

Total No. of Questions—6]

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[3881]-01

BHMCT (First Semester) EXAMINATION, 2010

101 : FOOD PRODUCTION-I

(OLD 2005 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) Answer any *Four* questions in all.

(iii) *All* questions carry equal marks.

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

- (1) Croutons
- (2) Saboyon
- (3) Hollandaise
- (4) Mutanjan
- (5) Yakhni
- (6) Rogan josh
- (7) Mace
- (8) Marinade
- (9) Gluten
- (10) Invert sugar
- (11) Bran
- (12) Truffles

P.T.O.

2. (A) Write the aims and objectives of cooking food. [5]
- (B) What will you do when these situation occurs : [5]
- (a) Electric shock
 - (b) Fainting
 - (c) Cuts
 - (d) Fractures
 - (e) Burns or scalds.
3. (A) Explain the following (any *five*) : [5]
- (a) Take-away
 - (b) Larder
 - (c) Hydrogenation
 - (d) Marination
 - (e) Whipping cream
 - (f) Lard
- (B) Write duties and responsibilities of Sous Chef of a five star hotel. [5]
4. Draw and explain in short : [10]
- (a) Chefs knife
 - (b) Parisienne scoop
 - (c) Chinois
 - (d) Steak hammer
 - (e) Mandoline
5. Write short notes on (any *four*) : [10]
- (a) Breakfast cereals

- (b) Stages of cooking the sugar
- (c) Rendering of fat
- (d) Classification of vegetables with *two* examples of each
- (e) Uses of eggs.

6. Give reasons for (any *five*) : [10]

- (a) Green vegetables are not covered while boiling
- (b) Salt is used in bread making
- (c) Potatoes are kept in cold water when cut or peeled
- (d) Ice water should be used for storing garnishes
- (e) Water should not be used for extinguish oil fires
- (f) For perfect fried products oil should be heated at high temperatures without smoking.

Total No. of Questions—5]

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[3881]-101

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

101 : FOOD PRODUCTION-I

(NEW 2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

N.B. :— (i) Solve any 4 questions.

(ii) All questions carry equal marks.

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

- (1) Kofta
- (2) Khorma
- (3) Dosa
- (4) Condiments
- (5) Suet
- (6) Shallow frying
- (7) Wark
- (8) Herbs
- (9) Whisk
- (10) Lard
- (11) Baheshai
- (12) Luchi

P.T.O.

- (13) Raita
- (14) Khichdi
- (15) Payasam
- 2.** (a) List *four* points to be observed while handling cooked food. [4]
- (b) Write duties and responsibilities of Executive chef. [4]
- (c) Give any *four* uses of sweetners. [2]
- 3.** (a) In short write the uses of the following equipments : [5]
- (i) Refrigerator
- (ii) Bain-marie
- (iii) Hot plates
- (iv) Knives and Kitchen tools
- (v) Pulveriser
- (b) What do you mean by personal hygiene ? [3]
- (c) Explain hydrogenation of fat. [2]
- 4.** (a) Classify vegetable. Giving *two* examples of each. [4]
- (b) What care will you take while storing cereals and pulses ? [2]
- (c) What is action of Heat on colour pigment in the presence of alkali ? [4]

5. (a) Name any *four* Bread spreads. [2]
- (b) List any **6** spices used in Indian Cooking. [3]
- (c) Draw a neat diagram of Egg structure. [3]
- (d) Name any **4** stone fruits. [2]

Total No. of Questions—6]

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[3881]-102

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

102 : FOOD AND BEVERAGE SERVICE-I

(NEW 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 commercial catering establishments with suitable examples of each. [4]

(b) Explain the following food and beverage service outlets in the hotel (any *three*) : [6]

(i) Coffee shop

(ii) Discotheque

(iii) Business center

(iv) Banquet.

2. (a) Draw a neat labelled diagram of side board and explain any *three* important functions of side board. [6]

P.T.O.

- (b) State the inter-departmental relationship of food and beverage service with the following departments of hotel : [4]
- (i) Front office
- (ii) Kitchen.
- 3.** (a) State any *four* duties and responsibilities of restaurant manager. [4]
- (b) Explain the following types of service : [6]
- (i) Buffet
- (ii) Guéridon
- (iii) Take away
- 4.** (a) Explain the following silver cleaning methods : [4]
- (i) Silver dip
- (ii) Polivit
- (b) Differentiate between the following : [6]
- (i) English Service and American Service
- (ii) French Service and Russian Service.
- 5.** (a) List any *eight* provisions supplied from still room. [4]
- (b) Explain any *six* attributes of food and beverage personnel. [6]
- 6.** (a) Give the sizes of the following equipments : [6]
- (i) Square table for 4 persons

(ii) Cloth serviette

(iii) Slip cloth

(iv) Chair

(v) Dessert spoon

(vi) Joint knife

(b) Draw the organisation chart of F and B service department of speciality restaurant. [4]

Total No. of Questions—6]

[Total No. of Printed Pages—2

[3881]-103

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

103 : HOUSEKEEPING OPERATION-I

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

- (1) Master key
- (2) Chamois leather
- (3) Dust sheet
- (4) Job specification
- (5) Scanty baggage
- (6) Cabana
- (7) Maid trolley
- (8) Dust ette
- (9) Sleep-out
- (10) Efficiency room
- (11) Dutch wife
- (12) Duplex.

P.T.O.

2. (a) Draw the layout of H.K. department of a five star hotel. List out the various sections. [4]
- (b) What are the essential attributes of H.K. staff ? [6]
3. (a) Write a job description of a linen room supervisor. [5]
- (b) Explain the co-ordination of H.K. department with the following departments : [5]
- (i) Front office
- (ii) Security
4. (a) What precautions will you take while storing cleaning agents ? [6]
- (b) What supplies and amenities will you place on vanity counter and bed side table ? [4]
5. (a) What are different types of keys used in hotel industries ? [5]
- (b) State, why housekeeping is known as backbone of hotel industry. [5]
6. (a) Name and explain briefly any *five* types of container in house-keeping department. [5]
- (b) With the help of flow chart explain the steps involved in bed making. [5]

Total No. of Questions—6]

[Total No. of Printed Pages—3

[3881]-104

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

104 : FRONT OFFICE OPERATION-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) Resort

(2) Twin room

(3) Walk Inn

(4) Checkout

(5) Motel

(6) Registration

(7) Skipper.

(b) List down any *five* attributes of front office personnel. [5]

2. (a) Explain the following types of room (any *five*) : [5]

(1) Quad room

P.T.O.

- (2) Efficiency room
 - (3) Duplex room
 - (4) Twin room
 - (5) Cabana
 - (6) Suite room.
- (b) Draw the layout of front office and explain any *two* sections. [5]
3. (a) Explain the rules of the house to be followed by the staff at the front office. [5]
- (b) Explain the importance of key control and explain any *two* types of keys. [5]
4. (a) Explain various sources and modes of reservation. [5]
- (b) Draw the formats of any *two* of the following : [5]
- (1) Booking Dairy
 - (2) Registration form
 - (3) Conventional chart
 - (4) Reservation form
5. Write notes on any *four* : [10]
- (1) Meal Plans
 - (2) Black List

- (3) Bell Desk
 - (4) Concierge
 - (5) Paging
 - (6) Computerised Reservation System.
- 6.** Classify hotels on the basis of size, location, length of stay, facilities and clientele. [10]

Total No. of Questions—7]

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[3881]-105

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

105 : CATERING SCIENCE-I

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

(a) Boiling point

(b) pH

(c) Hygiene

(d) Undesirable browning

(e) Evaporation

(f) Emulsion.

2. (a) Give any *two* beneficial effects of bacteria, *two* beneficial effects of yeast and *one* beneficial effect of mould respectively. [5]

(b) Explain any *five* natural toxins present in the food. [5]

(c) Explain the concept of Danger zone in catering industry. [5]

P.T.O.

- 3.** Write short notes on (any *three*) : [15]
- (a) Importance of rest, recreation and exercise
 - (b) Requirements of dry food storage area
 - (c) Protective clothing in food industry
 - (d) 5 methods or 5 ways to control the growth of micro-organisms in food industry.
- 4.** (a) Mention any *two* spoilage indicators in the following food-stuffs : [5]
- (i) Milk
 - (ii) Egg
 - (iii) Fish
 - (iv) Vegetables
 - (v) Cereals and pulses.
- (b) Explain the morphology of yeast. [5]
- (c) Differentiate between food poisoning and food infection. [5]
- 5.** (a) Explain the concept of HACCP in relation to catering industry. [5]
- (b) Discuss the common food adulterants and the simple test to detect them in the following food-stuffs : [5]
- (i) Coffee
 - (ii) Semolina

(iii) Turmeric

(iv) Ghee

(v) Milk

(c) Discuss 'Botulism' on the basis of : [5]

(i) Type of food borne illness

(ii) Any *two* foods involved

(iii) One mode of transmission

(iv) Any *two* preventive measures.

6. (a) Define cross-contamination. Mention any *three* ways to prevent it. [5]

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

(c) Explain any *five* non-bacterial metal poisoning. [5]

7. (a) Why is pest control necessary ? Mention any *two* ways to control flies and cockroaches. [5]

(b) Explain any *five* factors affecting the growth of micro-organisms. [5]

(c) Define food additives. Explain any *three* food additives. [5]

Total No. of Questions—8]

[Total No. of Printed Pages—2

[3881]-106

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

106 : COMMUNICATION FUNDAMENTALS-I

(NEW 2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Question Nos. 1 and 5 are compulsory.

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

(iii) Figures to the right indicate full marks.

(iv) Assume suitable data, wherever necessary.

SECTION I

1. (a) Define communication process. Explain in brief the following terms related to it : [10]

(i) Sender

(ii) Channel

(iii) Receiver.

(b) Explain any *two* barriers of communication. [5]

2. Write a memo from the H.R. Manager to a steward for continuous absenteeism since 15 days without prior intimation. [10]

3. Write down *ten* merits and *ten* demerits of written communication. [10]

4. What are the do's and don't's of public speaking ? [10]

P.T.O.

SECTION II

5. (a) Hotel Juhu Plaza, Mumbai has opened a speciality restaurant in their hotel. Write a letter of application along with the resume for the post of Trainee-Captain. Assume suitable data. [10]
- (b) Discuss the points required for transferring a call. [5]
6. AS CR of the class 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 do you mean by body language ? Write notes on any *two* forms of body language. Give examples. [10]
8. What are the basic telephone etiquette followed by the Front Office department of any hotel ? [10]

Total No. of Questions—5]

[Total No. of Printed Pages—2

[3881]-2

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

102 : FOOD AND BEVERAGE SERVICE-I

(2005 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) Explain any *five* catering operations under market orientation with general market. [5]
- (B) Explain the following (any *two*) : [5]
 - (i) Kiosk
 - (ii) Food court
 - (iii) Night club
 - (iv) Discotheque.
2. (A) Give job description of the following (any *two*) : [4]
 - (i) Steward
 - (ii) Sommelier
 - (iii) Aboyeur
- (B) Draw a chart of Restaurant Brigade for a large hotel. [6]
3. (A) List (any *five*) important attributes of service staff. [5]
- (B) Explain any *two* techniques of cleaning silver ware. [5]

P.T.O.

4. Write short notes on (any *three*) : [10]
- (i) Silver service
 - (ii) Automats
 - (iii) Gueridon service
 - (iv) MIS-En-Scene.
5. (A) List and explain any *four* terms used for indicating strength of CHINA. Explain the terms—steelite and microtex. [6]
- (B) Explain the use of any *four* of the following equipments : [4]
- (i) Pastry slice
 - (ii) Corn on the cobholder
 - (iii) Gheese knife
 - (iv) Saucière
 - (v) Ravière
 - (vi) Coupe

Total No. of Questions—5]

[Total No. of Printed Pages—2

[3881]-201

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

201 : FOOD PRODUCTION-II

(NEW 2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

N.B. :—Answer any *four* of the following questions.

1. (a) Explain any *three* desirable and *two* non-desirable features with examples.
(b) Explain the various types of fuels used in the kitchen. Give advantages and disadvantages of each.
2. (a) With the help of a diagram classify various methods of cooking. Give examples for each.
(b) Classify sauces with one example for each.
3. (a) Classification of stock and give the recipe for 1 litre brown stock.
(b) Write short notes on :
 - (i) Pressure frying
 - (ii) Microwave cooking.
4. (a) Name *five* national soups with their country of origin.
(b) Name the *five* Indian gravies and *one* example of each.

P.T.O.

5. Explain the following terms :

- (1) Glazes
- (2) Aspic
- (3) Pan gravies
- (4) Flavoured butters
- (5) Roun
- (6) Mirepoix
- (7) Au gratin
- (8) Barquetle's
- (9) Zert
- (10) Goulash
- (11) Julienne
- (12) Fricassée.

Total No. of Questions—6]

[Total No. of Printed Pages—3

[3881]-202

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

202 : FOOD AND BEVERAGE SERVICE-II

(NEW 2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

(iii) Draw diagrams whenever applicable.

1. Attempt the following terms : [10]

- (1) Supper
- (2) Brunch
- (3) Suivant
- (4) Thé simple
- (5) Grist
- (6) Cider
- (7) Carte du jour
- (8) Sorbet
- (9) Paté maison
- (10) Cufe Haig

P.T.O.

2. Answer the following questions :
- (a) Explain the operation of the triplicate checking system with neat diagram. [5]
 - (b) Explain the following menu courses with suitable examples : [3]
 - (i) Entree
 - (ii) Relevé
 - (iii) Rôti.
 - (c) List *four* brands of Indian Beer. [2]
3. (a) How do you differentiate between Alacarte and Table d'hote ? [4]
- (b) Rearrange the following French classical menu in right sequence : [4]
- Crème de tomate, Boeuf Roti, Pomme Alouette, Chou fleur mornay, salade verte, crepe surette.
- (c) List *four* brands of Indian mineral water. [2]
4. (a) List types of breakfast. Explain American breakfast in detail. [5]
- (b) Classify Non-Alcoholic beverages with *one* example of each. [5]
5. (a) List the ingredients used in beer making with its function in short. [4]
- (b) List the accompaniments for the following dishes : [4]
- (i) Melon Frappé

(ii) Caviar

(iii) Le huitre

(iv) Coquetel de crevette rosé

(c) Explain : [2]

(i) Sake

(ii) Perry

6. Name the following : [10]

(1) 2 soft cheese

(2) 2 German beers

(3) 2 major tea producing countries

(4) 2 Coffee species

(5) 2 French mineral water brands

(6) 2 Nourishing beverages brands

(7) 2 Fruit syrups

(8) 2 Tisanes

(9) 2 Proprietary cereals

(10) 2 Breakfast rolls.

