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**[4381]-101**

**B.H.M.C.T. (First Semester) EXAMINATION, 2013**

**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.

(iii) Draw diagrams wherever necessary.

1. (a) Draw an organisation structure of a Classical Kitchen Brigade. [5]
- (b) Enlist the Aims and Objectives of cooking. [3]
- (c) Differentiate between Herbs and Spices. [2]
  
2. (a) Draw a neat chart illustrating classification of vegetables with examples. [4]
- (b) Match the following : [2]
  - (i) Brinjal (1) Flavous
  - (ii) Carrots (2) Anthocyanin
  - (iii) Cauliflower (3) Chlorophyll
  - (iv) Broccoli (4) Carotenoids
- (c) What is Hydrogenation of Fat ? Enlist the different types of fats and oils used in cooking. [4]

P.T.O.

3. (a) Briefly explain any *two* food holding equipments. [4]
- (b) Draw a neat and labelled diagram of a wheat kernel and explain any *two* parts. [4]
- (c) List any *four* good practices of Personal Hygiene. [2]
4. (a) Briefly explain any *four* types of milk available in the market. [4]
- (b) Draw a diagram of egg showing all the parts and explain any two functions of egg in short. [4]
- (c) Give *two* examples of (any *two*) : [2]
- (i) Stone fruit
- (ii) Fleshy fruit
- (iii) Citrus fruit.
5. (a) Name any *two* biproducts of : [2]
- (i) wheat
- (ii) corn.
- (b) Give any *two* examples of : [2]
- (i) Condiments
- (ii) Seasonings.

- (c) Write any *two* artificial sweetners. [2]
- (d) Give local equivalents of the following (any *four*) : [4]
- (i) Ragi
  - (ii) Fenugreek leaves
  - (iii) Rajma
  - (iv) Millet
  - (v) Asafoetida
  - (vi) Amaranth.

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**[4381]-102**

**B.H.M.C.T. (First Semester) EXAMINATION, 2013**

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

**(2008 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

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

(ii) *All* questions carry equal marks.

**1. (a)** Answer the following terms :

[6]

(i) Chef de sale

(ii) Banquet

(iii) Bitro

(iv) Barista

(v) Mise-en-place

(vi) Take away

(b) Draw the classification chart of F & B service industry. [4]

P.T.O.

2. (a) Distinguish between : [6]
- (i) French service and American service
  - (ii) Commercial catering and Welfare catering
- (b) Explain the following areas in hotel : [4]
- (i) Hot plate
  - (ii) Still room.
3. (a) Explain *four* important attributes of a waiter. [4]
- (b) Draw the diagram of interdepartmental relationship among F & B service and other department in a hotel. Explain any one in detail. [4]
- (c) Explain maitre d' hotel. [2]
4. (a) Draw the F & B service organization chart for big hotel. [4]
- (b) (i) List *four* glasswares with its capacity. [2]
- (ii) List *four* linens used in restaurant with sizes. [2]
- (iii) List *four* specialised equipments used in F & B. [2]

5. Explain the following :

[10]

(i) Butler service

(ii) Buffel service

(iii) Aboyeur

(iv) in-situ service

(v) Mise-en-scene.

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**[4381]-103**

**B.H.M.C.T. (First Semester) EXAMINATION, 2013**

**103 : HOUSEKEEPING OPERATIONS—I**

**(2008 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. (a)** Explain the following terms (any *five*) : [5]

(1) Efficiency room

(2) O.O.O.

(3) Duvet

(4) Floor Party

(5) Section Key

(6) Sanibir

(7) Shams.

(b) How can the Housekeeping Department ensure Guest satisfaction

̄ repeat business ? [5]

P.T.O.

- 2.** (a) List and explain the various types of manual keys. [5]
- (b) Describe the co-ordination of Housekeeping with the following (any *two*) : [5]
- (1) Front office
  - (2) Human Resource Department
  - (3) Engineering.
- 3.** (a) With the help of a layout explain the sections of the Housekeeping Department. [5]
- (b) List any *five* guest supplies with their locations. [5]
- 4.** (a) What are the attributes of Housekeeping staff ? [5]
- (b) With the help of an organisation chart, explain the hierarchy of a large hotel. [5]
- 5.** (a) Give the use and care of the following equipments : [5]
- (1) Dustpan
  - (2) Squeeze
  - (3) Manual sweeper
  - (4) Chambermaids Trolley
  - (5) Hot water extraction machine.

- (b) State the duties and responsibilities of a Guest Room Attendant. [5]
- 6.** (a) What points should be kept in mind while selecting cleaning agents ? [5]
- (b) Write the Job Description for a Floor Supervisor. [5]

Total No. of Questions—6]

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**[4381]-104**

**B.H.M.C.T. (First Semester) EXAMINATION, 2013**

**104 : FRONT OFFICE 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 the following terms (any *five*) : [5]

(i) Rack Rate

(ii) European Plan

(iii) Lanai

(iv) Floatels

(v) H.W.C. guest

(vi) G.D.S.

(b) Draw the organisation chart of a Medium Hotel. [5]

**2. (a)** List down any *five* duties of a Receptionist. [5]

(b) (i) Classify hotels based on Location and Size. [3]

(ii) Explain any *two* sections of Front Office department. [2]

P.T.O.

3. (a) Draw the format of Message Slip and explain the procedure of Incoming Mail in the Hotel. [5]
- (b) List and explain any *five* types of Rooms. [5]
4. Write short notes on (any *four*) : [10]
- (a) Rules of the house for guests
- (b) Functions of Bell desk
- (c) Overbooking
- (d) Key control
- (e) Group reservation.
5. (a) What are the different sources of reservation ? [5]
- (b) Explain the procedure for amendment of a reservation with a relevant format. [5]
6. (a) State the procedure followed by Front Office in case of the following : [4]
- (i) A Scanty baggage guest comes to a hotel.
- (ii) A standard room is not available for a Walk-in guest.
- (b) Explain : [6]
- (i) Instant Reservation
- (ii) Guaranteed Reservation
- (iii) Central Reservation System.

Total No. of Questions—7]

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**[4381]-105**

**B.H.M.C.T. (First Semester) EXAMINATION, 2013**

**105 : CATERING SCIENCE—I**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

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

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

(iii) Draw diagrams wherever necessary.

**1. Define the following terms (any *five*) :** [5×2=10]

(i) Melting point

(ii) Gel

(iii) Food Additives

(iv) Boiling under pressure

(v) Density

(vi) Food spoilage.

**2. (a) Give reasons for the following (any *five*) :** [5×2=10]

(i) 'Chef Cap' is a must for the Kitchen Staff.

P.T.O.

- (ii) Apples turn brown when cut and kept in open.
- (iii) Do not cough or sneeze over the food.
- (iv) Thawing of food is important before cooking.
- (v) Sodium benzoate is added to tomato ketchup.
- (vi) Protective display of food is important.

(b) Explain the concept of 'Danger Zone' in Catering industry. [5]

3. (a) Explain any *five* natural toxins occurring in food. [5]

*Or*

Explain any *five* uses of different micro-organisms in catering industry.

(b) Define 'Cross-Contamination'. Give any *three* ways to prevent it. [5]

(c) Explain the concept of 'HACCP' in catering industry. [5]

4. (a) Explain any *three* factors affecting the growth of micro-organisms. Mention any *two* preventive measures to control 'Botulism' food poisoning. [5]

(b) Mention the requirements necessary to store the food in dry food storage area. [5]

(c) Mention any *two* spoilage indicators for the following food stuffs : [5]

(i) Fish

(ii) Milk

(iii) Spinach

(iv) Cereals

(v) Egg.

5. (a) Define pH. Explain its importance in food industry with any *two* examples. [5]

(b) What is the role of food standards in India ? Explain any *two* food standards. [5]

(c) Mention any *two* control measures to control the following pests :

(i) Cockroaches

(ii) Rodents.

And, why is pest control necessary ? [5]

6. (a) With the help of diagram, explain the 'direct transmission of disease'. [5]

*Or*

Explain the morphology of bacteria.

- (b) Explain the importance of Rest, recreation and exercise in catering industry. [5]
- (c) Define 'Browning reactions'. Give any *three* ways to prevent undesirable browning in food. [5]
7. (a) Explain any *three* ways to control the growth of micro-organisms in food. Also, state any *two* differences between 'food poisoning' and 'food infection'. [5]
- (b) Define 'Food Adulteration'. Mention the common food adulterant and the test to detect them in the following food-stuffs : [5]
- (i) Semolina
  - (ii) Turmeric
  - (iii) Tea
  - (iv) Milk.
- (c) Explain the importance of 'Hygiene' and 'Sanitation' in catering industry. [5]

*Or*

Explain any *five* food additives used in catering industry.

Total No. of Questions—8]

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**[4381]-106**

**B.H.M.C.T. (First Semester) EXAMINATION, 2013**

**106 : COMMUNICATION FUNDAMENTALS—I**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

- N.B. :—** (i) Question Nos. 1 and 5 are compulsory. Attempt any *two* questions out of the remaining three from each Section.
- (ii) Figures to the right indicate full marks.
- (iii) Assume suitable data wherever applicable.

**SECTION I**

1. (a) Write an application for the post of a restaurant manager in a 5-star hotel. Also draft your curriculum vitae. Assume necessary data. [10]
- (b) With the help of suitable examples, explain any *two* barriers of communication. [5]
2. What is body language ? Why is it important in communication ? Explain with the help of any *two* aspects of body language giving suitable examples. [5+5=10]

P.T.O.

