

Total No. of Questions—5]

[Total No. of Printed Pages—2

[3981]-101

B.H.M.C.T. (First Semester) EXAMINATION, 2011

101 : FOOD PRODUCTION—I

(NEW 2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

1. (a) What are the aims and objectives of cooking food ? [3]
(b) Write down the co-ordination of Kitchen department with food and beverage service department and stores department (*two* points each). [4]
(c) List the different types of milk available in the market. [3]
2. (a) List any *eight* heavy equipments used in the Kitchen. [4]
(b) List *four* Indian and *four* continental Herbs used in cooking. [4]
(c) Enlist any *six* forms of sweeteners available in the market. [2]
3. (a) List any *four* varieties of wheat available in the market and write any *four* bi-products of wheat. [4]
(b) Give any *two* uses of butter and oil each. [2]
(c) Name any *four* bread spreads. [2]
(d) Sketch a neat labelled diagram of egg. [2]
4. (a) Give *two* examples of each Root, Leafy, Fruit and Tubor vegetables. [4]
(b) Write down any *four* points of personal hygiene followed in the kitchen. [2]

P.T.O.

(c) Name any *two* stone fruits and *two* fleshy fruits. [2]

(d) Match the following : [2]

- | | | |
|-------------------|---|--------------|
| (i) Chlorophyll | — | Beet-root |
| (ii) Carotenoid | — | Cauliflower |
| (iii) Anthocyanin | — | French Bears |
| (iv) Flavons | — | Tomato |

5. Give local equivalents for the following (any *ten*) : [10]

- (i) Moth Beans
- (ii) Cow Peas
- (iii) Pear
- (iv) Mackerel
- (v) Fenugreek
- (vi) Radish
- (vii) Colocassia
- (viii) Sesame Seeds
- (ix) Pomegranate
- (x) Bombay Duck
- (xi) Lady's finger
- (xii) Almond.

Total No. of Questions—6]

[Total No. of Printed Pages—2

[3981]-102

B.H.M.C.T. (First Semester) EXAMINATION, 2011

102 : FOOD AND BEVERAGE SERVICE—I

(NEW 2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

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

1. Explain the terms (any *five*) : [2×5=10]
 - (i) Hot plate
 - (ii) Sommelier
 - (iii) Chef d' tage
 - (iv) Holloware
 - (v) Automats
 - (vi) Kiosks.
2. (a) Classify catering establishment with the help of chart and give suitable examples. [4]
(b) Explain the following F & B outlets : [6]
 - (i) Room service
 - (ii) Bar
 - (iii) Banquets.
3. (a) Explain the attributes of F & B personnel. [5]
(b) Enlist 10 provisions of still room. [5]
4. Differentiate : [2½×4=10]
 - (i) English service and American service
 - (ii) Mis-en-place and Mis-en-scene
 - (iii) TDH and a' la carte
 - (iv) Snack Bar and Business centre.

P.T.O.

5. (a) Draw the organisation chart for a French classical Restaurant.
- (b) Explain the job description of maitre d' hote. [5×2=10]
6. State the sizes and capacity of the following : [10]
- (i) Hi ball glass
 - (ii) Main plate
 - (iii) Old fashioned glass
 - (iv) Cover size
 - (v) Pilsner glass
 - (vi) Serviette
 - (vii) Breakfast up
 - (viii) Beer tankard
 - (ix) Sweet plate
 - (x) Champagne saucer.

Total No. of Questions—5]

[Total No. of Printed Pages—2

[3981]-103

B.H.M.C.T. (First Semester) EXAMINATION, 2011

103 : HOUSEKEEPING OPERATIONS—I

(NEW 2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

1. Write short notes on (any *four*) : [10]
 - (a) Amenities in a VIP guest room
 - (b) Purchase criteria for cleaning equipments
 - (c) Repeat business
 - (d) Duties of GRA
 - (e) Advantages of a vacuum cleaner.
2. (a) Explain in brief how does housekeeping contribute to earning profits in a hotel ? [5]
(b) How does housekeeping coordinate with the following : [5]
 - (1) Front office
 - (2) Maintenance.
3. (a) Describe a room attendant's cant with a neatly labelled diagram. [5]
(b) Explain, which attributes are absolutely essential for house-keeping staff. [5]
4. (a) Classify the cleaning agents with *one* example of each agent. [5]
(b) Explain various types of keys. [5]

P.T.O.

