you know whether a person is 'Obese' ? Plan a balanced lunch menu for an obese person who is a non-vegetarian. [5]



Total No. of Questions—8]

[Total No. of Printed Pages—3

**[3781]-701**

**B.H.M.C.T. (Seventh Semester) EXAMINATION, 2010**

**701 (A) : SPECIALIZATION IN FOOD**

**PRODUCTION MANAGEMENT**

**(2005 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

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

(ii) Attempt any *seven* questions.

(iii) Draw neat diagram and sketches wherever necessary.

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

[10]

- (1) Dashi
- (2) Tacos
- (3) Quesadillas
- (4) Tempuras
- (5) Courviture
- (6) Hummus
- (7) Truffle
- (8) Gammon
- (9) Falafel
- (10) Beurre manie
- (11) Waldrof salad
- (12) Quennelles.

P.T.O.

2. (a) Give the difference between Ham and Bacon. [4]  
(b) Define Chaud Froid. Explain various types of Chaud Froid. [6]
3. (a) Define the term Appetizer. Explain any *four* classical appetizer. [5]  
(b) List the precautions to be taken while preparing and storing appetizers. [5]
4. Explain the method of making (any *four*) : [10]  
(1) Galantine  
(2) Ballotine  
(3) Mousse (savoury)  
(4) Mousseline  
(5) Hollandaise sauce.
5. Explain the following : [10]  
(1) Colouring agents  
(2) Sweetening agents  
(3) Thickening agents  
(4) Flavouring agents  
(5) Preservative and curing agents.
6. (a) Draw a neat labelled kitchen layout for Chinese speciality restaurant. [5]  
(b) List the principles to be followed while designing a kitchen layout. [5]

7. Explain the procedure for care and maintenance of the following equipments (any *five*) : [10]

- (1) Buffaloo chopper
- (2) Bone saw
- (3) Microwave oven
- (4) Dough shuter
- (5) Bread slicer
- (6) Rotary oven.

8. (a) Give classification of sausage with example. [3]
- (b) Explain the term Brine and Curing agent. [4]
- (c) Give recipe for Aspic jelly. [3]

Total No. of Questions—8]

[Total No. of Printed Pages—3

**[3781]-702**

**B.H.M.C.T. (SEVENTH SEMESTER) EXAMINATION, 2010**

**701-B : SPECIALIZATION IN FOOD AND BEVERAGES**

**SERVICES AND MANAGEMENT**

**(2005 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

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

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

(iii) Assume suitable data wherever necessary.

(iv) Figures to the right indicate full marks.

**1. Answer the following (any *ten*) :**

**[10]**

(a) Name *two* fortified wines from Portugal.

(b) What is fine Champagne ?

(c) What is tray Jack ?

(d) Name *two* flavoured vodkas and also state their flavourings

(e) Identify the flavourings of the following syrups (any *two*) :

(i) Orgeat

(ii) Gomme

(iii) Grenadine

(f) Name *two* sweet white wines from France.

(g) List the ingredients of Rusty nail.

P.T.O.

- (h) List *four* methods of order taking.
  - (i) Name *two* brands of Cognac.
  - (j) List *four* room service equipments.
  - (k) Give the accompaniments for Oysters.
  - (l) Give *two* examples of sorbets.
  - (m) List *four* special equipments used by guest in a restaurant.
2. (a) List *four* types of menu merchandising and explain any *two* with an example of each. [4]
- (b) Plan a 4 course Spanish table d'hôte menu. Also give a brief description of each dish. [8]
3. (a) Explain the role of sales and marketing department for an event management. [4]
- (b) Give the full form of MICE and explain its importance for an event management. [4]
- (c) List *four* records maintained in the bar and explain any *one* with a neat format. [4]
4. (a) Explain the following yardsticks of performance measures : [6]
- (i) Average spending power
  - (ii) Seat turnover ration
  - (iii) Sales mix.
- (b) Enumerate any *four* symptoms of customer relation problems. [4]
- (c) Mention the soup and dessert from Germany. Also describe the dish in one line. [2]

5. (a) Prepare a duty roaster for a function catering. Assume data if necessary. [6]
- (b) State and explain any *six* points one will consider while selecting equipments for a speciality restaurant. [6]
6. Write short notes on (any *three*) : [12]
- (a) Location of bar
- (b) Sources of finance required for starting a new fast food outlet
- (c) Beverage control procedure
- (d) Types of beverage menus.
7. (a) Explain suggestive selling and upselling with the help of an example for each. [6]
- (b) Describe the procedure for taking bookings for a function. [4]
- (c) State *four* licences required for operating a food and beverage outlet. [2]
8. (a) Explain with examples the importance of lighting and decor in restaurant planning. [6]
- (b) List *four* types of Bar and explain any *one*. [4]
- (c) State the importance of under bar in bar operations. [2]

Total No. of Questions—7]

