



[4281] – 602

Seat No.	
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B.H.M.C.T. (Sixth Semester) Examination, 2012
602 : ADVANCED FOOD AND BEVERAGE SERVICE
(2005 & 2008 Old and New Pattern)

Time : 2 Hours

Max. Marks : 40

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

ii) **All** questions carry **equal** marks.

iii) Assume **suitable** data **wherever** necessary.

1. a) Define In-Room Dining. Explain the importance of time-management in In-Room dining. 2
- b) Explain any two formats used in In-Room dining. 4
- c) Explain any four seating arrangement in Banquets. 4
2. a) With the help of a diagram, explain the various parts of the bar. 6
- b) With the help of a neat format, explain the working of a Banquet function prospectus. 4
3. a) List different types of Buffet. Explain full buffet in detail. 5
- b) Plan a Continental Menu with wine for a sitdown dinner for 60 covers. 5
4. a) Explain the carving hygiene followed in Gueridon Service. 3
- b) List and explain 3 fuels used in Gueridon trolley. 3
- c) List and explain any three types of bar. 3
- d) List any two special equipment used in buffet. 1

P.T.O.



5. a) Define Gueridon service. Any two disadvantage and advantages of gueridon service. **4**
- b) Give the coyer, accompaniments and service procedure for Gueridon service of the following dish **(any two)** : **6**
- i) Beef Stroganoff
 - ii) Crepe Suzette
 - iii) Caviard.
6. a) Write short notes on : **5**
- i) Airline catering
 - ii) Sea catering.
- b) Importance of suggestive selling in In-Room dining. **2**
- c) List the various bar equipments used in the bar. **3**

Total No. of Questions—5]

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[4281]-101

B.H.M.C.T. (First Semester) EXAMINATION, 2012

101 : FOOD PRODUCTION—I

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

1. (a) Name the colour pigments present in the following : [2]

(i) Red Cabbage

(ii) White Raddish

(iii) French beans

(iv) Carrot.

(b) Write down the hygienic and safe practices to be followed in the kitchen. [4]

(c) List any *four* functions of fat and oil. [4]

2. (a) Differentiate between herbs and spices (*four* points). [2]

P.T.O.

- (b) Discuss the role of egg in cookery. [4]
- (c) What are cereals and pulses ? Draw a neat labelled diagram of the structure of wheat. [4]
- 3.** Attempt any *five* of the following questions : [10]
- (i) *Two* fire fighting equipments kept in the kitchen.
- (ii) *Four* names of pulses.
- (iii) *Two* examples of artificial sweetners.
- (iv) *Four* names of milk byproducts.
- (v) *Four* examples of tropical fruits.
- (vi) *Four* examples of canned fruits.
- 4.** (a) What are the precautions that should be taken to enhance and retain the colour of green leafy vegetables while cooking ? [2]
- (b) Classify vegetables with *two* examples each. [4]
- (c) Explain the coordination of the kitchen with any *four* allied departments of the hotel. [4]
- 5.** (a) Draw a chart illustrating the types of catering establishment. [2]

(b) What are the advantages in using the following materials for the kitchen equipments : [4]

(i) Copper

(ii) Aluminium

(iii) Steel

(iv) Cast Iron.

(c) Describe the manufacturing process of cheese. [4]

Total No. of Questions—5]

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[4281]-102

B.H.M.C.T. (First Semester) EXAMINATION, 2012

102 : FOOD AND BEVERAGE SERVICE—I

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

1. (a) Explain the following types of service : [6]

(i) Guéridon

(ii) Take away

(iii) Russian.

(b) State interdepartmental relationship of F & B service with the following departments : [4]

(i) Housekeeping

(ii) Kitchen.

2. (a) Explain the following F & B service outlets in detail : [6]

(i) Coffee shop

- (ii) Grill room
 - (iii) Discotheque.
- (b) Explain the following silver cleaning methods : [4]
 - (i) Silver dip
 - (ii) Polivit.
- 3. (a) Differentiate between the following : [6]
 - (i) Mise-en-scene and Mise-en-place
 - (ii) Silver service and American Service.
- (b) List any *eight* provisions supplied from Still Room. [4]
- 4. (a) Give the sizes of the following equipments : [6]
 - (i) Full Plate
 - (ii) Cloth Serviette
 - (iii) Joint Knife
 - (iv) Square Table for four
 - (v) Quarter Plate
 - (vi) Buffet Table Cloth.
- (b) Classify catering establishments with the help of chart and give suitable examples. [4]

- 5.** (*a*) Draw organisation chart of F & B service department of large size (Five Star) Hotel and explain the duties of sommelier. [6]
- (*b*) Explain the following : [4]
- (*i*) Automats
- (*ii*) Kiosk
- (*iii*) Food Court
- (*iv*) Pub.

Total No. of Questions—6]

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[4281]-103

B.H.M.C.T. (First Semester) EXAMINATION, 2012

103 : HOUSEKEEPING OPERATIONS—I

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

(iii) Draw suitable diagrams wherever necessary.

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

(i) Duplex

(ii) DND

(iii) Dust sheet

(iv) Water closet

(v) Grand master key

(vi) Back of the House

(vii) King Bed.

(b) State the functions of the Housekeeping department. [5]

P.T.O.

2. (a) Explain the various types of keys used in hotels. [5]
(b) Describe the co-ordination of Housekeeping with the following : [5]
(i) Food and Beverage service
(ii) Security
(iii) Front office.
3. (a) With the help of an organisation chart, explain the hierarchy of a large hotel. [5]
(b) List any *five* guest supplies with their location. [5]
4. (a) Explain any *five* types of guest rooms. [5]
(b) With the help of a layout explain the sections of the Housekeeping Department. [5]
5. (a) Give the use and care of the following equipments : [5]
(i) Vacuum cleaner
(ii) Flannel cloth
(iii) Wet mop
(iv) Hot water extraction machine
(v) Dustbin.
(b) State the duties and responsibilities of a floor supervisor. [5]

6. (a) What points should be kept in mind while storing cleaning agents ? [5]
- (b) Write the job description for an executive house-keeper. [5]

Total No. of Questions—6]

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[4281]-104

B.H.M.C.T. (First Semester) EXAMINATION, 2012

104 : FRONT OFFICE OPERATIONS—I

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

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

(i) Corporate rate

(ii) American Plan

(iii) Cabana

(iv) Motel

(v) SPATT

(vi) CRS.

(b) Draw the organization chart of front office department of large hotel. [5]

2. (a) List down *five* duties and responsibilities of front office cashier. [5]

P.T.O.

- (b) Classify hotels based on : [3]
- (i) Length of stay
 - (ii) Ownership.
- (c) Explain the coordination of front office with the following departments : [2]
- (i) Housekeeping
 - (ii) F and B Service.
3. Write short notes on the following (any *four*) : [10]
- (1) Types of meal plan
 - (2) Blacklist
 - (3) Modes and sources of reservation
 - (4) Paging and Luggage handling
 - (5) Key control procedure at Front office.
4. (a) Differentiate between : [6]
- (i) Rack rate and Crib rate
 - (ii) Resort and Suburban hotel
 - (iii) Conventional chart and Density chart.
- (b) Explain the various stages in guest cycle. [4]

- 5.** (a) Explain the rules of the house for staff. [4]
- (b) Explain the procedure for the following with suitable format : [6]
- (i) Cancellation of reservation
- (ii) Message handling.
- 6.** (a) Explain the mail handling procedure at front office with flow chart. [5]
- (b) Explain the following types of reservation : [5]
- (i) Instant reservation
- (ii) Confirmed reservation.

Total No. of Questions—7]

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[4281]-105

B.H.M.C.T. (First Semester) EXAMINATION, 2012

105 : CATERING SCEINCE—I

(OLD & NEW PATTERN)

Time : Three Hours

Maximum Marks : 70

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

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

(iii) Draw neat diagrams wherever necessary.

1. Define the following words with suitable examples (any *five*) : [10]

- (1) Boiling point
- (2) Surface tension
- (3) Flash point
- (4) Desirable browning in Food preparations
- (5) Emulsion
- (6) Food additives.

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

- (1) Cross contamination
- (2) The morphology of yeast
- (3) Botulism food poisoning.

(b) Why is 'Personal Hygiene' important for a catering professional ? [5]

(c) Explain any *five* ways to control the growth of micro-organisms. [5]

P.T.O.

3. (a) With the help of a diagram explain direct transmission of diseases. Give any *two* intestinal parasites. [5]
- (b) Mention the food adulterant and the test to detect them in the following food-stuff : [5]
 - (1) Coffee powder
 - (2) Butter
 - (3) Chilli powder
 - (4) Milk
 - (5) Semolina.
- (c) Explain the importance of 'Pest Control'. Give any *two* control measures for the following : [5]
 - (1) Rodents
 - (2) Ants.
4. (a) Give any *three* differences between food poisoning and food infection. Explain any *two* non-bacterial metal poisoning in food. [5]
- (b) Explain the significance of hygiene and sanitation in the food industry. [5]
- (c) Give any *two* beneficial uses of bacteria, any *two* beneficial uses of yeast, any *one* beneficial use of mould with respect to food industry. [5]
5. (a) Give any *three* sanitary practices to be followed by the food handler while preparing food. Explain any *two* natural toxins present in food. [5]
- (b) Explain the concept of 'Danger Zone' in the catering industry. [5]
- (c) Mention any *two* spoilage indicators for the following food stuffs : [5]
 - (i) Meat
 - (ii) Coriander leaves
 - (iii) Canned food
 - (iv) Milk
 - (v) Semolina.

6. (a) Define 'Food Adulteration'. Explain any *three* food standards in India. [5]
- (b) Explain any *five* factors which affect the growth of micro-organisms. [5]
- (c) Give the importance of protective display of food. [5]
7. (a) Explain any *five* guidelines for freezer storage. [5]
- (b) Explain the concept of HACCP in the catering industry. [5]
- (c) Define pH. Explain the application of pH in the catering industry. [5]

Total No. of Questions—8]

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[4281]-106

B.H.M.C.T. (First Semester) EXAMINATION, 2012

106 : COMMUNICATION FUNDAMENTALS-I

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

SECTION I

1. (a) Identify the *five* basic elements of Communication and explain the communication process in the following situation (Draw flow-chart) : [5+5=10]

“From the Head Office of the Taj Group of Hotels, circulars have been e-mailed to the GMs of all the Taj Hotels in the country to improve security measures. The GMs have informed about the steps taken”.

- (b) With reference to Hotel operation, give any *one* example of Diagonal Communication and explain it. [5]

P.T.O.

2. What is body language ? Why is it important in communication ?
Explain with the help of any *two* aspects of body language giving suitable examples. [5+5=10]
3. Based on the quotation you received from ABC Stores, place an order for cutlery and crockery required for a newly opened 50 cover restaurant. Assume suitable data. [10]
4. Write *ten* factors to be considered to plan and make an effective presentation. [10]

SECTION II

5. (a) Hotel IBIS, Pune requires fresh Hotel Management graduates to work in Trainee captains in their restaurant. Apply for the post with Biodata. Assume suitable data. [5+5=10]
- (b) With the help of suitable examples, explain any *two* barriers of communication. [5]
6. What is the 'Telephone Etiquette' to be followed ?
- (a) to transfer a call
- (b) to keep a caller on hold. [5+5=10]

7. (a) As the HR Manager, draft a memo to an employee who regularly come late to work. Assume suitable data. [5]
- (b) Write a notice informing all employees of the hotel about the First Anniversary Celebration soon to be held in the hotel. [5]
8. What is listening ? What guidelines should be followed to develop good listening skills ? [10]

Total No. of Questions—5]

[Total No. of Printed Pages—2

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[4281]-201

B.H.M.C.T. (Second Semester) EXAMINATION, 2012

201 : FOOD PRODUCTION—II

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

1. (a) Explain the following moist method of cooking : [5]

(i) Boiling

(ii) Braising.