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

[10]

- (a) OOO
- (b) Faucets
- (c) Dusttete
- (d) EPNS
- (e) Control desk
- (f) Dutch wife
- (g) Guest expendable
- (h) Breakfast knob card
- (i) Sari bin
- (j) Zed bed
- (k) Duplex
- (l) Cabana.

Total No. of Questions—6]

[Total No. of Printed Pages—2

[3981]-104

B.H.M.C.T. (First Semester) EXAMINATION, 2011

104 : FRONT OFFICE OPERATIONS—I

(NEW 2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

1. Explain the following terms (any *ten*) : [10]
 - (1) Walk-in
 - (2) EP
 - (3) Duplex
 - (4) Crew Rate
 - (5) Overbooking
 - (6) Resort
 - (7) V.I.P.
 - (8) SPATT
 - (9) 'O'
 - (10) Foyer
 - (11) Due out.
2. (a) Explain the co-ordination of Front office dept with Housekeeping and Bell Desk. [5]
(b) Draw the layout of Front office Dept. [5]
3. (a) Explain the duties and responsibilities of Bell Captain. [5]
(b) Explain the various types of Meal Plans used in Hotels (any *five*). [5]

P.T.O.

4. (a) Write short notes on : [5]
(1) Rules of House (For Staff)
(2) Paging.
(b) Explain the various equipments used at the front office desk. [5]
5. (a) How is mail handled for Future Guest at the front desk ? [5]
(b) Draw the formats for the following : [5]
(1) Density chart
(2) Advance letting chart.
6. (a) Draw the organizational chart of Large Hotel. (Front Office department only). [5]
(b) What are the various modes of reservation ? [5]

Total No. of Questions—7]

[Total No. of Printed Pages—4

[3981]-105

B.H.M.C.T. (First Semester) EXAMINATION, 2011

105 : CATERING SCIENCE—I

(NEW 2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

- N.B. :—** (i) Question No. 1 is compulsory.
(ii) Attempt any *four* questions from Q. No. 2 to Q. No. 7.
(iii) Draw diagrams wherever necessary.

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

- (i) Hygiene
- (ii) Boiling point
- (iii) pH
- (iv) Undesirable browning
- (v) Binary fission
- (vi) Food additives.

2. (a) Match the following contents from Column 'A' with the contents from Column 'B' : [10]

Column 'A'

- (1) Salt and sugar
- (2) Danger zone
- (3) Darkening of Apple juice
- (4) *Saccharomyces cerevisiae*
- (5) Mayonnaise
- (6) Steaming of Idli
- (7) Sodium benzoate
- (8) Typhoid
- (9) Toasting of bread
- (10) Temperature of dry food storage area

Column 'B'

- (a) Boiling under pressure
- (b) Emulsion
- (c) Desirable browning
- (d) 15°C – 21°C
- (e) Class I preservative
- (f) Food poisoning
- (g) Enzymatic browning
- (h) 5°C – 63°C
- (i) Bread making
- (j) Class II preservative
- (k) Food infection
- (l) Gel

P.T.O.

- (b) Explain the concept of HACCP in catering industry. [5]
3. (a) Explain the importance of protective display of food. Give any *three* suggestions about display of foods. [5]
- (b) Explain any *five* factors affecting the growth of micro-organisms. [5]
- (c) List any *two* spoilage indicators for the following food-stuffs : [5]
- (i) Canned foods
 - (ii) Egg
 - (iii) Fish
 - (iv) Spinach
 - (v) Rice.
4. (a) Explain any *five* natural toxins occurring in food. [5]
- (b) Explain the concept of Danger zone in catering industry. [5]
- (c) List any *two* control measures of cockroaches, *two* control measures of flies and *one* control measure for rodents. [5]
5. (a) Explain the importance of (any *two*) : [5]
- (i) Protective clothing in food industry.
 - (ii) Food standards in India with any *two* food standards
 - (iii) Food colours with *two* examples.

- (b) Give any *five* uses of different types of micro-organisms in food industry. Give the names of micro-organisms. [5]
- (c) Explain any *five* non-bacterial metal poisoning in food. [5]
- 6.** (a) Discuss 'Salmonellosis' on the basis of : [5]
- (i) Type of food borne illness
- (ii) Responsible micro-organism
- (iii) Any *two* foods involved
- (iv) Any *two* preventive measures.
- (b) Define 'Cross-contamination'. Give any *three* ways to prevent it. [5]
- (c) Explain the morphology of yeast. Explain the role of heat in controlling the growth of micro-organisms. [5]

Or

List *five* general guidelines for the storage of all types of food-stuffs.