[Total No. of Printed Pages—2

**[3781]-703**

**B.H.M.C.T. (SEVENTH SEMESTER) EXAMINATION, 2010**

**701-C : SPECIALISED ACCOMMODATION MANAGEMENT**

**(2005 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

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

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

1. Answer in **Two-Three** sentences each (any *five*) : [10]
  - (a) What is Analogous Colour Scheme ?
  - (b) What is Accent Lighting ?
  - (c) State the component parts of a typical window.
  - (d) What do you understand by the term 'Beetling'.
  - (e) What are the types of woods used in furniture making ?
  - (f) State the sizes of Double Bed and Coffee Table.
  - (g) Mention *two* disadvantages of contracted laundry services.
2. (a) Explain the steps of Yarn Manufacturing. [6]  
(b) Draw the layout of Lobby and list down the equipments and furnitures used. [6]
3. (a) What is a 'Brochure' ? What are the essential features that one must include into it ? [6]  
(b) Classify textiles with *two* examples of each. [6]

P.T.O.

4. (a) Sales and Marketing is called as the 'Life and Blood' of the organization. Explain why ? [6]
- (b) What are the precautions to be borne in mind while planning of Linen Room ? [6]
5. (a) Draw the layout of Handicap Room and mention its special features. [6]
- (b) Distinguish between : [6]
- (i) Valance and Swags
- (ii) Bay Window and Bow Window
- (iii) Stiff Window Treatment and Soft Window Treatment.
6. (a) What is MICE ? What are the requirements or factors to be kept in mind while planning of MICE ? [6]
- (b) What are the advantages and disadvantages of Carpets ? [6]
7. (a) What are the various methods of training ? Explain any *three* methods. [6]
- (b) Define soft furnishings. Explain care and cleaning of cushions. [6]



Total No. of Questions—8]

[Total No. of Printed Pages—2

**[3781]-704**

**B.H.M.C.T (SEVENTH SEMESTER) EXAMINATION, 2010**

**702 : ORGANISATIONAL BEHAVIOUR**

**(2005 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

**N.B. :—** (i) Question 1 is compulsory.

(ii) Any 5 from the remaining questions.

1. Write short notes on any 4. [20]
  - (1) Nature and Dimensions
  - (2) Social perception
  - (3) Leadership skills
  - (4) Strategies to overcome conflicts
  - (5) Organisational culture (features)
2. Explain Maslow's theory of Hierarchy of needs with the help of a diagram. [10]
3. Differentiate between (any 2) [10]
  - (1) Tradition view and modern view of conflict
  - (2) Formal and informal organisation
  - (3) Verbal and non-verbal communication.
4. State importance and scope of Organisational Behaviour. [10]

P.T.O.

5. What are the sources and effects of stress. [10]
6. Name and explain the different styles of Leadership. [10]
7. What is the step-by-step procedure of Decision-making. [10]
8. Explain the process of communication with the help of a diagram. [10]

Total No. of Questions—6]

[Total No. of Printed Pages—2

**[3781]-705**

**B.H.M.C.T. (Seventh Semester) EXAMINATION, 2010**

**703 : HOTEL RELATED LAWS**

**(2005 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

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

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

(iii) Figures to the right indicate full marks.

1. Write short notes on (any *two*) : [10]
  - (a) Discharge of contract
  - (b) Rights of a Buyer
  - (c) Prevention and control of water pollution
  - (d) Disablement.
  
2. Differentiate between (any *two*) : [20]
  - (i) Adulteration and Misbranding
  - (ii) Conditions and Warranties
  - (iii) Strikes and Lockouts
  - (iv) Sale and Agreement to sell.

P.T.O.

3. (a) Explain the rights of an Unpaid Seller. [10]  
(b) Define the following : [10]  
(i) Occupational Diseases  
(ii) Industry  
(iii) Wages  
(iv) Legal object.
4. (i) What is the procedure of grievance redressal before the District Commission ? [10]  
(ii) With suitable examples, explain 'Indemnity and Guarantee' as per Indian Contract Act. [10]
5. (a) Explain any *five* welfare provisions under Factories Act, 1948. [10]  
(b) Discuss any *four* licenses required to set up a hotel or catering establishment. [10]
6. (i) What do you understand by 'Defect of goods' and 'Deficiency in service' with reference to Consumer Protection Act. [10]  
(ii) Explain the procedure of registration, its renewal and cancellation under shop and Establishment Act, 1948. [10]

Total No. of Questions—8]

[Total No. of Printed Pages—2

**[3781]-706**

**B.H.M.C.T. (Seventh Semester) EXAMINATION, 2010**

**704 : HOSPITALITY MARKETING—II**

**(2005 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

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

(ii) Attempt any *five* questions from Q. Nos. 2 to 8.

1. Write short notes on (any *four*) : [20]
  - (a) Duties of Marketing Manager
  - (b) Handling Customer Complaints
  - (c) Differences between Goods and Services
  - (d) Motivation of Employees
  - (e) Advantages of Blue Printing
  - (f) Managing supply in services marketing.
2. What are the characteristics of services ? [10]
3. Write about enhancing productivity in services marketing. [10]
4. Explain the importance of recruitment and empowerment of people in hospitality industry. [10]
5. Explain the 5-GAP Model of Service Quality. [10]

P.T.O.