Total No. of Questions—6]

[Total No. of Printed Pages—3

[3881]-203

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

203 : HOUSEKEEPING OPERATIONS-II

(NEW 2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) Solve any *four* questions out of six.

(iii) Assume suitable data wherever necessary.

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

- . Monogramming
- . Bedding
- . Hand caddy
- . Yarn
- . Par stock
- . Check list
- . Adjoining room
- . Gate pass
- . Discard

P.T.O.

- . Vanity unit
 - . Duvet
 - . Warp
- 2.** (a) Explain the general principles of cleaning to be followed in a guest room. [6]
- (b) Explain the selection criteria for bed-sheets and bath-towels. [4]
- 3.** (a) Write the daily cleaning procedure of an occupied room. [6]
- (b) Explain the role of control desk in the housekeeping department. [4]
- 4.** (a) Explain the daily cleaning procedure for guest-room corridors and banquet hall. [6]
- (b) What do you understand by dirty dozens in the housekeeping department ? [4]
- 5.** (a) Write short notes on (any *two*) : [6]
- . Second service
 - . Spring cleaning
 - . Stock taking.
- (b) Draw neat formats (any *two*) : [4]
- . Maintenance register

- . Log book
 - . Guest message register.
- 6.** (a) Write *three* methods of disposition of guest articles found by the housekeeping staff. [6]
- (b) Write the methods of storing freshly laundered linen in the linen room. [4]

Total No. of Questions—6]

[Total No. of Printed Pages—2

[3881]-204

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

204 : FRONT OFFICE OPERATIONS-II

(NEW 2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

(iii) Draw suitable formats wherever necessary.

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

(1) Understay

(2) Guaranteed reservation

(3) Lead time

(4) ECO

(5) SPATT

(6) SIT

(7) Due in

(8) PIA

(9) Hotel register

(10) FRRO

(11) GDS

(12) Bermuda plan

P.T.O.

- 2.** (a) Explain the prearrival procedure for a VIP guest. [5]
(b) Explain the procedure for express checkout of a guest. [5]
- 3.** (a) Explain the arrival procedure for a guest with guaranteed reservation. [5]
(b) Explain step by step procedure for the following : [5]
(1) Room change
(2) Safe deposit.
- 4.** (a) Explain the rules followed for customs and foreign exchange. [5]
(b) What is the importance of travel agent to hotel industry ? [5]
- 5.** (a) Explain the activities carried out at cashier's desk during guest checkout. [5]
(b) How would you settle guest's bill using traveller's cheque ? [5]
- 6.** (a) "Credit card is the safest method of bill settlement." Explain. [5]
(b) What is the function of passport ? Explain the types of passport. [5]

Total No. of Questions—6]

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[3881]-205

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

205 : CATERING SCIENCE-II

(NEW 2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

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

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

- (1) Food
- (2) Dehydration
- (3) Health
- (4) Hydrogenation of oil
- (5) Nutrition
- (6) Complete proteins.

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

- (i) Table salt is fortified with iodine.
- (ii) Vegetable proteins are incomplete source of protein.
- (iii) Natural fruit juices should be preferred instead of synthetic cold drinks.

P.T.O.

- (iv) The energy requirement of an office executive is less as compared to a construction labourer.
- (v) Children should be exposed to sunlight.
- (vi) Sugar syrup provides empty calories.
- (b) A glass of mango milkshake gives approximately 260 kcal of energy. It provides 6 gm proteins and 4 gm fats. Calculate the amount of carbohydrates in the milkshake. [5]
- 3.** (a) Classify carbohydrates giving suitable examples of each. [5]
- (b) List any *five* ways to preserve nutrients while cooking food. [5]
- (c) Discuss 'calcium' on the basis of : [5]
- (i) Any *four* food sources
- (ii) Any *two* important functions.
- (iii) *One* deficiency disease.
- 4.** (a) Explain the basic five food groups with the nutrients involved. [5]
- (b) Explain the concept of supplementary value of protein giving *two* suitable examples. [5]
- (c) Define 'Rancidity of Oil'. How will you prevent it ? [5]
- 5.** (a) Explain the importance of avoiding junk foods. [5]
- (b) List the essential amino acids needed for a child. [5]

Or

Give any *four* functions of proteins. What is the effect of heat on proteins ? [5]

(c) Define 'Minerals'. Give the importance and state the limitations of sodium chloride/table salt in the diet. [5]

6. (a) Explain the ill-effects of excess consumption of fat on human body. Give any *four* rich food sources of cholesterol. [5]

(b) Give any *two* foods to be recommended and *two* foods to be avoided for the people suffering from :

(i) Fever and infection

(ii) Diarrhoea

(iii) Peptic ulcer

(iv) Jaundice

(v) Diabetes mellitus.

(c) Discuss 'Vitamin A' on the basis of : [5]

(i) Four food sources

(ii) Its scientific name

(iii) Any *two* important functions.

7. (a) Give *two* rich dietary sources of : [5]

(i) Iron

- (ii) Vitamin C
 - (iii) Polyunsaturated fatty acids
 - (iv) Dietary fibre
 - (v) Vegetable starch.
- (b) Plan a balanced day's diet for a sedentary working woman aged 35 years who is a non-vegetarian. [5]
- (c) Differentiate between (any *two*) : [5]
- (i) Kwashiorkor and Marasmus
 - (ii) Fat soluble vitamins and water soluble vitamins
 - (iii) Animal fat and vegetable fat.

[3881]-206

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

206 : BASIC FRENCH FOR HOTEL INDUSTRY

(NEW 2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

1. (a) Conjuguez les verbes au présent (any 5) : [5]

Conjugate the verbs in the present tense (any 5) :

- (1) Je.....(se laver) le visage.
- (2) Vous.....(être) en vacances.
- (3) Je.....(ne pas accompagner) le groupe.
- (4) Nous.....(commencer) la leçon.
- (5)(faire) cuire pendant 15 minutes.
- (6) –vous (vouloir) lire ?
- (7) Nous.....(parler) aux amis.
- (8) Vous.....(aller) au marché.

(b) Ecrivez la date (any 1) : [1]

Write the date (any one) :

- (1) Monday, 1st April

P.T.O.

(2) Saturday, 29th February

(3) Tuesday, 8th September

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

What time is it ?

(1) 7.15 a.m.

(2) 2.30 p.m.

(3) 12.00 a.m.

(4) 10.45 p.m.

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

Put in the correct measure (any two)

(1)de sel

(2)de raisins

(3)de girofle

(4)de rin

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

Write the numbers in words (any four) :

(1) 9^e

(2) 100

(3) 36^e

(4) 71

(5) 50

(6) 20^e

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

Plan a five-course French menu giving one example of each course.

- (b) Nommez deux vins de Loire. [2]

Name two wines from the Loire 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 (any *eight*) :

(1) demi glace

(2) croûtons

(3) au gratin

(4) levure chimique

(5) beurre fondu

(6) à la carte

(7) vinaigrette

(8) suprême

(9) petit four

(10) roulade

(11) crêpe suzette

(12) foie gras

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

Name the chef (any **2**) :

(1) S'occupe du petit-déjeuner

(2) Prépare toute sorte de pâtisseries

(3) Se charge des mets grillés

4. (a) Donnez un exemple en français de (any **5**) : [5]

Give one example each in French (any *five*) :

(1) fromage de chèvre

(2) fromage fondu

(3) champagne

(4) vin blanc

(5) vin rouge

(6) produits laitiers

(7) fromage à pâte pressée cuite

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

Give the equivalent in English (any *five*) :

(1) vinaigre

- (2) riz
- (3) gingembre
- (4) calmar
- (5) grenade
- (6) lapin
- (7) pommes frites
- (8) ananas.

Total No. of Questions—5]

[Total No. of Printed Pages—2

[3881]-21

BHMCT (Second Semester) EXAMINATION, 2010

201 : FOOD PRODUCTION-II

(OLD 2005 PATTERN)

Time : Two Hours

Maximum Marks : 40

N.B. :—Answer any *four* of the following questions. Each question carries **10** marks.

1. (A) Give the composition of basic Garam Masala and Sambar Masala.
(B) Give the various thickening agents used in Sauces.
2. (A) Explain the various rules when making stocks. Classify stocks.
(B) Explain the moist method of cooking with examples of each.
3. (A) Write a short note on Frying and Microwave Cooking.
(B) Explain the various methods of heat transfer.
4. (A) Classify Soups and give *one* example of each.
(B) Difference between accompaniments of garnishes.
5. Explain the following terms :
 - (1) Mornay
 - (2) Green gravy
 - (3) de-glazing

P.T.O.

- (4) Ao-four
- (5) Fritters
- (6) Marinade
- (7) Demi-glaze
- (8) Seasoning
- (9) Vindaloo
- (10) Mashing
- (11) Basting
- (12) Aspic.

Total No. of Questions—6]

[Total No. of Printed Pages—2

[3881]-23

BHMCT (Second Semester) EXAMINATION, 2010

203 : HOUSE-KEEPING OPERATION-II

(OLD 2005 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) Solve any *four* questions out of six.

(iii) Assume suitable data wherever necessary.

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

(1) Cabana

(2) Mending

(3) DND

(4) Supplies

(5) Discard

(6) Crib

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

(1) Weekly cleaning

(2) Turn down service

(3) Par stock

2. (A) Explain the functions performed by uniform room. [5]

(B) Explain the work routine of floor supervisor. [5]

P.T.O.

3. (A) Write the daily cleaning procedure of a departure room. [5]
(B) Explain the following records with neat format : [5]
(1) Baby sitting register
(2) Room inspection checklist
4. (A) What are various functions performed by the Control Desk ? [5]
(B) Explain the general selection criteria for bath linen. [5]
5. (A) Explain the procedure for—Guest room attendant finds cash in a departure room. [5]
(B) Write the procedure to be followed before taking Guest rooms for spring cleaning. [5]
6. (A) Explain the stock taking procedure for bed linen. [5]
(B) Write the rules of the floor for Guest room attendants. [5]

Total No. of Questions—6]

[Total No. of Printed Pages—2

[3881]-24

BHMCT (Second Semester) EXAMINATION, 2010

204 : FRONT OFFICE OPERATIONS-II

(OLD 2005 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) Attempt any *four* questions out of six.

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

(i) VISA

(ii) Notification slip

(iii) FIT

(iv) Encashment certificate

(v) FIT

(vi) Walk-in.

(b) Differentiate between (any *two*) : [5]

(i) Gate checkout and Express checkout

(ii) Traveller's cheque and Personal cheque

(iii) VIP and CIP.

2. Explain the procedure for the following : [10]

(i) A guest would like to change the room

(ii) A VIP guest is expected to arrive.

P.T.O.

3. (a) Explain the arrival procedure for a corporate group. [5]
(b) How is check in procedure different for a guest with guaranteed reservation and walk-in. [5]
4. Explain any *five* tasks performed by : [10]
(i) Cashier
(ii) Bell desk
5. (a) List any *five* methods of settling Guest accounts. [5]
(b) Write the precautions to be taken for handling : [5]
(i) BTC (Corporate Guest)
(ii) Credit cards.
6. (a) What is a Passport ? Write any *four* details mentioned in a Passport. [5]
(b) Explain different types of registration. [5]

[3881]-25

BHMCT (Second Semester) EXAMINATION, 2010

205 : CATERING SCIENCE-II

(OLD 2005 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. Explain the following terms (any *five*) : [10]

(i) Food

(ii) Oedema

(iii) Health

(iv) Rancidity of oil

(v) Balanced diet

(vi) Coagulation of proteins.

2. (A) Explain the following : [5×2]

(i) Carbohydrates must be present along with proteins in the meal.

(ii) Fresh lime juice is preferable to Limca.

(iii) Children should be exposed to sunlight.

P.T.O.

- (iv) Dietary fibres should be included in our daily diet.
- (v) Cooking soda should not be added during cooking food.
- (B) The fats, proteins and fibre content of a diet is 100 grams, 200 grams and 50 grams respectively. The diet provides 2900 kcals of energy. Calculate the total carbohydrate content of the diet. [5]
3. (A) Explain any *five* functions of proteins in the diet. [10]
- (B) Discuss iron under the following headings : [5]
- (i) Any *four* good food sources
- (ii) Any *two* functions
- (iii) Name one deficiency disease
4. (A) Explain how will you take care of food in terms of preserving its nutrients. [10]
- (B) Plan a balanced lunch menu for an adult woman aged 30 years who is a vegetarian. [5]
5. (A) List *four* important foods to be avoided for a person suffering from various diseases : [10]
- (i) Diabetes mellitus
- (ii) Kidney diseases
- (iii) Diarrhoea
- (iv) Fever and infection
- (v) Peptic ulcer.

- (B) Explain the effect of excess intake of carbohydrates in the diet. [5]
6. (A) Differentiate between animal fat and vegetable fat. [5]
- (B) Give a short account on basic five food groups. What is the importance of avoiding fast foods ? [10]
7. (A) List the essential amino acids required by a child. [10]
- (B) What is the effect of heat on carbohydrates and fat ? Explain for each of it. [5]

Total No. of Questions—6]

[Total No. of Printed Pages—2

[3881]-3

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

103 : HOUSE-KEEPING OPERATIONS-I

(2005 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) Answer any *Four* questions out of six.

1. (A) Explain the importance of House-keeping department in guest satisfaction. [5]
- (B) Write a brief note on the importance and location of 'Maids Room'. [5]
2. (A) Give the functions of 'Linen Room' and 'Horticulture' sections of House-keeping. [5]
- (B) Explain the coordination of House-keeping with : [5]
 - (1) Engineering
 - (2) Purchase department.
3. (A) Explain the terms (any *five*) : [5]
 - (1) Cabana
 - (2) Presidential suite
 - (3) Efficiency room
 - (4) Dustette
 - (5) Dutchwife
 - (6) Floor pantry

P.T.O.