- 7.** (a) Why is good health of staff important in catering industry ? Give any *two* sanitary practices while preparing food in kitchen. [5]

(b) List the food adulterant and the test to detect them in the following food-stuffs : [5]

(i) Milk

(ii) Turmeric

(iii) Semolina

(iv) Sugar

(v) Tea.

(c) Differentiate between 'Food poisoning' and 'Food infection'.

[5]

Total No. of Questions—8]

[Total No. of Printed Pages—2

[3981]-106

B.H.M.C.T. (First Semester) EXAMINATION, 2011

106 : COMMUNICATION FUNDAMENTALS—I

(OLD AND NEW PATTERN)

Time : Three Hours

Maximum Marks : 70

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

SECTION I

1. (a) Explain communication process with the help of its *five* elements.
Draw a neat diagram. [10]
(b) Discuss any *ten* merits of oral communication. [5]
2. A staff a housekeeping is careless in handling his section keys. Draft a memo from his supervisor about his negligence in the work, warning him of serious consequences. [10]
3. Write short notes on any *two* of the following : [10]
(i) Gesture
(ii) Posture
(iii) Eye contact.
4. As a Purchase Manager, place an order to your regular supplier for cutlery, crockery and glassware that is necessary for the new 40 cover Chinese restaurant in your hotel. [10]

P.T.O.

SECTION II

5. (a) The Taj Hotel, Mumbai requires Hotel Operations Trainees in the various department of their hotel. They require fresh B.H.M.C.T. Graduates with pleasing personalities, good communication skills and computer literate. Write a letter of application along with your resume addressed to the Personnel Manager of the hotel. [10]
(b) Explain mechanical barriers with the help of its definition and various examples. [5]
6. What points one must consider while transferring a phone call. Discuss in detail. [10]
7. Discuss in detail preparation required for speech presentation. [10]
8. There was a fire in ATK department which had caused injury to some students. As CR, write a report to the coordinator giving him all the information of this incident in detail with your suggestions at the end. [10]

Total No. of Questions—5]

[Total No. of Printed Pages—2

[3981]-11

B.H.M.CT. (First Semester) EXAMINATION, 2011

101 : FOOD PRODUCTION-I

(2005 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

1. (a) Draw a neat classification of a Five Star Hotel Kitchen Brigade.
(in English). [4]
(b) What are the safe practices must a food handler observe ? [2]
(c) Give *two* examples each of stone fruit and fleshy fruit. [2]
(d) What measures should one take in case a kitchen personnel faints ? [2]
2. (a) Enlist the following : [2×3]
(i) *Any four* Indian herbs
(ii) *Any four* continental herbs
(iii) *Any two* uses of egg in cookery.
(b) Classify vegetables with appropriate examples. [4]
3. (a) What do you undersand by hydrogenation of fat ? [2]
(b) List *four* varieties of oils used for cooking. [2]
(c) What precautions would you take to enhance and retain the colour of spinach while cooking ? [2]
(d) List down the various types of milk available in the market and explain any *two*. [4]

P.T.O.

4. (a) Give *two* examples each of hot and cold food holding equipments. [2]
- (b) List down *two* forms of liquid sugar and *two* forms of sugar used in cooking. [2]
- (c) Draw a neat chart showing the classification of kitchen equipments. [2]
- (d) Give the local names for the following : [4]
- (i) Maize
 - (ii) Millet
 - (iii) Rice
 - (iv) Red gram
 - (v) Black gram
 - (vi) Radish
 - (vii) Walnut
 - (viii) Apricot.
5. Explain the following terms (any *ten*) : [10]
- (i) Steeping
 - (ii) Marination
 - (iii) Blanching
 - (iv) Jointing
 - (v) Baghar
 - (vi) Bhurta
 - (vii) Kesari
 - (viii) Blending
 - (ix) Creaming
 - (x) Rennet
 - (xi) Payasam.