3. Place an order for the cleaning agents required for public areas guest rooms. The hotel has 250 rooms; 10 banquet areas, 3 food and beverage outlets. As an executive housekeeper you are placing the order with the regular supplier. [10]

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

(a) Feedback

(b) Advantages of oral communication

(c) Don'ts for Listeners

(d) Importance of Non-verbal communication.

## SECTION II

5. (a) Draft a circular on behalf of the Chairman of 'Oberoi Group of Hotels' that the price of all items in the menu card has to be increased by 20% with effect from 1st June, 2013. And direct the managers to design new menu card with revised price. [5]

(b) Explain *ten* points in telephone etiquettes to be followed for effective communication in Hotel Industry. [10]

6. Write a letter of Apology to a guest who has complained about the poor room service during his stay in your hotel. [10]
  
7. Write a report of the accident that took place in the kitchen due to a short circuit and suggest your recommendations to avoid such accidents in future. [10]
  
8. Explain the merits and demerits of written communication. [10]

Total No. of Questions—5]

[Total No. of Printed Pages—3

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**[4381]-201**

**B.H.M.C.T. (Second Semester) EXAMINATION, 2013**

**201 : FOOD PRODUCTION-II**

**(2008 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

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

(ii) *All* questions carry equal marks.

1. (a) Discuss the salient features of Continental Cuisine. [5]

(b) Explain the principal *three* methods of heat transfer used in cooking. [3]

(c) Explain the following textures with examples :

(i) Flaky

(ii) Spongy. [2]

2. (a) Classify soups giving *one* example each. [5]

P.T.O.

- (b) Give the composition of the following :
- (i) Goda Masala
  - (ii) Chat Masala. [5]
- 3.** (a) List the advantages and disadvantages of microwave cooking. [4]
- (b) Give the composition of the following sauces : [6]
- (i) Chantilly
  - (ii) Italienne
  - (iii) Cardinal
- 4.** (a) Name any *five* thickening agents used in continental cuisine.  
Give their examples. [5]
- (b) Write standard recipe for 1 lit. of :
- (i) Brown stock
  - (ii) Fish stock. [5]
- 5.** (a) Differentiate the following : [5]
- (i) Baking : Braising
  - (ii) Poaching : Shallow frying.

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

(i) Florentine

(ii) Navarin

(iii) Saboyon

(iv) Demiglaze

(v) Chinois

(vi) Condiments

(vii) Zest.

Total No. of Questions—6]

[Total No. of Printed Pages—3

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**[4381]-202**

**B.H.M.C.T. (Second Semester) EXAMINATION, 2013**

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

**(2008 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

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

(ii) *All* questions carry equal marks.

**1.** (a) Explain any *four* points considered while planning menu. [4]

(b) Draw and explain triplicate K.O.T. system with a neat flow chart of K.O.T. [6]

**2.** (a) Differentiate between : [6]

(i) Table d' hôte and A'la carte

(ii) A'lé and hager.

(b) Classify non-alcoholic beverages with *one* example of each. [4]

P.T.O.

3. (a) Write full afternoon tea menu and briefly explain the service procedure. [5]
- (b) Name *three* international and *three* national brand names of beer. [3]
- (c) Explain any *two* types of coffee. [2]
4. Explain the following causes with suitable examples of each : [10]
- (a) Entrée
- (b) Relevé
- (c) Fromage
- (d) Poisson
- (e) Rôte.
5. (a) Enlist and explain any *two* types of tea. [2]
- (b) Write the importance of yeast in beer manufacturing. [2]
- (c) Classify alcoholic beverages with *one* example of each. [2]
- (d) Write continental breakfast menu. [2]
- (e) Write *two* methods of receiving payments for restaurant bill. [2]

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

[10]

(i) Suivant

(ii) Supper

(iii) Tisane

(iv) Hops

(v) Cider

(vi) Sorbet

(vii) B.O.T.

(viii) Caviar

(ix) Bill of fare

(x) Grenadine

(xi) Sevielle coffee

(xii) Brunch.

Total No. of Questions—6]

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**[4381]-203**

**B.H.M.C.T. (Second Semester) EXAMINATION, 2013**

**203 : HOUSEKEEPING OPERATIONS—II**

**(2008 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

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

- 1. (a)** Explain the following terms (any *five*) : [5]
- (1) Mending
  - (2) Inventory
  - (3) Discard
  - (4) Lanai
  - (5) Selvedge
  - (6) Par
  - (7) Linen Coverage.
- (b) Explain the rules to be followed by the Housekeeping staff while working on the Guest Floor. [5]
- 2. Write short notes on (any *four*) :** [10]
- (a) Daily cleaning of VIP rooms
  - (b) Discard Management

P.T.O.

- (c) Weekly cleaning of Swimming Pool
  - (d) Importance of control desk
  - (e) Evening service.
- 3.** (a) With the help of a neat layout explain a linen room. [6]
- (b) Explain the importance of supervision in Housekeeping Department. [4]
- 4.** (a) With the help of a neat format explain the lost and found procedures for guest articles. [6]
- (b) What is “Dirty Dozen” in Housekeeping ? [4]
- 5.** (a) Explain any *five* records maintained in the Housekeeping department. [5]
- (b) Explain the selection criteria for Bedlinen. [5]
- 6.** (a) Give the appropriate sizes of the following linen : [5]
- (i) Double Bedsheet
  - (ii) Hand Towel
  - (iii) Bath Mat
  - (iv) 4 seater square table cloth
  - (v) Pillow slip.
- (b) Explain the work routine of a GRA in the Housekeeping Department. [5]

Total No. of Questions—6]

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**[4381]-204**

**B.H.M.C.T. (Second Semester) EXAMINATION, 2013**

**204 : FRONT OFFICE OPERATIONS-II**

**(2008 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

**N.B. :—** (i) Solve any *four* questions out of 6.

(ii) *All* questions carry equal marks.

(iii) Draw suitable formats wherever necessary.

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

(i) Efficiency room

(ii) Floatel

(iii) F.I.T.

(iv) Black listed guest

(v) BTC

(vi) Diplomat visa

(vii) VIP.

**(B) Explain the pre-arrival procedure for VIP guests.** [5]

P.T.O.

2. (A) Explain with various types of registration. [6]  
(B) Write the role and functions of Bell Desk. [4]
3. (A) With the help of a neat format explain 'C' form. [5]  
(B) Explain the role of a travel agent. [5]
4. (A) Draw the following formats (any *two*) : [5]  
(i) Departure list  
(ii) Meal coupon  
(iii) Amenities voucher.  
(B) Explain the criteria for taking advance from a walk-in guest. [3]  
(C) Explain any *two* types of passport. [2]
5. Write short notes on the following (any *four*) : [10]  
(i) Explain the procedure for a change of room  
(ii) Handling credit cards  
(iii) Late check outs

(iv) Safe deposit procedure

(v) Differentiate between traveller's cheque and personal cheques. [10]

**6.** How will you handle the following situations ? [10]

(i) Drunken guest in the lobby

(ii) Theft in a guest room by a hotel employee

(iii) Death of a guest in a hotel room.

Total No. of Questions—7]

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**[4381]-205**

**B.H.M.C.T. (Second Semester) EXAMINATION, 2013**

**205 : CATERING SCIENCE-II**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

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

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

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

- (a) Cholesterol
- (b) Vitamins
- (c) Nutrients
- (d) Dehydration
- (e) Hydrogenation of oil
- (f) Health
- (g) Empty calorie.

**2. (A) Give reasons for the following (any *five*) :** [10]

- (a) Oil should be kept in an airtight container.

P.T.O.

- (b) Fruit juices are better than cold drinks.
- (c) Khichdi is more nutritious than dal and rice.
- (d) Children should be exposed to Sunlight.
- (e) Salt should be fortified with Iodine.
- (f) Energy requirement of a bank manager is less than that of a coolie.

(B) A diet provides 2,000 kcal. Out of this 300 gm is CHO content. The energy provided by protein is 250 kcal. Calculate fat content of the diet. [5]

3. (A) Classify carbohydrate, with examples of each. [5]
- (B) Explain any *four* dietary sources of water and how is water balance maintained. [5]
- (C) Enlist any *three* functions of fat in the diet. What is the effect of heat on fat ? [5]

4. Write short notes (any *three*) : [3×5=15]

- (A) Excess consumption of fat in the diet
- (B) Supplementary value of protein
- (C) Importance of avoiding fast/junk food.
- (D) Basic five food groups.

5. (A) Define minerals. Write the importance of sodium chloride along with its food sources. [5]
- (B) Discuss vit 'A' on the basis of :
- (i) Scientific name [1]
  - (ii) *One* deficiency disease [1]
  - (iii) *One* function [1]
  - (iv) *Four* food sources. [2]
- (C) Write the difference between complete protein and incomplete protein. [5]
6. (A) Discuss 'Iron' on the basis of :
- (i) Deficiency disease [1]
  - (ii) *Four* food sources [2]
  - (iii) *Any two* functions [2]
- (B) Define essential amino acid. Enlist all the amino acids required by an adult. [5]
- (C) Explain any *five* ways to preserve nutrients while cooking food. [5]

7. (A) Define balanced diet. Plan a lunch menu for an 18-year old girl who is a non-vegetarian. [5]
- (B) Write *two* foods to be avoided and *two* foods to be recommended for the following diseases : [10]
- (i) Constipation
  - (ii) Peptic ulcer
  - (iii) Fever and infection
  - (iv) Jaundice
  - (v) Heart related disease.