(b) List any *five* points to be considered while making a stock. [5]

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

(b) Differentiate between : [2½×2=5]

(i) Accompaniments and Garnishes

(ii) Shallow frying and Deep frying.

3. (a) State any *five* principles of Baking. [5]

(b) Give composition for the following masalas : [5]

(i) Vindaloo masala

(ii) Madras curry powder.

P.T.O.

4. Write short notes on the following : [10]

- (i) Clarification of a consomme
- (ii) Roasting
- (iii) Methods of Heat Transfer
- (iv) Microwave cooking.

5. Explain the following culinary terms : [10]

- (i) Fumet
- (ii) Estouffade
- (iii) Bercy
- (iv) Choron
- (v) Au Jus
- (vi) Beurre Noisette
- (vii) Quenelles
- (viii) Searing
- (ix) Bonquet Garni
- (x) Colbert Butter.

Total No. of Questions—5]

[Total No. of Printed Pages—2

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[4281]-202

B.H.M.C.T. (Second Semester) EXAMINATION, 2012

202 : FOOD AND BEVERAGE SERVICE—II

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

1. (a) Explain triplicate checking system with neat flow chart of KOT. [6]

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

2. (a) Differentiate between : [6]

(i) Alé and Lager

(ii) Ala carte and Table d' hote menu.

(b) Explain cover and service of savoury and cheese course. [4]

3. (a) Explain the following menu courses with *one* example each : [6]

(i) Relevé

(ii) Entrée

(iii) Dessert

P.T.O.

- (iv) Poisson
 - (v) Potage
 - (vi) Sorbet.
- (b) Explain any *two* types of Tea. [2]
- (c) List *four* brands of mineral water. [2]
- 4. (a) Write down full English Breakfast menu. [4]
- (b) Explain any *two* ingredients used in beer making. [2]
- (c) List and explain any *four* points to be considered while planning a 'menu'. [4]
- 5. (a) Explain the following terms : [6]
 - (i) Brunch
 - (ii) Supper
 - (iii) Grenadine
 - (iv) Espresso
 - (v) Cider.
- (b) Classify alcoholic beverages with a neat chart. [2]
- (c) List *two* breakfast cereals and *two* egg preparations. [2]

Total No. of Questions—6]

[Total No. of Printed Pages—2

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[4281]-203

B.H.M.C.T. (Second Semester) EXAMINATION, 2012

203 : HOUSEKEEPING OPERATIONS—II

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) Assume suitable data wherever required.

(iii) *All* questions carry equal marks.

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

(i) Spring cleaning

(ii) Lanai

(iii) Mending

(iv) Inventory

(v) Discard

(vi) Selvedge.

(vii) Check list.

(b) Explain the work routine of a floor supervisor of a
5 star hotel. [5]

P.T.O.

2. (a) Explain the lost and found procedures followed in a hotel for guest valuables with the help of a format. [6]
- (b) Explain 4 records maintained at Control Desk. [4]
3. Write short notes on (any *four*) : [10]
- (i) Importance of supervision
- (ii) Turndown service
- (iii) Periodic cleaning
- (iv) Daily cleaning of vacant rooms
- (v) Importance of stock taking.
4. (a) With the help of a layout explain 4 functions performed in linen room. [6]
- (b) Explain the cleaning procedures for swimming pool. [4]
5. (a) Explain the selection criteria for Bath Linen. [6]
- (b) Explain the procedure for Discard management. [4]
6. (a) Calculate the linen required for a 200 guest room hotel of a resort category (Assume data wherever necessary). Rooms are : 40 singles, 8 suites, 150 double rooms. [6]
- (b) Explain spring cleaning procedure for public area (Lobby). [4]

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[4281]-204**B.H.M.C.T. (Second Semester) EXAMINATION, 2012****204 : FRONT OFFICE OPERATIONS—II****(2008 PATTERN)****Time : Two Hours****Maximum Marks : 40****N.B. :—** (i) *All* questions carry equal marks.(ii) Answer any *four* questions out of six.

(iii) Assume suitable data wherever necessary.

1. (a) Explain the following terms (any *five*) : [5]
 - (1) Interconnecting room
 - (2) Business hotel
 - (3) Scanty Baggage
 - (4) Walk-in
 - (5) GHC
 - (6) Overbooking
 - (7) Concierge.
- (b) What special arrangements would you make for a group arrival ? [5]
2. (a) Describe the various methods by which a guest can settle his payment. [6]
- (b) Explain the safe deposit procedure followed in a hotel. [4]
3. (a) Explain the procedure to be followed while rooming a guest. [5]
- (b) State the procedure by which credit cards are handled. [5]

P.T.O.

4. (a) Draw the following formats (any *two*) : [5]
(i) Arrival Notification
(ii) Meal coupons
(iii) Room change slip.
(b) Criteria for taking advance for a walk-in-guest. [3]
(c) Explain any *two* types of Visa. [2]
5. Write short notes on (any *four*) : [10]
(1) Types of Registration
(2) Express Check-out
(3) Role of a Travel Agent
(4) 'C' Form
(5) Tasks performed at the Bell Desk.
6. How will you handle the following situations (any *two*) : [10]
(1) Death of guest in hotel room
(2) Theft in the guest room by the hotel employee
(3) A blacklisted guest requesting for a room.

Total No. of Questions—7]

[Total No. of Printed Pages—3

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[4281]-205

B.H.M.C.T. (Second Semester) EXAMINATION, 2012

205 : CATERING SCIENCE—II

(OLD & NEW 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.

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

- (1) Empty calories
- (2) Vitamins
- (3) Balanced Diet
- (4) Health
- (5) Oedema
- (6) Edible Portion of Food.

2. Write short notes on (any *three*) : [15]

- (1) Hydrogenation of oils
- (2) Pellagra
- (3) Deficiency of protein in the diet
- (4) Ill effects of excessive intake of carbohydrates on human health.

3. (a) Explain *five* basic food groups with any *one* example and their serving size. [5]

P.T.O.

- (b) Give any *four* dietary sources of water. How is water balance maintained in human body ? [5]
- (c) Explain the concept of supplementary value of protein with any *two* examples. [5]
4. (a) Explain the importance of avoiding junk food. [5]
- (b) Discuss Vitamin A on the basis of : [5]
- (i) Two important functions
- (ii) Four rich food sources
- (iii) Name of the deficiency disease.
- (c) Define rancidity of oil. How will you prevent it ? [5]
5. (a) Define protein. Explain the effect of heat on proteins. Give any *two* good food sources of proteins. [5]
- (b) A diet contains 300 g of carbohydrates, 60 g of protein and 20 g of fat. Calculate the total energy content of the diet. [5]
- (c) Name any *two* foods to be recommended and *two* foods to be avoided for : [5]
- (i) Diabetes Mellitus
- (ii) Fever and infection
- (iii) Constipation
- (iv) Hepatitis
- (v) Peptic ulcer.
6. (a) List down any *five* functions of fat in the diet. [5]
- (b) Define minerals. Classify minerals giving suitable examples. [5]
- (c) List down *four* nutrients which are lost during cooking and state the methods by which you can prevent the losses. [5]

7. (a) Plan a balanced day's diet for an adolescent boy who is a non-vegetarian. [5]
- (b) Write a note on cholesterol. Give any *four* rich food sources of cholesterol. [5]
- (c) What are essential amino acids ? List the essential amino acids needed for an adult. [5]

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[4281]-206

B.H.M.C.T. (Second Semester) EXAMINATION, 2012
206 : BASIC FRENCH FOR THE HOTEL INDUSTRY
(2008 PATTERN)

Time : Two Hours**Maximum Marks : 40**

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

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

1. (A) Conjuguez les verbes au présent et récrivez les phrases
(any *five*) : [5]

(Conjugate the verbs in the present tense and rewrite the
completed sentences)

- (1) Nous—(être) indiens.
- (2) Je—(préparer) les sandwichs.
- (3) Nous—(voyager) par avion.
- (4) Vous—(ne pas avoir) des livres.
- (5) —(apporter) vos devoirs.
- (6) Nous—(se reposer) après le repas.

(B) Écrivez la date en français (any *one*) : [1]

(Write the date in French)

- (1) Thursday 2/3/2002
- (2) Sunday 30/7/2008

P.T.O.

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

(What time is it ? Write in French)

(1) 5 a.m.

(2) 10.20 p.m.

(3) 12 midday.

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

(Put in the correct measure in French)

(1) une—de café

(2) une—de raisins

(3) un—de vin

(E) Écrivez les nombres en lettres (any *four*) : [2]

(Write the numbers in words in French)

(1) 21st

(2) 3rd

(3) 36th

(4) 15

(5) 90.

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

(Plan a 5 course French menu, giving *one* example of each course)

(B) Nommez deux vins de Jura. [2]

(Name *two* wines from Jura region)

- (C) Expliquez les termes en anglais (any *three*) : [3]
(Explain the terms in English)
(1) l'assiette
(2) cuvée
(3) la craise
(4) bien cuit.
3. (A) Expliquez les termes en anglais (any *eight*) : [8]
(Explain the terms in English)
(1) kisane
(2) sorbet
(3) sauté
(4) roux
(5) force
(6) petit four
(7) mise en place
(8) levure
(9) au gratin.
- (B) Nommez le chef (any *two*) : [2]
(Name the chef in French)
(1) prépare toutes sortes de pâtisseries
(2) s'occupe des potages
(3) prépare les glaces.
4. (A) Donnez les équivalents en français (any *four*) : [4]
(Give the equivalents in French)
(1) Banana
(2) Lobster
(3) Milk
(4) Chicken
(5) Lady's finger.

(B) Donnez les équivalents en anglais (any *three*) : [3]

(Give the equivalents in English)

(1) Pomme

(2) Crime

(3) Huile d'olive

(4) Moi's.

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

[3]

(Represent the restaurant brigade with the help of a flowchart in French)

Total No. of Questions—5]

[Total No. of Printed Pages—3

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[4281]-301

B.H.M.C.T. (Third Semester) EXAMINATION, 2012

301 : FOOD PRODUCTION—III

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) All questions carry equal marks.

1. (a) Plan a festival menu for the following states (any *two*) : [6]

(i) Bengali

(ii) Kashmiri

(iii) Awadh.

(b) Explain the following terms (any *four*) : [4]

(i) Dum

(ii) Mutanjan

(iii) Pachadi

(iv) Misal

(v) Pithore

(vi) Muthias.

2. (a) Briefly explain procedure of food service to a patient in a hospital. [4]
- (b) Explain the factors affecting eating habits in Indian regional cuisine. [4]
- (c) What is Baker's percentage ? How is it calculated in Bakery ? [2]
3. (a) Write short notes on the following (any *two*) : [6]
- (i) Recipe balancing in cake making
- (ii) Shortening agent
- (iii) Rich dough and lean dough.
- (b) Plan a lunch menu for the school students considering the nutritional factor. [4]
4. (a) Explain the following methods of cake making : [4]
- (i) Angel food cake
- (ii) Sponge method.
- (b) List the following : [6]
- (i) Name **2** bread improvers.
- (ii) Name **2** snacks preparation from Rajasthan.
- (iii) List **2** special equipments used in Hyderabadi cuisine.
- (iv) Name **2** staple ingredients used in Gujarati cuisine.
- (v) List **2** major equipments used in Bakery.
- (vi) Name **2** desserts from Goa.

5. (a) Give **2** functions of the following ingredients in Bakery and confectionary : [4]
- (i) Shortening
 - (ii) Essense
 - (iii) Chocolate
 - (iv) Sugar.
- (b) Briefly explain different stages in bread making. [4]
- (c) Enlist any *four* physical and chemical changes that take place during baking. [2]

Total No. of Questions—6]

[Total No. of Printed Pages—4

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[4281]-302

B.H.M.C.T. (Third Semester) EXAMINATION, 2012

302 : FOOD AND BEVERAGE SERVICE—III

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) All questions carry equal marks.