Total No. of Questions—6]

[Total No. of Printed Pages—2

[3981]-14

B.H.M.C.T. (First Semester) EXAMINATION, 2011

104 : FRONT OFFICE OPERATION—I

(2005 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

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

(i) Check Inn

(ii) Departure

(iii) Skipper

(iv) Walk Inn

(v) VIP

(vi) MAP

(vii) Pent House

(viii) FIT

(ix) Rock Rate

(x) Scanty Baggage

(xi) DND

(xii) AP.

P.T.O.

2. (a) Draw an organisation chart of Front Office department of a 5-Star Hotel. [5]
- (b) Explain the coordination of Front Office with any *two* Department of the Hotel. [5]
3. (a) Enlist the duties and responsibilities of a Front Office Assistant. [5]
- (b) Write a note on Guest Cycle. [5]
4. (a) Explain different types of meal plans. [6]
- (b) Write a note on Computerised Reservation System. [4]
5. (a) Name and explain any *five* types of Room. [5]
- (b) Name any *five* Automated Equipments that are used in a Front Office Department and explain their functions in short. [5]
6. Write notes on any *four* : [10]
- (i) Blacklist
- (ii) Paging
- (iii) Key Control Procedure
- (iv) Mail Handling
- (v) Concierge
- (vi) Booking Diary.

Total No. of Questions—5]

[Total No. of Printed Pages—2

[3981]-201

B.H.M.C.T. (Second Semester) EXAMINATION, 2011

201 : FOOD PRODUCTION—II

(NEW 2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

1. (a) Classify soups and give *one* example of each. [5]
(b) What do you mean by texture ? In short write *two* desirable and *two* non-desirable textures. [5]
2. (a) What are the different methods of heat transfer ? [3]
(b) Write advantages and disadvantages of microwave cooking. [3]
(c) State *four* rules of stock making. [4]
3. Classify and briefly explain different methods of cooking. [10]
4. (a) Give *one* liter recipe for the following sauces (any *two*) : [6]
(i) Béchamel sauce
(ii) Espagnole
(iii) Veloute.
(b) Answer in short : [4]
(i) Name *four* root vegetables
(ii) Name *two* herbs and *two* condiments.

P.T.O.

5. (a) Write blends of the following Masalas (Ingredients only) : [6]
- (i) Garam Masala
 - (ii) Sambar Masala
 - (iii) Chatt Masala.
- (b) Explain the following terms (any *four*) : [4]
- (i) Deglazing
 - (ii) Blanch
 - (iii) Zest
 - (iv) Beat
 - (v) Goulash
 - (vi) Roux.

Total No. of Questions—6]

[Total No. of Printed Pages—2

[3981]-202

B.H.M.C.T. (Second Semester) EXAMINATION, 2011

202 : FOOD AND BEVERAGE SERVICE—II

(NEW 2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) Solve any *four* questions.

(iii) Neat diagrams must be drawn wherever necessary.

1. Differentiate between : [2×5]
 - (i) Table D' hote and A' La Carte
 - (ii) Triplicate system and duplicate system.

2. (a) Explain cover and accompaniments for the following (any *two*) : [5]
 - (i) Caviar
 - (ii) Cheese
 - (iii) Pate defois gras.

(b) Classify 'Non-Alcoholic' beverages with one example each. [5]

3. (a) Explain manufacturing of 'Beer' and name any *two* Indian Brands. [6]

(b) Explain any *four* points to be considered while planning a 'Menu'. [4]

4. (a) Draw a flow chart of K.O.T. [6]

(b) Explain any *four* types of 'Coffees'. [4]

P.T.O.

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

- (i) Bill of fare
- (ii) Rôti
- (iii) Americano
- (iv) Stilton
- (v) Supper
- (vi) Caviar
- (vii) Ale
- (viii) Lager
- (ix) Café Complete
- (x) Irish Coffee
- (xi) Ice Tea
- (xii) B.O.T.

6. Give *four* examples for the following terms (any *five*) : [5×2]

- (i) Entree
- (ii) National Soup
- (iii) Coffee
- (iv) Lager
- (v) Cheese
- (vi) Rôti
- (vii) Hors D'oeuvres.

Total No. of Questions—6]

[Total No. of Printed Pages—2

[3981]-203

B.H.M.C.T. (Second Semester) EXAMINATION, 2011

203 : HOUSEKEEPING OPERATIONS—II

(NEW 2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

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

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

- (1) Lounge
- (2) Dinty dozen
- (3) Inventory
- (4) Lanai
- (5) Par Stock
- (6) Linen Chute
- (7) Duvet
- (8) UR
- (9) Monogramming
- (10) Periodic cleaning
- (11) Crib
- (12) Weft.