Total No. of Questions—4]

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**[4381]-206**

**B.H.M.C.T. (Second Semester) EXAMINATION, 2013**

**206 : BASIC FRENCH FOR HOTEL INDUSTRY**

**(2008 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

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

(ii) *All answers to be written in French unless otherwise specified.*

**1. (A) Conjuquez les verbes au présent et récrivez les phrases  
(5 au choix) : [5]**

Conjugate the verbs in the present tense and rewrite the completed sentences (any *five*) :

- (1) Je (rentrer) à l'hôtel.
- (2) (Éplucher) les pommes !
- (3) Vous (ne pas choisir) le plat.
- (4) (être) — vous à L'heure ?
- (5) Je (s'appeler) Anne.
- (6) Nous (vendre) les gâteaux.

P.T.O.

- (B) Écrivez la date en français (1 au choix) : [1]  
Write the date in French (any *one*) :  
(1) Tuesday 16/2/2000  
(2) Thursday 1/7/2009.
- (C) Quelle heure est-il ? (2 au choix) : [1]  
What time is it ? Write in French (any *two*) :  
(1) 5.15 a.m.  
(2) 8.20 p.m.  
(3) 12 noon.
- (D) Mettez la bonne mesure (2 au choix) : [1]  
Put in the correct measure in French (any *two*) :  
(1) une ..... de raisins  
(2) une ..... d'eau  
(3) un ..... de bière.
- (E) Écrivez les nombres en lettres (4 au choix) : [2]  
Write the numbers in words in French (any *four*) :  
(1) 30th  
(2) 9  
(3) 25  
(4) 13th  
(5) 100.

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 fromages. [2]

Name *two* cheeses.

(C) Expliquez les termes en anglais (**3** au choix) : [3]

Explain the terms in English (any *three*) :

(1) La flûte à champagne

(2) Le plat

(3) La chaise

(4) Cuvée

(5) La tasse

(6) Sec.

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

Explain the terms in English (any *eight*) :

(1) suprême

(2) roulade

(3) sauter

(4) fourré

(5) dégustation

(6) crudités

(7) demi glace

(8) bistro

(9) au bleu.

- (B) Nommez le chef (**2** au choix) : [2]  
Name the chef in French (any *two*) :
- (1) Prépare les plats de poisson
  - (2) Prépare les potages, soupes
  - (3) Assiste le chef de cuisine.
4. (A) Donnez les équivalents en français (**4** au choix) : [4]  
Give the equivalents in French (any *four*) :
- (1) radish
  - (2) buttermilk
  - (3) peach
  - (4) trout
  - (5) chicken
  - (6) wheat.
- (B) Donnez les équivalents en anglais (**3** au choix) : [3]  
Give the equivalents in English (any *three*) :
- (1) amande
  - (2) romarin
  - (3) saumon
  - (4) moutarde
  - (5) riz.
- (C) Représentez la bridage de restaurant par un organigramme. [3]  
Represent the restaurant brigade with the help of a flowchart in French.

<b>Seat No.</b>	
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**[4381]-301**

**B.H.M.C.T. (Third Semester) EXAMINATION, 2013**

**301 : FOOD PRODUCTION-III**

**(2008 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

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

(ii) *All* questions carry equal marks.

1. (a) Explain the functions of the following ingredients in Bakery and Confectionery : [6]
  - (i) Raising agents
  - (ii) Sweeteners
  - (iii) Shortenings.
- (b) What points are to be taken into consideration while planning menu for Institutional Catering ? [4]
  
2. (a) Plan a festive menu for the following regions considering availability of raw ingredients (any *two*) : [8]
  - (i) Gujrat
  - (ii) Kerala
  - (iii) Maharashtra.
- (b) Differentiate between Lean Dough and Rich Dough. [2]

P.T.O.

3. (a) Explain any *two* methods of cake-making. [4]
- (b) Name *two* natural and *two* chemical bread improvers. [2]
- (c) Name *two* desserts from the following regions : [2]
- (i) Bengali
- (ii) Kashmiri.
- (d) List *two* large and *two* small equipments used in bakery and confectionery. [2]
4. (a) What are the physical and chemical changes that takes place during Baking. [5]
- (b) Give reasons for the following : [5]
- (i) Fruits falls down to the base of cake
- (ii) 'X' fault in pound cake
- (iii) Breads crumbs are coarse and streaky
- (iv) Lack of crust colour on bread rolls
- (v) Tunnel like holes cake.
5. (a) Explain the following terms (any *six*) : [6]
- (i) Ghevar
- (ii) Sandesh

- (iii) Bibinka
- (iv) Khandavi
- (v) Payasam
- (vi) Malpua
- (vii) Zarda
- (viii) Bonda.

(b) Answer the following : [4]

- (i) No time dough method of Bread-making
- (ii) I pound recipe for chocolate cake.

Total No. of Questions—6]

[Total No. of Printed Pages—4

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**[4381]-302**

**B.H.M.C.T. (Third Semester) EXAMINATION, 2013**

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

**(2008 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

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

(ii) *All* questions carry equal marks.

(iii) Draw neat diagrams wherever necessary.

**1. (A) Define wine. Explain the following types of wine : [6]**

(i) Red wine

(ii) Rose wine

(iii) Organic wine

(iv) Vintage wine

(v) White wine.

P.T.O.

(B) Explain the following varieties of tobacco in brief : [4]

(i) Latakia

(ii) Perique

(iii) Pipe tobacco

(iv) Chewing tobacco.

2. With the help of a neat flow chart describe manufacturing process of champagne by 'Methode Champenoise'. Also list two champagne shippers. [10]

3. (A) Suggest appropriate wine for following dishes : [5]

(i) Roast Duck

(ii) Oysters

(iii) Double fillet steak

(iv) Caramel custard

(v) Spagethi Bolognaise.

(B) Define Aperitif. Explain any two types with two examples of each. [5]

4. (A) Define port. Explain following types of port : [5]
- (i) Ruby port
  - (ii) Vintage port
  - (iii) Crusted port
  - (iv) Tawny port.
- (B) Enlist any five wine producing regions of Italy with one wine brand name from each. [5]
5. (A) Explain following aperitifs : [3]
- (i) Lellet
  - (ii) Byrrh
  - (iii) Dubonnet.
- (B) Draw following equipments and state their usage : [4]
- (i) Angel wine opener
  - (ii) Wine cradle.
- (C) Describe storage of wine in detail. [3]

**6.** Explain the following terms :

[10]

(i) Oidium

(ii) AOC

(iii) Bodega

(iv) Fino

(v) Vinhoverde

(vi) Flor

(vii) VDQS

(viii) Methuselah

(ix) Corona

(x) Madura

Total No. of Questions—6]

[Total No. of Printed Pages—3

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**[4381]-303**

**B.H.M.C.T. (Third Semester) EXAMINATION, 2013**

**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]

(i) Contract services

(ii) Silver fish

(iii) Stain

(iv) Calendering machine

(v) Ikebana

P.T.O.

(vi) OPL

(vii) Horticulture

(b) Classify fibres and give the characteristics of silk fibers. [5]

2. (a) With the help of a layout explain the laundry department. [6]

(b) Explain *four* principles of flower arrangement. [4]

3. (a) Explain the importance of security department in hotels. [5]

(b) Explain *five* jobs given for contract cleaning. [5]

## SECTION II

4. (a) Explain the types of accounts maintained in the Front Office Department. [6]

(b) Give the formulae for the following : [4]

(i) ARR

(ii) Foreign occupancy

(iii) House count

(iv) Room occupancy.

5. (a) Draw and explain the following reports : [6]
- (i) GHC
  - (ii) No show report.
- (b) Explain cash sheet. [4]
6. (a) Explain any *five* reports generated at the front desk. [5]
- (b) How will you handle the following situations ? [5]
- (i) Death of guest in room
  - (ii) Guest complains of camera missing from his room.

Total No. of Questions—5]

[Total No. of Printed Pages—2

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**[4381]-304**

**B.H.M.C.T. (Third Semester) EXAMINATION, 2013**

**304 : COMPUTER FUNDAMENTALS**

**(2008 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

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

(ii) Each question carries equal marks.

1. (A) Explain any *three* topologies. [2+3]
- (B) Describe Desktop, Icon, Taskbar. [3]
- (C) What is data type in MS-Access ? [2]
2. (A) Explain the following DOS command : [3]
- (i) Copy
- (ii) Edit
- (iii) CD.

P.T.O.

- (B) Explain the MS-Excel functions : [3]
- (i) IF
  - (ii) PER
  - (iii) ROUND.
- (C) What is extension of MS-PowerPoint file ? Explain organization chart in PPF. [4]
3. (A) Explain the different types of chart in MS-Excel. [3]
- (B) Explain search engines with example. [5]
- (C) Give full form of DBMS. Give any *two* advantages of DBMS. [2]
4. (A) Explain the use and process of Mail-Merge. [5]
- (B) Explain in E-commerce ERP concept. [2]
- (C) Explain the term primary key with example. [3]
5. (A) Distinguish between Laser printer and Inkjet printer. [5]
- (B) Explain the types of software. [5]

Total No. of Questions—6]

[Total No. of Printed Pages—3

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**[4381]-305**

**B.H.M.C.T. (Third Semester) EXAMINATION, 2013**

**305 : FOOD AND BEVERAGE CONTROL**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

**N.B. :—** (i) Question 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) Define Budget. Write any *two* objectives of Budgetary Control. [4]

(b) Explain the following (any *three*) : [6]

(i) Overhead cost budget

(ii) Labour cost budget

(iii) Budgeted Trading a/c (P&L)

(iv) Capital cost budget.