6. "Physical Evidence plays a very important role in hospitality industry." Explain. [10]
7. What is service encounter ? Draw and write about the line of visibility and line of interaction. [10]
8. (a) What is customer value and satisfaction ?  
(b) Write about Relationship Marketing. [10]

Total No. of Questions—8+6]

[Total No. of Printed Pages—2

**[3781]-707**

**B.H.M.C.T. (Seventh Semester) EXAMINATION, 2010**

**705 : ENVIRONMENTAL MANAGEMENT**

**(2005 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

**N.B. :—** (i) Attempt any *six* from Section I.

(ii) Attempt any *four* from Section II.

(iii) Draw neat sketches wherever necessary.

**SECTION I**

[5 marks each]

1. How can the hospitality industry play an important role towards the environment ?
2. How does sensible purchasing help environment ? Explain with the principles.
3. What is Noise ? Explain.
4. What do you understand by indoor air quality ?
5. What is smart building ? How does the occupants and the environment benefit from it ?
6. What are the sources of water ? What purification methods are applied to improve water quality ?

P.T.O.

7. What is the role of an energy manager ?
8. Explain the role of the staff to raise awareness on environment to its guests.

## **SECTION II**

[10 marks each]

1. What is Waste ? Classify and explain how could you manage waste ?
2. Explain the decision-making method for investments in the conservation of energy and waste.
3. Define Hazard. Explain the various types of hazards and how would you tackle hazards ?
4. Explain the potentials sources of air pollution.
5. With a suitable example explain what an Ecotel is ?
6. Explain the Building of the future, with the help of Material and Technology.



**B.H.M.C.T. (Fifth Semester) EXAMINATION, 2010**

**501 : SPECIALISED FOOD PRODUCTION**

**(2002 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

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

(ii) *All* questions carry equal marks.

1. (A) Discuss the general principles of poaching and list any *two* advantages and two disadvantages of poaching. [5]  
(B) List any *five* points to be considered while making sandwiches. [5]
2. (A) List the equipments in a larder department of a Five-Star Hotel and draw its layout to show the placement. [5]  
(B) Discuss the points to be considered while presentation of a cold buffet set-up. [5]
3. (A) Classify salads with one example of each. [5]  
(B) Discuss the general principles of Frying and Explain in short different methods of Frying. [5]

P.T.O.

4. Explain in brief (any *four*) : [10]
- (i) Poulet Saute Maryland
  - (ii) Smorresbrod
  - (iii) Breakfast cereals
  - (iv) Jus-Lie
  - (v) Aspic
  - (vi) Steak Tartare.
5. Write short notes on (any *two*) : [10]
- (i) Composition of Sandwiches
  - (ii) Horsdoeyure
  - (iii) Cold Buffet
  - (iv) Dressings.
6. (A) List any *five* egg preparations for Breakfast. [5]
- (B) List the duties and responsibilities of Larder Chef. [5]

**B.H.M.CT. (FIFTH SEMESTER) EXAMINATION, 2010**

**502 : FOOD AND BEVERAGE SPECIAL SERVICE**

**(2002 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

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

(ii) Figures to the right indicate full marks.

1. Describe the Gueridon service with cover, accompaniment and service of the following dishes (any *two*) : [10]
  - (a) Crepe Suzette
  - (b) Steak Diane
  - (c) Shellfish cocktail.
2. (a) Explain function prospectus with the help of neat diagram. [5]  
(b) Explain the different types of seating arrangements used in Banquets with suitable diagram. [5]
3. Explain the planning, organising and execution of a Cocktail Banquet Party for 100 pax, Indian menu @ Rs. 600. Giving the following details : [10]
  - (1) Menu plan
  - (2) Staffing requirement
  - (3) Equipments requirement.

P.T.O.

4. Write short notes on (any *two*) : [10]
- (1) Types of Buffet
  - (2) Service and Storage of Cigar
  - (3) Parts of Bar.
5. (1) Enlist large and small equipments used in the variou Bar. [4]
- (2) Enlist duties and responsibilities and Banquet Manager. [6]
6. (1) Explain the role of Toast Master in formal functions. [4]
- (2) Give the service procedure for a formal sit down function. [6]

**B.H.M.C.T. (Fifth Semester) EXAMINATION, 2010****505 : FINANCIAL MANAGEMENT****(2002 PATTERN)****Time : Three Hours****Maximum Marks : 80**

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

(ii) Use of pocket calculator is allowed.

(iii) Figures to the right indicate full marks.

1. The following Balance Sheets are given of Hemlata Ltd. as on 31st March, 2009 and 2010 : [20]

	<b>31st March, 2009 (Rs.)</b>	<b>31st March, 2010 (Rs.)</b>
<b>Assets</b>		
Goodwill	10,000	8,000
Premises	2,00,000	1,80,000
Equipments	1,80,000	2,20,000
Sundry Debtors	65,000	72,000
Stock	98,000	1,10,000
Bills Receivable	22,000	28,500
Cash in hand	10,800	15,500
<b>Total (Rs.)</b>	<b>5,85,800</b>	<b>6,34,000</b>

P.T.O.