- (B) Name the cleaning agent used for : [3]
- (1) EPNS cutlery
 - (2) Corridor
 - (3) Window glass
- (C) Give *two* attributes of House-keeping staff. [2]
4. (A) Classify cleaning equipments and give examples. [5]
- (B) Give important points in selection of cleaning agents. [5]
5. (A) Write briefly about the types of keys used in hotels. [5]
- (B) List down the following supplies : [5]
- (1) Bathroom supplies
 - (2) Wardrobe
 - (3) Writing table
 - (4) Coffee table.
6. (A) Explain duties of the following staff members : [5]
- (1) Floor supervisor
 - (2) Public area attendant
- (B) Give the job description of Executive House-keeper. [5]

Total No. of Questions—5]

[Total No. of Printed Pages—3

[3881]-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) Solve any *four* questions.

(ii) *All* questions carry equal marks.

1. Plan a festival menu for any *two* of the following regions. Explain the criteria for your selection of menu : [10]

(i) Punjabi

(ii) Dum

(iii) Rajasthan

(iv) Bengali

2. (a) Give reasons for the following : [5]

(i) X fault in cake

(ii) Uneven texture in cake

(iii) White spot on cake top

P.T.O.

(iv) Tunnel like holes in bread loaf

(v) Dark crust colour in bread.

- (b) What are the different fuels used in Indian cuisine ? [2]
- (c) Write a short note on institutional catering. [3]
- 3.** (a) Explain in brief different types of raising agents used in bakery and confectionary. [4]
- (b) What are the physical and chemical changes takes place during baking ? [4]
- (c) Enlist 8 equipments used in Bakery and Confectionery. [2]
- 4.** (a) Explain any *two* methods of bread making. [5]
- (b) Write the recipe for 1 pound, black forest gateaux. [5]
- 5.** (a) Define the following terms (any *five*) : [5]
- (i) Bihinka
- (ii) Undhiyo
- (iii) Haleem
- (iv) Dalcha
- (v) Paysam
- (vi) Moilee
- (vii) Sheermal

(b) Explain the role of the following ingredients in bakery and confectionary (any *two*) : [5]

(i) Sugar

(ii) Sundry materials

(iii) Dairy products

(iv) Flour.

Total No. of Questions—5]

[Total No. of Printed Pages—2

[3881]-302

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

302 : FOOD AND BEVERAGE SERVICE-III

(NEW 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 where necessary.

1. Define wine ? Explain white wine manufacturing process with the help of flow chart. [10]
2. (a) Name *four* major wine producing regions of Italy. Mention two famous red and white wines from Italy. [6]
(b) Step by step explain storage and service of wine. [4]
3. (a) Define Aperitif. Explain different types of Vermouth. [5]
(b) Mention the correct serving temperature of the following : [3]
 - (i) Sparkling wine
 - (ii) Fortified wine
 - (iii) Red wine.
- (c) List 4 well known international brands of Cigars. [2]
4. (a) Explain different parts of Cigars and *two* international brands of Cigarettes. [4]

P.T.O.

- (b) Name *two* international shippers of Champagne. [1]
- (c) What points should be borne in mind while pairing wine and food ? [5]
5. Explain the following terms (any *ten*) : [10]
- (i) Grappa
 - (ii) Vintage
 - (iii) Ruby port
 - (iv) Claret
 - (v) Fino
 - (vi) Obroso
 - (vii) Bubbly
 - (viii) Body
 - (ix) Bodega
 - (x) AOC
 - (xi) Flor
 - (xii) Noble rot

Total No. of Questions—6]

[Total No. of Printed Pages—3

[3881]-303

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

303 : ACCOMMODATION OPERATION-I

(NEW 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) Thread count
 - (ii) Soiled linen
 - (iii) Par stock
 - (iv) Silver fish
 - (v) Yarn
 - (vi) Ikebana
- (b) With the help of a flowchart explain Laundry process. [5]
2. (i) Give brand names of any *four* Laundry agents used in Laundry. [3]
- (ii) What are different types of flower arrangement ? [4]
- (iii) What are advantages of cotton fabric ? [3]

P.T.O.

3. (a) How will you treat the following stains (any *five*) : [5]
- (i) Pan stain
 - (ii) Mud
 - (iii) Tea
 - (iv) Ink
 - (v) Blood
 - (vi) Chewing gum
- (b) Write short notes on (any *two*) : [5]
- (i) Contract cleaning
 - (ii) Classification of fabric
 - (iii) Role of security in hotel industry.

SECTION II

4. (a) Explain the following terms (any *five*) : [5]
- (i) VPO
 - (ii) Cash sheet
 - (iii) Floor limit
 - (iv) City ledger
 - (v) Discrepancy report
 - (vi) Black list
 - (vii) Sleep-out
- (b) Write a short note on functions and role of GRE. [5]

5. (a) What precaution to be taken while accepting credit card at the time of check-in ? [6]
- (b) Give the formula for the following (any *two*) : [4]
- (i) ARR
- (ii) Room occupancy %
- (iii) House count
6. (a) Draw the following formats (any *two*) : [5]
- (i) Guest history card
- (ii) Room status report
- (iii) Revenue report
- (b) What precautions to be taken while handling guest complaint ? [5]

Total No. of Questions—6]

[Total No. of Printed Pages—2

[3881]-304

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

304 : COMPUTER FUNDAMENTALS

(NEW 2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

1. (a) Draw block diagram of computer system and explain functions of each unit. [2+2=4]
- (b) What is extension of MS-PowerPoint file ? Give steps to insert and delete slide in MS-PowerPoint. [1+1+1=3]
- (c) Explain the AutoFill feature in MS-Excel. [3]
2. (a) Explain the following MS-DOS commands with examples : [3]
 - (i) Date
 - (ii) Time
 - (iii) Ver
- (b) Give the steps to change the margin of a page. State different types of margins in MS-Word. [1+3=4]
- (c) Give the steps for slide transition and name any *two* slide transitions in MS-PowerPoint. [1+2=3]

P.T.O.

3. (a) Define the terms field, record, table in DBMS. [1+1+1=3]
(b) Give any *five* advantages of Internet. [5]
(c) Give any *two* features of MS-Excel. [2]
4. (a) What is extension of MS-Word file ? Give steps to set 'page background' and 'change case' in MS-word. [1+1+1=3]
(b) What is browser ? Give names of any *two* browsers. [1+2=3]
(c) Give 2 ways to delete rows and delete columns in a work-sheet. Explain currency format in Excel. [2+2=4]
5. (a) Give any *four* advantages of E-commerce. [4]
(b) Explain the term primary key in MS-Access. [3]
(c) Define the term Desktop, Icons, Folders used in windows. [3]
6. (a) Give any *four* differences between LAN and WAN. [4]
(b) Explain the wild cards used in MS-DOS. [2]
(c) Give *four* advantages of MS-Access as a database. [4]

Total No. of Questions—6]

[Total No. of Printed Pages—3

[3881]-305

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) Question No. 1 is compulsory.
(ii) Answers any *three* questions from Q. No. 2 to Q. No. 6.
(iii) Figures to the right indicate full marks.

1. (A) Explain *four* obstacles of F&B control. [4]
(B) State *three* objectives of Budgeting. [3]
(C) Explain the following elements of cost : [3]
(i) Material cost
(ii) Overhead cost.
2. (A) (i) Define Budget. [2]
(ii) Explain the following budget : [8]
(a) Capital budget
(b) Sales budget
(c) Budgeted Trading Account
(d) Labour cost budget.

P.T.O.

- (B) (i) State *four* objectives of standard purchase specification. [4]
(ii) Explain pricing based on the market. [3]
(iii) Explain the following : [3]
(a) Net Profit
(b) Banquet menu pricing.
3. (A) Explain the following terms any *four* : [10]
(i) Break-even point
(ii) Contribution
(iii) Fixed cost
(iv) Variable cost
(v) Margin of safety.
- (B) Write short notes on : [5]
(i) EOQ
(ii) ABC analysis.
- (C) State *five* objectives of receiving food items. [5]
4. (A) With help of format explain any *two* : [5]
(i) Good Received Book
(ii) Bin Card
(iii) Credit Note.
- (B) Explain the following terms any *two* : [4]
(i) Stock turnover
(ii) Transfer notes
(iii) Maximum level
(iv) Perpetual inventory record.

- (C) State *five* objectives of taking stock. [5]
- (D) State the procedure for storing : [6]
- (i) Perishable food
 - (ii) Non-perishable food.
5. (A) Draw the format of Daily food cost report. Also state the advantages and disadvantages of preparing this report. [10]
- (B) Explain the importance of the following (any *two*) : [10]
- (i) Standard yield
 - (ii) Standard recipe
 - (iii) Volume forecasting.
6. (A) Explain the following methods of purchasing : [10]
- (i) Cost plus
 - (ii) Wine shipper
 - (iii) Total supply
 - (iv) Cash and carry.
- (B) Explain differential profit margin in menu pricing. [5]
- (C) As a purchase manager how would you select a supplier. [5]

Total No. of Questions—8]

[Total No. of Printed Pages—4+2

[3881]-306

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

306 : BASIC ACCOUNTING

(NEW 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) Figures to the right indicate full marks.

1. From the following Trial Balance of Hotel Red Chilly as on 31st March, 2009 : [20]

Trial Balance

(as on 31st March, 2009)

Debit Balance	Rs.	Credit Balance	Rs.
Building	32,000	Capital	80,000
Salaries	8,200	Sales	1,28,500
Opening stock	24,000	Loan	17,500
Repairs	1,500	Discount	3,000
Furniture	25,000	Return outward	1,000
Purchases	65,000		
Cash in hand	5,500		
Bills receivable	9,000		

P.T.O.

Wages	6,000		
Carriage	1,000		
Insurance	3,400		
Return inward	500		
Debtors	16,000		
Printing and stationery	1,300		
Plant and machinery	17,600		
Cash at Bank	14,000		
	2,30,000		2,30,000

Adjustments :

- (1) Closing stock valued at cost Rs. 25,000 and market value Rs. 30,000.
- (2) Prepaid insurance amounted to Rs. 400.
- (3) Outstanding wages Rs. 1,000.
- (4) Depreciate building by 5% and plant and machinery by 10%.

Prepare Trading A/c, Profit and Loss A/c and Balance Sheet as on 31st March, 2009 from the above adjustments.

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

- (i) Realisation concept
- (ii) Deferred revenue expenditure
- (iii) Principles of double entry book-keeping system.

3. Journalise the following transactions in the books of Soham and prepare ledger of personal account. : [10]

2001

- May 1 Started business with cash Rs. 60,000, goods worth Rs. 26,000 and furniture Rs. 14,000.
- ” 5 Deposited into Bank Rs. 12,000.
- ” 10 Purchased goods from Arun Rs. 12,000 @ 10% trade discount.
- ” 16 Sold goods to Varun Rs. 18,000 @ 15% trade discount.
- ” 20 Paid Rs. 3,500 by cash and Rs. 5,000 by cheque to Arun.
- ” 25 Paid Rs. 6,900 to Varun in full settlement of Rs. 7,000.
- ” 30 Paid salary Rs. 2,000 and telephone charges Rs. 2,500 by cash.
- ” 31 Purchased furniture for Rs. 2,500 and amount paid by cheque.

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

- (i) Goods
- (ii) Drawings
- (iii) Bad debts
- (iv) Folio
- (v) Goodwill.

(b) Give *one* word or phrase : [5]

(i) Account of the proprietor.

(ii) Principal book of account.

(iii) Group of accounts which gives final result of the business.

(iv) Trial balance in which the debit and credit total of each ledger account are shown in the two amount columns against the name of the account.

(v) Statement showing the causes of disagreement between the balance of cash book and pass book.

5. Prepare a three column cash book from the following information and balance the same : [10]

2008

July 1 Mr. Prashant started business with cash Rs. 45,000 and goods Rs. 60,000.

” 2 Opened bank a/c by depositing cash Rs. 20,000.

” 4 Purchased goods worth Rs. 26,000 at 10% trade discount and 4% cash discount.

” 7 Cash sales Rs. 47,000 at 5% cash discount.

” 10 Received cheque of Rs. 5,500 from Sundesh in full settlement of Rs. 6,000.

- ” 16 Deposited Sundesh’s cheque into the bank.
- ” 19 Our bank received dividend of Rs. 2,700 and interest of Rs. 3,800 and same were credited into our account.
- ” 22 Withdrew from the bank Rs. 12,000 for office use and Rs. 3,500 for personal use.
- ” 29 Transfer Rs. 6,000 from Current a/c to Savings a/c.
6. (a) What is the role of debit note and credit note in the preparation of subsidiary books ? [5]
- (b) What is Bank Reconciliation Statement ? Give any *two* methods. [5]
7. During the month of March, 2009, the following functions were held at the hotel : [10]

2008

- Mar. 9 Marriage Anniversary Party for 200 covers @ Rs. 250 per cover. Account to Mr. Sunil, Bill No. 101.
- ” 15 Buffet dinner for Reliance Charitable Trust, 75 covers @ Rs. 150 per cover. Account to Mr. Anil A., Bill No. 205.
- ” 24 Private Birthday Party for 110 covers @ Rs. 175 per cover. Account to Miss Jaya, Bill No. 210.

” 31 Luncheon party for Sailors’ Club, Pune for 105 covers
@ 195 per cover. Account to Ms Khare, Bill No. 307.

Prepare special functions book.

8. Distinguish between (any *two*) : [10]

(i) Trade Discount and Cash Discount

(ii) Gross Trial Balance and Net Trial Balance

(iii) Capital Expenditure and Revenue Expenditure.

[3881]-31

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

301 : FOOD PRODUCTION—III

(OLD 2005 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

1. (A) Plan a Maharashtrian menu for wedding function. Explain the criteria for selection of menu. [6]
- (B) Enlist various stages used in bread-making. [4]
2. (A) Explain any *three* methods of cake-making. [6]
- (B) Differentiate between (any *two*) : [4]
 - (i) Strong flour—Weak flour
 - (ii) Roasting—Grilling
 - (iii) Rich dough—Lean dough
3. (A) Write a short note on industrial canteen. [5]
- (B) List *two* equipments of the following : [5]
 - (i) Measuring equipments

P.T.O.