2. (a) Explain the procedure and method of receiving. [6]

(b) With the help of formate, explain : [4]

(i) Meat tag

(ii) Goods received book.

P.T.O.

- (c) How is supplier rated by purchases manager in a hotel ? [5]
- (d) Explain the procedure for storing perishable and non-perishable items. [5]

3. Explain the following terms : [20]

- (i) Net profit
- (ii) Blind receiving
- (iii) Break-even analysis
- (iv) Standard yield
- (v) Record level
- (vi) Master Budget
- (vii) Rate of stock turnover
- (viii) Cook chilled method
- (ix) Breakage and Ullages
- (x) En pension.

4. (a) Explain different element of cost. [5]

(b) Define Food and Beverage Controls. Explain the objectives of F & B Control. [5]

(c) Explain the *two* methods of purchasing Food and Beverage from below : [10]

- (i) Purchasing by weekly/fortnightly
- (ii) Purchase by paid receivers
- (iii) Wine shippers.

- 5.** (a) With the help of format explain the following (any *two*) : [10]
- (i) Bin Card
  - (ii) Cellar inward book
  - (iii) Standard purchase specification.
- (b) Explain the following terms : [10]
- (i) Contribution
  - (ii) Fixed Cost
  - (iii) Variable Cost
  - (iv) Margin of Safety
  - (v) Overhead Cost.
- 6.** (a) Write short notes on : [10]
- (i) ABC analysis
  - (ii) EOQ
  - (iii) Perpetual Inventory
  - (iv) Break-even point.
- (b) With reference to food preparation explain the importance of : [10]
- (i) Standard recipes
  - (ii) Volume forecasting.

Total No. of Questions—8]

[Total No. of Printed Pages—7

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**[4381]-306**

**B.H.M.C.T. (Third Semester) EXAMINATION, 2013**

**306 : BASIC ACCOUNTING**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

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

(ii) Figures to the right indicate full marks.

(iii) Use of pocket calculator is allowed.

1. From the following Trial Balance of Mrs. Sakshi, prepare a Trading and Profit and Loss Account for the year ending 31st March, 2007 and a Balance Sheet as on that date : [20]

**Trial Balance as on 31st March, 2007**

<b>Particular</b>	<b>Debit</b>	<b>Credit</b>
	(Rs.)	(Rs.)
Capital	—	92,000
Drawings	6,000	—
Machinery	30,000	—
Printing charges	1,000	—
Purchases	55,000	—

P.T.O.

Sales	—	96,000
Salaries	9,300	—
Advertising	2,500	—
Bills Receivable	1,900	—
Bill Payable	—	2,800
Telephone charges	2,400	—
Opening stock (1-4-2006)	24,000	—
Bank Loan	—	7,300
Rent	3,000	—
Building	35,000	—
Wages	6,500	—
Sundry Debtors	30,000	—
Sundry Creditors	—	12,000
Insurance Premium	1,500	—
Furniture	2,000	—
Total	2,10,100	2,10,100

*Adjustments :*

- (1) Closing Stock value at Rs. 28,500 on 31-3-2007.
- (2) Salaries outstanding Rs. 700.
- (3) Prepaid Insurance premium Rs. 200.
- (4) Depreciate machinery by 5% and building by 2%.

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

(a) Going Concern concept

(b) Bank Reconciliation Statement

(c) Principles of Double entry system.

3. Journalise the following transactions : [10]

**2005**

June 1 Purchased goods from Harsh Rs. 8,000; *less* : Trade discount  
5%.

4 Paid cash into bank Rs. 6,000.

5 Paid Harsh by cheque Rs. 7,500 in full settlement.

6 Purchased furniture of Rs. 2,000.

12 Purchased a Typewriter for Rs. 2,500.

14 Received commission Rs. 500.

17 Purchased goods for Rs. 1,000 and paid in cash and by  
cheque equally.

19 Paid for office stationery Rs. 500 and printing charges  
Rs. 60.

27 Received a cheque from Baban for Rs. 2,980 and he was  
allowed discount Rs. 20.

30 Paid Salaries Rs. 4,600 by cheque.

4. (A) Fill in the blanks : [5]

(i) An entry which appears on both the sides of Cash book is called as .....

(ii) A person whose assets are more than liabilities is known as .....

(iii) Expenses not yet paid are ..... expenses.

(iv) Journal is the book of ..... entry.

(v) Debts which are irrecoverable is known as .....

(B) Define the following terms : [5]

(i) Capital

(ii) Assets

(iii) Journal

(iv) Narration

(v) Goodwill.

5. Prepare an Analytical Petty Cash Book from the following information : [10]

**2008**

May 1 Received Rs. 1,500 for Petty Cash.

May 5 Paid Cartage Rs. 10.

May 7 Paid Bus Fare Rs. 5; Telegram charges Rs. 12.

May 8 Paid for Stationery Rs. 8.

May 12 Paid for Printing Rs. 36.

May 15 Paid for Taxi Fare Rs. 75; Coolie Rs. 40.

May 17 Paid for Telegram Rs. 15; Charity Rs. 21.

May 18 Paid for Newspaper Rs. 20.

May 22 Paid for soap Rs. 18; Printing charges Rs. 30.

May 26 Paid for postage Rs. 25.

May 27 Paid for Repairs of Chairs Rs. 20.

May 30 Paid for Refreshment of customer Rs. 60.

6. (a) With the help of examples explain contra entry. [5]

(b) Distinguish between Trade Discount and Cash Discount. [5]

7. (a) Record the following transactions in the proper subsidiary book : [5]

**2012**

- April 1 Purchased goods worth Rs. 30,000 from Minal at 5% T.D. Invoice No. M-22.
- 8 Sold goods worth Rs. 21,000 to Raja Invoice No-54.
- 14 Placed an order to purchase goods worth Rs. 5,000 from Pushpa.
- 17 Returned defective goods to Minal Rs. 500 (gross).
- 22 Raja returned defective goods Rs. 750.

- (b) From the following prepare a Trial Balance of Sanju Traders as on 31st Dec., 2010 : [5]

Capital	1,00,000	Discount allowed	500
Drawings	7,000	Discount Received	200
Cash	5,000	Creditors	10,000
Bank Overdraft	8,000	Debtors	4,000

Salary	16,000	Building	55,000
Purchases	20,000	Furniture	22,700
Sales	24,000	Opening Stock	11,400
Power and fuel	600		

8. Answer the following questions (any *two*) : [10]

- (a) State the procedure of balancing of ledger.
- (b) With the help of format, explain special functions book.
- (c) Give the rules of Debit and Credit.

Total No. of Questions—5]

[Total No. of Printed Pages—2

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**[4381]-401**

**B.H.M.C.T. (Fourth Semester) EXAMINATION, 2013**

**401 : FOOD PRODUCTION—IV**

**(2008 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

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

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

- (a) Brisket
- (b) Gammon
- (c) Green Meat
- (d) Tournedos
- (e) Saignant
- (f) Sweet Bread
- (g) Tempering
- (h) Gum Paste
- (i) Trussing
- (j) Rigor Mortis
- (k) Marzipan
- (l) Docking.

P.T.O.

2. (a) With the help of a neat diagram show the cuts of pork and its catering uses based on cooking methods. [5]
- (b) Explain the following types of cookies (any *two*) : [5]
- (i) Bagged
- (ii) Rolled
- (iii) Ice box.
3. (a) Classify pastries and give their ingredients with *two* examples for each pastry. [5]
- (b) Enlist the advantages and disadvantages of convenience foods. [5]
4. (a) What points will you consider while storing fish and enlist the points for selecting shell fish. [5]
- (b) Write down the recipe for 1 ltr. Fondant Icing. [5]
5. (a) Explain in brief the role of the following ingredients in pastry making (any *two*) : [5]
- (i) Flour
- (ii) Margarine
- (iii) Sugar.
- (b) List and explain any 5 factors affecting the tenderness of meat. [5]

Total No. of Questions—6]

[Total No. of Printed Pages—3

<b>Seat No.</b>	
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**[4381]-402**

**B.H.M.C.T. (Fourth Semester) EXAMINATION, 2013**

**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.

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

**[10]**

(i) Tequilla

(ii) Mocktail

(iii) Cobler

(iv) Kirch

(v) Calvados

(vi) Sangria

(vii) Mirabelle

(viii) Arracle

(ix) Dunder

(x) Grappa

(xi) Absinthe

(xii) VSOP.

P.T.O.

2. (a) Define spirit and explain distillation process by patent still method with neat diagram. [8]
- (b) Explain : [2]
- (i) Ouza
- (ii) Feni.
3. (a) Write a short note on manufacturing of liqueurs. [4]
- (b) Give the detailed recipe of the following cocktails : [6]
- (i) Brandy Alexander
- (ii) Bloody Mery
- (iii) Pina Colada.
4. (a) Explain the types of whisky with example of each. [5]
- (b) Write in brief about *four* methods of mixing cocktails with example of each. [5]
5. Differentiate between the following (any *two*) : [10]
- (a) Scotch Whisky and Irish Whisky
- (b) Cognac and Armagnac
- (c) Plymouth Gin and London Dry Gin.