	(Rs.)	(Rs.)
<b>Liabilities</b>		
Equity Share Capital	2,50,000	2,80,000
10% Preference Share Capital	1,50,000	1,50,000
General Reserve	20,000	22,000
Profit and Loss A/c	1,02,000	1,10,000
Proposed Dividend	14,750	20,000
Sundry Creditors	28,430	32,000
Bills Payable	11,820	8,950
Bank Overdraft	3,300	1,700
Provision for Taxation	5,500	9,350
Total (Rs.)	5,85,800	6,34,000

*Additional Information :*

- (i) Equipment costing Rs. 10,000 was sold for Rs. 8,000.
- (ii) Provision for taxation made during the year was Rs. 20,000.
- (iii) An interim dividend of Rs. 15,000 was paid during the year.

Prepare :

- (a) Statement showing changes in working capital.
- (b) Statement of sources and application of funds.
- (c) Working notes, if any.

2. Write short notes on any *three* : [12]

- (a) Absorption Pricing
- (b) Concept of Profitability
- (c) Budget Committee
- (d) Historical Accounting.

3. The following data pertains to Lextra Ltd. for the year ending 31st March, 2009 : [12]

**Profit and Loss Account**

Particulars	Rs.
Sales	12,50,000
Less : Cost of Sales	7,25,000
Gross Profit	5,25,000
Less : Operating Expenses	2,80,000
Net Profit	2,45,000

**Balance Sheet**

(as on 31st March, 2009)

Particulars	Rs.
<b>Liabilities</b>	
50,000 Equity Shares of Rs. 10 each	5,00,000
25,000 Preference Shares of Rs. 10 each	2,50,000

10% Debentures	1,00,000
Profit and Loss Account	35,000
Sundry Creditors	12,800
Bills Payable	8,250
Proposed Dividend	4,150
Total (Rs.)	9,10,200
<b>Assets</b>	
Fixed Assets	6,50,000
Stock	2,00,000
Sundry Debtors	32,800
Bank and Cash Balance	27,400
Total (Rs.)	9,10,200

Calculate the following ratios :

- (i) Gross Profit
- (ii) Capital Gearing
- (iii) Current Ratio
- (iv) Debtors Turnover
- (v) Stock Turnover ratio assuming Opening Stock to be Rs. 1,50,000.
- (vi) Return on Equity Share Capital.



4. (a) What is Budgetary Control ? Explain the advantages of Budgetary Control. [6]

(b) What is Internal Check ? How is it different from Internal Control ? [6]

5. The following information for 50% production capacity (5,000 units) is given to you by Asmarina Ltd. : [12]

Particulars	Rs.
Material Cost	Rs. 75 per unit
Direct Labour	Rs. 50 per unit
Direct Expenses	Rs. 20 per unit
Administrative Expenses	Rs. 50,000 (20% Variable)
Selling and Distribution Expenses	Rs. 30,000 (10% Fixed)
Other Expenses	Rs. 10,000 (Fixed)

Prepare Flexible Budget at 80% and 100% capacity of production.

6. (A) What is meant by Internal Rate of Return method of Project Appraisal ? List its advantages and disadvantages. [6]

(B) List and explain the advantages of Cash Flow Statement. [6]

7. Two equipments costing Rs. 10,00,000 each are being considered for purchase by Avishkar Ltd. [12]

The expected cash inflows after taxation but before charging depreciation are as follows :

Year	Alpha	Omega
1	1,00,000	80,000
2	2,40,000	1,50,000
3	3,60,000	2,40,000
4	3,00,000	4,00,000
5	2,00,000	4,80,000

The life of both machines is expected to be 5 years with no scrap value. Evaluate the two alternatives using the following methods :

- (i) Pay-back period.
- (ii) Average rate of return on investment.
- (iii) Net Present Value method assuming discount factor @ 10%,  
Present Value of Re. 1 for 10% discount factor is given below :

Year	Present Value
1	0.909
2	0.826
3	0.751
4	0.683
5	0.621

8. Answer the following questions :

[12]

- (a) Explain the various determinants of pricing.
- (b) What is Fixed Assets Turnover Ratio ? State its significance.
- (c) Explain the Business entity concept of Accounting.

Total No. of Questions—8]

[Total No. of Printed Pages—2

**[3781]-801**

**B.H.M.C.T. (Eighth Semester) EXAMINATION, 2010**

**801-A : SPECIALISED FOOD PRODUCTION**

**(2005 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

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

(ii) *All* questions carry equal marks.

(iii) Draw neat diagram wherever necessary.

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

- (1) Mung beans
- (2) Agar Agar
- (3) Topping
- (4) Tempering chocolate
- (5) White chocolate
- (6) Mohan thal
- (7) Bibinca
- (8) Gelato
- (9) Parfait
- (10) Granitée
- (11) Bombe
- (12) Hot pudding.

**2.** (A) Explain the process of making chocolate. [5]

(B) Write the precautions to be taken care in handling chocolate. [5]

P.T.O.