2. (a) Differentiate between evening and second service. [4]

(b) Explain the spring cleaning procedure for a guest room. [6]

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

- (a) Rules of the floor
- (b) Functions of control desk
- (c) Records at the lost and found department
- (d) Discard management
- (e) Classification of linen with examples.

P.T.O.

4. (a) Calculate the linen required for a 200 guests rooms hotel of Five Star Category. (Assume data wherever necessary). Rooms are—50 singles, 10 suites, 140 double rooms. [5]
- (b) How will you clean the following areas (any *two*) : [5]
- (1) Bar
 - (2) Elevators
 - (3) Lobby area.
5. (a) Explain the daily cleaning procedure for a vacant room in a hotel. [5]
- (b) Draw a neat layout of a linen room. [5]
6. (a) Explain the weekly cleaning procedure for a guest room with the help of examples. [5]
- (b) Explain the work routine for a chamber maid. [5]

Total No. of Questions—6]

[Total No. of Printed Pages—2

[3981]-204

B.H.M.C.T. (Second Semester) EXAMINATION, 2011

204 : FRONT OFFICE OPERATIONS—II

(NEW 2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) Neat charts, diagrams to be drawn wherever necessary.

(iii) *All* questions carry equal marks.

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

- (1) Room orientation
- (2) Curtailment
- (3) Siberian room
- (4) VISA
- (5) Plus position
- (6) CVGR
- (7) Blacklist
- (8) Itinery
- (9) Walk-in
- (10) Message slip
- (11) Guest folio.

2. Draw the formats for the following (any *two*) : [10]

- (1) 'C' form
- (2) Message slip
- (3) Notification slip.

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

- (1) Safe deposit procedure
- (2) Do and Don't while handling credit cards at check-in
- (3) Bell desk functions.

P.T.O.

4. Explain in detail the procedure for confirmed guest arrival at the hotel. [10]
5. Explain the role of travel agent and different types of Passport. [10]
6. (a) Explain the advantages of Express-check-out facility offered to the guest. [5]
(b) What are the various types of registration ? [5]

Total No. of Questions—7]

[Total No. of Printed Pages—3

[3981]-205

B.H.M.C.T. (Second Semester) EXAMINATION, 2011

205 : CATERING SCIENCE—II

(NEW 2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

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

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

- (i) Nutrient
- (ii) Empty Calories
- (iii) Balanced diet
- (iv) Oedema
- (v) Essential fatty acid
- (vi) Hydrogenation of oil.

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

- (i) Milk when heated for prolonged time turns brown.
- (ii) Use of antioxidants in oil is necessary.
- (iii) Energy requirement of a badminton player is higher than a typist.
- (iv) Children should be exposed to sunlight.
- (v) Lime juice is preferable to Limca.

(b) Explain *five* basic food groups with suitable examples. [5]

P.T.O.

3. (a) Write short notes on (any *two*) : [5]
(i) Cholesterol
(ii) Rancidity of oil
(iii) Ill effects of excess intake of carbohydrate on human health.
- (b) Classify carbohydrates with suitable examples. [5]
- (c) Explain the importance of sodium chloride in diet and state its limitations. [5]
4. (a) Explain the importance of avoiding junk food. [5]
- (b) Discuss 'Iodine' on the basis of : [5]
(i) Two functions
(ii) Two food sources
(iii) Name of the deficiency disease and its one symptom.
- (c) Explain any *five* ways to preserve nutrients while cooking food. [5]
5. (a) Explain the effect of heat on proteins, and list the essential amino acids needed for an adult. [5]
- (b) Write *four* foods to be avoided for the following disorders : [5]
(i) Cardiovascular disease
(ii) Peptic ulcer
(iii) Constipation
(iv) Fever and infection
(v) Kidney disorders.
- (c) Explain any *five* functions of fat. [5]

6. (a) Match the following : [5]

A

B

- | | |
|-----------------|--|
| (i) Vitamin K | (i) Formation of haemoglobin |
| (ii) Vitamin D | (ii) Prevents bleeding in gums and teeth |
| (iii) Vitamin A | (iii) Regulation of thyroxine |
| (iv) Vitamin C | (iv) Bone mineralisation |
| (v) Iron | (v) Formation of Prothrombin |
| | (vi) Vision |