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

[10]

- (a) *Two* Champagne based Cocktails
- (b) *Two* International Tequilla
- (c) *Two* brandy based Cocktails
- (d) Define proprietary liquers
- (e) Explain wort.
- (f) *Two* flavoured Vodka
- (g) *Four* special beer equipments
- (h) *Two* Indian Whisky
- (i) Define Daisy
- (j) List *two* Cocktail glasses
- (k) *Two* International Gin
- (l) *Two* American Whiskey.

Total No. of Questions—6]

[Total No. of Printed Pages—2

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**[4381]-403**

**B.H.M.C.T. (Fourth Semester) EXAMINATION, 2013**

**403 : ACCOMMODATION OPERATIONS—II**

**(2008 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

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

(ii) Assume suitable data wherever necessary.

**SECTION I**

1. (a) Draw and explain sample format of purchase order. [5]  
(b) “Budgeting is an important and crucial factor for every hotel organisation.” Explain. [5]
  
2. (a) Explain any *five* principles of design in Interior Decoration. [5]  
(b) Write short notes on : [5]  
(i) Redecoration  
(ii) Bin Card.
  
3. (a) Explain in detail method of receiving and issuing of Housekeeping supplies. [5]  
(b) Define Budget. Enlist and explain the types of Budgets prepared in the department. [5]

P.T.O.

## SECTION II

4. (a) What data is required for Forecasting of Room Availability ? [5]  
(b) Explain with the help of a Format a 3-day forecast farm. [5]
5. (a) Draw and explain Night Auditor's Report. [5]  
(b) Write a short note on offering alternatives. [5]
6. (a) Explain Hubbart's formula for establishing room rates. [5]  
(b) Explain the following terms (any *five*) : [5]  
(i) Upselling  
(ii) Return reservation  
(iii) Forecast Farm  
(iv) Repeat guest  
(v) Overbooking  
(vi) Rule of thumb approach.

Total No. of Questions—4]

[Total No. of Printed Pages—3

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**[4381]-404**

**B.H.M.C.T. (Fourth Semester) EXAMINATION, 2013**

**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) 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.

**SECTION I**

1. Solve any *two* of the following : [20]
- (a) Explain with diagram zeolite process for softening of water.
  - (b) Calculate electricity bill for the month of June having the following electricity load :
    - (1) 60 W bulb 06 Nos. 03 hrs/day
    - (2) 3 kW heater 02 Nos. 02 hrs/day
    - (3) 1 kW oven 01 No. 25 min/day
    - (4) 40 W tubelight 04 Nos. 08 hrs/day.
- The cost of electricity is Rs. 15 per unit.

P.T.O.

- (c) Draw the diagram and explain :
- (i) Any one earthing method
  - (ii) Cold and hot water distribution system.

2. Solve any *three* of the following : [15]

- (a) Describe door and guest security in hotel.
- (b) Explain with example use of solar energy for various activities in hotel.
- (c) Explain fire detection system in hotel with example.
- (d) Draw any *five* plumbing fixtures.

## SECTION II

3. Solve any *two* of the following : [20]

- (a) Describe the role of Chief Engineer in hotel.
- (b) Explain with diagram vapour compression refrigeration system and its applications.
- (c) What are the sources and bad effect of the following pollution ?
  - (i) Noise pollution
  - (ii) Air pollution.

4. Solve any *three* of the following : [15]
- (a) Differentiate between unitary and central air-conditioning system.
  - (b) Define the following terms :
    - (i) Sensible heat
    - (ii) Dry bulb temperature
    - (iii) Defrosting
    - (iv) Refrigerant
    - (v) Relative humidity.
  - (c) Explain swimming pool maintenance.
  - (d) Give the names of various types of maintenance.

<b>Seat No.</b>	
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**[4381]-405**

**B.H.M.C.T. (IV Semester) EXAMINATION, 2013**

**405 : PRINCIPLES OF MANAGEMENT**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

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

(ii) Solve any *five* questions out of the remaining.

1. Write short notes on (any *four*) : [20]
  - (i) Internal factors affecting management
  - (ii) Programmed decisions
  - (iii) Importance of Morale
  - (iv) Objectives—a type of plan
  - (v) Need for co-ordination
  - (vi) A typical day for the manager in the hotel.
  
2. Describe Henry Fayol's classical management. [10]
  
3. What is managerial grid of leadership ? Explain in brief with the help of a diagram. [10]

P.T.O.

4. Describe McGregor's theory of X and Y. [10]
5. Explain the communication process with the help of a diagram. [10]
6. Define control. Explain the control process. [10]
7. What are the various steps in the Planning Process ? [10]
8. Define Decision-making. Explain the decision making process in detail. [10]

Total No. of Questions—8]

[Total No. of Printed Pages—8

<b>Seat No.</b>	
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**[4381]-406**

**B.H.M.C.T. (IV Semester) EXAMINATION, 2013**

**406 : HOTEL ACCOUNTING**

**(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 additional suitable data, if necessary.

(iv) Figures to the right indicate full marks.

1. An authorised capital of Sanghavi Ltd. consists of 1,00,000 Equity Shares of Rs. 100 each. Out of which company has issued 50,000 Equity shares of Rs. 100 each. Given ahead is a Trial Balance of a company as on 31st March, 2009 :

P.T.O.

### Trial Balance

Debit Balances	Rs.	Credit Balances	Rs.
Goodwill	5,00,000	Share Capital	
Building	30,00,000	30,000 Equity Shares of	
Stock	2,70,000	Rs. 100 each	30,00,000
Purchases	6,30,000	Sales	15,00,000
Salaries	1,70,000	P&L Appropriation A/c	7,25,000
Wages	2,25,000	Creditors	1,20,000
Insurance	75,000	Transfer fees	75,000
10% Govt. Bond	7,00,000	Bills Payable	30,000
Debtors	1,40,000	Interest on Investment	35,000
Cash in hand	35,750	General Reserve	65,000
Travelling Expenses	62,250	10% Debentures	10,00,000
Audit fees	35,000	Bank Overdraft	15,000
Furniture	2,00,000		
Machinery	3,50,000		
Rent	20,000		
Interest on Debentures	50,000		
Bad Debts	2,000		
Printing & Stationery	27,000		
Advertisement	53,000		
Bills Receivable	20,000		
Total Rs.	65,65,000	Total Rs.	65,65,000

*Adjustments :*

- (i) Closing stock was valued at Rs. 3,00,000.
- (ii) Depreciate Building @ 2%; Furniture @ 5% and Machinery @ 10%.
- (iii) Transfer Rs. 25,000 to General Reserve.
- (iv) Accrued interest on investment amounted to Rs. 35,000.
- (v) Outstanding salaries Rs. 30,000.
- (vi) Provision for Taxation Rs. 50,000.
- (vii) Directors proposed 12% dividend on Equity share capital.

Prepare Trading A/c, Profit & Loss A/c, Profit & Loss Appropriation A/c for the year ended 31st March, 2009 and a Balance Sheet as on that date. [20]

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

- (a) Types of Preference Shares
- (b) Types of Discounts
- (c) Need of Working Capital.

3. Mr. & Mrs. Chavan arrived along with their adult sister and occupied Room No. 307 in "Hotel Sadanand" on 27th May at 10.30 a.m. on European plan. They desired to check out on 30th May at 4.30 p.m. They incurred the following charges during their stay.

May 27 Charged items

Tea, Lunch, Telephone Rs. 35, Magazine Rs. 50, Coffee, Snacks Rs. 150, Soft Drinks Rs. 50, Taxi bill Rs. 270, Dinner, Deposited Rs. 12,000 in cash.

May 28 Charged items :

E.M.T. two cups, E.M.C. one cup, Breakfast, Medicine Rs. 80, Newspapers Rs. 10, Local Tour Rs. 2,500, Lunch, A.N.C., Cigarettes Rs. 60, Laundry Rs. 95, Dinner for two only.

May 29 Charged items :

E.M.T., Breakfast with one guest, Newspapers Rs. 10, Soft Drinks Rs. 150, Cinema tickets Rs. 500, Food Sundries Rs. 155, A.N.C., Telephone Rs. 40, Dinner with one guest, Deposited Rs. 8,000 in cash

May 30 Charged items :

E.M.T., Breakfast, Railway booking Rs. 1,750, Lunch,  
Newspapers Rs. 10, Cigarettes Rs. 70, A.N.C., Taxi  
Rs. 150.

Hotel Tariff :

Apartment charges Rs. 3,500, with extra bed Rs. 500 per  
day.

Tea—Rs. 25 per cup

Coffee—Rs. 35 per cup

Breakfast—Rs. 120 per person

Lunch—Rs. 200 per person

Dinner—Rs. 250 per person

Calculate service charge @ 10% on Apartment, Food and Beverage.

Check-in check-out time 12.00 Noon.

Mr. Chavan settled his bill in cash. Prepare Guests' Weekly  
Bill. [10]

4. (a) Explain the following terms : [5]

(i) Share Premium

(ii) Current Assets

(iii) Budget

(iv) Allowance

(v) Interim Dividend.

(b) State whether the following statements are True or False : [5]

(i) Working capital is not required for hotel business.

(ii) Equity share capital is a risk capital for a company.

(iii) Cumulative preference shareholders receives arrears of dividend if it is not paid regularly.

(iv) Uniform system of accounting is useful for chain business of hotel.

(v) Granting of allowance means loss of revenue to hotel.