3. Write short notes on (any *four*) : [10]
- (1) Desirable attributes of sons chef
  - (2) Liaising with guest
  - (3) Buying knowledge
  - (4) Pricing consideration in food production
  - (5) Recipe testing.
4. (A) Explain the time and motion study concept in kitchen with some relevant examples. [5]
- (B) Enlist and explain any *five* records maintained in kitchen in brief. [5]
5. (A) Explain the procedure of specification buying. [5]
- (B) Write the procedures to control quantity and quality in food production. [5]
6. (A) Explain different types of chocolate. [5]
- (B) Describe organoleptic and sensory evaluation. [5]
7. Explain various types of budget in detail. [10]
8. (A) Explain the term "MENU ENGINEERING". [5]
- (B) Explain the production planning and scheduling. [5]

Total No. of Questions—6]

[Total No. of Printed Pages—2

**[3781]-802**

**B.H.M.C.T. (Eighth Semester) EXAMINATION, 2010**

**801-B : SPECIALIZATION OF FOOD AND BEVERAGES**

**SERVICES AND MANAGEMENT**

**(2005 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

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

(ii) Answer any *three* questions from Question No. 2 to Question No. 6.

(iii) Assume suitable data wherever necessary.

1. Define Meal Experience. Meal experience is an integral factor in increasing guest satisfaction and promoting repeat business. Justify this statement. [10]
2. (a) With the help of neat format explain the approaches to quality management. [10]  
(b) Define Quality. [2]  
(c) Explain the following for quality restaurants : [8]  
(i) Food production style  
(ii) Food service style.
3. (a) Define budget and state the objectives of budgetary control. [10]  
(b) Explain the *six* basic stages in preparation of budget. [10]

P.T.O.

4. (a) Explain the marketing considerations as a key to success in fast food and popular catering. [10]
- (b) What is RAIS ? Explain its importance in control and performance measurement in fast food and popular catering. [10]
5. (a) With help of a matrix table explain the concept of menu engineering ? [10]
- (b) What is outsourcing ? Explain *three* outsourcing option in quality restaurants. [10]
6. (a) Explain the factors observed for the measurement of performance for a contract caterer. [10]
- (b) Explain the food production style and food service style in industrial catering. [10]

**[3781]-803**

**B.H.M.C.T. (Eighth Semester) EXAMINATION, 2010**

**801-C : SPECIALISED ACCOMMODATION MANAGEMENT**

**(2005 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

**N.B. :—** Q. No. 1 is compulsory and answer any *five* questions from Q. No. 2 to 7.

1. Explain the following in **3-4** sentences/**50** words each (any *five*): [10]
  - (a) SOP
  - (b) Work measurement
  - (c) Capital Budget
  - (d) R<sup>3</sup> concept
  - (e) Forecasting
  - (f) Rev PAR.
2.
  - (a) What care has to be taken for effective use of cleaning agents and equipment ?
  - (b) Explain time and motion study. [6+6]
3.
  - (a) Explain the factors to be considered for planning budget for housekeeping department.
  - (b) How does performance appraisal help in monitoring and enhancing performance ? [6+6]

P.T.O.



4. (a) Explain any *five* motivational techniques used for hotel employees.
- (b) Explain the methods used for reducing waste in rooms division. [6+6]
5. Write short notes on :
- (a) Dismissal process
- (b) Software used in hotels
- (c) Forecasting. [4×3=12]
6. (a) Prepare SOP for handling guest complaint.
- (b) Explain any *six* techniques of controlling cost at rooms division. [6+6]
7. (a) Explain different sources of recruitment.
- (b) Explain the features of Management Information System in Rooms Division. [6+6]

Total No. of Questions—6+8]

[Total No. of Printed Pages—2

**[3781]-804**

**B.H.M.C.T. (Eighth Semester) EXAMINATION, 2010**

**803 : TOTAL QUALITY MANAGEMENT**

**(2005 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

**N.B. :—** (i) Attempt any *four* questions from Section I. Each question carries **10** marks.

(ii) Attempt any *six* questions from Section II. Each question carries **5** marks.

### **SECTION I**

1. Define Quality, and explain the six core concepts of TQM.
2. What do you understand by Environment Management systems ? Explain the *four* principal standards.
3. Construct a Fish Bone Diagram with suitable examples.
4. Why is Measuring and Managing Customer satisfaction important in the Hospitality Industry ?
5. Which are the various types of flow groups existing in the Industry ?
6. What are the various kinds of cost involved in implementing quality ?

P.T.O.

## SECTION II

1. How are internal customers important in the Hospitality Industry ?
2. Define and explain the thoughts of Deming and Juran with suitable examples.
3. How Perfectionism is important in the Hospitality Industry ?
4. Differentiate between Vision and Mission.
5. Explain with suitable example the Pareto analysis.
6. Explain the “5 S” concept with a relevant example.
7. How does it help the hospitality industry by implementing Green Service Quality ?
8. What do you understand by competence gap ? Explain with the diagram.