(iii) Figures to the right indicate full marks.

1. (a) Define the following terms (any *four*) : [4]

(i) Sparkling wine

(ii) Aperitif

(iii) Aromatized wine

(iv) Organic wine

(v) Rose wine.

(b) List *four* wine diseases and explain any *two*. [4]

(c) State the sizes of the following cigar in inches : [2]

(i) Corona

(ii) Petite Corona.

P.T.O.

2. (a) Describe the manufacturing process of sherry. [3]
- (b) With help of a diagram explain the working of solera system. [3]
- (c) Suggest and explain the choice of wine for the following good dishes : [4]
- (i) Prawn Cocktail
- (ii) Bocuf stroganoff
- (iii) Crepes suzette
- (iv) Pomfret orly.
3. (a) Mention *six* guidelines to be observed for food and wine harmony. [3]
- (b) Explain storage of cigars. [3]
- (c) Explain the following cigar terms (any *four*) : [4]
- (i) Wrapper
- (ii) Filler
- (iii) Bunch
- (iv) Latakia
- (v) Tragacanth
- (vi) Binder.

4. (a) Explain storage of white wines and sparkling wines. [3]
- (b) Explain the following wine grades (any *four*) : [4]
- (i) VDQS
 - (ii) DOCG
 - (iii) Kabinett
 - (iv) Auslese
 - (v) Blanc de blanc
 - (vi) AOC.
- (c) Draw and state the uses of the following wine equipments : [3]
- (i) Wine decanter
 - (ii) Cork extractor.
5. (a) Draw the following glasswares and state their capacities in ml : [5]
- (i) Copita
 - (ii) Elgin
 - (iii) Red wine glass
 - (iv) Champagne saucer
 - (v) Champagne flute.

- (b) Explain the following terms : [5]
- (i) Fino
 - (ii) Tawny Port
 - (iii) Madeira
 - (iv) Olorosso
 - (v) White port.
6. (a) Describe the manufacturing process of red wine with the help of flow-chart. [6]
- (b) Explain the following aperitifs (any *four*) : [4]
- (i) Vermouth
 - (ii) Campari
 - (iii) Pernod
 - (iv) Amer Picon
 - (v) Ouzo
 - (vi) Dubonnet.

Total No. of Questions—6]

[Total No. of Printed Pages—3

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[4281]-303

B.H.M.C.T. (Third Semester) EXAMINATION, 2012

303 : ACCOMMODATION OPERATIONS—I

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

(iii) Assume suitable data wherever necessary.

SECTION I

1. (a) Explain the following terms (any *five*) : [5]
- (i) Contract cleaning
 - (ii) Dry rot
 - (iii) Dry-cleaning
 - (iv) Mister
 - (v) Thread count
 - (vi) Horticulture
 - (vii) Siberian room.
- (b) Give characteristics of silk fibres. [3]
- (c) Explain the importance of security department in a hotel. [2]
2. (a) Explain the advantages and disadvantages for hiring a contractor for Hotel laundry. [5]

P.T.O.

- (b) Give reasons for the following : [5]
- (i) Flowers should be allowed to stand in water for 6-8 hours before arrangement.
 - (ii) Linen is aired for some time before dispatching it in various areas.
3. (a) Draw and explain a layout of an OPL of a 5 star hotel. [6]
- (b) What are the control measures for the following pest : [4]
- (i) Housefly
 - (ii) Cockroaches

SECTION II

4. (a) Explain the following terms (any *five*) : [5]
- (i) Guest folio
 - (ii) House count
 - (iii) Heritage Hotel
 - (iv) Plus Position
 - (v) Charge privilege
 - (vi) Miscellaneous voucher
- (b) Explain the various record keeping systems followed in a hotel. [5]
5. (a) Explain the role and importance of a Hospitality desk in a hotel. [5]

- (b) Give the formulae for the following : [5]
- (i) ARR
 - (ii) Double room occupancy
 - (iii) Foreign occupancy %
 - (iv) Cancellation %
 - (v) Room occupancy %.
- 6.** (a) Draw and explain the following formats : [5]
- (i) GHC
 - (ii) Discrepancy report.
- (b) How will you handle the following situations : [5]
- (i) Fire in a guest corridor
 - (ii) Unattended handbag in the lobby.

Total No. of Questions—5]

[Total No. of Printed Pages—2

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[4281]-304

B.H.M.C.T. (Third Semester) EXAMINATION, 2012

304 : COMPUTER FUNDAMENTALS

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

N.B. :— (i) Solve any *four* (4) questions.

(ii) Each question carries equal marks.

1. (A) List and explain any *five* features of a computer system. [5]

(B) Explain the following terms (any *three*) : [3×1=3]

(i) Window

(ii) Wallpaper

(iii) Icons

(iv) File

(v) Folder.

(C) Explain primary key in MS-Access. [2]

2. (A) Explain the following DOS commands (any *three*) : [3]

(i) FORMAT

(ii) REN

(iii) CD..

(iv) MD

(v) RD.

- (B) Write a short note on “AUTO SUM” feature of MS-Excel. [3]
 - (C) Give the difference between slide transition and animation. [4]
- 3.**
- (A) Explain steps to insert a chart in MS-Excel. [3]
 - (B) List and explain Advantages and Disadvantages of E-mail. [5]
 - (C) Define the following terms in DBMS (any *two*) : [2]
 - (i) Record
 - (ii) Fields
 - (iii) Table.
- 4.**
- (A) What is Hyperlink in MS-Word ? [2]
 - (B) Explain SAP concept in E-commerce. [2]
 - (C) Explain the term Form and Simple Query in MS-Access. [3]
 - (D) Give steps to insert Bullets and Numbering in MS-Word. [3]
- 5.**
- (A) What is software ? List and explain different types of Software. [3]
 - (B) Give the importance of Mail Merge in MS-Word. [3]
 - (C) Explain wildcard characters in MS-DOS. [2]
 - (D) Write a short note on Search Engine. [2]

Total No. of Questions—6]

[Total No. of Printed Pages—3

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[4281]-305

B.H.M.C.T. (Third Semester) EXAMINATION, 2012

305 : FOOD AND BEVERAGE CONTROL

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

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

(iii) Figures to the right indicate full marks.

1. (a) Explain the objectives of F&B control. [4]
(b) Write importance of Budgetary control. [3]
(c) Explain the elements of cost. [3]
2. (a) As a Restaurant Manager, explain the concept of Break Even Analysis (BEA) and explain the following terms : [5]
(i) Net Profit
(ii) Net Loss
(iii) Margin of Safety.
(b) Define Budget. Explain the following : [8]
(i) Capital cost budget
(ii) Overhead cost budget
(iii) Budgeted P&L A/c's.

- (c) How and why is a supplier rated by a Purchase Manager in a hotel ? [7]
3. (a) Explain any *two* methods of purchasing Food and Beverage and give reasons, for which type of establishment will prefer them ? [10]
- (i) Purchasing by daily Market list
- (ii) Wine Shippers
- (iii) Purchasing by paid reserves.
- (b) With the help of format explain (any *two*) : [10]
- (i) Bin Card
- (ii) SPS
- (iii) Cellar Inward Book.
4. (a) As a receiving clerk, explain in detail the procedure for receiving Food and Beverage. [5]
- (b) Explain with the help of format : [5]
- (i) Meat tag
- (ii) Request for Credit Note.
- (c) Define volume forecasting and how does it help in controlling food cost. [5]
- (d) Give the main objective of stock tacking. [5]
5. (a) Explain the various area of storage for Beverages. [5]
- (b) Explain the procedure for storing perishable and non-perishable food item. [5]

(c) Describe and explain (any *two*) : [10]

(i) Standard Receipe

(ii) Standard Yield

(iii) Standard Portion size.

6. Explain the following terms : [20]

(a) Blind Receiving

(b) En pension

(c) ABC analysis

(d) Cash Budget

(e) Breakage and Ullage

(f) Bar Cost system

(g) Departmental Profit Margin

(h) EOQ

(i) Purchase order

(j) Purchasing by contract.

Total No. of Questions—8]

[Total No. of Printed Pages—7

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[4281]-306

B.H.M.C.T. (Third Semester) EXAMINATION, 2012

306 : BASIC ACCOUNTING

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) Figures to the right indicate full marks.

(iii) Use of pocket calculator is allowed.

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

Trial Balance as on 31st March, 2007

Debit Balances	Rs.	Credit Balances	Rs.
Drawings	6,500	Capital	80,000
Stock on 1-4-10	24,000	Sales	1,02,500
Purchases	60,000	Sundry Creditors	29,000

P.T.O.

Insurance	3,200	Return outward	1,500
Land and Building	40,000	Rent	2,800
Plant and Machinery	20,000	Commission	2,000
Wages	6,000	General Reserve	8,000
Salaries	5,000	Bank Loan	60,000
Trade Expenses	4,500		
Carriage Inward	1,000		
Royalties	2,000		
Return inward	1,600		
Debtors	20,000		
Discount	1,400		
Advertisement	3,000		
Printing and stationery	1,700		
Power and fuel	2,100		
Furniture	15,000		
Bills Receivable	50,000		
Rent	800		
Motor car	18,000		
Total Rs.	2,85,800	Total Rs.	2,85,800

Adjustments :

- (1) Closing stock value at cost price Rs. 40,500 and market price Rs. 42,000 as on 31-3-2007.
- (2) Outstanding Salaries were Rs. 500.
- (3) Prepaid wages amounted to Rs. 700.
- (4) Depreciate Plant and Machinery by 5% and Land & Building by 2.5%.
- (5) Staff meals were Rs. 1,000.

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

- (a) Dual Aspect concept
- (b) Imprest system of Petty cash book
- (c) Principles of double entry system.

3. Journalise the following transactions : [10]

2005

- June 1 Started business with cash Rs. 1,50,000 out of which Rs. 50,000 borrowed from bank for business purpose.
- 2 Purchased goods from Sanskruti Rs. 18,000 less trade discount 5% and paid by cheque.
- 4 Paid cash into bank Rs. 6,000
- 5 Paid to Sanskruti by cheque @ 2% cash discount in full settlement.

- 6 Purchased furniture of Rs. 2,000 for personal use.
- 12 Paid for stationery Rs. 2,500 and printing charges Rs. 625
- 14 Received commission Rs. 500 from Verma
- 17 Purchased goods for Rs. 1,000 and paid in cash and by cheque equally
- 19 Goods of Rs. 5,500 were destroyed by fire
- 27 Received a cheque from Baban for Rs. 2,980 and he was allowed discount Rs. 20.

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

- (i) Journal is the book of prime entry
- (ii) Debtors help in increasing the assets

(b) Define the following terms : [5]

- (i) Capital
- (ii) Assets
- (iii) Journal
- (iv) Narration
- (v) Goodwill.

5. Prepare a Cash Book from the following information : [10]

2011

- Nov. 1 Cash balance Rs. 1,75,000 and Bank overdraft Rs. 10,000
- 3 Received cheque from Dhanashree Rs. 58,000 in full settlement of Rs. 60,000.
- 5 Paid Rent Rs. 6,000 cash and Rs. 9,000 by cheque
- 6 Deposited Dhanashree's cheque into bank
- 10 Received commission Rs. 13,500 from Mehra & Co.
- 13 Mr. Santosh directly deposited Rs. 10,000 into the bank
- 16 Transfer Rs. 14,600 from current to fixed deposit a/c.
- 20 Issued a cheque to Mr. Sanjay for Rs. 21,000 and allowed discount of Rs. 500
- 26 Cash sales Rs. 60,000 @ 10% cash discount.