5. (a) Prepare an Income statement of laundry as per U.S.A.L.I. [6]

<b>Particulars</b>	<b>Rs.</b>
Revenue	5,70,000
Cost of Guest Laundry	50,000
Cleaning supplies	80,000
Laundry supplies	30,000

Employee benefits	45,000
Cost of concessionaries	55,000
Printing and stationery	25,000
Salaries and wages	95,000
Uniforms	17,000
Cost of house laundry—Rooms Rs. 35,000, Food Rs. 20,000; Other departments Rs. 8,000.	

(b) Draw the specimen of (any *one*) : [4]

(i) Garage and Parking schedule No. 5 as per uniform system.

(ii) Profit and Loss Appropriation A/c.

6. Answer the following questions (any *two*) : [10]

(a) What are the characteristics of a company ?

(b) What is the difference between Allowances and Discount ?

(c) Explain the key factors in budgeting for hotel business.

7. Prepare a consolidated income statement of Hotel Sainath' as per U.S.A.L.I. [10]

(a) Total revenue of hotel Rs. 29,40,000 of which Room Sales were Rs. 12,60,000; Food Rs. 11,90,000 and Bar Rs. 4,90,000.

(b) Cost of Sales—Food Rs. 4,76,000; Bar Rs. 1,96,000.

- (c) Payroll expenses—Room Rs. 2,77,200; Food Rs. 3,27,600 and Bar Rs. 67,200.
- (d) Other departmental expenses—Room Rs.1,38,600; Food Rs. 1,19,000 and Bar Rs. 58,000.
- (e) Other undistributed operating expenses—Marketing Rs. 1,34,000; Administration Rs. 1,40,000; Data Processing Rs. 1,85,000; Insurance Rs. 1,00,000; Depreciation Rs. 1,10,000.

Calculate Tax @ 40% of Profit.

- 8.** Answer the following questions (any *two*) : [10]
- (a) State the advantages of V.A.T.
  - (b) What are the types of discounts ?
  - (c) What is the difference between Gross Working Capital and Networking Capital ?

Total No. of Questions—5]

[Total No. of Printed Pages—2

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**[4381]-601**

**B.H.M.C.T. (Sixth Semester) EXAMINATION, 2013**

**601 : ADVANCED FOOD PRODUCTION**

**(2008 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

- N.B. :—** (i) Attempt any *four* questions.  
(ii) *All* questions carry equal marks.  
(iii) Draw neat diagrams wherever necessary.

- 1. Explain the following culinary terms (any *ten*) :** [10]
- (i) Farfelle
  - (ii) Tofu
  - (iii) Ragout
  - (iv) Sake
  - (v) Galangal
  - (vi) Wasabi
  - (vii) Relish
  - (viii) Dashi
  - (ix) Cellopane
  - (x) Arugula
  - (xi) Blood pudding

P.T.O.

2. (a) Plan an annual theme dinner menu for Italian Guests coming from Rome. [5]  
(b) Enlist the salient features of Nouvelle cuisine. [5]
3. (a) Enlist any *ten* essential tools found in Larder dept. for smooth operations. [5]  
(b) Explain the principles of making salad. Name any *four* classical salads. [5]
4. (a) Explain any **5** different types of sandwich on the basis of shape and presentation. [5]  
(b) Explain the role of kitchen stewarding dept. in a 5 Star Hotel. [5]
5. (a) Explain any **5** methods of garbage disposal. [5]  
(b) Give the recipe for making Pate and Galantine. [5]

Total No. of Questions—6]

[Total No. of Printed Pages—2

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**[4381]-602**

**B.H.M.C.T. (Sixth Semester) EXAMINATION, 2013**

**602 : ADVANCED FOOD AND BEVERAGE SERVICE**

**(2008 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

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

(ii) *All* questions carry equal marks.

(iii) Assume suitable data wherever necessary.

1. (a) Explain the role of the toastmaster in Formal Banquets and Wedding Reception. [4]
- (b) What is loyal toast ? Give any *two* forms of address. [2]
- (c) With the help of flow chart explain the Banquet Administrative Procedure. [4]
  
2. (a) Explain any *two* formats used in In-Room Dining. [4]
- (b) Explain the importance of time management in In-Room Dining. [2]
- (c) Write a short note on any *one* : [4]
  - (i) Airline catering
  - (ii) Sea catering.

- 3.** Write notes on :
- (a) List the points in Banquet Space Specification. [4]
  - (b) Importance of Carving hygiene in gueridon service. [4]
  - (c) List different type of lamps and fuels used in Gueridon service. [2]
- 4.**
- (a) Explain full buffet in detail. [4]
  - (b) Explain the importance of buffet in hospitality industry. [2]
  - (c) Explain the following terms : [4]
    - (i) Cobra Gun
    - (ii) Jigger
    - (iii) Call brand
    - (iv) Muddler.
- 5.** Write notes on :
- (a) Front Bar and under bar. [4]
  - (b) Draw four seating plan for a conference setup for 40 people. [4]
  - (c) Explain the term Lounge Bar and Pub. [2]
- 6.** Answer any *two* in detail : [10]
- (a) Plan a cocktail menu (Indian and continental dishes) for 60 people. Prepare a checklist for the same (equipment and furniture).
  - (b) Give cover, recipe with accompaniments for Beef Stroganoff.
  - (c) Explain procedure of order taking and sequence of service in Room Service.

Total No. of Questions—6]

[Total No. of Printed Pages—2

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**[4381]-603**

**B.H.M.C.T. (Sixth Semester) EXAMINATION, 2013**

**603 : PERSONALITY DEVELOPMENT AND**

**BUSINESS COMMUNICATION**

**(2008 PATTERN)**

**Time : Two Hours**

**Maximum Marks : 40**

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

(ii) *All* questions carry equal marks.

(iii) Assume suitable data wherever necessary.

1. (a) What are the determinants of personality ? Explain with suitable examples. [5]
- (b) List down the characteristics of people having high self-esteem. [5]
  
2. Define Attitude. What are the factors that determine our positive attitude ? [10]
  
3. (a) What are the obstacles which are real or imagined in the pathway of success ? [5]
- (b) What are the advantages of Case Study Method ? [5]

P.T.O.

4. What is stress ? What are the various reasons in today's world that cause stress ? Give examples. [10]
5. Write short notes on (any *two*) : [10]
- (a) Documents required for conducting a meeting
  - (b) Importance of Body Language
  - (c) Recruiter's Expectations in Hospitality.
6. Write a report on 'Sport Activities Day' held in your college. (Please do not mention college name). [10]

Total No. of Questions—9]

[Total No. of Printed Pages—2

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**[4381]-604**

**B.H.M.C.T. (Sixth Semester) EXAMINATION, 2013**

**604 : HOSPITALITY MARKETING—I**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

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

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

1. Write short notes on (any *four*) : [4×5=20]
  - (a) Need for market segmentation
  - (b) Psychological Consumer Behaviour
  - (c) 5 M's of Advertising
  - (d) Core concept of marketing
  - (e) Alliances.
  
2. Explain various sales promotion tools used in hotels. [10]
  
3. What is PLC ? Explain PLC with reference to four 'P's of marketing in each stage. [10]
  
4. Define distribution. Explain the different channel levels of distribution in Hospitality Industry. [10]

P.T.O.

5. Define market segmentation. Explain geographic and demographic basis for segmentation. [10]
6. Explain the new product development process. [10]
7. What are internal and external factors which affect pricing ? Explain any *two* internal and external factors in detail. [10]
8. Explain consumer behaviour with the help of consumer behaviour model. [10]
9. How do you analyse current business environment with reference to Political and Technological Environment ? [10]

Total No. of Questions—8]

[Total No. of Printed Pages—2

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**[4381]-605**

**B.H.M.C.T. (Sixth Semester) EXAMINATION, 2013**

**605 : HUMAN RESOURCE MANAGEMENT**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

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

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

1. Write short notes on (any *four*) : [20]
  - (a) Importance of Induction process.
  - (b) Differentiate between job description and job specification.
  - (c) Trade test in the hotel.
  - (d) Types of transfers.
  - (e) Functions of collective bargaining.
  - (f) Causes of labour turnover in hotel.
  
2. Explain the various methods of performance appraisals for employees in the organisation. [10]
  
3. Define Recruitment. Explain the various modes of recruitment. [10]

P.T.O.

4. Explain in detail any *four* methods of training employees in hotels. [10]
5. Describe the various components of wages. [10]
6. Define grievance. What are the causes of grievances in an organization ? [10]
7. Explain the various types of interviews used during the selection process of a candidate. [10]
8. Define Trade Union. What is the role of Trade Union in Hotels ? [10]

Total No. of Questions—9]

[Total No. of Printed Pages—3

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**[4381]-606**

**B.H.M.C.T. (Sixth Semester) EXAMINATION, 2013**

**606 : TRAVEL AND TOURISM**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

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

(ii) *All* questions carry equal marks.

**1. Define the following :**

**[10]**

- (1) Social Tourism
- (2) Excursionist
- (3) Tourist
- (4) M.I.C.E.
- (5) Sport Tourism
- (6) Health Tourism
- (7) Sustainable
- (8) Agro Tourism
- (9) Rural Tourism
- (10) Eco Tourism.

P.T.O.