Total No. of Questions—8]

[Total No. of Printed Pages—2

**[3781]-805**

**B.H.M.C.T. (Eighth Semester) EXAMINATION, 2010**

**804 : MANAGERIAL ECONOMICS**

**(2005 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

**N.B. :—** (i) Question 1 is compulsory.

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

1. Write notes on (any *four*) : [20]
  - (a) The law of demand.
  - (b) The law of supply.
  - (c) The law of variable proportions.
  - (d) Micro-economics and Macro-economics.
  - (e) The law of Equi-marginal utility
  - (f) Problem of scarcity as defined by Lionel Robbins.
2. Explain functions of managerial economist. [10]
3. Differentiate between plant and firm. [10]
4. With the help of a example explain "The Law of Diminishing Marginal utility." [10]
5. Explain concepts and attributes of production analysis. [10]

P.T.O.

6. What do you mean by elasticity of supply. Explain factors affecting elasticity of supply. [10]
7. Explain different types of markets. [10]
8. Define the following terms (any *five*) : [10]
- (a) Market
  - (b) Managerial economics
  - (c) Utility
  - (d) Elasticity of demand
  - (e) Supply
  - (f) Demand
  - (g) Industry.

**[3781]-81**

**B.H.M.C.T. (Sixth Semester) EXAMINATION, 2010**

**601 : SPECIALIZED INDIAN FOOD PRODUCTION**

**(2002 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

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

(ii) Assume suitable data.

1. Plan a complete menu for Rajasthani Food Festival with ample choice in each preparation. [10]
2. List and briefly explain principles of hygienic dry food storage. [10]
3. (a) What care and precautions one must take to prevent fire in kitchen ? [6]  
(b) What measures would you recommend if a kitchen personnel has suffered from : [4]
  - (i) Fall
  - (ii) Deep cut with knife
  - (iii) Scald due to hot oil
  - (iv) Burn.
4. Explain the principles of cold food storage to be followed while storing food under cold refrigeration. [10]

P.T.O.

5. Explain the following culinary terms (any *ten*) :

[10]

- (i) Muzaffar
- (ii) Mutanjan
- (iii) Punch phoran
- (iv) Moilee
- (v) Bibinca
- (vi) Dhunar
- (vii) Dumpukt
- (viii) Petha
- (ix) Khubani ka meetha
- (x) Mohanthai
- (xi) Chirota
- (xii) Khandavi.

Total No. of Questions—8]

[Total No. of Printed Pages—2

**[3781]-84**

**B.H.M.C.T. (Sixth Semester) EXAMINATION, 2010**

**604 : MANAGERIAL ECONOMICS**

**(2002 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 80**

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

(ii) *All* questions carry equal marks.

1. Write notes on (any *two*) : [20]
  - (a) Direct and indirect tax
  - (b) Circular flow of money
  - (c) Law of supply
  - (d) Internal economies to scale.
2. Distinguish between 'Balance of Payments' and 'Balance of Trade'. [20]
3. What do you mean by inflation ? Explain any *two* types of inflation.  
How can the inflation be controlled ? [20]
4. List factors of production. State features of Land and Labour. [20]

P.T.O.



5. Discuss the functions of Commercial Banks and Central Bank (RBI). [20]
6. Explain critically the definitions of economics by Prof. Robbins and Prof. Marshall. [20]
7. Explain the following terms : [20]
  - (a) Stock exchange
  - (b) Money market
  - (c) Capital market
  - (d) Share capital.
8. Explain various concepts of National income. How can national income be measured ? [20]

Total No. of Questions—10]

[Total No. of Printed Pages—2

**[3781]-85**

**B.H.M.C.T. (Sixth Semester) EXAMINATION, 2010**

**605 : PERSONNEL MANAGEMENT**

**(2002 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 80**

**N.B. :—Attempt any *Eight* questions.**

1. Define stress. What are various ways of managing stress at work-place ? [10]
2. (a) List various types of organizations. [4]  
(b) Discuss the structure and functioning of formal organization. [6]
3. What is group dynamics ? Discuss the features of group dynamics. [10]
4. Explain the step by step procedure for selection of entry level staff in a five-star hotel. [10]
5. What is Conflict ? Discuss various types of conflicts. [10]
6. Write short notes on (any *two*) : [10]  
(i) Collective bargaining

P.T.O.

- (ii) Welfare measures
- (iii) Performance appraisal.

7. Make a job specification for sous-chef of a Five Star Hotel. [10]
8. Discuss the various methods of training implemented in Hotel. [10]
9. What are the causes of labour turnover in a hotel ? Suggest any *five* measures you would take to control it. [10]
10. Discuss the benefits of career development. [10]

Total No. of Questions—10]

[Total No. of Printed Pages—2

**[3781]-86**

**B.H.M.C.T. (Sixth Sem.) EXAMINATION, 2010**

**606-A : PERSONNEL MANAGEMENT**

**(Elective)**

**(2002 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 80**

**N.B. :—** Attempt any *eight* questions.

1. Define Motivation. Discuss the various means to motivate employees in a hotel. [10]
2. Explain the various types of 'Transfers'. [10]
3. Mention the Promotion policy of a hotel. [10]
4. Discuss McGregor's Theory X and Theory Y. [10]
5. Define the following : [10]
  - (i) Demotion
  - (ii) Transfer
  - (iii) Promotion
  - (iv) Non-Financial Motivators
  - (v) Absenteeism.