(ii) Mixing equipments

(iii) Cutting tools

(iv) Electric equipment

(v) Molds used in bakery.

4. (A) Give reasons for the following : [5]

(i) Cake baked with peak top

(ii) Hard bread rolls

(iii) X fault in cake

(iv) Tunnel like holes in cake

(v) Lack of crust colour in bread.

(B) Explain the role of the following ingredients in bakery and confectionery (any *two*) : [5]

(i) Dairy products

(ii) Raising agents

(iii) Sugar

(iv) Flour.

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

(i) Dhokla

(ii) Dal Bati

(iii) Kulcha

(iv) Biryani

(v) Appam

(vi) Retarding

(vii) Fermentation.

(B) Give recipe for—1 pound—Pineapple gateaux. [5]

Total No. of Questions—6]

[Total No. of Printed Pages—3

[3881]-33

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

303 : ACCOMMODATION OPERATION-I

(OLD 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*) : [1 each]

(a) Blueing

(b) Weft

(c) Satin weave

(d) Wet rot

(e) Oasis

(f) Calender machine

(B) What is contract cleaning ? List down various jobs done under contract cleaning ? [5]

2. (A) What are different types of Linen used in hotel industry ? [5]

P.T.O.

(B) How do you remove the following stain from a cotton fabric?
(any *five*) : [5]

(a) Ink

(b) Lipstick

(c) Turmeric

(d) Blood

(e) Wax

(f) Mud

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

(a) Safety and security

(b) Principles of flower arrangement

(c) Stock taking

(d) Pest control

(e) Guest laundry procedure

SECTION II

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

(1) MAP

(2) Lanai

(3) FIT

(4) No-show

(5) Under stay

- (6) Guest folio
 - (7) Guest history card
 - (8) Sleep-out
 - (9) Log book
 - (10) Rack rate
 - (11) Overbooking
 - (12) Duplex
5. (A) Handle the following situation : [5]
- (1) A guest complains, she has not received her morning news paper for two consecutive days.
 - (2) Guest wants to change the type of room at the time of check in.
- (B) What are different Accounts ? [5]
6. (A) Solve the following : [5]
- (1) If a room revenue for March, 2009 in Rs. 10,45,350 and the no. of rooms sold is 950, then calculate the A.R.R.
 - (2) Blue star hotel has 350 letiable rooms, out of which 250 are single and 100 are twin on 15th Oct. 180 single rooms and 60 twin rooms are occupied by guest. Calculate bed occupancy percentage for the day.
- (B) Explain the procedure for credit settlement of Account. [5]

Total No. of Questions—7]

[Total No. of Printed Pages—2

[3881]-335

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

304 : MARKETING OF SERVICE

Time : Three Hours

Maximum Marks : 80

N.B. :— Attempt any *Four* questions.

1. (a) Explain in brief the stages of new product development. [10]
(b) Explain Psychological and Prestige Pricing methods. [10]
2. (a) Discuss the following core concepts of marketing : [10]
(i) Need, want and Demand
(ii) Cost, Value and Satisfaction
(b) Explain any *two* external factors affecting pricing. [10]
3. (a) Describe the current political and economic environment in India. [10]
(b) What is a distribution channel ? State any *four* reasons why intermediaries are needed for a Hotel ? [10]
4. (a) (i) State any *five* points of differentiation between Advertising and Publicity.
(ii) Enlist any *five* opportunities for publicity for any hotel. [10]

P.T.O.

- (b) Explain the characteristic features that differentiate marketing of services from marketing of goods. [10]
5. (a) Draw Basic Consumer Behaviour model and explain it in brief. [10]
- (b) Enlist any *five* intermediaries used by hotels and discuss any *two* of them. [10]
6. (a) Discuss psychographic market segmentation. [10]
- (b) State *four* points of differentiation between primary and secondary data. Explain any *two* methods of gathering primary data.
7. (a) Discuss essential qualities of salesman, in brief. [10]
- (b) Discuss strategies, which can be formulated at different stages of product life cycle. [10]

Total No. of Questions—6]

[Total No. of Printed Pages—3

[3881]-34

BHMCT (Third Semester) EXAMINATION, 2010

304 : COMPUTER FUNDAMENTALS

(OLD 2005 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

1. (a) Differentiate between Hardware and Software. [2+2=4]
- (b) Explain the following in powerpoint : [1+1+1=3]
- (i) Slide layout
- (ii) Slide design
- (iii) Clip Art
- (c) How to insert charts into Excell ? Give example. [2+1=3]
2. (a) Explain any *three* internal commands of DOS. [3]
- (b) Explain the following in MS-Word : [2+2=4]
- (i) Replace
- (ii) Copy
- (c) How to give custom effect to an object in MS-Powerpoint? [3]

P.T.O.

3. (a) Define and explain DBMS. [2+1=3]
- (b) Define the following terms : [5]
- (i) Web address
- (ii) Search engines
- (iii) Browser
- (iv) Dial up
- (v) Chating
- (c) Draw and lable a diagram of column chart. [2]
4. (a) How to insert table in MS-Word ? [3]
- (b) Define a cell. What is a cell address in MS-Excel ? [2+2=4]
- (c) Give all the steps to send a mail. [3]
5. (a) What is E-commerce ? Explain any *two* concepts. [4]
- (b) Explain the following in MS-Access : [3]
- (i) Fields
- (ii) Data types
- (iii) Table
- (c) Explain the following terms in windows : [3]
- (i) Desktop

(ii) Wall paper

(iii) Folders

- 6.** (a) What is virus ? Give names of any *three* viruses. [1+3=4]
- (b) Features of DOS. [2]
- (c) What is a procedure to create a form or report in MS-Access ? [4]

[3881]-35

BHMCT (Third Semester) EXAMINATION, 2010

305 : FOOD AND BEVERAGE CONTROL

(OLD 2005 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Question 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) Explain the basic concepts of profit. [4]

(B) Discuss the various methods of pricing menu. [6]

2. (A) Calculate the break-even in no. of covers and sales volume from the following data : [5]

Fixed cost —Rs. 1,00,000

Variable cost per cover—Rs. 80

Selling price per cover—Rs. 120

(B) State the controlling system to be used while issuing of food and beverage items. [5]

(C) List down the problems of food cost control. Explain any *four* in detail. [10]

P.T.O.

3. (A) Define the term 'Budget' and explain the objectives of budget preparation. [10]
- (B) What is Economic Ordering Quantity ? State its uses in the hospitality industry. [5]
- (C) What is blind receiving ? State its disadvantages. [5]
4. (A) Attempt any *two* from the following : [10]
- (i) Explain the elements of cost.
- (ii) Explain any *two* methods of purchasing food and beverage items.
- (iii) What is volume forecasting ? Discuss its advantages and uses.
- (B) Explain the procedure of stock taking in detail. [10]
5. (A) Explain with the help of formats any *two* of the following : [10]
- (i) Standard Purchase Specification
- (ii) Purchase Order
- (iii) Food Cost Report
- (iv) Cellar Inwards Book
- (B) Explain any *two* of the following : [10]
- (i) Bin card
- (ii) ABC analysis

(iii) Standard portion size

(iv) Stock turnover

6. Attempt any *two* questions of the following : [20]

(A) State the procedure of selection of a supplier.

(B) Discuss the factors to be considered when receiving food and beverages.

(C) Explain the procedure of controlling cash and credit sales.

Total No. of Questions—6]

[Total No. of Printed Pages—2

[3881]-4

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]

(i) C.I.P.

(ii) Foyer

(iii) Walk-out

(iv) DND

(v) EPABX

(vi) Ryokan

(vii) WHO

(viii) FIT

(ix) SPATT

(x) Skip

(xi) B & B

(xii) FHRAI

2. (A) Classify hotels by : [6]

(i) Location

(ii) Size

(B) Draw the layout front office department. [4]

P.T.O.

3. (A) Write the coordination between front office with the following department : [6]
(i) F & B service
(ii) House-keeping
- (B) Explain in short the following rates : [4]
(i) Rack rate
(ii) Crew rate
(iii) Group rate
(iv) Corporate rate
4. (A) What is paging ? Write three methods of paging. [4]
(B) Answer in brief (any *two*) : [6]
(i) Black list
(ii) Overbooking
(iii) Cancellation.
5. (A) How are reservations taken by the aid of density chart ? [6]
(B) Explain procedure for handling messages with appropriate format. [4]
6. (A) What is CRS ? Give its benefits. [3]
(B) What are services offered at bell desk ? [3]
(C) Write in detail various types of reservation. [4]

Total No. of Questions—5]

[Total No. of Printed Pages—3

[3881]-401

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

401 : FOOD PRODUCTION-IV

(NEW 2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

1. (a) Draw a neat diagram of Pork, showing various parts and its uses. [6]
- (b) Write down the ingredients used for the following Icings : [4]
 - (i) Fondant
 - (ii) Glacé
 - (iii) Royal
 - (iv) Butter icing.
2. (a) Explain the following terms : [6]
 - (i) Aging
 - (ii) Crustacean
 - (iii) Trussing
 - (iv) Ganache

P.T.O.

- (v) Fermentation
- (vi) Cookies. [4]
- (b) Explain any *four* cuts of fish.
- 3.** (a) Answer in short on : [4]
- (i) Mussels shells should be tightly closed.
- (ii) Less liquid used while preparing cookies.
- (iii) Rolled pastry doughs kept inside refrigerator before baking.
- (iv) Why fish items are stored separately ?
- (b) Write down the uses of convenience food in catering establishment. [4]
- (c) Do's and don't while preparing short crust pastry. [2]
- 4.** (a) Explain any *two* mixing methods of cookies with *two* examples. [6]
- (b) Give the role of the following ingredients in pastry making : [4]
- (i) Water
- (ii) Shortening
- (iii) Salt
- (iv) Flour.
- 5.** Answer the following : [10]
- (i) Four disadvantages of using convenience food

- (ii) Principles of storing poultry items
- (iii) Four points to be considered while purchasing Veal
- (iv) Four uses of icings
- (v) Give bi-products of the flowing pastry :
 - (1) Rough Puff
 - (2) Choux Pastry

Total No. of Questions—6]

[Total No. of Printed Pages—3

[3881]-402

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

402 : FOOD AND BEVERAGE SERVICE-IV

(NEW 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) Define spirit and explain distillation process by patent still method with neat diagram. [8]
- (b) Explain : [2]
 - (i) Grappa
 - (ii) Feni
2. (a) Explain any *five* types of whisky. [5]
- (b) Write in brief about *four* methods of mixing cocktails. [5]
3. (a) Write a short note on manufacturing of liqueurs. [5]
- (b) Give the detailed recipe of the following cocktails (any *two*). : [5]
 - (i) Tom collins
 - (ii) Pina colada
 - (iii) Bloody mary

P.T.O.

4. Differentiate between the following (any *two*) : [10]
- (a) Scotch whisky and Irish whisky
 - (b) Cognac and Armagnac
 - (c) Dutch Gin and London dry Gin
5. Explain the following terms (any *ten*) : [10]
- (a) Calvados
 - (b) Sangari
 - (c) V.S.O.P.
 - (d) Kirsch
 - (e) Dunder
 - (f) Silvovitz
 - (g) Arrack
 - (h) Absinthe
 - (i) Tequila
 - (j) Cobler
 - (k) Mirabelle
 - (l) Mocktail
6. (a) Give the base and flavour of any *five* of the following liqueurs : [5]
- (i) Cointreu
 - (ii) Tiamaria
 - (iii) Grand marnier

(iv) Benedictine dom

(v) Chartreuse

(vi) Kummel

(vii) Sambuca

(viii) Crème de cacao

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

(i) Name *two* flavoured Vodkas

(ii) Name *two* champagne based cocktails

(iii) List *two* brand names of tequila

(iv) List *two* brand names of cognac

(v) List any *two* special bar equipments

(vi) Name *two* brand names of Indian whisky.

Total No. of Questions—6]

[Total No. of Printed Pages—2

[3881]-403

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

403 : ACCOMMODATION OPERATIONS-II

(NEW 2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

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

Section I

1. (a) What is budget ? Explain different types of budget in House-keeping department. [5]
- (b) Draw the format of snagging list and explain it in brief. [5]
2. (a) Explain elements of design in detail. [5]
- (b) How do you identify and select a supplier in hotels ? [5]
3. Explain the following terms (any *five*) : [10]
 - (i) Refurbishing
 - (ii) Housekeeping room cost
 - (iii) ROL
 - (iv) Redecoration
 - (v) Bin card
 - (vi) Capital budget.

P.T.O.

SECTION II

4. (a) Explain various sales tools used in hotels. [5]
(b) What is the role of Night auditor in hotel ? [5]
5. (a) Explain the rule of thumb approach for establishing room rate. [5]
(b) Explain the following terms (any *five*) : [5]
(i) Forecast farm
(ii) Repeat guests
(iii) Upselling
(iv) Return reservation
(v) No show
(vi) Night audit.
6. (a) Write a short note on offering alternatives. [5]
(b) What is 10 day forecast ? Explain with the help of format. [5]

Total No. of Questions—4]

[Total No. of Printed Pages—2

[3881]-404

BHMCT (Fourth Semester) EXAMINATION, 2010

404 : HOTEL ENGINEERING

(NEW 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) Describe central AC system used in 5-star hotel.

(b) State duties and responsibilities of maintenance engineer in a hotel.

(c) Explain types of maintenances with an example of each.

2. Answer any three : [15]

(a) What is defrosting ? Why is it needed ?

(b) State importance of waste disposal in a hotel.

(c) Draw only sketch of window AC.

(d) State disadvantages of contract maintenance.

P.T.O.

SECTION II

3. Answer any *two* : [20]

- (a) Explain hot water supply system with sketch.
- (b) Compare Coal, Petrol, Biogas, LPG as fuels used in hotel.
- (c) Calculate electric bill for May 2009, for the following load with rate Rs. 4/Unit.
 - (i) 5 fans, 80 W each, 4 hrs/day.
 - (ii) 2 kW Heater, one No., 1 hr/day.
 - (iii) 10 Bulbs, 10 W each, 10 hrs/day.
 - (iv) 1.5 kW oven, one No., 20 minutes/day.
 - (v) 5 tubes, 40 W each, 7 hrs/day.