- (b) Plan a balanced day's menu for 42 year old office executive who is non-vegetarian. [5]
- (c) Write the importance of dietary fibre in the diet. Give any *four* good sources of dietary fibre. [5]

7. (a) A balanced diet contains 20 g of fat, 280 g of carbohydrate and 60 g of protein. Calculate the total energy content of the diet. [5]
- (b) Differentiate between (any *two*) : [5]
- (i) Fats and oils
 - (ii) Kwashiorkor and Marasmus
 - (iii) Fat soluble vitamins and water soluble vitamins.
- (c) Explain the concept of supplementary value of protein with *two* suitable examples. [5]

Total No. of Questions—4]

[Total No. of Printed Pages—4

[3981]-206

B.H.M.C.T. (Second Semester) EXAMINATION, 2011

206 : BASIC FRENCH FOR THE HOTEL INDUSTRY

(NEW 2008 PATTERN)

Time : Three Hours

Maximum Marks : 40

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

(ii) *All questions carry equal marks.*

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

Conjugate the verbs in present tense :

- (1) Je (être) contente d'y aller.
- (2) Vous (écouter) de la musique classique.
- (3) Nous (commencer) la répétition générale dans une heure.
- (4) (Finir) vite votre travail.
- (5) Vous (remplir) la fiche à la réception.
- (6) Est-ce que je (acheter) des légumes aussi ?
- (7) Nous (écrire) pour le journal de notre collège.
- (8) Nous (voyager) très souvent à l'étranger.

P.T.O.

(B) Écrivez la date (any 1) : [1]

Write the date :

- (1) Sunday, 5th November
- (2) Thursday, 14th August
- (3) Friday, 23rd March.

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

What time is it ?

- (1) 8.15 am
- (2) 2.30 pm
- (3) 6.00 pm
- (4) 3.40 am.

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

Put the correct measure :

- (1) de saumon
- (2) de la bière
- (3) de sel
- (4) de menthe.

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

Write the numbers in words :

- (1) 21st
- (2) 30
- (3) 42
- (4) 87
- (5) 11th
- (6) 1st.

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 Corse. [2]
Name **2** wines from the Corse region.
- (C) Expliquez les termes en anglais (any **3**) : [3]
Explain the terms in English :
- (1) doux
 - (2) crémant
 - (3) l'assiette
 - (4) la fourchette
 - (5) bien cuit
 - (6) à point.
3. (A) Expliquez les termes en anglais (any **8**) : [8]
Explain the terms in English :
- (1) confiture
 - (2) dorer
 - (3) foie gras
 - (4) duxelle
 - (5) paysanne
 - (6) ragout
 - (7) roulade
 - (8) timbale
 - (9) baguette
 - (10) brunoise
 - (11) célestine
 - (12) cocotte.

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

Name the chef :

- (1) Prépare les fritures
- (2) Prépare les sauces
- (3) Prépare les légumes et les garnitures.

4. (A) Donnez les équivalents en français (any 4) : [4]

Give the equivalent in french :

- (1) pineapple
- (2) cumin
- (3) game
- (4) pork
- (5) mussels
- (6) butter.

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

Give the equivalents in english :

- (1) concombre
- (2) petits pois
- (3) framboise
- (4) agneau
- (5) gingembre
- (6) poivre.

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

Represent the restaurant brigade with the help of a flowchart.

Total No. of Questions—5]

[Total No. of Printed Pages—1

[3981]-21

B.H.M.C.T. (SECOND SEMESTER) EXAMINATION, 2011

201 : FOOD PRODUCTION-II

(OLD 2005 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

1. (a) Give the different methods of heat transfer. [5]
(b) Give the dry method of cooling, giving examples. [5]
2. (a) Write short notes on : [5]
(i) Microwave cooking
(ii) Pressure frying.
(b) Classify soups with *two* examples of each. [5]
3. (a) Explain textures and give *two* desirable and *two* non-desirable textures. [5]
(b) Give any *five* proprietary masalas available in the market. [5]
4. (a) Give any *five* uses of sauces. [5]
(b) Give the thickening agents used in sauces. [5]
5. Name the following : [10]
(i) Moist method of cooking
(ii) Types of stocks
(iii) *Five* continental vegetables
(iv) Types of fuels used in the kitchen.