6. (a) With the help of examples explain capital and revenue expenditure. [5]

(b) What is Bank Reconciliation Statement ? State the reasons of difference between cash-book and pass-book. [5]

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

2012

- May 1 Purchased goods worth Rs. 30,000 from Hemal at 10% T.D. Invoice No. H-22
- 8 Sold goods worth Rs. 21,000 to Ranjana Invoice No. R-54.
- 14 Placed an order to purchase goods worth Rs. 15,000 from Prachi.
- 17 Returned defective goods to Minal Rs. 500 (net)
- 22 Ranjana returned defective goods Rs. 750.

- (b) From the following information of Hotel White Diamond, prepare special functions book for the month of October, 2009 : [5]

2010

- Sept. 1 Birthday Party, 310 covers @ Rs. 320 per cover, Account to Mr. Sagar, Bill No. 4015.
- 15 Annual General Meeting, 205 covers @ Rs. 225 per cover, Wine & Tobacco Rs. 5,000, Account to Mrs. Deepa, Manager, Bill No. 4112.

28 Luncheon Party, Pancard Club, 105 covers @ Rs. 350 per cover, Wine and Tobacco costing Rs. 10,500. Account to Mr. Prashant, Bill No. 308.

30 Prize distribution programme 150 covers @ Rs. 290 per cover. Food sundries Rs. 750. Account to Ms Meena Bill No. 4325.

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

- (a) State the procedure of balancing of ledger
- (b) Distinguish between Gross Trial Balance and Net Trial Balance.
- (c) Give the classification of accounts.

Total No. of Questions—8]

[Total No. of Printed Pages—4+2

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[4281]-36

B.H.M.C.T. (Third Semester) EXAMINATION, 2012

306 : BASIC ACCOUNTING

(2005 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) Use of pocket calculator is allowed.

(iii) Figures to the right indicate full marks.

1. The following is the Trial Balance of M/s. Jain Traders as on 31st March, 2008 :

Trial Balance			
Debit Balances	Rs.	Credit Balances	Rs.
Drawings	10,000	Capital	2,00,000
Purchases	2,11,000	Sales	6,00,000
Advertisement	25,000	Creditors	48,000
Electricity	7,000	Returns outward	2,000
Furniture	40,000	Commission	4,000
Building	2,00,000		

P.T.O.

Debtors	70,500		
Insurance	2,400		
Bad debts	1,500		
Repairs	1,600		
Cash at Bank	30,000		
Sundry Expenses	3,000		
Salaries	24,000		
Machinery	1,40,000		
Wages	34,000		
Telephone	4,000		
Vehicles	28,000		
Stock	16,800		
Cash in hand	1,200		
Carriage	4,000		
Total	8,54,000	Total	8,54,000

Adjustments :

- (1) Closing stock was valued at Rs. 20,000.
- (2) Depreciate Building @ 2%; Furniture @ 5%; Machinery @ 10% and vehicles @ 15%.
- (3) Outstanding expenses : wages Rs. 6,000 and salaries Rs. 2,000.
- (4) Accrued commission Rs. 3,000.

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

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

- (a) Advantages of subsidiary books
- (b) Classification of accounts
- (c) Money measurement concept.

3. Journalise the following transactions in the books of M/s Anuradha Traders : [10]

2009

April 1 Purchased goods of Rs. 45,000 @ 10% Trade discount from Vikrant Sales.

April 4 Sold goods to Rajendra of Rs. 20,000 for cash.

April 7 Received interest Rs. 11,000 by cheque.

April 12 Purchased furniture of Rs. 15,000 from Viraj on credit and paid Rs. 5,000 for its transportation.

April 16 Paid Rent Rs. 7,000 to Mr. Joseph.

April 22 Received an order for goods of Rs. 12,000 @ 7% trade discount and 2% cash discount terms from Manoj.

April 27 Borrowed Rs. 75,000 @ 12% p.a. from Punjab National Bank.

April 28 Delivered the goods to Manoj as per his order dated April 22.

April 30 Cash sales of Rs. 25,000 @ 5% cash discount.

4. (a) What are the golden rules of Debit and Credit ? [6]
- (b) State with reasons whether the following statements are true or false : [4]
- (i) Imprest system is best to control Petty cash
- (ii) Loan taken from bank is to be shown on assets side of Balance Sheet.

5. From the information given below prepare an Analytical Petty Cash Book maintained on imprest system : [10]

July 1 Cash in hand Rs. 415

" 1 Received a cheque of Rs. 1,085 from head cashier

" 3 Purchased postal stamps of Rs. 170.

" 5 Paid printing bill Rs. 250

" 7 Paid for carriage Rs. 205

" 11 Paid taxi bill of Accountant Rs. 120

" 17 Paid for sundry expenses Rs. 100

" 22 Received Rs. 450 from sale of scrap material.

" 24 Paid to Neeta Rs. 295 on account.

" 27 Purchased chairs for Rs. 650.

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

- (a) Trade Discount and Cash Discount
- (b) Capital Expenditure and Revenue Expenditure
- (c) Capital and Drawings.

7. Prepare Special Functions Day Book : [10]

Sept. 4 Bill No. 120 private birthday party 150 covers @ Rs. 300 per cover, Wine and Tobacco Rs. 4,500. Account to Mr. D'souza.

Sept. 9 Bill No. 135 Luncheon party of Swaraj Club 200 covers @ Rs. 250 per cover, Wine and Tobacco Rs. 5,000. Account to Mr. Pradhan, Secretary.

Sept. 17 Bill No. 147 Buffet dinner for Newspaper Reporter Club 120 covers @ Rs. 200 per cover, Wine and Tobacco Rs. 7,000 Account to Mr. Mishra, Manager.

Sept. 25 Bill No. 155 Lunch for Senior Citizen Sangha 75 covers @ Rs. 120 per cover. Sundry Extra Rs. 3,125. Account to Mr. Limaye.

Sept. 29 Wedding reception, Bill No. 161 for 215 covers @ Rs. 270 per cover, Sundry Extra Rs. 5,000. Account to Mr. Kumar Sathye.

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

[10]

- (a) Why is bank reconciliation statement prepared ?
- (b) Why is cash book maintained ?
- (c) What is the importance of ledger ?
- (d) Why is trial balance prepared ?

Total No. of Questions—5]

[Total No. of Printed Pages—2

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[4281]-401

B.H.M.C.T. (Fourth Semester) EXAMINATION, 2012

401 : FOOD PRODUCTION—IV

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

1. (a) With the help of a diagram show the cuts of beef and its uses. [6]
(b) Enlist any 8 filling used in bakery and confectionary. [4]
2. (a) Points to be considered when selection of fish. [5]
(b) With the help of a chart classify pastries their fat to flow ratio and any *two* examples of each. [5]
3. (a) Explain any 5 types of codies. [5]
(b) Explain the advantages and disadvantages of conoeniena food. [5]
4. (a) Enlist the various types of poultry and points to be considered while storage of each type of poultry. [5]
(b) Define Icing and type of icing. [5]

P.T.O.

5. Explain the following terms (any **10**) :

[10]

- (a) Marzipan
- (b) Edairs
- (c) Goujons
- (d) Drumstides
- (e) Docking
- (f) Rigor mortis
- (g) Darne
- (h) Gizzard
- (i) Sweet bread
- (j) Zamination
- (k) Exalope.

Total No. of Questions—6]

[Total No. of Printed Pages—3

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[4281]-402

B.H.M.C.T. (Fourth Semester) EXAMINATION, 2012

402 : FOOD AND BEVERAGE SERVICE—IV

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

(iii) Draw neat sketches wherever necessary.

1. (a) Define spirit and explain distillation process by pot still method with a neat diagram. [8]

(b) State *two* brands of cognac. [2]

2. (a) Differentiate between the following, give *one* example of each : [8]

(i) Scotch whisky and Irish whisky

(ii) Cognac and Armagnac.

(b) List *two* international brands of Gin and Vodka. [2]

3. (a) Explain (any *five*) : [5]

(i) Calvados

(ii) D.O.M.

- (iii) V.S.O.P.
 - (iv) Mezcal
 - (v) Feni
 - (vi) Absinthe
 - (vii) Dunder.
- (b) Write a short note on manufacturing of liqueurs. [5]
4. (a) Give the base and flavour of the following liqueurs (any *two*) : [2]
- (i) Cointreu
 - (ii) Tiamaria
 - (iii) Kahlva.
- (b) Explain *four* methods of mixing cocktails with an example of each method. [8]
5. (a) Explain the following mixed drinks : [5]
- (i) Sling
 - (ii) Daisy
 - (iii) Collins
 - (iv) Cobbler
 - (v) Sangaree.
- (b) Answer the following : [5]
- (i) Name *two* International Brandy.

- (ii) Name *two* coffee flavoured liqueurs.
- (iii) Name *two* Indian Whisky.
- (iv) Name *two* Vodka base classic cocktail.
- (v) Name *two* International Brands of Gin.

6. (a) Draw and state the uses of the following bar equipments : [5]

- (i) Bar Caddy
- (ii) Bar Spoon
- (iii) American Shaker
- (iv) Muddler
- (v) Jigger.

(b) Write short notes on : [5]

- (i) Patent still
- (ii) Proprietary Liqueurs.

Total No. of Questions—**3+3**]

[Total No. of Printed Pages—**2**

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[4281]-403

B.H.M.C.T. (Fourth Semester) EXAMINATION, 2012

403 : ACCOMMODATION OPERATIONS-II

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

N.B. :—Solve any *two* questions from each Section.

SECTION I

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

- (1) Objectives of interior designing.
- (2) Pre-decoration procedure
- (3) Re-order level with an example.
- (4) Tertiary colours
- (5) Snag list.

2. (a) State and explain the various elements of design. [5]

(b) Explain the purchasing procedure for guest supplies. [5]

3. (a) Explain the different types of budgets with examples. [5]

(b) Explain the procedure involved in typical refurbishing and renovation programme. [5]

P.T.O.

SECTION II

1. Write short notes on (any *four*) : [10]
 - (a) Repeat guests
 - (b) Role of night auditor
 - (c) Rule of thumb
 - (d) 3 day forecast
 - (e) Overbooking.

2. (a) List down the steps involved in the Night Audit process. [5]
(b) How will you deal with a situation ? A guaranteed reservation guest wants a standard room promised by the receptionist which is not available on that particular day, but other higher categories are available. (Note : Without waking the guest). [5]

3. (a) What are the various techniques used by the Front Office Personnel to maximise occupancy ? [5]
(b) Define forecasting. State the importance of forecasting in the hotel. [5]

Total No. of Questions—4]

[Total No. of Printed Pages—3

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[4281]-404

B.H.M.C.T. (IV Semester) EXAMINATION, 2012

404 : HOTEL ENGINEERING

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) Neat diagrams must be drawn wherever necessary.

(iii) Figures to the right indicate full marks.

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

(v) Assume suitable data, if necessary.

SECTION I

1. Answer any two : [2×10=20]

(a) Explain vapour absorption refrigeration system with diagram and example.

(b) Describe functions and responsibilities of maintenance engineering department in hotel.

(c) What are the properties of good refrigerant ? Name any five refrigerants with their chemical name.

P.T.O.

2. Answer any *three* : [3×5=15]

- (a) Explain waste handling equipments for solid waste.
- (b) What are the factors which will affect comfort of air-conditioning ?
- (c) Define the following terms :
 - (i) Sensible heat
 - (ii) Latent heat
 - (iii) DBT
 - (iv) WBT
 - (v) Heat.
- (d) Draw diagram for room (window) air-conditioner.
- (e) Define contract and give its advantages and disadvantages.