4. Answer any *three* : [15]

- (a) Explain any *one* water softening method.
- (b) Describe trap, its use and types.
- (c) What is fuse ? Explain its use.
- (d) How can energy be saved in kitchen of a hotel ?

Total No. of Questions—8]

[Total No. of Printed Pages—2

[3881]-405

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

405 : PRINCIPLES OF MANAGEMENT

(NEW 2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) Answer any 5 from the remaining questions.

1. Write short notes (any *four*) : [20]
- (1) Staffing
 - (2) Morale—its role and importance
 - (3) Barriers to communication
 - (4) Modern day management theory
 - (5) Need for co-ordination
2. Differentiate between any *two* : [10]
- (a) Formal and informal organisation.
 - (b) Verbal and non-verbal communication.
 - (c) Centralized and Decentralized organization.

P.T.O.

3. How can communication be made effective ? [10]
4. State and explain Mc Gregor's 'X' and 'Y' theory. [10]
5. State and explain the different styles of Leadership. [10]
6. Define organizing. State the principles of organising and also the importance of organising. [10]
7. Write the step-by-step procedure of Decision-making. [10]
8. What is F.W. Taylor's theory of Scientific Management ? Explain. [10]

Total No. of Questions—8]

[Total No. of Printed Pages—7

[3881]-406

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

406 : HOTEL ACCOUNTANCY

(NEW 2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) Use of pocket calculator is allowed.

(iii) Assume suitable data, if necessary.

(iv) Figures to the right indicate full marks.

1. The authorised capital of Ayush Co. Ltd. is divided into 5,000, 6% preference shares of Rs. 100 each and 10,000 equity shares of Rs. 100 each.

The following is the trial balance of the company as on 31st, March 2010. [20]

Debit Balance	Amt. Rs.	Credit Balance	Amt. Rs.
Opening stock	3,40,000	Issued, Subscribed Called	
Freehold Premises	4,00,000	up Capital	
Purchases	1,20,000	5,600 Equity shares of	
Productive wages	28,000	Rs. 100 each	5,60,000

P.T.O.

Salaries	16,000	2400, 6% preference share of Rs. 100 each	2,40,000
Rent, Taxes & Insurance	29,600	4.5% Debentures of Rs. 100 each	80,000
Interest on debentures	3,600	Discount received	6,800
Goodwill	96,000	Transfer fees received	240
Discount & Commission	38,000	Sales	6,20,000
Carriage outward	16,000	Creditors	78,000
Bad debts	2,000	Bank overdraft	6,000
General expenses	7,200	Commission received	560
Cash in hand	400		
Investment	8,400		
Plant & Machinery	2,16,000		
Debtors	2,48,000		
Trade Expenses	22,400		
	15,91,600		15,91,600

Adjustments :

- (i) Stock on 31-03-2010 was valued at cost price Rs. 3,00,000 whereas its market price was Rs. 2,40,000.

- (ii) Depreciate Plant and Machinery at 10%.
- (iii) Unexpired insurance was Rs. 3,600.
- (iv) Directors proposed dividend on preference shares as well as 10% on equity shares.

You are required to prepare Trading A/c, Profit and Loss A/c; P and L Appropriation A/c for the year ended 31-3-2010 and Balance Sheet as on that date.

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

- (i) Importance of Guest weekly Bill.
- (ii) Uniform system of Accounting.
- (iii) Value Added Tax.

3. The balances are brought forward on the visitors tabular ledger from the previous day are given below : [10]

Room No.	Name of Guest	Time of Arrival	Plan	Rate	Balance B/F. Rs.
102	Miss. Shravani	4.00 p.m.	E.P.	1800	3,000 Dr.
107	Mr. & Mrs. Javale	12.30 p.m.	E.P.	2,800	1,500 Dr.
110	Dr. Achit	9:15 a.m.	E.P.	2,000	1,700 Cr.

During the day the business is as follows :

5:30 a.m. : Mr & Mrs. Chandramani arrived and occupied 101 on E.P. @ 1,500. They deposited Rs. 4,500 immediately.

6:30 a.m. : Tea was served to all rooms. Only in Room No. 102 had 2 cups.

7:30 a.m. : Breakfast was served in Room No. 102, 107 with one guest in Room No. 110 and 103.

10:00 a.m.: Miss. Shravani checked out after settling her dues.

10:30 a.m.: The following checks were to be entered in the accounts of the guests :

Room No. 107—Laundry Rs. 100, newspaper Rs. 15
and snacks Rs. 40.

Room No. 110—Air booking charges Rs. 1,300

Room No. 103—Sight seeing tour Rs. 100

11:00 a.m. : Mr. Kapoor has deposited Rs. 2,000 in their account.

12:00 Noon. : Mr. & Mrs. Pande arrived and occupied Room No. 106 on E.P. @ Rs. 3,000.

1:30 p.m. : Lunch was served to Room No. 110, with one guest in Room No. 107.

4:50 p.m. : Tea was served in all rooms except Room No. 103.

7:00 p.m. : Dr. Achit checked out and payment made by cheque on his complaint of not receiving afternoon tea on that day, allowance was granted to him for that amount.

8:30 p.m. : Mr. & Mrs. Kapoor checked out after settling their account.

Hotel Tariff :

Tea : Rs. 30 per cup

Coffee : Rs. 40 per cup

Breakfast : Rs. 100 per person

Lunch : Rs. 150 per person

Dinner : Rs. 200 per person.

Calculate service charge @ 10% on apartment, food and beverage.

Check out time : 12:00 Noon

Prepare Visitors Tabular Ledger for 25th March, 2010.

4. What is Joint Stock Company ? State its characteristics. [10]

5. (a) Calculate cost of Food sale and cost of Beverage sale from the following information : [5]

Opening Stock :	Rs.
Food	36,000
Beverages	28,000
Purchases :	
Food	2,78,000
Beverages	60,000

Closing Stock :

Food 46,000

Beverages 21,000

Guest Complimentary :

Food 6,000

Beverage 3,000

(b) Draw the schedule of Food and Beverage. [5]

6. What is the meaning of shares ? Explain its various types. [10]

7. From the following information, prepare Income Statement of Ashoka's Hotel Ltd. for the month of August 2009 under the uniform system of Accounting : [10]

	Rs.		Rs.
Rooms Sale	11,000	Other Operating Income	330
Shop Wages	100	Cost of Tobacco	525
Liquor Sales	3,400	Cost of Food	2,310
Bar Wages	500	Other Expenses	550
Telephone Income	1,000	Other Expenses of room	1,100
Shop Expenses	180	Other Expenses of liquor	670
Other Telephone Expenses	135	Salary and Wages	880
Taxes	700	Cost of Liquor	1,380
Repairs & Maintenance	520	Depreciation	300

Rent, Rates, Taxes	600	Advertising and Marketing	400
Food Sales	4,900	Other Expenses of Food	250
Telephone Dept. wages	300	Salaries Food	1,820
Tobacco Sales	700	Expenses of Shop	40
Rooms Wages	2,800	Heat, Light & Water	850
Shop Rental	500	Interest paid	200
Telephone Bill paid	750	Data Processing	700

8. Answer the following (any *two*) : [10]
- (a) Explain the various factors which affect working capital.
 - (b) Describe the characteristics of Budget.
 - (c) Distinguish between Allowances and VPO.

Total No. of Questions—5]

[Total No. of Printed Pages—3

[3881]-41

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

401 : FOOD PRODUCTION-IV

(OLD 2005 PATTERN)

Time : Two Hours

Maximum Marks : 40

N.B. :—Answer any *four* questions.

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

- (1) Saddle
- (2) Rigor mortis
- (3) Ageing
- (4) Sweet bread
- (5) Plie
- (6) Docking
- (7) Dry baking
- (8) Ganache
- (9) Mignon
- (10) Gizzard
- (11) Fillet steak
- (12) Glace icing

P.T.O.

2. (A) List the selection criteria for the following : [6]
- (a) Pork
 - (b) Shell fish
 - (c) Chicken
- (B) Explain the disadvantages of convenience foods in relation to finance, labour, space lost and food. [4]
3. (A) Draw a neat labelled diagram of Pork. [5]
- (B) Give the recipe for choux pastry and examples for the same. [5]
4. (A) Explain any *four* cooking methods for fish and give an example. [4]
- (B) Define the following : [4]
- (1) Ice-box
 - (2) Bagged
 - (3) Moulded
 - (4) Dropped
- (C) Give reasons : [2]
- (1) Egg should be added last while making choux pastry.
 - (2) Excess flour should be dusted while making flaky pastry.
5. (A) Explain the following in relation to convenience foods : [5]
- (a) Accelerated freeze drying

(b) Dehydration

(c) Canning

(d) Freezing

(e) Boil in the bag

(B) List any *three* functions of icings. [3]

(C) List the don't's to be followed while making short crust pastry. [2]

Total No. of Questions—6]

[Total No. of Printed Pages—3

[3881]-42

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

402 : FOOD AND BEVERAGE SERVICE-IV

(OLD 2005 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) List any *ten* rules to be observed while mixing cocktails. [5]
(B) Explain any *five* types of Rum. [5]
2. (A) Define liquors. Explain generic liquor and name any *five* generic liquors. [5]
(B) Write short notes on (any *two*) : [5]
 - (i) Holland Gin
 - (ii) Tequila
 - (iii) Flavoured Vodka.
3. (A) Write in brief about *four* methods of mixing cocktails. [5]
(B) Explain different ingredients used in manufacturing of liquors. [5]

P.T.O.

4. Differentiate between (any *two*) : [10]
- (a) Irish Whisky and Scotch Whisky
 - (b) Cognac and Armagnac
 - (c) Pot still and Patent still.
5. (A) List any *five* major equipments used at cocktail Bar and explain its use. [5]
- (B) Explain the following terms (any *five*) : [5]
- (i) Grappa
 - (ii) Silvovitz
 - (iii) Mocktail
 - (iv) Cobler
 - (v) Arrack
 - (vi) Calvados
6. Answer the following (any *ten*) : [10]
- (a) Name *two* champagne based cocktails.
 - (b) Name *two* international brand names of Tequila.
 - (c) List *two* major ingredients of whisky manufacturing.
 - (d) Name *two* brand names of American whisky.
 - (e) Name *two* Brandy based cocktails.
 - (f) List *two* Brand names of Gin.

- (g) Define Cobler.
- (h) Define Sangari.
- (i) Define Proprietary liquors.
- (j) Explain V.S.O.P.
- (k) Explain Wort.
- (l) List *two* cocktail glasses.

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

403 : ACCOMMODATION OPERATIONS-II

(OLD 2005 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

SECTION I

1. (A) Budgeting is important and crucial for any hotel organisation. Explain. [5]
- (B) Give suitable reasons (any *two*) : [5]
- (i) Rhythm and Repetition is an important principle of design
- (ii) ROL has to be maintained at all times
- (iii) Refurbishing for guest rooms is carried out at a regular interval.
2. (A) What do you understand by 'Interior Decorations' ? What role does colour play ? [5]
- (B) Explain the following terms : [5]
- (i) Snag list

P.T.O.

(ii) P.O.

(iii) Linen and uniform budget

(iv) Renovation

(v) Bin card.

3. (A) What costs should be taken into consideration while planning an operating budget ? [5]
- (B) Explain the purchase procedure for fast moving items in the H.K. [5]

SECTION II

4. (A) Define night audit and explain the role of a night auditor. [5]
- (B) Explain in brief : [5]
- (i) Upselling
- (ii) Understay
- (iii) Rev PAR
- (iv) Occupancy percentage
- (v) Alternative selling
5. (A) Explain the 'Rule of Thumb Approach' for establishing room rates. [5]

- (B) In the case of overbooking, how would you handle a guest with confirmed reservation. [5]
- 6.** (A) How will you encourage repeat guests ? [5]
- (B) Explain in brief the 10 day forecast in front office. [5]

[3881]-44

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

404 : HOTEL ENGINEERING

(OLD 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) 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 : [2×10=20]

(a) Draw swimming pool maintenance chart for at least *ten* activities.

(b) Explain household refrigerator with block diagram.

(c) Compare Central A.C. and Window A.C. with block diagrams.

2. Answer any three : [3×5=15]

(a) Suggest methods of solid waste disposal in the hotel.

(b) State the factors affecting comfort in the A.C. room.

P.T.O.

- (c) What are the sources of air pollution in the hotel ? How can they be controlled ?
- (d) State the duties of maintenance engineer in the five star hotel.
- (e) State advantages of contract maintenance.

SECTION II

3. Answer any *two* : [2×10=20]

- (a) Explain function and construction of any *one* type of :
 - (i) Sanitary trap
 - (ii) Closet.
- (b) Explain any *two* types of fire extinguishers.
- (c) Calculate electricity bill for 10 days. The electric load is as follows, with rate Rs. 5 per kWh :
 - (i) 100 W bulbs, 10 Nos., 10 hrs/day
 - (ii) 10 W tubes, 10 Nos., 5 hrs/days
 - (iii) 50 W lamp, 10 Nos., 3 hrs/day
 - (iv) 1 kW heater, 10 Nos., 1 hr/day
 - (v) 2 kW oven, 1 No., 1 hr/day
 - (vi) 5 kW boiler, 2 Nos., 5 hrs/day
 - (vii) 80 W refrigerator, 2 Nos., 2 hrs/day

4. Answer any *three* :

[3×5=15]

- (a) How good energy saving systems are to be developed ?
- (b) Classify fire. How is it defined ?
- (c) Describe fuse as a safety device.
- (d) What is Biogas ? Compare Biogas and Wood as a fuel.
- (e) Draw any *five* plumbing fixtures and state their applications.

[3881]-45

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

405 : PRINCIPLES OF MANAGEMENT

(OLD 2005 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

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

1. Write short notes on any *four* : [20]
 - (i) External/internal factors that affect management
 - (ii) Planning assumptions
 - (iii) Delegation of authority
 - (iv) Characteristics of a good leader
 - (v) Non-verbal communication
2. What are the different types of decisions ? Explain any *three* : [10]
3. State and explain the Managerial Grid theory with the help of a diagram (Blake + Moutons theory). [10]
4. Explain the process of communication with a diagram. [10]
5. Explain Henry Fayol's Classical Management theory. [10]

P.T.O.