2. (a) Explain the 4 A's of Tourism. [4]
- (b) List and explain any *six* career opportunities available for tourism professionals. [6]
3. Explain the various modes of transport used by the Tourism Industry. [10]
4. Explain the following impacts of tourism in detail : [10]
- (1) Foreign Exchange Earning
  - (2) Infrastructure Development
  - (3) Social Integration
  - (4) Land Pollution
  - (5) Flora and Fauna.
5. Explain the role and function of the following Tourism Organisation (any *four*) : [10]
- (1) ITDC
  - (2) ASI
  - (3) IATO
  - (4) PATO
  - (5) WTO.
6. Explain the functions of a Travel Agent in detail. [10]

- 7.** (a) Explain the various types of Tour : [4]
- (1) Independent
  - (2) Inclusive
  - (3) Escorted
  - (4) Business.
- (b) Explain the role of a guide in the Tourism Industry. [6]
- 8.** Explain the travel formalities to be carried out by a tourist to travel abroad. [10]
- 9.** Plan an itinerary of 3 days and 2 nights to Goa. [10]

Total No. of Questions—8]

[Total No. of Printed Pages—3

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**[4381]-701**

**B.H.M.C.T. (Seventh Semester) EXAMINATION, 2013**

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

**PRODUCTION MANAGEMENT**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

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

(ii) *All* questions carry equal marks.

(iii) Draw neat diagrams wherever necessary.

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

- (1) Fajitas
- (2) Caul fat
- (3) Bean curd
- (4) Salsa
- (5) Foccasia
- (6) Tamale
- (7) Paella
- (8) Sake

P.T.O.

- (9) Sushi
  - (10) Galangal
  - (11) Baklava
  - (12) Pita.
- 2.** (a) Enlist the points to be kept in mind while setting up a smorgasbord. [5]
- (b) Define Chand-Froid and explain its types. [5]
- 3.** (a) Name 5 hot appetizer and 5 cold appetizers with brief explanation. [5]
- (b) Enlist the precaution to be taken while preparing and storing appetizers. [5]
- 4.** Write short notes on (any *four*) : [10]
- (1) Pate
  - (2) Galantine
  - (3) Truffles
  - (4) Ballotine
  - (5) Processing of ham
  - (6) Monsseline.

5. (a) Write step by step preparation of Aspic. [5]
- (b) Differentiate between ham, bacon and gammon. [5]
6. (a) Define the role of food preservatives. Enlist any *two* class I and *two* class II preservatives. [5]
- (b) Write a note on thickening agents and anticaking agents. [5]
7. (a) Enlist any *six* modern developments in equipment manufacturing. [6]
- (b) Discuss the maintenance and care of :
- (i) Buffalo chopper
- (ii) Bread slicer
- (iii) Rotary oven
- (iv) Bone saw. [4]
8. (a) Discuss the importance of placement of equipment in a kitchen. [5]
- (b) Draw a neat labelled diagram of a professional bakery and confectionary. [5]

Total No. of Questions—8]

[Total No. of Printed Pages—3

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**[4381]-702**

**B.H.M.C.T. (VII Semester) EXAMINATION, 2013**

**701 : SPECIALIZATION IN FOOD AND BEVERAGE**

**SERVICE AND MANAGEMENT**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

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

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

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

(i) Sushi

(ii) Guacamole

(iii) Welsh rarebit

(iv) Spaetzle

(v) Croquembouche

(vi) Smorrebrod

(vii) Ratatouille

(viii) Blini

(ix) Cajun

(x) Chilli corn carn.

**(B) For a Fine Dining Restaurant plan a Spanish menu with wines. [10]**

P.T.O.

- 2.** Draw and explain the following bar formats : [10]
- (i) Inter bar transfer
  - (ii) Cellar stock ledger.
- 3.** Explain the importance of location, furniture and lighting for Restaurant planning. [10]
- 4.** Explain the following performance measures : [10]
- (a) APC
  - (b) Sales mix
  - (c) Seat turnover
  - (d) Stock turnover
  - (e) Sales per square metre.
- 5.** (a) Define MICE. [10]
- (b) How are the conference/conventions planned and organised in hotels ?

- 6.** (a) For a restaurant-cum-bar plan a duty rota (assume suitable data). [10]
- (b) Explain the importance of training in F&B department.
- 7.** Suggest merchandising tools which a manager should use to promote sales of a fast food outlet. [10]
- 8.** List and explain the licenses required in F&B outlets. [10]

Total No. of Questions—8]

[Total No. of Printed Pages—3

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**[4381]-703**

**B.H.M.C.T. (VII Semester) EXAMINATION, 2013**

**701-C : SPECIALISED ACCOMMODATION MANAGEMENT**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

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

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

(iii) Neat charts and diagrams are to be drawn wherever necessary.

**1. Differentiate between the following : [10]**

- (1) Triad colour scheme and Analogous colour scheme
- (2) Pivot windows and French windows
- (3) French Cafe curtains and Tie back curtains
- (4) Siberian Room and Pent House
- (5) Incandescent and Fluorescent Lighting.

**2. (a) Explain the points to be borne in mind for lobby designing. [5]**

(b) Explain the functions of wall-coverings. [5]

P.T.O.

3. (a) Design a threefold brochure for a boutique hotel. [5]  
(b) Compare on the job and off the job training procedures. [5]
4. (a) Explain any *five* methods of fabric construction. [5]  
(b) Explain the sequence of placing laundry equipments in a commercial laundry for smooth operations. [5]
5. (a) Explain the functions of sales and marketing department. [5]  
(b) Explain the sizes of : [5]  
(i) Round Coffee Table  
(ii) Luggage Rack  
(iii) Bedside Table  
(iv) Single Bed  
(v) Two-seater sofa.
6. (a) Explain the aspects while designing a hotel guest-room. [5]  
(b) Explain *five* methods of conditioning plant material. [5]
7. (a) Explain any *five* advantages of hard floorings. [5]  
(b) Explain any *five* types of architectural lighting. [5]

8. Write short notes on the following (any *two*) : [10]

(i) Construction of carpet

(ii) Importance of soft furnishings

(iii) Functions of a Front Office Manager

(iv) Pricing of a contract.

Total No. of Questions—8]

[Total No. of Printed Pages—2

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**[4381]-704**

**B.H.M.C.T. (Seventh Semester) EXAMINATION, 2013**

**702 : ORGANISATIONAL BEHAVIOUR**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

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

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

1. Write short notes on (any *four*) : [20]
- (1) Importance of Motivation function
  - (2) Behavioural approach to management
  - (3) Method of Group Decision-making
  - (4) 'A' type personality
  - (5) Employee privacy issues
  - (6) Delegation of authority.
2. Define stress. Explain the various sources of stress in hotels. [10]
3. Explain the various reasons for the emergence of Diversity in the Organisation. [10]

P.T.O.

4. Write in brief the difference between traditional and present view on Conflict Management. Explain any *three* strategies to overcome conflict. [10]
5. Describe in detail McGregor's Theory 'X' and 'Y' of motivation. [10]
6. What do you mean by 'Learning' ? Explain the principles of Learning. [10]
7. Define Perception. Explain Halo-effect and Stereotyping. [10]
8. Explain in brief the various determinants of organisational culture. [10]

Total No. of Questions—6]

[Total No. of Printed Pages—2

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**[4381]-705**

**B.H.M.C.T. (Seventh Semester) EXAMINATION, 2013**

**703 : HOTEL RELATED LAWS**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

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

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

1. Write short notes on (any *two*) : [10]
  - (a) Indemnity and Guarantee
  - (b) Deficiency in Service
  - (c) Industrial Dispute
  - (d) Commercial Establishment
  - (e) Manufacturing Process.
  
2. (a) Define Free Consent. Explain essential element of free consent. [10]  
(b) List and explain welfare provision under Factories Act, 1948. [10]
  
3. (a) List the authorities and state their role in preventing food adulteration under Prevention of Food Adulteration Act. [10]  
(b) State opening and closing hours of Shops and Commercial Establishment. [10]

P.T.O.

4. (a) Mention any *five* Licenses and Permits for carrying out Hotel and Catering Business. [10]
- (b) Explain the fixation of compensation as per Workman's Compensation Act. [10]
5. (a) State briefly about Central Pollution Control Board under the Water Act. [10]
- (b) Describe Constitution and Jurisdiction of State Commission under Consumer Protection Act. [10]
6. (a) Define the term Wages and give the authorized deduction from wages under Payment of Wages Act. [10]
- (b) Explain the following (any *two*) : [10]
- (i) Dependent
  - (ii) Lay off
  - (iii) Retrenchment
  - (iv) Occupational Disease.

Total No. of Questions—9]

[Total No. of Printed Pages—2

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**[4381]-706**

**B.H.M.C.T. (Seventh Semester) EXAMINATION, 2013**

**704 : HOSPITALITY MARKETING—II**

**(2008 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. 9.

1. Write notes on (any *four*) : [20]
  - (a) Benefits of Blue Printing
  - (b) Role of Employees in Service
  - (c) Physical evidence : Interior facilities
  - (d) Relationship marketing
  - (e) Functional organization.
  
2. (a) Write any *five* duties of a Marketing Manager. [5]  
(b) How does service quality lead to customer satisfaction ? [5]
  
3. Explain any *five* strategies used to manage supply in Service Process. [10]

P.T.O.