SECTION II

3. Answer any *two* : [2×10=20]

- (a) A seminar has to be organise in a hall which require the following equipments :
 - (1) 140 W PA system 04 hrs/day
 - (2) 750 W Flood light 03 hrs/day
 - (3) 12 W Pointer 10 min./day
 - (4) 180 W LCD 03 hrs/day

The cost of electricity is Rs. 15 per unit.

(b) Explain fire detection system with diagram.

(c) Explain water softening method (any *one*) with diagram.

4. Answer any *three* : [3×5=15]

(a) Explain energy saving tips in guest room and sanitation.

(b) Write notes on :

(i) LPG

(ii) Biogas.

(c) Draw diagram for any *one* type of earthing method and give its importance.

(d) What are the disadvantages of hard water to hotel industry ?

(e) Explain the importance of trap in sanitation with diagram.

Total No. of Questions—9]

[Total No. of Printed Pages—2

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[4281]-405

B.H.M.C.T. (Fourth Semester) EXAMINATION, 2012

405 : PRINCIPLES OF MANAGEMENT

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Answer any *seven* (7) questions.

(ii) *All* questions carry **10** marks.

1. Write short notes on any *two* : [10]
 - (a) Span of control
 - (b) Need for co-ordination
 - (c) Principles of organising.
2. Define Control. State and explain the process of control. [10]
3. With the help of a diagram, explain the process of communication. [10]
4. Define Leadership. State the characteristics of a good leader. [10]
5. State and explain McGregor's 'X' theory and 'Y' theory. [10]

P.T.O.

6. Explain Henri Fayol's theory of Management. [10]
7. Define Management. What are the Internal and External factors that affect management. [10]
8. State and explain the step-by-step procedure of decision making. [10]
9. State the different types of plans. Explain. [10]

Total No. of Questions—8]

[Total No. of Printed Pages—7

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[4281]-406

B.H.M.C.T. (Fourth Semester) EXAMINATION, 2012

406 : HOTEL ACCOUNTANCY

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) Figures to the right indicate full marks.

(iii) Use of pocket calculator is allowed.

1. The following is the Trial Balance of Akashdeep Ltd. as on 31st March 2010, which has an authorised capital of 2,00,000 equity shares of Rs. 10 each, out of which 1,80,000 shares have been issued to the public : [20]

Trial Balance as on 31st March 2010

Debit Balances	Rs.	Credit Balances	Rs.
Wages	65,000	<i>Share Capital :</i>	
Cash in hand	20,000	1,65,000 shares of	
Furniture	2,42,000	Rs. 10 each fully	
Stock on		paid	16,50,000
1st April 2009	55,000	Sales	8,80,000

P.T.O.

Purchases	3,71,200	Bank overdraft	11,500
Interest on		Discount received	550
debentures	10,000	10% debentures	1,00,000
Electricity charges	22,750	Creditors	32,550
Rent, Rates and		Bills payable	10,800
Insurance	7,850	Purchase returns	1,200
Salaries	31,600	General Reserve	50,000
Commission	5,650	Sundry Income	1,500
Plant and Machinery	6,00,000		
Debtors	28,900		
Investments	2,00,000		
Motor vehicles	1,80,000		
Carriage	8,850		
Telephone charges	17,100		
Postage	2,200		
Land and Building	8,00,000		
Advance Tax	20,000		
Preliminary Exps.	50,000		
	27,38,100		27,38,100

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

- (a) Stock on 31st March 2010 was valued at Rs. 52,000.
- (b) Depreciate motor vehicles by 20% p.a. and furniture by 5% p.a.
- (c) The directors proposed the following :
 - (i) 10% dividend on equity shares
 - (ii) Transfer Rs. 10,000 to General Reserve.

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

- (a) Value Added Tax
- (b) Budget
- (c) Types of Shares.

3. Miss Arundhati arrived and occupied Room No. 208 at Hotel Sadanand on 1st February 2010 at 9.00 a.m. on European plan @ Rs. 2,000. [10]

She paid an advance of Rs. 15,000 against her account. She checked out on 4th February 2010 @ 10.00 p.m. by settling her account in cash at 1% discount.

Prepare her bill for the stay from the following charges :

1st February : Breakfast @ Rs. 120 per person, VPO for taxi Rs. 80, Lunch with one guest @ Rs. 150 per person, Magazines of Rs. 55, Telephone Rs. 20, ANC @ Rs. 35 per cup and Dinner with two guests @ Rs. 220 per person.

2nd February : EMC @ Rs. 35 per cup, snacks of Rs. 55 soft drinks Rs. 20, laundry Rs. 120, Newspapers of Rs. 10, E-mail Rs. 25, Lunch with one guest and VPO for cinema Tickets Rs. 300.

3rd February : ANT with two guests, snacks of Rs. 75, Lunch, Laundry Rs. 80 and Dinner.

4th February : EMC, Breakfast, Lunch, Newspaper of Rs. 10, Laundry Rs. 50 and dinner with one guest.

A service charge of 10% is applicable on Room rate. Check out time is 12 noon.

4. (a) Explain the characteristics of a Joint Stock Company. [5]
- (b) Explain the factors which affect working capital requirement of a business. [5]

5. (a) From the following data, prepare a statement showing food cost of a restaurant and its Gross Profit assuming foods sales of Rs. 8,20,000 : [6]

	Rs.
Guest Food Complimentary	11,850
Transfer from Bar to Kitchen	6,750
Staff Meals	8,900
Opening stock of food items	1,04,500
Closing stock of food items	68,200
Transfer from kitchen to Bar	2,050
Purchases of food items	4,80,000

- (b) Draw the specimen format of Allowance Journal and Allowance Voucher. [4]

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

- (a) Guest weekly bill and visitors tabular ledger
- (b) VPO and Discount
- (c) Interim dividend and Final dividend.

7. The following accounts have been extracted from the books of Restaurant Moonlight for the year ending 31st March 2010 : [10]

Particulars	Rs.	Particulars	Rs.
<i>Sales :</i>		<i>Cost of Sales :</i>	
Food	8,75,000	Food	3,02,450
Beverages	3,55,000	Beverages	1,05,050
Other Departments	22,000	Other departments	12,000
Depreciation	20,000	<i>Departmental Payroll :</i>	
Interest on Loan	12,500	Food	52,000
Payroll expenses	48,700	Beverages	28,000
Music and Entertainment	12,650	Other departments	7,000
Heat, Light and Power	23,050	Employees Uniform	36,050
Repairs and Maintenance	8,950	Rent, Rates and	
<i>Departmental Expenses :</i>		Insurance	14,880
Food	9,000	Staff meals	18,000
Beverages	4,200	Salaries	48,000
Other departments	800	Advertising and	
Licence fees	8,000	Marketing	15,900
Income Tax	5,000	Bank charges	850
		Guest Food	
		Complimentary	6,080

Prepare Income Statement as per Uniform System of Accounting.

8. Answer the following (any *two*) : [10]
- (a) 'Companies can issue any type of debenture.' Explain the statement with reference to the various types of debentures and their features.
 - (b) Explain the role of Profit and Loss Appropriation Account in Company Final Accounts.
 - (c) List and explain the advantages of Uniform System of Accounting.

Total No. of Questions—6]

[Total No. of Printed Pages—4

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[4281]-42

B.H.M.C.T. (Fourth Semester) EXAMINATION, 2012

402 : FOOD AND BEVERAGE SERVICE-IV

(2005 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

1. (A) List the main ingredients used for the manufacture of the following : [2]

(i) Canadian whiskey

(ii) Vodka

(iii) Gin

(iv) Cognac.

(B) Differentiate the following with examples (any *two*) : [4]

(i) Scotch and Irish whiskey

(ii) Cognac and Armagnac

(iii) Dark Rum and White Rum.

(C) Explain the manufacturing process of Tequila. [4]

P.T.O.

- 2.** Explain the following terms (any **10**) : [10]
- (i) Fruit brandy
 - (ii) Congeners
 - (iii) Calvados
 - (iv) Arrack
 - (v) Proof
 - (vi) Digestif
 - (vii) Cordial
 - (viii) Bonne Chauffe
 - (ix) OIML
 - (x) Bagasse
 - (xi) Foreshots
 - (xii) Distillation.
- 3.** (A) Explain the following manufacturing process of liqueurs : [5]
- (i) Infusion method
 - (ii) Maceration method.
- (B) Name **5** fruit flavored liqueurs with their spirit base, colour, flavor and country. [5]
- 4.** (A) Describe the following Bar equipments : [5]
- (i) Muddler
 - (ii) Hawthorne strainer
 - (iii) Hand gun
 - (iv) Pourer
 - (v) Boston shaker.

(B) Identify the base spirit/liqueur and method of mixing the following cocktails : [5]

- (i) Between the sheets
- (ii) Harvey wall banger
- (iii) Side Car
- (iv) Mai Tai
- (v) Margarita
- (vi) Dry Martini
- (vii) Mint Julip
- (viii) Old fashioned
- (ix) Manhattan
- (x) Daiquiri.

5. (A) Explain the following spirits : [5]

- (i) Feni
- (ii) Silvovitz
- (iii) Grappa
- (iv) Aquavit
- (v) Absinthe.

(B) With the help of flowchart explain pot still method of distillation. [5]

- 6.** (A) Explain the manufacturing process of Gin. [5]
- (B) Answer the following (any **5**) : [5]
- (i) Name **4** flavored Vodkas with their flavourings.
 - (ii) Name **4** Cognac shippers.
 - (iii) Name **4** international brands of Gin.
 - (iv) Name **2** brands of Tequila.
 - (v) Name **2** brands of American whiskey.
 - (vi) Name **4** bottle grades on Cognac.
 - (vii) Name **4** brands of Vodkas.

Total No. of Questions—4]

[Total No. of Printed Pages—3

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[4281]-44

B.H.M.C.T. (Fourth Semester) EXAMINATION, 2012

404 : HOTEL ENGINEERING

(2005 PATTERN)

Time : Three Hours

Maximum Marks : 70

- N.B. :—**
- (i) Answers to the two sections should be written in separate answer-books.
 - (ii) Neat diagrams must be drawn wherever necessary.
 - (iii) Figures to the right indicate full marks.
 - (iv) Use of logarithmic tables, slide rule, Mollier charts, electronic pocket calculator and steam tables is allowed.
 - (v) Assume suitable data, if necessary.
 - (vi) All questions are compulsory.

Section I

- 1. Answer any two :** [20]
- (a) Draw swimming pool maintenance chart.
 - (b) How you will take care of domestic refrigerator ?
 - (c) Explain central AC and unitary AC system with block diagram.
 - (d) Describe waste disposal related to collection, separation, recycle, and land filling.

P.T.O.

2. Answer any *three* : [15]

- (a) State duties of Chief Engineer in a hotel.
- (b) Define Specific heat, sensible heat, DBT, relative humidity, WBT.
- (c) List various factors to be controlled in Air-conditioning Unit.
- (d) List advantages of contract maintenance.
- (e) What is defrosting ? Why is it needed ?

3. Answer any *two* : [20]

- (a) Draw sketch of hot water distribution system and explain.
- (b) Calculate electric bill for 30 days with rate Rs. 5 / unit for the following load :
 - (i) Tube lights, 20 nos, 40 W each, 6 hr/day
 - (ii) Bulbs, 10 nos, 10 W each, 8 hr/day.
 - (iii) Fans, 10 nos, 80 W each, 3 hr/day.
 - (iv) Heater, 1 no., 1 kW each, 1 hr/day.
 - (v) Toster, 2 nos, 500 W each, 2 hr/day.
- (c) Explain how energy conservation programme can be developed in the hotel.
- (d) Describe any *two* types of fire extinguishers with block diagrams.

4. Answer any *three* :

[15]

- (a) Define Fire. How is it classified ?
- (b) How solar energy can be useful for hotels ?
- (c) Describe importance of earthing.
- (d) Explain various traps used in plumbing.
- (e) Describe various methods of lighting.