6. List the different types of plans and explain them. [10]
7. What are the 3 levels of management ? State the functions of all the three levels. [10]
8. What is meant by controlling ? State the process and the need for control. [10]

[3881]-46**B.H.M.C.T. (Fourth Semester) EXAMINATION, 2010****406 : HOTEL ACCOUNTING****(OLD 2005 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 permitted.

(iii) Figures to the right indicate full marks.

1. The following is the Trial Balance of Nariman Ltd. as on 31st March 2010 : [20]

<i>Debit Balances</i>	Rs.	<i>Credit Balances</i>	Rs.
Debtors	80,000	General Reserve	50,000
Plant and Machinery	1,65,000	Creditors	74,800
Goodwill	1,10,000	Sundry income	1,750
Motor vehicle	1,50,000	Bank overdraft	11,000
Preliminary Expenses	22,000	Profit & Loss	
Opening Stock	19,750	Appropriation A/c	20,000

P.T.O.

Furniture	1,25,000	Paid up Capital :	
Purchases	2,93,490	50,000 equity shares	
Sales Returns	1,000	of Rs. 10 each	5,00,000
Wages	50,580	5% Debentures	1,00,000
Carriage outwards	12,950	Commission	500
Postage and Telegram	1,800	Sales	3,80,000
Audit Fees	3,500		
Repairs and Renewals	28,150		
Investments	10,000		
Advertisement	11,800		
Salaries	32,800		
Power and Fuel	18,990		
Discount allowed	1,240		
	<u>11,38,050</u>		<u>11,38,050</u>

Prepare Trading A/c, Profit & Loss A/c and Profit & Loss Appropriation A/c for the year ending 31st March 2010 and a Balance Sheet as on that date as per Indian Companies Act, 1956 after considering the following adjustments :

- (i) Stock on 31st March 2010 was valued at Rs. 82,500.

- (ii) Outstanding wages are Rs. 2,000.
- (iii) Write off 1/2 of preliminary expenses.
- (iv) Directors have proposed a 10% dividend on equity share capital.

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

- (a) Advantages of uniform system of accounting
- (b) Characteristics of budget.
- (c) Types of working capital.

3. The following balances are carried forward from 4th August 2009 from the guest ledger of Hotel Abhiraam : [10]

Room No.	Name of Guest	Time of Arrival	Plan	Rate (Rs.)	Balance b/f (Rs.)
101	Miss Anne	7.00 A.M.	EP	2,000	3,500
104	Mr. & Mrs. Khan	10.00 P.M.	EP	3,500	4,800 (Dr.)
105	Mr. Gaurang	8.00 A.M.	EP	2,000	5,000

The following charges are to be recorded as on 5th August 2009 :

6.30 a.m.—EMT was served to all rooms @ Rs. 30 per cup

8.30 a.m.—Breakfast was served to all rooms @ Rs. 150 per person

10.00 a.m.—The following charges to be entered :

Room No. 101—Laundry Rs. 100, Newspapers—Rs. 5 and

VPO for taxi Rs. 500.

Room No. 104—Bottle of wine Rs. 2,000, Magazines Rs. 100.

Room No. 105—Snacks—Rs. 50, Soft drinks Rs. 20 and Laundry
Rs. 50.

12.00 p.m.—Mr. & Mrs. Khan checked out and settled their bill in
cash less 5% discount.

Mr. Bhatia arrived and occupied Room No. 102 on EP
@ Rs. 2,000.

1.00 p.m.—Lunch was served to all rooms, except Room No. 101
@ Rs. 180 per person.

4.00 p.m.—ANC was served to all rooms @ Rs. 40 per cup. Room
No. 102 had two guests.

8.00 p.m.—Dinner was served to all rooms @ Rs. 220 per person.

Prepare Visitors Tabular Ledger as on 5th August assuming 10% service
charge on Room and Food. Check out time is 12.00 Noon.

4. Draw specimen format of any *two* : [10]
- (i) Allowance voucher
 - (ii) Garage and parking schedule
 - (iii) Statement of food cost.

5. The following data pertains to Hotel Nafees for the year ending 31st March 2010 : [10]

<i>Particulars</i>	Rs.	<i>Particulars</i>	Rs.
Depreciation	5,000	Repairs and Maintenance	6,520
Neon signs	12,500	Sales :	
Other sales	5,550	Food	2,11,190
Salaries of :		Beverages	1,80,000
Food	10,990	Food cost	45,500
Beverages	8,110	Interest paid	12,000
Others	2,000	Advertisement	6,000
Income Tax	8,500	Rent, Rates and Insurance	4,890
Management Fees	12,000	Beverage Cost	65,000
<i>Departmental Expenses :</i>		Room Sales	3,00,000
Food	11,280	Payroll related expenses	50,000
Beverages	8,820	Data processing	22,000
Others	3,000		
Heat, Light and Power	10,700		

6. Differentiate between (any *two*) : [10]

(i) Equity shares and Preference shares

(ii) Interim dividend and Final dividend

(iii) Guest weekly bill and Visitors tabular ledger.

7. (A) List and explain the characteristics of Joint Stock Companies. [5]

(B) From the following particulars, prepare marketing schedule under uniform system of accounting : [5]

<i>Particulars</i>	<i>Rs.</i>	<i>Particulars</i>	<i>Rs.</i>
Agency fees	12,000	Salaries and wages	22,580
Point of sale material	4,900	Franchise fees	8,920
Travelling expenses of staff-sales	6,780	Reservation expenses	1,250
Radio and Television	20,200	Employees benefit	8,200
Print outdoor	15,000	Direct mail	1,950
Other marketing expenses	7,590	Sales promotion expenses	5,000
		Employees benefits	10,000
		Print	21,000

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

- (a) List and explain the factors that affect working capital requirement of a hotel.
- (b) What are the various types of discounts offered by hotels ?
- (c) Describe the various types of debentures that a company can issue.

Total No. of Questions—6]

[Total No. of Printed Pages—3

[3881]-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) Question No. 1 is compulsory.

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

(iii) Draw neat diagrams wherever necessary.

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

(i) What is the significance of hygiene and sanitation in the catering industry ?

(ii) Explain the concept of cross-contamination. List any *two* ways in which cross-contamination can occur in the kitchen.

(iii) Define pH. Explain its relevance in the food industry.

(iv) Name any *two* useful micro-organisms and their uses in the food industry.

(v) At which temperatures should the refrigerator and freezer stores be maintained ?

(vi) Define 'Emulsions' giving *two* examples from the food industry.

(vii) Why should acidic foods not be stored in brass utensils ?

2. (a) Define 'Food Spoilage'. List any *two* spoilage indicators in : [5]

(i) Eggs

P.T.O.

(ii) Canned food

(iii) Pulses

(iv) Milk

- (b) Write a short note on dry food store and its maintenance. [5]
- (c) How will a food handler take care of his hands in a catering establishment ? [5]
- 3.** (a) Differentiate between microbial food poisoning and food infections giving *one* example of each. [5]
- (b) Explain the concept of desirable browning in food giving any *three* examples. [5]
- (c) Write a short note on the voluntary Indian standards ensured to establish food safety. [5]
- 4.** (a) Write a short note on the natural toxins present in food. [5]
- (b) How can flies pose as pests in the catering establishment ? How will you control them ? [5]
- (c) Write a short note on Hazard analysis critical control point. [5]
- 5.** (a) Discuss any *one* bacterial food poisoning giving the following details : [5]
- (i) Name of the organism
- (ii) 2 sources of contamination
- (iii) 2 modes of transmission
- (iv) 2 methods to control the micro-organism

- (b) Explain the concept of Blast freezing. What are the advantages of this process ? [5]
- (c) Explain microbial growth with the help of a diagram. [5]
- 6.** (a) Explain the importance of thawing in the catering industry. [5]
- (b) How can temperature be used as a measure to control microbial growth in the food industry ? [5]
- (c) Define 'Food Adulteration'. State the adulterant present and a test to detect the adulterant in the following foods : [5]
- (i) Tea
- (ii) Turmeric
- (iii) Milk
- (iv) Chilli powder.

Total No. of Questions—6]

[Total No. of Printed Pages—2

[3881]-551

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

501 : SPECIALISED FOOD PRODUCTION

Time : Two Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

1. (a) Give general principles of frying and explain various methods of frying. [5]
(b) Classify sandwiches giving *two* examples of each. [5]
2. (a) Enlist the functions of Larder Department. [5]
(b) Explain the importance of garnishes and presentation of cold buffet counter. [5]
3. (a) What are the different parts of salad and explain points to be considered while making a good salad ? [5]
(b) Describe in brief various types of Breakfast cereals. [5]
4. Explain in brief any *four* : [10]
(i) Poulet soute' Marengo
(ii) Wiener Schnitzel

P.T.O.

- (iii) Steak Tartare
- (iv) Coq au Vin
- (v) Jus-lie
- (vi) Gazpaccho

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

- (i) Tea Sandwiches
- (ii) Boiling
- (iii) Smorresbrod
- (iv) Parts of Salad

6. (a) How does larder control play an important role in controlling food cost ? [5]

(b) Name *five* salads with their dressings. [5]

Total No. of Questions—5]

[Total No. of Printed Pages—2

[3881]-552

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

502 : FOOD AND BEVERAGE SPECIAL SERVICE

(OLD PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

(iii) Draw neat diagrams.

1. Write cover, accompaniments and method of the following Guéridon dishes (any *two*) : [10]

(i) Smoked Trout

(ii) Consommé with sherry

(iii) Beef stroganoff

(iv) Pineapple flambé

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

(i) Toastmaster

(ii) Carving Hygiene

(iii) Wedding Buffet Reception

3. Draw any *four* banquet seating arrangements. [10]

P.T.O.

4. (a) Give and explain parts of cigar with storage of it. [5]
- (b) What are the duties and responsibilities of a Banquet manager ? [5]
5. (a) Draw a format of function prospectus. [4]
- (b) List the various equipment used in bar operations. [4]
- (c) What is a Loyal Toast ? [2]

Total No. of Questions—6]

[Total No. of Printed Pages—2

[3881]-553

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

503 : ACCOMMODATION OPERATIONS

(2002 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) Attempt any *four* questions.

1. (a) Explain advantages of contract cleaning. [5]
(b) What is Hubbart formula used for calculating room rate ? [5]
2. Write short notes on :
(i) Types of wall coverings [5]
(ii) Functions of Travel Agent. [5]
3. (a) Explain the communication systems used in Hotels. [5]
(b) Explain any *two* methods of training the hotel employees. [5]
4. (a) What are the factors considered for preparing duty Rota ? [5]
(b) What policy is adopted by the F.O. for monitoring credit ? [5]

P.T.O.

5. (a) Explain any *two* reports generated at front office. [5]
- (b) Explain the sources of recruitment. [5]
6. (a) Give the formula for : [5]
- (i) ARR,
- (ii) Double occupancy percentage.
- (b) Suggest any 5 jobs given on contract and why ? [5]

Total No. of Questions—5]

[Total No. of Printed Pages—2

[3881]-61

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

601 : ADVANCED FOOD PRODUCTION

(OLD 2005 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) Assume suitable data wherever necessary.

1. (a) Plan a Five Course Spanish menu and explain each preparation in brief. [6]
- (b) Explain precautions to be taken while storing sandwiches. [4]
2. (a) Explain the following culinary terms (any *five*) : [5]
 - (i) Paté en maison
 - (ii) Duxelle
 - (iii) Green bacon
 - (iv) Isinglass
 - (v) Terrine
 - (vi) Al Dante
 - (vii) Black truffle
- (b) Discuss the principles of making a good salad. [5]

P.T.O.

- 3.** (a) List variety of forcemeats that are used for making paté. Explain any *two* of them in detail. [4]
- (b) Discuss the various ways of accumulation segregation and disposal of garbage. [6]
- 4.** Write short notes on (any *four*) : [10]
- (i) North American cuisine
- (ii) Hauté cuisine
- (iii) Pre-preparations for plated service
- (iv) Ballotines
- (v) Types of sandwiches.
- 5.** (a) Briefly discuss the principles of Nouvelle cuisine. [5]
- (b) Explain importance of kitchen stewarding department in a Five Star Hotel. [5]

Total No. of Questions—6]

[Total No. of Printed Pages—3

[3881]-62

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

602 : ADVANCED 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 diagrams wherever applicable.

1. (a) Draw the formats of the following (any *two*) : [6]

(i) Time management sheet

(ii) Breakfast hanger

(iii) Room service order-taker's summary sheet

(b) Draw Banquet organisation chart for a five-star hotel.

Or

Explain the responsibilities of Banquet Manager. [4]

2. (a) Plan Banquet Menu considering choices from Indian and Chinese cuisine. Menu should consist of starters, soup, main course, breads, sweet or desserts etc. Assume suitable data. [6]

P.T.O.

- (b) List *four* types buffet and explain any *one* of them in brief. [4]
3. (a) List down *six* Banquet functions and explain any *one* in detail. [5]
- (b) Explain the following (any *five*) : [5]
- (i) Cobra Gun
- (ii) Bar Caddy
- (iii) Jigger
- (iv) Call Brands
- (v) Muddler
- (vi) Lounge Bar.
4. (a) Draw the layout of American bar and label the different parts of bar. [4]
- (b) List different types of lamps and fuels used in Gueridon service. [4]
- (c) Explain the importance of Mis-en-Place in Gueridon service. [2]
5. (a) Explain the following in detail : [6]
- (i) Airline catering
- (ii) Railway catering

- (b) Hygiene and cleanliness is of utmost importance in Gueridon service. Justify the statement. [4]
- 6.** (a) Explain *five* different types of bar in brief. [5]
- (b) Define In-room Dinning. Explain different types of Room service. [5]

Total No. of Questions—5]

[Total No. of Printed Pages—2

[3881]-63

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. No. 2 to Q. No. 5.

(iii) *All* questions carry equal marks.

1. (a) Define the following terms (any *five*) : [5]
(1) Block mind
(2) Gestures
(3) Notice
(4) Meeting
(5) Ego
(6) Negative attitude.
- (b) What is SWOT ? What is its importance ? [5]
2. (a) What is success ? [2]
(b) What are the qualities that make a person successful ? [8]
3. What is the difference between : [10]
(a) Ego and Pride
(b) Self Interest and Selfishness
(c) Motivation and Inspiration
(d) High Esteem and Low Esteem
(e) Internal Motivation and External Motivation.