4. Explain *five* characteristics of Services Marketing. How can intangibility be dealt by Marketer ? [10]
5. Explain the role of recruitment and training to retain employees. [10]
6. Differentiate between goods and services. [10]
7. What is service encounter ? How does internal marketing lead to effective service encounter ? [4+6]
8. Identify *five* gaps found in service quality. [10]
9. State *five* ways of Managing Productivity. [10]

Total No. of Questions—2]

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**[4381]-707**

**B.H.M.C.T. (Seventh Semester) EXAMINATION, 2013**

**705 : ENVIRONMENT MANAGEMENT**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

**N.B. :—** (i) From Question No. 1 answer any *four* sub-questions.

(ii) From Question No. 2 answer any *five* sub-questions.

**1. Attempt any *four* out of six :** [20]

(1) What are 5 globes in Ecotel ? Explain.

(2) Who are business partners ? How do they help the hospitality industry to grow ?

(3) What is hazardous material ? Give any 4 sources of hazardous material in Kitchen.

(4) Define Indoor Air Quality and explain its importance.

(5) What are sources of Internal Air Emission in a hotel ?

(6) In a restaurant, how will you participate guest in energy saving program ?

**2. Attempt any *five* out of seven :** [50]

(1) What do you understand by waste management ? How would you classify waste ?

P.T.O.

- (2) As an energy manager, what procedures will you follow for energy efficiency action plan in a Business hotel ?
- (3) How can you save cost by implementation of Indoor Air Quality ?
- (4) What are different steps taken in a banquet to control noise pollution ?
- (5) How does a Hotel benefit from eco-purchasing ?
- (6) Explain the green building concept, with the help of a material and technology used.
- (7) Explain water conservation methods used in guest rooms and restaurants.

Total No. of Questions—8]

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**[4381]-801**

**B.H.M.C.T. (Eighth Semester) EXAMINATION, 2013**

**801 (A) : SPECIALIZATION IN FOOD PRODUCTION**

**MANAGEMENT—II**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

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

(ii) Attempt any *seven* questions.

(iii) Draw neat diagram wherever necessary.

1. (a) Give the classification of frozen dessert with suitable examples. [5]
- (b) Discuss different types of hot pudding. [5]
  
2. (a) Explain the market forms of chocolate products. [5]
- (b) Describe the term Filling and Topping with suitable examples. [5]
  
3. (a) Write the qualities to be checked to develop a good production team. [5]
- (b) Write short notes on : [5]
  - (i) Allocation of work

P.T.O.

- (ii) Task Analysis
- (iii) Duty Roaster
- (iv) Time and Motion Study.

4. (a) Explain the importance of liasoning with guest. [5]
- (b) Discuss 5 different records maintained in kitchen. [5]
5. (a) Explain different types of purchase methods and its scopes. [5]
- (b) Elaborate the points to control the quantity and quality of Food Production. [5]
6. (a) Explain the term “Menu Engineering” with suitable examples. [5]
- (b) Explain the role of pricing in the budgetary control. [5]
7. Write short notes on : [10]
- (i) Still frozen dessert
  - (ii) Aims of control
  - (iii) Couverture
  - (iv) Sensory evaluation
  - (v) Food trial
  - (vi) Recipe testing.

8. Explain the culinary terms (any *ten*) :

[10]

- (i) Rumaki
- (ii) Zakonski
- (iii) Nori
- (iv) Paella
- (v) Tabouleh
- (vi) Provençale
- (vii) Roll mops
- (viii) Tripe
- (ix) Tapenade
- (x) Papillote
- (xi) Panache
- (xii) Qubus
- (xiii) Dashi.

Total No. of Questions—6]

[Total No. of Printed Pages—2

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**[4381]-802**

**B.H.M.C.T. (Eighth Semester) EXAMINATION, 2013**  
**801-B : SPECIALIZATION OF FOOD AND BEVERAGES**  
**SERVICE AND MANAGEMENT—II**  
**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

- N.B. :—** (i) Question No. 1 is compulsory.  
(ii) Answer any *three* questions from the remaining questions.  
(iii) Assume suitable data wherever required.

1. (a) Define meal experience. [2]  
(b) What are the factors that affect a customer's choice of meal experience. [8]
2. (a) Define Quality. State the importance of quality in Food and Beverage outlets. [10]  
(b) Explain in detail menu engineering. [10]
3. (a) What is contract catering ? How does an industrial management measure the performance of contract caterer. [10]  
(b) What are the different catering facilities that may be available in an industrial canteen. [10]
4. (a) Define Budget. What are the objectives of Budgetary Control ? [10]  
(b) Currently, what are the latest trends in eating out ? [10]

P.T.O.

- 5.** (a) Define Franchising ? List advantages of franchising to Franchisor and Franchisee. [10]
- (b) Explain the special pricing consideration for menu. [10]
- 6.** (a) Explain the food production style and food service style in Hotel and Quality Restaurant. [10]
- (b) Draft S.O.P. for the following tasks : [10]
- (i) Opening and closing Bar.
- (ii) Order taking procedure in Restaurant.

Total No. of Questions—8]

[Total No. of Printed Pages—2

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**[4381]-803**

**B.H.M.C.T. (Eighth Semester) EXAMINATION, 2013**  
**801-C—SPECIALISED ACCOMMODATION MANAGEMENT—II**  
**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

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

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

1. Explain the following (any *four*) : [4×5=20]
  - (a) Work Study
  - (b) Sales Mix Report
  - (c) House-keeping Room Cost
  - (d) Importance of SOPs
  - (e) Forecasting.
  
2. Explain the steps taken to set standards and monitor performance of house-keeping processes. [10]
  
3. Explain the factors to be considered while planning a duty rota ? List the attributes required for Mid and Top level employees in Rooms division. [5+5=10]
  
4. Explain any *four* performance appraisal techniques used for house-keeping employees. [10]
  
5. Compare use of automation and manual systems used in Rooms division. Explain Rev PAR. [8+2=10]

P.T.O.

6. What measures are adopted to cut down the operating cost in H.K. dept. ? Describe expense budget for H.K. dept. [10]
7. List any *ten* waste reduction and recycling strategies adopted in Rooms division. [10]
8. Differentiate between : [2½×4=10]
- (i) Fixed and flexible Duty Rota
  - (ii) Revenue report and Room status report
  - (iii) Dismissal and resignation
  - (iv) Time and motion and work measurement study.

Total No. of Questions—9]

[Total No. of Printed Pages—2

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**[4381]-805**

**B.H.M.C.T. (Eighth Semester) EXAMINATION, 2013**

**803 : TOTAL QUALITY MANAGEMENT**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

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

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

1. Write notes on (any *two*) : [20]
  - (a) Investors in people
  - (b) Brainstorming : A Problem Solving Technique
  - (c) Role of Communication in TQM
  - (d) Quality Circle.
  
2. Briefly explain Deming thoughts as Quality Guru. [10]
  
3. List various standards of EMS : ISO 14001 : 1996. [10]
  
4. Explain briefly core values of Japanese Management. [10]
  
5. Explain vision, mission, commitment statements in TQM. [10]

P.T.O.

6. Write a note on Business Process Re-engineering. [10]
7. Explain Energy Management and Waste Management concepts with reference to Green Service Quality in TQM. [10]
8. Write a brief note on Measuring and Managing Customer Satisfaction in TQM. [10]
9. List and explain core concepts of TQM. [10]

Total No. of Questions—8]

[Total No. of Printed Pages—2

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**[4381]-806**

**B.H.M.C.T. (Eighth Semester) EXAMINATION, 2013**

**804 : MANAGERIAL ECONOMICS**

**(2008 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 the following (any *four*) : [20]
  - (a) Features of Managerial Economics
  - (b) Nature and scope of Economics
  - (c) Types of Demand
  - (d) Cross elasticity of Demand
  - (e) Monopoly.
  
2. What do you understand by Extension and Contraction of Supply ? [10]
  
3. What are merits of Macro and Micro Economics ? [10]
  
4. Distinguish between : [10]
  - (a) Demand Curve and Supply Curve
  - (b) Plant and Industry.

P.T.O.

5. State the Law of Equi-Marginal Utility and explain it. [10]
6. Explain the salient features of monopolistic competition. [10]
7. Explain the concept of Price Elasticity of Demand. What are its types ? [10]
8. Define the Law of Variable Proportions. Explain it in detail. [10]

Total No. of Questions—9]

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**[4381]-807**

**B.H.M.C.T. (VIII Semester) EXAMINATION, 2013**

**805 : ENTREPRENEURSHIP DEVELOPMENT**

**(2008 PATTERN)**

**Time : Three Hours**

**Maximum Marks : 70**

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

(ii) *All* questions carry equal marks.

1. Explain the principles of market survey. [10]
  
2. (a) Define the term “Entrepreneur”.  
(b) How does the entrepreneur differ from a manager ? [2+8]
  
3. (a) Define the term “Entrepreneurship”.  
(b) Name any *two* successful entrepreneurs and their area of business.  
(c) Discuss any *six* qualities of any *one* entrepreneur you have chosen which made him/her successful. [2+2+6]
  
4. Explain the various information gathering techniques to assess the market. [10]

P.T.O.

5. (a) What is SWOT ?  
(b) How does this help the entrepreneur ? [5+5]
6. (a) Define “project report”.  
(b) State the important elements (any *eight* elements) and explain the chosen eight elements. [2+8]
7. Write notes on (any *two*) : [2×5=10]  
(a) Problems faced by women entrepreneurs  
(b) Process of control  
(c) Intrapreneur.
8. Describe the “Entrepreneurial Process”. [10]
9. (a) State the importance of “Finance” with reference to an entrepreneur.  
(b) How would you raise the finance required ? [5+5]