Total No. of Questions—8]

[Total No. of Printed Pages—7

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[4281]-46

B.H.M.C.T. (Fourth Semester) EXAMINATION, 2012

406 : HOTEL ACCOUNTING

(2005 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) Use of pocket calculator is allowed.

(iii) Figures to the right indicate full marks.

1. Hotel Dreamland Ltd. has an authorised share capital of Rs. 20,00,000 divided into 20,000 equity shares of Rs. 100 each. The following is the Trial Balance as on 31st March, 2008 : [20]

Debit Balance	Rs.	Credit Balance	Rs.
Stock	1,50,000	Share Capital	10,00,000
Debtors	46,000	Reserve Fund	50,000
Purchases	3,65,000	Bills Payable	15,000
Preliminary expenses	40,000	Creditors	28,000

P.T.O.

Furniture	2,70,000	7% Debentures	3,00,000
Cash in Hand	8,000	Sales	2,70,000
Goodwill	1,26,000	P&L Appropriation A/c	19,000
Investment	90,000		
Wages	15,000		
Salaries	22,000		
Printing & Stationery	3,500		
Advertisement	2,250		
Building	3,25,000		
Machinery	1,70,000		
Rent	12,250		
Audit fees	9,500		
Debenture interest	10,500		
Bills receivable	17,000		
	16,82,000		16,82,000

Prepare Trading Account, Profit & Loss Account and Profit & Loss Appropriation Account and Balance Sheet as per Companies Act, 1956 as on 31st March, 2008.

Adjustments :

- (i) Stock was valued at Rs. 1,80,000 on 31st March' 08.
- (ii) Depreciate machinery @ 10% p.a. and furniture @ 15% p.a.
- (iii) Write off 1/4th of the preliminary expenses.
- (iv) Provide provision for taxation Rs. 40,000.
- (v) Transfer Rs. 4,000 to reserve fund.
- (vi) Directors declared dividend @ 10% p.a. on equity shares.

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

- (i) Value Added Tax
- (ii) Visitors Paid Out
- (iii) Types of Shares.

3. Mr. and Mrs. Shinde arrived and occupied Room No. 701 in Hotel Green Chilly on 24th March, 2006 at 9.00 a.m. on European Plan @ Rs. 1,500, he desired to check out on 28th March, 2006 at 9.00 p.m. Prepare guest weekly bill from the following : [10]

24th March : Coffee

Breakfast

Lunch

Flowers — Rs. 75

Wine — Rs. 380

Dinner

Deposited cash Rs. 4,000.

25th March : Tea, Breakfast, Lunch, Soft drink — Rs. 40,
Laundry — Rs. 155, Local call — Rs. 20.
Dinner.

26th March : Cinema Tickets — Rs. 390, Lunch, Dinner,
Wine — Rs. 600.

27th March : Breakfast, Coffee, Cigarette — Rs. 70, Lunch with
one guest, Dinner. Deposited cash Rs. 3,000.

28th March : Snacks Rs. 135, Magazine Rs. 70, Lunch, Dinner
Taxi fare — Rs. 200.

Tariff : Tea—Rs. 10 per cup, Coffee Rs. 15 per cup, Breakfast
Rs. 90, Lunch Rs. 140, Dinner Rs. 180.

Calculate service charge on food items @ 10% and on wine @ 20%.

Check out time : 12 noon.

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

(i) Budget

(ii) City Ledger

(iii) Visitors Tabular Ledger.

(B) State with reason whether the following statements are True or False : [5]

(i) Guest Weekly Bill and Visitors Tabular Ledger are same type of room sales account.

(ii) Depreciation comes under fixed charges.

5. (A) From the following information prepare a departmental income statement of gift shop : [6]

Revenue	—	72,000
Allowance	—	1,600
Salaries and wages	—	18,250
Employees benefit	—	1,300
Operating supplies	—	25,800
Uniforms	—	2,000
Others	—	500
Cost of merchandise sold	—	7,900

(B) Draw specimen of the following (any *two*) : [4]

(i) Allowance Voucher

(ii) Profit & Loss Appropriation

(iii) Schedule No. 5 — Garage and Parking.

6. (A) What is Joint Stock Company ? Give the characteristics of Joint Stock Company. [5]

(B) Define Working Capital ? What are the factors affecting working capital. [5]

7. From the following information extracted from the Hotel Moonlight for the year ended 31st March, 2004. You are required to prepare an income statement of the hotel as per uniform system of accounts : [10]

	Rs.		Rs.
Revenue :		Cost of Sales :	
Rooms	7,80,000	Food	1,24,125
Food	6,10,000	Beverage	68,300
Beverage	2,90,000	Others	12,230

Departmental Payroll :		Departmental Expenses :	
Food	55,000	Rooms	1,82,160
Rooms	75,000	Food	92,320
Others	25,500	Beverage	19,200
Beverage	36,500	Others	1,100
Marketing and		Administrative and	
Sales promotion	31,250	general expenses	80,400
Repair and maintenance	22,150	Power and fuel	14,100
Depreciation	61,000	Rates, taxes and insurance	29,500

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

- (i) Allowance and Discount
- (ii) Interim Dividend and Final Dividend
- (iii) Authorised Capital and Subscribed Capital.

Total No. of Questions—5]

[Total No. of Printed Pages—3

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[4281]-601

B.H.M.C.T. (Sixth Semester) EXAMINATION, 2012

601 : ADVANCED FOOD PRODUCTION

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) Attempt any *four* questions.

(iii) Draw neat diagrams wherever necessary.

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

(i) Zuppa

(ii) Sushi

(iii) Bagel

(iv) Polenta

(v) Nachos

(vi) Roesti

(vii) Dim Sum

(viii) Jalepeno

P.T.O.

- (ix) Burrito
 - (x) Alfalfa
 - (xi) Baklava
 - (xii) Tofu.
-
- 2. (a) Plan a Gala-banquet menu for the delegates coming from Mexico for cultural exchange in convention centre. [5]
 - (b) Enlist the difference between Haute cuisine and nouvelle cuisine. [5]
-
- 3. (a) Write the functions performed by Larder Dept. in a five star hotel. [5]
 - (b) Explain the composition of salad. Discuss its importance with respect to salad. Name 2 classical salad. [5]
-
- 4. (a) Explain the care and precautions to be taken while preparing and storing sandwich. [5]
 - (b) Enlist the duties and responsibilities of executive kitchen steward in a five star hotel. [5]

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

(i) Importance and care of garbage bin

(ii) Ballotine

(iii) Pate

(iv) Breads in Sandwich

(v) Types of Mousses.

Total No. of Questions—6]

[Total No. of Printed Pages—2

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[4281]-603

B.H.M.C.T. (Sixth Semester) EXAMINATION, 2012

603 : PERSONALITY DEVELOPMENT AND

BUSINESS COMMUNICATION

(2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

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

(i) Inspiration

(ii) Attitude

(iii) Agenda

(iv) Self-interest

(v) Pride

(vi) Empathy.

2. (a) Define personality. Explain the determinants of personality. [5]

(b) List down the recruiter expectations from the candidate. [5]

P.T.O.

- 3.** Write short notes on (any *four*) : [10]
- (i) Success
 - (ii) Body language
 - (iii) SWOT analysis
 - (iv) Negative attitude
 - (v) Types of meetings.
- 4.** (a) What is Stress ? What are the various causes of stress ? [5]
- (b) Define motivation. What is the difference between internal motivation and external motivation ? [5]
- 5.** Write a Report on any *one* Event that took place in your Institute. (Please do not mention the institute name.) [10]
- 6.** (a) What are the characteristics of people with high self esteem ? [5]
- (b) List down the advantages of case studies. [5]

Total No. of Questions—8]

[Total No. of Printed Pages—2

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[4281]-604

B.H.M.C.T. (Sixth Semester) EXAMINATION, 2012

604 : HOSPITALITY MARKETING—I

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

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

1. Write short notes on (any *four*) : [20]
 - (1) Core concepts of marketing.
 - (2) Social and cultural environment to analyse business environment.
 - (3) Franchising
 - (4) Any *one* form of direct marketing
 - (5) Branding
 - (6) Product differentiation.
2. Define marketing. Explain the 7 P's of service marketing mix. [10]
3. Draw and explain the consumer behaviour model. [10]
4. What is the need for segmentation ? Write about demographic segmentation. [10]

P.T.O.

5. What are the different general pricing methods ? [10]
6. Explain the various stages in New Product Development Process. [10]
7. Write about the various promotion tools used in hotel industry. [10]
8. List out the different marketing Intermediaries. Write about travel agents. [10]

Total No. of Questions—8]

[Total No. of Printed Pages—2

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[4281]-605

B.H.M.C.T. (Sixth Semester) EXAMINATION, 2012

605 : HUMAN RESOURCE MANAGEMENT

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

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

1. Write short notes on (any *four*) : [20]
 - (a) Need for HRM in the Service Industry
 - (b) Fringe Benefits
 - (c) Promotion Policy
 - (d) Causes of Indiscipline
 - (e) Importance of Induction
 - (f) Causes of Grievances.
2. Describe the process for selection of an employee in an organisation. [10]
3. Explain the importance of training, also name and describe various methods of training. [10]
4. Define job evaluation and explain its process in detail. [10]
5. Write a note on Grievance Handling System. [10]

P.T.O.

6. Write down the reasons for Labour turnover and explain the measures to prevent labour turnover. [10]
7. Make a job description of the executive housekeeper of a Five Star Hotel. [10]
8. What are the various ways in which interviews can be conducted ? [10]

Total No. of Questions—9]

[Total No. of Printed Pages—2

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[4281]-606

B.H.M.C.T. (Sixth Semester) EXAMINATION, 2012

606 : TRAVEL AND TOURISM

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) *All* questions carry equal marks.

1. Explain the following types of tourism (any *five*) : [10]

- (a) Cultural
- (b) Eco-tourism
- (c) UFR
- (d) Inbound tourism
- (e) Senior citizen tourism
- (f) Domestic tourism.

2. Explain the primary and secondary constituents of tourism. [10]

3. Explain the various types of accommodation for tourist in India. [10]

P.T.O.

4. Explain the following impacts of tourism : [10]
- (a) Employment generation
 - (b) Multiplier effect
 - (c) Standard of living
 - (d) Regional growth
 - (e) Effect on wildlife.
5. Give the role and function of the following organization (any *four*) : [10]
- (i) DOT
 - (ii) MTDC
 - (iii) FHRAI
 - (iv) WTO
 - (v) IATA.
6. Define a travel agent, types of travel agent and any *three* functions of a travel agent. [10]
7. Define “Guides” and “Escorts” their functions and qualities required to be a guide or escort. [10]
8. Define Passport and Visa and give its type. [10]
9. Plan an itinerary to the golden triangle for 6 days 5 nights. [10]

Total No. of Questions—5]

[Total No. of Printed Pages—3

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[4281]-701

B.H.M.C.T. (Seventh Semester) EXAMINATION, 2012

701-A : SPECIALIZATION IN FOOD PRODUCTION

MANAGEMENT—I

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

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

(iii) *All* questions carry equal marks.

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

(i) Babaganoush

(ii) Quennelles

(iii) Isinglass

(iv) Marmite

(v) Gnocchi

(vi) Etamine

(vii) Frappé

(viii) Dimsum

P.T.O.