P.T.O.

4. Write a Report on : [10]
A Hotel guest found dead in his room. As floor supervisor write a report on the same to the Front office Manager. Assume suitable data.
5. Write short notes on (any *four*) : [10]
- (1) Stress management
 - (2) Body Language
 - (3) Personality
 - (4) Negative attitude
 - (5) Cases studies importance.

Total No. of Questions—8]

[Total No. of Printed Pages—2

[3881]-64

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

604 : HOSPITALITY MARKETING—I

(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. 8.

1. Write short notes on (any *four*) : [20]
 - (a) 5 M's of advertising
 - (b) Technological environment to analyse business environment
 - (c) Psychographic segmentation
 - (d) Branding
 - (e) Internet as direct Marketing Tool
 - (f) Franchising.

2. Explain cultural and social factors affecting consumer behaviour. [10]

3. Define marketing. What are the core concepts of marketing ? [10]

4. Define segmentation. Write about demographic segmentation. [10]

P.T.O.

5. Explain the New Product Development Process. [10]
6. Explain in short factors affecting pricing. [10]
7. What are the different sales promotion tools used in hotel industry ? [10]
8. What are the different channel levels of distribution ? [10]

Total No. of Questions—8]

[Total No. of Printed Pages—2

[3881]-65

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

605 : HUMAN RESOURCE MANAGEMENT

(2005 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]
 - (a) Role of Human Resource Manager in maintaining discipline.
 - (b) Fringe benefits
 - (c) Causes of labour turnover
 - (d) Aptitude test
 - (e) Stress interviews
 - (f) Types of transfers.

2. Briefly describe the various functions of Human Resource Management. [10]

3. What are the various sources for manpower supply for an organisation ? [10]

4. Describe the various types of interviews in brief. [10]

5. Discuss the modern and traditional methods for performance appraisals used in hotels. (Mention any *four* methods). [10]

P.T.O.

6. Describe the various steps in the selection process for personnel in hotels. [10]
7. An effective grievance handling procedure is preventive rather than curative. Explain. [10]
8. Discuss the principles governing the fixation of wages in the industry. [10]

Total No. of Questions—5]

[Total No. of Printed Pages—2

[3881]-66

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

606 : TRAVEL AND TOURISM

(2005 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Q. No. 1 is compulsory.

(ii) Attempt any *three* questions from Q. No. 2 to Q. No. 5.

1. Explain the following terms (any *ten*) : [10]
 - (1) Escorted Tour
 - (2) Itinerary
 - (3) Visa
 - (4) Sport Tourism
 - (5) NGO
 - (6) PATA
 - (7) MTDC
 - (8) Hotel
 - (9) Visitor
 - (10) Outbound
 - (11) Excursionist.

2. Explain the impact of Tourism with reference to the Environment and Cultural. [20]

3. (a) What are the 5 A's of Tourism ? [10]
(b) What are the various career opportunities for tourism professionals ? [10]

4. Plan an Itinerary for 7 days/6 nights for the 'Golden Triangle' in India. The group consists of young college going students (4 are girls and 4 are boys). Along with costings (train fare, accommodation and sight scening food included). [20]

P.T.O.

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

[20]

- (1) MICE
- (2) Multiplier effect
- (3) Economic Regulations
- (4) WTO
- (5) FHRAI.

Total No. of Questions—10]

[Total No. of Printed Pages—2

[3881]-665

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

605 : PERSONNEL MANAGEMENT

Time : Three Hours

Maximum Marks : 80

N.B. :— Answer any *eight* questions.

1. Write short notes on any *two* : 2×5=10
 - (a) Stress Management
 - (b) Workers' participation in Management
 - (c) Importance of Career Planning.

2. Explain briefly the various methods of recruitment. [10]

3. Define : [10]
 - (i) Job Evaluation
 - (ii) Joint consultation
 - (iii) Industrial Relations
 - (iv) Conflicts
 - (v) Grievance.

4. Explain the principles of 'Collective Bargaining'. [10]

5. Discuss any **5** methods of 'Performance Appraisal'. [10]

P.T.O.

6. Mention the various ways of resolving conflicts. [10]
7. What are the essentials of an 'Ideal Training Programme' ? [10]
8. Make a 'Job Description' for an Executive Housekeeper of a five-star hotel. [10]
9. Discuss the various defence mechanisms. [10]
10. What are the measures to overcome labour turnover ? [10]

Total No. of Questions—10]

[Total No. of Printed Pages—2

[3881]-666

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

606-A : PERSONNEL MANAGEMENT

(Elective)

Time : Three Hours

Maximum Marks : 80

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

1. Define personnel management and discuss important role it plays in an organization. [10]
2. Explain the factors to be considered while formulating the promotion policy. [10]
3. Discuss the evolution of personnel management in India. [10]
4. Discuss in detail the causes of absenteeism and what measures you would suggest to reduce the same. [10]
5. Explain Herzberg's two-factor theory of motivation. [10]
6. Write short notes on (any *two*) : [10]
 - (i) Types of transfers

P.T.O.

(ii) Effects of Demotion on morale of employees

(iii) Qualities of a good personnel manager.

7. Discuss the benefits of motivated staff. [10]
8. Discuss the financial and non-financial Motivators. [10]
9. What is Theory-X and Theory-Y ? Explain. [10]
10. Explain the purpose and procedure of transfer. [10]

Total No. of Questions—6]

[Total No. of Printed Pages—2

[3881]-667

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

606-B : MARKETING MANAGEMENT

(Elective-I)

(2002 PATTERN)

Time : Three Hours

Maximum Marks : 80

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

(ii) All questions carry equal marks.

(iii) Assume suitable data if required.

1. Write short notes on (any *four*) : [20]

(i) Customer profitability

(ii) Determining competitor's objectives

(iii) Customers satisfaction

(iv) Future in services marketing

(v) Service organisations attitude towards marketing.

2. (a) Which are the "Trade Barriers" in International services marketing ? [10]

(b) What are the role and functions of a marketing manager ? [10]

P.T.O.

- 3.** (a) How does Marketing Department relate with other departments in an organisation ? [10]
- (b) “Cost of retaining customer is less than cost of attracting new customers.” Explain. [10]
- 4.** (a) Write a note on meaning, scope and importance of service. [10]
- (b) What is customers delivered value ? Explain the concept of value chain. [10]
- 5.** (a) Explain the concept of Relationship marketing. [10]
- (b) What are steps involved in designing competitive intelligence system ? [10]
- 6.** (a) Explain the concept of “Total Quality Marketing”. [10]
- (b) How are competitors strategies identified ? [10]

Total No. of Questions—8]

[Total No. of Printed Pages—3

[3881]-71

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

701-A : SPECIALISATION IN FOOD PRODUCTION

AND MANAGEMENT

(2005 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) Question No. 1 is compulsory.

(iii) Answer any *six* questions from the remaining.

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

- (1) Ham
- (2) Terrine
- (3) Truffle
- (4) Aspic
- (5) Ballotine
- (6) Quenelles
- (7) Paté
- (8) Bacon
- (9) Barquettes
- (10) Smorgasbord.

2. Classify and explain (any *four*) : [2½×4=10]

- (1) Preservatives
- (2) Thickners
- (3) Flavors
- (4) Sweetners
- (5) Colors.

P.T.O.

3. (a) Differentiate between mousee and mousseline. [4]
(b) What precautions would one take while presentations of following appetizers ? [4]
(1) Bruschetta
(2) Canape
(3) Crudites
(4) Vol-au-vents.
(c) Give uses of marinades and Brines. [2]
4. (a) What points should be considered while selection of kitchen equipment ? [3]
(b) What points should be considered while designing of kitchen ? [3]
(c) Explain classical chaud froid and Cream sauce chaud froid. [4]
5. (a) Explain the following forcemeats : [6]
(1) Basic forcemeat
(2) Country style forcemeat
(3) Mousseline forcemeat
(b) Explain in detail any *two* kitchen layouts. [4]
6. (a) What care and maintenance should be taken of the following equipments ? [6]
(1) Dough sheeter
(2) Gravity slicer
(3) Bone saw.
(b) List and explain any *four* classical hors d'oeuvres [4]

7. (a) Classify sauces with examples. [6]
- (b) Give the 2 uses of the following ingredients in cake making : [4]
- (1) Eggs
 - (2) Fat
 - (3) Flour
 - (4) Sugar.
8. (a) Explain the different casings used in sausages. [4]
- (b) Give the selection criteria for : [4]
- (1) Shell fish
 - (2) Poultry.
- (c) Explain use of binders in forcemeat. [2]

Total No. of Questions—8]

[Total No. of Printed Pages—3

[3881]-72

B.H.M.C.T. (Seventh Semester) EXAMINATION, 2010
701(B) : SPECIALIZATION IN FOOD AND BEVERAGE
SERVICES AND MANAGEMENT
(2005 PATTERN)

Time : Three Hours

Maximum Marks : 70

- N.B. :—** (i) Question No. 1 is compulsory.
(ii) Assume suitable data wherever necessary.
(iii) Solve any *five* from Q. No. 2 to Q. No. 8.

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

- (i) Generic liqueur
- (ii) Mezcal
- (iii) Margarita
- (iv) Still wines
- (v) Mead
- (vi) Ale
- (vii) Orgeat
- (viii) Monk's coffee
- (ix) Steak tartare
- (x) Sake
- (xi) Gravlax
- (xii) Drambuie.

2. List and explain the design consideration which need to be followed by designer of a coffee shop with regards to : [12]

- (a) Furniture
- (b) Lighting and decor
- (c) Colour.

P.T.O.

- 3.** Answer any *three* : [4×3=12]
- (i) What are the records maintained in a Restaurant ?
 - (ii) Explain Ullage report and Inter-bar transfer records.
 - (iii) Enlist *eight* important bar equipments.
 - (iv) What steps would you take if a customer is irritated because of his order being delayed ?
- 4.** Explain the following dishes : [12]
- (a) Tapas
 - (b) Fala-fel
 - (c) Baklava
 - (d) Sushi
 - (e) Bagel
 - (f) Sashmi
 - (g) Savarin
 - (h) Oeuf sur la plat
 - (i) Zabaglione
 - (j) Rissotto
 - (k) Quiche
 - (l) Penne alfredo.
- 5.** Define MICE. Explain the concept of MICE. [12]
- 6.** Write short notes on : [6×2=12]
- (a) Suggestive selling and upselling
 - (b) Major types of menu merchandising.

7. (a) Assuming suitable data draw duty rota for a 50 covers coffee shop.
- (b) Explain the importance of training in catering organisations. [6×2=12]
8. For a formal banquet, plan the following menus with suitable wines : [6×2=12]
- (i) French
- (ii) American.

Total No. of Questions—7]

[Total No. of Printed Pages—2

[3881]-73

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 **2-3** sentences each (any *five*) : [10]
 - (a) What is split complementary colour scheme ?
 - (b) What is cornice lighting ?
 - (c) What are bonded carpets ?
 - (d) Name *two* types of Hard flooring with examples.
 - (e) State the sizes of : Twin Bed and Dressing Table.
 - (f) What is mercerizing ?

2.
 - (a) Explain the manufacturing of Silk. [6]
 - (b) Draw and label the layout of Linen Room of a Large Hotel. [6]

3.
 - (a) What are the points to be considered while planning of a Laundry within the Hotel ? [6]
 - (b) List down the specific physical requirement for Disabled Guest. [6]

4.
 - (a) While arranging for a conference what are the points will you include into the Checklist ? [6]
 - (b) Draw the *three* types of windows and suggest the treatment for it. [6]

P.T.O.

5. (a) What is advertising ? What are the different means of advertising ? [6]
- (b) Which are the important points will you consider while planning of a Lobby in a Five-Star Hotel ? [6]
6. (a) Why is training important ? What are the steps to be considered while training programmes are developed ? [6]
- (b) How is selection of furniture done ? [6]
7. (a) What are soft furnishings ? Explain any *three* in detail .[6]
- (b) What kind of Brochure will you design for Resort in Goa ? (Please specify the type and designic prepare/draw). [6]

Total No. of Questions—6]

[Total No. of Printed Pages—2

[3881]-74

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

702-ORGANIZATIONAL BEHAVIOUR

(2005 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) Attempt any *three* from the rest of the questions.

1. Write short notes on any *two* of the following : [10]
 - (1) Maslow's theory of motivation
 - (2) Delegation of authority
 - (3) Individual differences
 - (4) Perception.

2. (a) Differentiate between (any *two*) : [10]
 - (1) Formal group and Informal group
 - (2) Human Resources (HR) and OB
 - (3) Verbal and non-verbal communication.(b) What are the essentials of successful communication ? [10]

3. (a) What are groups ? Explain the significance of group Dynamics. [10]
(b) What are the sources of conflicts ? Mention the effective ways of managing conflicts. [10]

4. (a) Mention the steps in decision-making with examples. [10]
(b) What are the basic approaches to OB ? [10]

P.T.O.

- 5.** (a) What is the basis of Attitude formation ? [10]
- (b) What is stress ? Mention the types of stress and the strategies to overcome it. [10]
- 6.** (a) Explain the different styles of leadership with examples. [10]
- (b) What are the various ways of motivating employees ? [10]

Total No. of Questions—6]

[Total No. of Printed Pages—2

[3881]-75

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

703 : HOTEL RELATED LAWS

(2005 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

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

(iii) Figures to the right indicate full marks.

1. Write short notes on (any *two*) : [10]
 - (a) Classification of contracts
 - (b) Powers of food inspector
 - (c) Essentials of valid sale
 - (d) Registration procedure under Shop and Establishment Act.

2. (a) Payment of Wages Act provides for deductions from wages of workers. Explain. [10]
 - (b) State and explain the provisions of Air (Prevention and Control of Pollution) Act. [5]
 - (c) State the role of State Commission in grievance redressal. [5]

3. (a) Discuss the role of food standards in prevention of food adulteration. [10]
 - (b) What do you understand by 'Capacity of Parties' under the Indian Contract Act ? [10]

P.T.O.