P.T.O.

6. What are the causes of Absenteeism ? Mention the ways to control Absenteeism. [10]
7. What is the role of a 'Personnel Manager' ? [10]
8. Explain in brief the growth of Personnel Management in India. [10]
9. How are motives classified ? [10]
10. (a) What will be the effect of Demotion on morale of employees ? [5]  
(b) What is procedure of 'transfers' ? [5]

**B.H.M.C.T. (Sixth Semester) EXAMINATION, 2010**

**606-B : MARKETING MANAGEMENT**

**(Elective 1)**

**(2002 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 80**

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

(ii) *All* questions carry equal marks.

(iii) Assume suitable data if required.

1. (a) Explain the concept of 'Relationship Marketing'. How can an organisation build its relationship with its customers ?  
[10]  
(b) Explain the role and functions of the Marketing Manager of a Five-Star Hotel. [10]
2. (a) "Inter-departmental conflict exist in between the marketing and other departments in an organisation." Explain. [10]  
(b) Explain the concept of 'Customer Profitability'. [10]
3. (a) Explain the 'trade barriers' that exist in International Services Marketing. [10]

P.T.O.

- (b) How can a strategic marketing programme be developed for a front office firm ? [10]
4. (a) Differentiate between the characteristics of goods and services. [10]
- (b) Define "Customer Satisfaction" which tools are used for measuring customer satisfaction. [10]
5. (a) How are competitors strengths and weaknesses identified ? [10]
- (b) "Customer retention is more economical than attracting new customer." Explain. [10]
6. (a) Explain the concept of "Total Quality Marketing". [10]
- (b) How will you design a competitive intelligence system ? [10]

**B.H.M.C.T. (Eighth Semester) EXAMINATION, 2010**

**802 : CATERING EQUIPMENT MANAGEMENT**

**(2002 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 80**

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

(ii) *All* questions carry equal marks.

(iii) Draw neat diagrams wherever necessary.

1. (a) Classify equipments in accordance to the order of use. [10]  
(b) Draw and explain the construction of a Chef's knife. [10]
2. Explain the working of the following equipments (any *four*) : [20]
  - (i) Dish washing machine
  - (ii) Food processor
  - (iii) Dough sheeter
  - (iv) Brat pan
  - (v) Walk in coolers.
3. (a) Explain the different features that need to be considered while designing the service area of a food outlet. [10]  
(b) Give any *five* waste disposal methods. [10]
4. (a) Give the importance of maintenance of kitchen equipments. [10]

P.T.O.



- (b) Write advantages and disadvantages of the following metals used in fabricating kitchen equipments in detail : [10]
- (i) Aluminium
  - (ii) Stainless steel
  - (iii) Galvanised steel
  - (iv) Brass.
5. (a) Plan a layout of a continental kitchen serving 125 covers. [10]
- (b) Write the care to be taken for effective and efficient operating of refrigerator. [10]
6. (a) Write short notes on : [10]
- (i) Salamander
  - (ii) Mandolin
  - (iii) Holding equipments
  - (iv) Safety equipment used in kitchen
- (b) List and explain any *five* bakery equipments used in commercial bakery. [10]

Total No. of Questions—10]

[Total No. of Printed Pages—2

**[3781]-93**

**B.H.M.C.T. (Eighth Semester) EXAMINATION, 2010**

**803 : PLANNING AND DESIGNING OF HOTEL**

**OPERATION AREA**

**(2002 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 80**

**N.B. :—** (i) Attempt any 8 out of 10 questions.

(ii) All questions carry equal marks.

1. Write any *ten* trends followed in Rooms Division of a Five Star Hotel. [10]
2. Write short notes on : [5×2=10]
  - (1) Colour wheel and schemes
  - (2) Window treatments
3. What are the considerations and factors for designing any given area ? [10]
4. Draw and explain the layout of a Double Room with respect to furniture and space allocation. [10]
5. What are the financial sources available to start a new Restaurant ? [10]
6. What are the principles of Interior Designing ? [10]

P.T.O.

7. Explain the use of the following in designing a speciality Restaurant with Indian theme : [10]
- (a) Furniture
  - (b) Colour scheme
  - (c) Lighting
  - (d) Furnishing.
8. Explain the following terms (any *ten*) : [10]
- (1) Valance
  - (2) Swags
  - (3) Blinds
  - (4) Café Curtains
  - (5) Triad
  - (6) Atrium
  - (7) Corince
  - (8) Dado
  - (9) Indirect Lighting
  - (10) French window
  - (11) Soft furnishing.
9. What is work study ? Explain its importance in planning and designing. [10]
10. Draw and explain the layout of a In-house Laundry of a Five Star (\*) Hotel. [10]

**[3781]-94**

**B.H.M.C.T. (Eighth Semester) EXAMINATION, 2010**

**804 : ADVERTISEMENT AND PUBLIC RELATIONS**

**(2002 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 80**

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

(ii) *All* questions carry equal marks.