- (ix) Galangal
 - (x) Bean Curd
 - (xi) Alfaalfa
 - (xii) Millard Reaction.
- 2.** (a) Classify appetizers giving *one* example each. [5]
- (b) List the types of pate and discuss the process making pâté. [5]
- 3.** (a) Explain any *five* varieties of truffies available across the world. [5]
- (b) List any *five* food additives. Give *one* example of each. [5]
- 4.** (a) Explain *five* types of sausages. Give *one* example of each. [5]
- (b) What is aspic ? Discuss the points to be observed while preparing quality aspic. [5]
- 5.** (a) Explain any *six* factors affecting the design of the kitchen. [6]
- (b) Draw a neat layout of a washup area of a five star hotel.
List any *four* heavy equipments used in this area. [4]

- 6.** (a) Differentiate between the following : [5]
- (i) Mousse : Mousseline
- (ii) Galantine : Ballotine.
- (b) Explain the selection criterias that you would consider while purchasing the following equipments : [5]
- (i) Rotary oven
- (ii) Walk in refrigerators.
- 7.** (a) Differentiate between Bacon and Ham. [5]
- (b) Explain any *two* forcemeats with their ingredients. [5]
- 8.** (a) Classify methods of cooking and explain each in brief. [6]
- (b) Classify fish giving *one* example of each. [4]

Total No. of Questions—5]

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[4281]-702

B.H.M.C.T. (Seventh Semester) EXAMINATION, 2012

701-B : SPECIALIZATION IN FOOD AND BEVERAGE

SERVICES AND MANAGEMENT

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Question No. 3 is compulsory.

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

(iii) Assume suitable data wherever required.

1. (a) Explain the design consideration which need to be followed by a designer of a Japanese speciality restaurant with reference to : [8]

(i) Furniture and equipment

(ii) Lighting, color and interior decoration

(iii) Layout.

(b) Importance of training in a Restaurant. [4]

2. Define MICE and its growing importance ? How are meeting planned and organised in hotels ? [12]

P.T.O.

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

- (a) Saganaki
- (b) Prosciutto
- (c) Falafel
- (d) Baklava
- (e) Kartoffel soup
- (f) Wasabi
- (g) Ummali
- (h) Teppanyaki
- (i) Topas
- (j) Sushi
- (k) Ratatouille
- (l) Kimchi.

4. Write notes on the following : [12]

- (a) Customer handling and its growing importance in hospitality
- (b) Increasing sales in the restaurant with suggestive selling.
- (c) Role of site selection while planning restaurants.

5. (a) As a manager; what are the steps taken to prevent pilferage and wastage in Bar. [3]

(b) Explain with the help of format any 3 Bar Record. [6]

(c) Importance of under bar in Restaurant. [3]

6. (a) As a restaurant manager of a fast food outlet; what are the merchandising tools, a manager should use to promote sales of a restaurant ? [6]
- (b) Plan a duty roster for a fast food outlet of 80/covers. Assume suitable data. [6]
7. (a) Plan a oriental menu with the following courses : [10]
- (i) Starters
 - (ii) Soup
 - (iii) Fish
 - (iv) Main course
 - (v) Sweet course.
- Suggest beverages with the Menu.
- (b) List 4 licences used in Restaurants/Bar. [2]
8. Explain the following : [12]
- (a) Salex Mix
 - (b) Index of productivity
 - (c) Seat turnover
 - (d) Average spend per head/average check.

Total No. of Questions—8]

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[4281]-703

B.H.M.C.T. (Seventh Semester) EXAMINATION, 2012

701-C : SPECIALISED ACCOMMODATION MANAGEMENT

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— Q. No. 1 is compulsory and attempt any *six* of the remaining.

1. Differentiate between the following : [10]
 - (i) Analogous and complimentary colour scheme
 - (ii) Bay window and French window
 - (iii) Bitumastic and granolithic
 - (iv) Floor polish and floor seals.
 - (v) Duplex and suite room.
2. (a) Explain the layout of Atrium lobby. [5]
(b) Explain the characteristics of hard flooring. [5]
3. (a) Explain the content of a brochure used for marketing of services. [5]
(b) What are the benefits of training to the employer ? [5]

P.T.O.

4. (a) Explain various elements for planning a MICE. [5]
- (b) Explain the content of an Advertisement plan for a luxury hotel. [5]
5. (a) Explain the yarn manufacturing process. [5]
- (b) Write any *five* factors used for planning a linen room. [5]
6. (a) Classify lights based on its sources. [5]
- (b) Explain the sizes of : [5]
- (i) Wardrobe
- (ii) Writing chair and tables
- (iii) King bed
- (iv) Bath towel
- (v) Double bedsheet.
7. (a) Explain *five* points considered for selecting fabric. [5]
- (b) Suggest any *five* types of filling used for pillow and cushion. [5]

8. Write **2-3** sentences on the following (any *two*) : [10]

(i) Window treatment

(ii) Bathroom fixtures

(iii) Wall covering

(iv) Organisation structures of sales department and functions of the sales manager.

Total No. of Questions—8]

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[4281]-704

B.H.M.C.T. (Seventh Semester) EXAMINATION, 2012

702 : ORGANIZATIONAL BEHAVIOUR

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) Solve any 5 questions from the remaining.

1. Write short notes on (any *four*) : [20]
 - (a) 5 Big personality Traits
 - (b) Objectives of organizational Behaviour
 - (c) Traditional views of conflict
 - (d) Group cohesiveness
 - (e) Employee privacy issues
 - (f) Social perception.
2. Define organizational culture. State its characteristics. [10]
3. Define Diversity. State the reasons for the emergence of Diversity. [10]

P.T.O.

4. Explain the various strategies to overcome Individual and organizational stress. [10]
5. Explain Maslow's theory of Needs Hierarchy. [10]
6. What is conflict ? State and explain the strategies to overcome conflicts. [10]
7. Define learning. Explain the concept of 'Stimuli' and 'Response' with reference to learning. [10]
8. Define personality. State the determinants of personality. [10]

Total No. of Questions—6]

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[4281]-705

B.H.M.C.T. (Seventh Semester) EXAMINATION, 2012

703 : HOTEL RELATED LAW

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

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

1. Write short notes on any *two* : [10]
 - (1) Essential of a valid sale
 - (2) Indemnity and Guarantee
 - (3) Lock out
 - (4) Opening and closing timings of Commercial Establishment.
2. (a) Explain the following under Indian Contract Act :
 - (i) Offer and Acceptance
 - (ii) Free Consent. [10]
- (b) Differentiate between Sale and Agreement to sale under Sale of Goods Act, 1930. [10]
3. (a) Describe the role of State and National Commission under Consumer Protection Act. [10]
- (b) Describe the rights and powers of Food Inspector, also explain in short the procedure of collecting samples by Food Inspectors. [10]

P.T.O.

4. (a) List and explain various provisions related to Hotel, Lodge and Eating house under Bombay Shops and Establishment Act. [10]
- (b) Explain the activities carried out by State and Central Boards under Environment Protection Act. [10]
5. (a) List any *five* Licenses required for starting Hotel, also name the authority's issuing it. [10]
- (b) List and explain the authorized deductions from the wages, under Payment of Wages Act. [10]
6. (a) Define the following terms : [10]
- (i) Retrenchment
- (ii) Industrial dispute
- (iii) Dependent
- (iv) Compensation.
- (b) Explain various health and safety provisions under Factories Act. [10]

Total No. of Questions—9]

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[4281]-706

B.H.M.C.T. (Seventh Semester) EXAMINATION, 2012

704 : HOSPITALITY MARKETING—II

(OLD AND NEW PATTERN)

Time : Three Hours

Maximum Marks : 70

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

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

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

(i) Measuring Customer Satisfaction

(ii) Service Encounter traids

(iii) Peripheral Evidence

(iv) Cross training

(v) Organisation of Multinational Marketing Department

(vi) Intangibility of services.

2. Explain the structure of Blue print for a service process. List any *four* advantages of Blue printing. [6+4]

3. Explain how empowerment and motivation helps in enhancing employees productivity. [10]

P.T.O.

4. Explain the strategies to manage demand in the service process. [10]
5. (a) What are the essentials of handling customer complaint ? [5]
(b) Differentiate between goods and services. [5]
6. Explain *five* Gap Model of Service Quality and how these gaps can be reduced. [10]
7. Explain Functional and Geographical Organisation structure of the Marketing Department. [10]
8. What are the Management strategies adopted for Service Business ? [10]
9. (a) How does outsourcing and automation helps in enhancing productivity ? [5]
(b) Role of Physical Evidence in Service Process. [5]

Total No. of Questions—9]

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[4281]-707

B.H.M.C.T. (Seventh Semester) EXAMINATION, 2012

705 : ENVIRONMENTAL ISSUES

705 : ENVIRONMENTAL MANAGEMENT

(2008 & 2005 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) *All* questions carry equal marks.

(iii) Draw neat sketches wherever necessary.

1. (a) As the Executive Chef of a Five Star Hotel mention the steps you would take for energy savings in the food preparation. [5]
- (b) 'Water is a precious commodity not to be wasted'. Discuss. [5]
2. (a) As the Purchase Manager of a Five Star Hotel what are the points to be borne in mind while purchasing the following any *two* : [6]
 - (i) Office furniture
 - (ii) Lights
 - (iii) Refrigerator.

P.T.O.

- (b) (i) What is LEED Certification. [2]
- (ii) What is TERI ? [2]
3. (a) Describe the procedure for improving water quality. [5]
- (b) With the help of examples mention the guest participation programmes carried out by any *one* of the Indian Ecotel Hotel. [5]
4. (a) Explain the significance of indoor air quality in the Grill room restaurant outlet of the hotel. [4]
- (b) Mention the steps taken by hotels to curb noise pollution taking place in the following areas : [4]
- (i) Banquet hall
- (ii) Generator room.
- (c) What is energy audit ? [2]
5. (a) Discuss the steps taken by hotel to dispose off the following : [5]
- (i) Expired cleaning agents and lead batteries
- (ii) Waste from guest rooms.
- (b) State the effects of external air emission on human beings and climate. [5]

6. Write short notes on any *four* : [10]

- (i) Latest trends in water management
- (ii) Significance of investment decisions for energy and waste conversion.
- (iii) Importance of waste management.
- (iv) Potential sources of indoor air pollutants in kitchen.
- (v) Sources of hazardous materials in hotel.
- (vi) Role of food and beverage staff in developing an environmental message for the department.

7. (a) Enumerate the practices followed by hotels to reduce water wastages in the following areas : [6]

- (i) Housekeeping department
- (ii) Kitchen department.

(b) Explain the importance of eco friendly purchasing for a hotel. [4]

8. (a) Explain the concept of smart building. [5]

(b) With the help of examples explain the role of hotels and their business partners in developing an environmental message. [5]

- 9.** (a) Enumerate the positive and negative impacts of the following building materials on environment : [6]
- (i) Cement
 - (ii) Paints
- (b) List four recycled products that are used by hotels. Also explain the recycling process of any *one*. [4]

Total No. of Questions—8]

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[4281]-73

B.H.M.C.T. (Seventh Semester) EXAMINATION, 2012

701-C : SPECIALIZED ACCOMMODATION MANAGEMENT

(2005 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

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

1. Explain the following in *two or three* sentences (any *five*) : [10]

- (a) Explain non-architectural lighting.
- (b) Describe Hue and Value of Colours.
- (c) Explain any *two* stiff window treatment.
- (d) Explain the textural change in the fabric due to “Napping”.
- (e) Why is wooden flooring preferred for dance floors ?
- (f) How is day rate different from rack rate ?

2. (a) Explain the role of Sales and Marketing Dept. in the Hotel. [6]

(b) Explain the importance of training for an employer. [6]

P.T.O.