4. Define the following : [20]
- (i) Consideration
 - (ii) Retrenchment
 - (iii) Dependent
 - (iv) Shop and Establishment
 - (v) Unfair and Restricted Trade Practices.
5. (a) Explain the procedure of taking samples under Prevention of Food Adulteration Act. [10]
- (b) List any *five* health provisions under Factories Act. [5]
- (c) Explain the procedure of renewal, suspension and termination of licenses. [5]
6. (a) Who is consumer under Consumer Protection Act ? Explain the procedure of lodging a complaint under the Act. [10]
- (b) Discuss the internal authorities for settlement of industrial disputes. [10]

Total No. of Questions—8]

[Total No. of Printed Pages—2

[3881]-76

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. No. 2 to Q. No. 8.

1. Write short notes on (any *four*) : [20]
 - (1) Recruitment of people in Hospitality Marketing.
 - (2) Duties of marketing manager.
 - (3) Line of interaction and Line of visibility.
 - (4) Relationship marketing.
 - (5) Managing demand in services marketing.
 - (6) Any *two* forms of marketing organization.

2. Explain management strategic for service business in hospitality marketing. [10]

3. Explain the empowerment and motivation of people in hospitality marketing. [10]

4. Explain the elements of physical evidence in hospitality industry. [10]

P.T.O.

5. Explain operation design for cost efficiency and services quality in hospitality industries management process. [10]
6. Explain the Fine Gap Model in service quality. [10]
7. List and explain retaining customers and handling customer complains in hospitality marketing. [10]
8. Write about the enhancing productivity in services marketing. [10]

Total No. of Questions—2]

[Total No. of Printed Pages—2

[3881]-77

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

705 : ENVIRONMENTAL MANAGEMENT

(2005 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) From Question No. 1 answer any *four* (4) questions.

(ii) From Question No. 2 answer any *six* (6) questions.

(iii) Draw sketches wherever necessary.

1. Write any *four* out of the six : [10 each]

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

(b) How does responsible purchasing help the environment ?

(c) What are the potential sources of air pollution ? How does the hotels improve the air quality ?

(d) What important factors make an Ecotel different from other hotels ?

(e) Explain with an example the decision-making processes for investments in hospitality industry.

(f) What are Ecotels ? On what basis are they certified ?

2. Answer any *six* out of the eight : [5 each]

(a) How can the hospitality industry play an important role for the Environment ?

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

P.T.O.

- (c) Why is quality of water to be improved ? Who benefits from it ?
- (d) Why is energy important ? Explain the best practices followed for managing energy in hotels.
- (e) Define noise. Set up a programme to tackle noise.
- (f) What is Hazardous material ? How would you deal with hazardous materials in hotels.
- (g) List down the principles of responsible purchasing.
- (h) Explain the building of the future with the help of a material and technology.

Total No. of Questions—8]

[Total No. of Printed Pages—2

[3881]-81

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

801A : SPECIALISED IN FOOD PRODUCTION

(2005 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) Draw neat diagrams wherever necessary.

1. (a) Classify frozen desserts with one example of each type. [5]
(b) What are the objectives of budgetary control ? [5]
2. (a) Discuss the manufacturing process of chocolate. [5]
(b) How does 'Menu Pricing' affect the budgetary control ? [5]
3. (a) List any *five* records that are maintained in the Kitchen. Explain any *two* records in detail. [5]
(b) What precautions you would take while handling chocolate ? [5]
4. (a) Discuss the attributes of a good kitchen staff. [5]
(b) Give buying specifications for the following : [5]
(i) Cray fish
(ii) Mascarpone cheese
(iii) Avacado
(iv) Ref. flour for cake making.
5. (a) Discuss the importance of kitchen staff liasing with guests in todays hotel industry. [5]
(b) List the points to be observed while storing chocolate. [5]

P.T.O.

6. (a) List the stages in preparation of budgets. Explain any *two* of them in brief. [5]
- (b) What do you understand by organoleptic and sensory evaluation ? [5]
7. (a) What are different types of hot puddings ? Give method of preparation of any *one* of them assuming standard quantities for four portions. [5]
- (b) Explain the following Indian desserts (attempt any *ten*) : [5]
- (i) Emariti
 - (ii) Chum chum
 - (iii) Payesh
 - (iv) Rajbhog
 - (v) Mohan thal
 - (vi) Aravana payasam
 - (vii) Petha
 - (viii) Gajak
 - (ix) Dodol
 - (x) Lavang latika
 - (xi) Churma.
8. Write short notes on : [10]
- (a) Production planning and scheduling
 - (b) Production quality and quantity control.

Total No. of Questions—6]

[Total No. of Printed Pages—2

[3881]-82

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) Q. No. 1 is compulsory.

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

(iii) Assume suitable data wherever required.

(iv) Draw suitable diagram wherever required.

1. Explain the key features of “Total Quality Management” ? Give an example of a speciality restaurant with this approach. [10]

2. (a) Define Meal Experience. As a manager of a fast food outlet what are the factors to be considered to enhance the meal experience of the customers ? [10]

(b) For profit improvement of your establishment, explain the following methods : [10]

(i) Profit sensitivity analysis

(ii) Menu engineering.

3. (a) With the growing market of the fast-food industry, do you agree with the statement “Marketing policy is the key to success” in this sector of the industry ?

With the help of an example give a detailed marketing policy of any *one* fast-food outlet. [10]

P.T.O.

- (b) (i) Classify the range of fast-food and popular catering outlets.
- (ii) Give the advantage to the franchisee and franchisor. [10]
4. (a) In industrial catering what is role of the contract caterer ? In detail write the measure of performance of contract caterer. [10]
- (b) As a owner of a Thai restaurant what are the catering consideration to ensure the success of the establishment ? [10]
5. (a) Explain the various cost groups and element of cost. Explain the relationship between cost, profit and sales. [10]
- (b) As a Food and Beverage Manager of an establishment give reason for making a budget and the objectives of budgetary control. [10]
6. (a) What is 'outsourcing' in F and B department in hotel ? What are the outsourcing options ? [5]
- (b) Food production and food service style in industrial catering. [5]
- (c) Explain the recent trends in eating out. [5]
- (d) POS system as a tool of performance management. [5]

Total No. of Questions—7]

[Total No. of Printed Pages—2

[3881]-83

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

801-C : SPECIALISED ACCOMMODATION

MANAGEMENT

(2005 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

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

1. Explain the following terms in **50** words approx. (any *five*) : [10]
 - (1) Motion study
 - (2) Purchase specification
 - (3) Operating budget
 - (4) Ecotels
 - (5) Sales mix report
 - (6) Cross-training.

2. (a) Explain any *three* methods of monitoring performance in Rooms division. [6]
(b) Explain the recruitment and selection process for Housekeeping supervisors. [6]

3. (a) Explain the process of Revenue Budgeting for front office. [6]
(b) What is recycling ? How is it practised in Housekeeping ? [6]

P.T.O.

4. Write short notes on (any *three*) : [12]
- (1) Softwares used in hotels
 - (2) Yield Management
 - (3) Fixed Duty Rota
 - (4) Eco-friendly Room Amenities.
5. (a) Prepare the duty rota for room attendants for a 50-room hotel. Assume suitable data and justify the same. [6]
- (b) Explain Revenue and Sales Mix Report generated at front office. [6]
6. (a) What are the measures to be adopted in reducing waste in housekeeping ? [6]
- (b) Explain the importance of disciplinary measures for smooth functioning of the department. [6]
7. (a) Prepare a standard operating procedure for a occupied guest room. [6]
- (b) Explain any *three* methods of motivating employees in Housekeeping. [6]

Total No. of Questions—**6+8**]

[Total No. of Printed Pages—**2**

[3881]-84

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 *ten* marks.

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

SECTION I

1. Define quality. Explain how quality is important to Hospitality industry. Give examples. [10]
2. What is continuous improvement ? Explain how PDCA cycle helps in continuous improvement. [10]
3. Define HACCP. Explain with a suitable example, the seven principles of HACCP. [10]
4. Explain the importance of brainstorming and explain the procedure to conduct brainstorming session. [10]
5. Define and discuss the objectives of quality circles. [10]
6. Explain the methods of Business Process Reengineering. [10]

SECTION II

1. Explain the thoughts of any *two* quality gueses with suitable examples ? [5]

P.T.O.

2. Explain 5 W & 1 H theory of Kaizen. [5]
3. Why quality is free ? Explain. [5]
4. Why is commitment important in the hospitality industry in creating a positive environment ? [5]
5. What are the opportunities available in the green service quality ? [5]
6. Why is training important in hospitality industry ? [5]
7. Explain the concept of “Right First Time”. [5]
8. What are the effective ways of communication in Total Quality Management ? [5]

Total No. of Questions—6]

[Total No. of Printed Pages—2

[3881]-85

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

804 : MANAGERIAL ECONOMICS

(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.

(iii) Figures to the right indicate full marks.

1. Write short notes on (any *four*) : [20]
 - (a) Macro-economics
 - (b) Types of Utility
 - (c) Plant
 - (d) Monopoly
 - (e) Attributes of Production function
 - (f) Managerial Economics—Significance

2. With the help of a suitable example, explain the Law of Variable Proportions. [10]

3. (a) State and explain the functions of a Managerial Economist. [5]
(b) Explain the types of elasticity of demand. [5]

P.T.O.

4. (a) Draw a neat chart showing the classification of Markets. [5]
(b) List and explain the factors affecting supply. [5]
5. With the help of a schedule and graph, explain the Law of Demand. [10]
6. (a) Distinguish between Firm and Industry. [5]
(b) Explain the types of demand with suitable examples. [5]
7. (a) Define Managerial Economics. [2]
(b) Describe the various concepts of Price Elasticity of Demand. [8]
8. With the help of a suitable example, explain the Law of Diminishing Marginal Utility. [10]

Total No. of Questions—7]

[Total No. of Printed Pages—2

[3881]-884

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) *All* questions carry equal marks.

(ii) Answer any *four* questions.

(iii) Assume suitable data if required.

1. (a) Discuss the following “M’s” of advertisements :
 - (i) Measurement
 - (ii) Message.
- (b) What are the duties and responsibilities of public relation manager ? [20]
2. With the help of a neat format, explain the essential details to be included in the brochure of a five star hotel. [20]
3. (a) Discuss the factors to be considered while setting the advertisement budget.
- (b) Enlist the various types of media which can be used for advertising and state any *two* advantages and any *two* disadvantages of each media. [20]
4. Give any *five* examples of “Good” advertisements, giving the name of the product advertised, message and media used for the same. Justify why they are called as “Good” advertisements. [20]

P.T.O.

- 5.** Write notes on : [4×5=20]
- (a) Reach, frequency and impact
 - (b) Ethics in advertisement
 - (c) Legal aspects of advertisement
 - (d) Promotional tools.
- 6.** (a) What are the objectives of “Advertisement” ?
- (b) How would you identify your target audience with reference to hotel industry ? [10+10]
- 7.** (a) State the differences between Publicity and Public Relations.
- (b) Explain the “styles” of message execution. [10+10]

Total No. of Questions—9]

[Total No. of Printed Pages—4

[3881]-886

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

806-A : PERSONNEL MANAGEMENT

Time : Three Hours

Maximum Marks : 80

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

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

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

Jain Construction Company is large and old construction company. It undertakes big projects like building dams, road construction, bridges, airports, large five star hotels, hospitals. It has over 3,000 employees of its own beside it employees contractors and their workers in various fields. There are about 1,000 qualified Architects, Engineers, Project Managers, Purchase Managers, Administrators, Personnel Managers. The other 2,000 are supervisory staff, clerical staff, office staff, field staff and site staff involving in stores, purchase, accounting, security etc. The company is operating for over 12 years. There is a wide

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spread discontent amongst all levels of staff including managers. There are no systematic hiring, training and developing practices. The compensation packages and fringe benefits are not based on any progressive policy. There is no grievance handling system, Employees, have low morale commitment. No formal communication procedure, no consultation. The turnover of employees is high. The management pays little attention to safety health of the employees. The welfare facilities are just average. These have resulted in frustration, low productivity, commitment, lack of mutual trust and on the whole relationship is poor.

You are asked to prepare an outline of plan to improve the situation and arrest the turnover rate and improve levels of morale and commitment.

Questions :

- (i) What do you think are the basic locking in policy and philosophy ?
- (ii) What plan will you make to improve the conditions ?
- (iii) For each item of your suggestion, substantiate with reasons.
- (iv) From the usual personnel and industrial relations set up, presently existing what changes would you recommend to switch over to the HRM Philosophy and practices.

- (v) How will effect “the change”. Substantiate with logical steps, time frame, methods to be adopted ?
- (vi) The plan you draw will have to be, implemented by all Managers. Would you involve them in making, amending, implementing your plan ?
- (vii) What measurement techniques you will evolve to measure “Changes for the better” you are likely to implement.
- (viii) Write out a synopsis of your proposed plan to introduce HRM practices.

2. Discuss the growth of Trade Unions in India. [10]
3. Discuss the process of Human Resource Planning in detail. [10]
4. Explain the importance of Human Resource Development with respect to Hospitality Industry. [10]
5. Write short notes on (any *two*) : [10]
 - (a) Collective Bargaining
 - (b) Organs of industrial peace
 - (c) Works Committee

6. Explain the causes of Industrial disputes. [10]
7. Write down the functions of Trade Union. [10]
8. Discuss the procedure for settlement of Industrial Disputes. [10]
9. Explain the benefits of Human Resource Planning in Hospitality Industry. [10]

Total No. of Questions—4+4]

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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 *two* questions from section I and Section II each.

(ii) *All* questions carry equal marks.

SECTION I

1. Define quality. Why is quality important to the hospitality industry?
2. How does an organisation culture play an important role in building and maintaining quality in the hospitality Industry ?
3. Define communication. Explain the various types of communication in Hospitality Industry with suitable examples.
4. What do you understand by customer satisfaction ? What are the methods used to measure guest satisfaction ?

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SECTION II

1. What is Green Service Quality ? By adopting to it would the hospitality industry benefit and how ?
2. What is ISO ? What are its principal standards ? How does it help the hospitality industry ?
3. What is quality circle ? Illustrate the components, process and advantages of quality circle in hospitality industry.
4. What do you understand by customers ? Explain with suitable examples the various types of customers.