(iii) Assume suitable data if required.

1. (a) Discuss the following 'M's of advertisement :

(i) Mission

(ii) Money—(factors to be considered for budget)

(b) What are the duties and responsibilities of public relations manager ? [20]

2. Write notes on :

[4×5=20]

(a) Reach, frequency and impact

(b) Ethics in advertisement

(c) Differences between PR and Publicity

(d) Sponsorship arrangement.

P.T.O. -

3. With the help of a neat format, explain the essential details to be included in the brochure of a Five Star Hotel. [20]
4. (a) Explain different types of advertisement budget.  
(b) Explain the styles of message execution. [20]
5. Explain "Communication effect research" and "Sales effect research" with reference to the evaluation of advertisement effectiveness. [10+10]
6. Explain any *four* methods and techniques of advertisement services related to Hotel industry to boost sales. [20]
7. (a) Explain the concept of "Message" generation with reference to advertisement.  
(b) How would you identify the target audience of your product/ services with reference to "Hotel Industry" ? [10+10]

Total No. of Questions—4]

[Total No. of Printed Pages—2

**[3781]-95**

**B.H.M.C.T. (Eighth Semester) EXAMINATION, 2010**

**805 : TRAVEL AND TOURISM**

**(2002 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 80**

**N.B. :—All questions are compulsory.**

**1. Define the following (any *ten*) :**

**[20]**

- (a) Tour
- (b) Tourism
- (c) Tourist
- (d) Visitor
- (e) Excursionist
- (f) Domestic tourist
- (g) International tourist
- (h) Inbound tourist
- (i) Outbound tourist
- (j) Destination
- (k) Guide
- (l) Escort.

**P.T.O.**

2. Explain the following tourism organisations (any *two*) : [20]
- (a) ITDC
  - (b) MTDC
  - (c) DOT
  - (d) FHRAI.
3. (a) Who is a travel agent ? Explain the functions of a travel agent. [10]
- (b) What is a passport ? Explain the types of passport. [10]
4. Explain the following types of tourism (any *five*) : [20]
- (a) MICE
  - (b) VFR
  - (c) Sports tourism
  - (d) Political tourism
  - (e) Health tourism
  - (f) Eco-tourism
  - (g) Agro-tourism
  - (h) Sustainable tourism.

**B.H.M.C.T. (Eighth Semester) EXAMINATION, 2010**

**806 A : PERSONNEL MANAGEMENT**

**(2002 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 80**

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

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

1. Read the following case study and answer the questions : [20]

Name of the Organisation : **APOLO HOSPITAL**

Apolo Hospital has been growing in size as it offers quality, prompt-caring services to the patients. Dr. Chandrashekar the Administrator is a person with good medical knowledge but lacks knowledge and skills involved in human resources management. The hospital has large quantities of medicine, equipment, spare parts of important machines installed in the hospital. As usual, the Hospital has employed a “storekeeper” with no previous experience of Hospital Stores. Mr. Ramakant the storekeeper was working earlier in an engineering firm and had sufficient knowledge of such stores. Ramakant reports to the purchase Executive whose job is to order requisite materials for requirements of the entire Hospital Dr. Chandrashekhar has been

P.T.O. —



receiving various complaints from the staff and doctors of non-availability of medicines, drugs, spares of equipment and other consumables required in the Hospital having 500 beds. Since the hospital so far did not employ a qualified Personnel Manager, the administrators are not aware of the job analysis procedures, nor do they have job description and job specification of any of the jobs being performed :

*Questions :*

- (1) Write down the job analysis, job description and job specification of a storekeeper's job.
- (2) What specific standards and specification would you include in the job description and job specification ?
- (3) How would you go about in developing a standard job description and specification ?
- (4) Which are the staff members from whom you would collect useful information and requirements of this job ?

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

- (a) Types of union
- (b) Benefits of Human Resource Development
- (c) Ways to attain industrial peace.

3. Describe the growth of Trade Unions in India. [10]
4. Discuss the various causes of Industrial disputes. [10]
5. Differentiate between the HRM and HRD. [10]
6. Discuss in brief procedure for Human Resource Planning. [10]
7. Mention the importance of Workers' Participation in Management. [10]
8. Explain the machinery for settlement of industrial disputes as per the Industrial Disputes Act, 1947. [10]
9. Discuss the various steps involved in collective bargaining. [10]

**B.H.M.C.T. (Eighth Semester) EXAMINATION, 2010**

**806-D : TOTAL QUALITY MANAGEMENT**

**(2002 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 80**

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

(ii) *All* questions carry equal marks.

1. Define quality and total quality management in the context of hospitality industry.
2. What are the various methods used in measuring customer satisfaction ?
3. What are the characteristics of quality circle ? How is it useful to the hospitality industry ?
4. How the quality aspects differ from tangible and intangible which measures the quality ?
5. How do you develop a strategic quality plan for hospitality industry ?

P.T.O.

6. What is ISO standards ? Explain the benefits of its certification for the organisation ?
7. What do you understand by cost of quality ? What are its types ?