- 3.** (a) Write short notes on : [6]
- (1) Explain the various types of soft furnishings and state its uses.
- (2) Explain Spinning and Roving in Yarn Manufacturing.
- (b) Explain the components of MICE. [6]
- 4.** (a) Draw a layout of an OPL and explain various equipments used in that. [6]
- (b) Explain the characteristics of Hard flooring. Suggest suitable floorings for the Lobby and Guest Rooms. [6]
- 5.** (a) Explain the elements of brochure designing. [6]
- (b) What are the trends adopted to design a lobby of a 5 Star Hotel ? [6]
- 6.** (a) Explain the uses and advantages of the following wall coverings : [6]
- Wall-paper
- Paints
- Metal.
- (b) Explain the selection and care of carpets. [6]

7. Differentiate the following : [12]

- (1) Orientation and Training
- (2) Bay Window and Bow Window
- (3) Track lighting and Cornice lighting
- (4) Analogous and Complementary colour schemes
- (5) Screens and Blinds
- (6) Linen and Cotton fabric.

8. Give reasons for the following : [12]

- (a) Passing of Hot Water Pipes should be avoided in Linen Rooms.
- (b) Grab bars and wider entrances for Guest Rooms are important while designing a Guest Room for physically challenged guest.
- (c) Forecasting is important for Front office department.
- (d) Fabrics should have a firm selvedge and more thread count.
- (e) Use of Baize for Restaurant table tops.
- (f) During flower arrangement stems are cut diagonally.

Total No. of Questions—8]

[Total No. of Printed Pages—2

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[4281]-74

B.H.M.C.T. (Seventh Semester) EXAMINATION, 2012

702 : ORGANISATIONAL BEHAVIOUR

(2005 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

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

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

- (a) Techniques of effective communication
- (b) Types of decisions
- (c) Relationship between OB and Psychology.
- (d) Informal groups
- (e) Objectives of OB
- (f) Delegation of Authority
- (g) Perception.

2. Explain the various methods for coping with the organisational stress. [10]

3. Define Motivation. Explain McGregor's Theory X and Theory Y. [10]

P.T.O.

4. What are the determinants of Organisational Culture ? Explain in brief. [10]
5. Define Conflict. What are the various strategies to overcome conflict ? [10]
6. Discuss the different styles of leadership seen in business organisations. [10]
7. Explain the reasons for joining groups in an organisation. [10]
8. Explain the concepts of A-type and B-type personality. [10]

Total No. of Questions—8]

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[4281]-801

B.H.M.C.T. (Eighth Semester) EXAMINATION, 2012

801-A : SPECIALIZATION IN FOOD PRODUCTION

MANAGEMENT—II

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

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

(iii) *All* questions carry equal marks.

1. Attempt any *ten* from the following :

[10]

(i) Duxelle

(ii) Fleuron

(iii) Fumet

(iv) Dariole

(v) Dry ice

(vi) Enchilladas

(vii) Natto

(viii) Ramekins

(ix) Dashi

P.T.O.

- (x) Haggis
 - (xi) Cawl fat
 - (xii) Marzipan.
- 2.** (a) Discuss the manufacturing process of chocolate with briefly explaining each step. [5]
- (b) Briefly discuss the time and motion study with reference to food production operations in a five star hotel. [5]
- 3.** (a) Explain *three* types of hot puddings. [6]
- (b) List and briefly explain any *four* types of chocolates. [4]
- 4.** (a) Explain the objectives of budgetary control. [5]
- (b) Explain the following Indian speciality desserts : [5]
- (i) Petha
 - (ii) Pinni
 - (iii) Shufta
 - (iv) Gajak
 - (v) Chum-Chum.
- 5.** Write short notes on (any *four*) : [10]
- (i) Price considerations while planning the menu for commercial establishments.

- (ii) Fillings and Toppings used in bakery and confectionary.
 - (iii) Allocation of work
 - (iv) Testing of new recipes and equipments.
 - (v) Production planning and scheduling.
6. (a) List and briefly explain any *five* records maintained in food production department. [5]
- (b) What is specification buying ? Give a specimen of standard purchase specification. [5]
7. (a) List any *two* types of budgets. Explain the use of budgets in production planning. [5]
- (b) Classify Frozen desserts giving *one* example each. [5]
8. (a) Explain desirable attributes of a good food production team. [5]
- (b) What is organoleptic and sensory evaluation ? Explain how it is used in commercial establishments. [5]

Total No. of Questions—6]

[Total No. of Printed Pages—2

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[4281]-802

B.H.M.C.T. (Eighth Semester) EXAMINATION, 2012

801-B : SPECIALIZATION OF FOOD AND BEVERAGES

SERVICES AND MANAGEMENT

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

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

1. Define Meal Experience. What is the role of a Menu in enhancing the meal experience of a guest ? [10]
2. (a) Define Quality. How are processes important in Quality Management ? [10]
(b) Define Budgetary control. Prepare a P&L statement of the Theme Dinner/Food Festival conducted in your Institute.
(Do not mention the name of your Institute.) [10]
3. (a) Explain the Franchising Model followed in Fast Food sectors. How does Franchising benefit the Franchisor and Franchisee ? [10]

P.T.O.

- (b) Explain the role of a cyclic Menu and Volume Forecasting in Industrial Catering units. [10]
4. (a) How does the management of a stand alone Restaurant differ from that of a Restaurant in a Hotel ? [10]
- (b) With the help of a neat Matrix, explain the concept of Menu Engineering. [10]
5. (a) Explain the catering considerations followed in Fast Food and Popular Catering units. [10]
- (b) Explain the various pricing considerations followed in Catering Outlets. [10]
6. (a) List and explain 5 reports generated by a manager from a POS system. [10]
- (b) Explain the role of standard operating procedures in maintaining standards of a catering outlet. [10]

Total No. of Questions—7]

[Total No. of Printed Pages—2

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[4281]-803

B.H.M.C.T. (Eighth Semester) EXAMINATION, 2012

801-C : SPECIALIZED ACCOMMODATION MANAGEMENT—II

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

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

1. Write short notes on : [20]

- (a) Ecofriendly Practices Hotels
- (b) Content of the Operating Budget
- (c) Types of Duty rota
- (d) Sales Mix Report
- (e) Motivation techniques.

2. (a) Explain the control measures adopted for maintaining efficiency in Rooms Division. [5]

- (b) Explain the factors to be considered for calculating staff requirement for rooms division for a five star hotel. [5]

P.T.O.

- 3.** Explain the importance of : [10]
- (a) Yield management
 - (b) SOP
 - (c) Budget
 - (d) Forecasting.
- 4.** (a) Explain any *two* softwares used in Hotels. [5]
- (b) What is the procedure for dismissing any employee from the hotel ? [5]
- 5.** (a) Explain concept of Time and Motion study. [5]
- (b) How do adopt recycling in hotels ? [5]
- 6.** Explain with format any *two* reports from the following : [10]
- (a) Revenue report
 - (b) Room status report
 - (c) Guest History Card.
- 7.** (a) Explain any *two* performance appraisal methods. [5]
- (b) Explain in detail the revenue budget for front office. [5]

Total No. of Questions—9]

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[4281]-805

B.H.M.C.T. (Eighth Semester) EXAMINATION, 2012

803 : TOTAL QUALITY MANAGEMENT

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

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

1. Write notes on (any *two*) : [20]
 - (a) Quality Circle
 - (b) Process mapping and improvement
 - (c) Investors in people
 - (d) Role of communication in TQM.
2. List down the principles of HACCP. [10]
3. How does Pareto Analysis help in problem solving. [10]
4. Explain '5S' Activity in TQM. [10]
5. Write a note on Business Process Re-engineering. [10]

P.T.O.

- 6.** List and explain core concept of TQM. [10]
- 7.** Explain briefly core values of Japanese Management. [10]
- 8.** Explain briefly vision, mission and commitment statements in TQM. [10]
- 9.** Briefly explain deming thoughts as Quality Guru. [10]

Total No. of Questions—10]

[Total No. of Printed Pages—2

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[4281]-806

B.H.M.C.T. (Eighth Semester) EXAMINATION, 2012

804 : MANAGERIAL ECONOMICS

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) Answer any *five* questions from Q. No. 2 to Q. No. 10.

1. Write notes on (any *four*) : [20]
 - (a) Economic tasks—Production and Distribution
 - (b) Types of utility
 - (c) Law of supply
 - (d) Law of returns to scale
 - (e) Concepts and attributes of Production Analysis
 - (f) Microeconomics and Macroeconomics.
2. Define Managerial Economics. Explain *five* functions of Managerial Economist. [10]
3. What are the different factors affecting “Elasticity of Supply” ? [10]
4. Explain any *two* types of market structures formed by the nature of competition. [10]
5. Distinguish between plant, firm and industry. [10]
6. Explain the “Law of Variable Proportions”. [10]

P.T.O.

7. List and explain different types of elasticity of demand. [10]
8. Discuss Law of “Diminishing Marginal Utility”. [10]
9. What do you mean by supply ? What are the determinants of supply ? [10]
10. What do you mean by demand ? What are determinants of demand ? [10]

Total No. of Questions—9]

[Total No. of Printed Pages—2

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[4281]-807

B.H.M.C.T. (Eighth Semester) EXAMINATION, 2012

805 : ENTREPRENEURSHIP DEVELOPMENT

(2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Answer any *seven* (7) from the following.

(ii) *All* questions carry equal marks.

1. Explain the concept of Entrepreneur. How does an Entrepreneur differ from a manager. [10]
2. What are the problems faced by women entrepreneurs in establishing and developing their enterprise ? [10]
3. Define a Project Report. State its contents. [10]
4. As an Entrepreneur, how would you mobilize finance and inventory ? [10]
5. Appreciate the need for finance in a business enterprise. What are the various sources of finance available to Entrepreneurs ? [10]
6. State and explain the principles of market survey. [10]

P.T.O.

7. Name any 3 successful entrepreneurs. Discuss the qualities of any entrepreneur you are most inspired by (minimum 5 qualities). [10]
8. Define budgeting. State the importance of budgeting in an enterprise. [10]
9. How is SWOT analysis important to an Entrepreneur in starting his own business enterprise ? [10]

Total No. of Questions—9]

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[4281]-84

B.H.M.C.T. (Eighth Semester) EXAMINATION, 2012

803 : TOTAL QUALITY 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. 9.

1. Write short notes on (any *four*) : [4×5=20]

- (i) Customer focus
- (ii) Continuous improvement
- (iii) Innovation
- (iv) 5 'S' theory of Kaizen
- (v) Characteristics of quality circles.

2. Explain in detail the *six* concepts of quality management. [10]

3. Explain the principles of environmental management systems. [10]

P.T.O.

4. What is Mission ? Explain the step by step procedure in framing the mission statement. [10]
5. Explain the concepts given by Deming, Jwan and Crosby. [10]
6. Explain the different costs involved in quality management. [10]
7. Explain competence gap in service industry with the help of a diagram. [10]
8. Explain the methods of measuring and managing customer satisfaction in hospitality industry. [10]
9. Explain how good leadership can develop quality culture in the organisation. [10]

Total No. of Questions—6]

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[4281]-85

B.H.M.C.T. (Eight Semester) EXAMINATION, 2012

804 : MANAGERIAL ECONOMICS

(2005 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

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

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

- (i) Law of supply
- (ii) Duopoly
- (iii) Macro Economics
- (iv) Production function
- (v) Demand
- (vi) Plant
- (vii) Utility.

2. (a) Discuss the various types of elasticity of demand. [10]

(b) Why does the demand curve usually slope downwards to the right ? [10]

P.T.O.

- 3.** (a) “Choice is the root cause of economic problem.” Explain with reference to Prof. Lionel Robbin’s definition of Economics. [10]
- (b) Write a short note on features and significance of Managerial Economics. [10]
- 4.** (a) Explain the law of Diminishing Marginal Utility and enlist any *four* examples to the law. [[10]
- (b) Distinguish between Perfect competition and Monopolistics competition. [10]
- 5.** (a) Explain the law of variable proportions. [10]
- (b) Write a short note on determinants of supply. [10]
- 6.** (a) List the different markets in imperfect competition and explain the features of oligopoly. [10]
- (b) Explain the importance of Micro-Economics. [10]