Total No. of Questions—6]

[Total No. of Printed Pages—2

[3981]-22

B.H.M.C.T. (SECOND SEMESTER) EXAMINATION, 2011

202 : FOOD AND BEVERAGE SERVICE-II

(OLD 2005 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) Solve any *four* questions.

(iii) Neat diagrams must be drawn wherever necessary.

1. (a) Write cover used for the following (any *three*) : [3×2]
 - (i) Cherry
 - (ii) Smoked salmon
 - (iii) Roast leg of lamb
 - (iv) Banana flambé.
- (b) Differentiate between table D'Hote Menu and A La Carite Menu. [4]
2. (a) Classify 'Alcoholic Beverages'. [2]
- (b) Explain any *four* points to be considered while planning a 'Menu'. [4]
- (c) Suggest *two* names for the following breakfast menu : [4]
 - (i) Cereals
 - (ii) Egg preparation
 - (iii) Grilled vegetables
 - (iv) Meat.
3. (a) Explain manufacturing of 'Beer' with the help of flow chart and name, any *two* international brands. [6]

P.T.O.

- (b) Write any *four* reasons for flat beer. [4]
4. (a) Write *four* objectives of 'control system'. [4]
(b) Differentiate between 'Triplicate' and 'Duplicate' system. [4]
(c) Write cover and accompaniments for 'Cheese'. [2]
5. Explain the following terms (any *ten*) : [10]
(i) Black pudding
(ii) Hi-Tea
(iii) Supper
(iv) Lager
(v) Cider
(vi) B.O.T.
(vii) Bill of Fare
(viii) Sake
(ix) Café complete
(x) Irish coffee
(xi) Espresso.
6. Write the following : [5×2]
(i) *Four* Indian Brands of Beer
(ii) *Four* International Brands of Beer
(iii) *Four* names of Cheese
(iv) *Four* types of Tea
(v) *Four* National Soups with their country.

Total No. of Questions—6]

[Total No. of Printed Pages—2

[3981]-24

B.H.M.C.T. (Second Semester) EXAMINATION, 2011

204 : FRONT OFFICE OPERATIONS—II

(OLD 2005 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) Neat charts, diagrams to be drawn wherever necessary.

(iii) *All* questions carry equal marks.

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

(i) Room Orientation

(ii) Guest folio

(iii) Blacklist

(iv) Walk-in

(v) Late charges

(vi) DND

(vii) Skipper

(viii) VISA

(ix) Scanty Baggage

(x) Early departure

(xi) Message slip.

P.T.O.

- 2.** Draw formats for the following (any *two*) : [10]
- (i) 'C' form
 - (ii) Notification slip
 - (iii) Rooming list.
- 3.** Write short notes on (any *two*) : [10]
- (i) Rules and regulations for Foreign Exchange
 - (ii) Left luggage handling
 - (iii) Procedure for safe deposit.
- 4.** Explain the role of Travel Agent and different types of passports. [10]
- 5.** Describe in detail the step by step procedure for a group arrival. [10]
- 6.** (a) Differentiate between Express check-in and Normal check-in. [10]
- (b) Explain the various types of Registrations.

Total No. of Questions—7]

[Total No. of Printed Pages—3

[3981]-25

B.H.M.C.T. (Second Semester) EXAMINATION, 2011

205 : CATERING SCIENCE-II

(OLD 2005 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Q. No. 1 is compulsory.

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

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

- (i) Balanced diet
- (ii) Health
- (iii) Complete proteins
- (iv) Oedema
- (v) Food
- (vi) Minerals.

2. (a) Match the following contents in column 'A' with the contents in column 'B'. [5]

Column 'A'

- (i) Aerated drinks
- (ii) Iodine
- (iii) Deficiency of protein
- (iv) Salt & sugar solution
- (v) Vitamin A

Column 'B'

- (a) Pellagra
- (b) Kwashiorkor
- (c) Empty calorie food
- (d) Goitre
- (e) ORT in dehydration
- (f) Prevents constipation
- (g) Nightblindness

P.T.O.

- (b) A glass of strawberry milkshake provides 250 kcal approximately. It provides 6 gm proteins, 4 gm fat, 100 mg calcium. Calculate the amount of carbohydrate present in a glass of strawberry milkshake. [5]
- (c) Explain the importance of avoiding junk foods. Give various reasons as to why cellulose/dietary fibre should be included in our daily diet. [5]
3. (a) Explain basic *five* food groups and mention the main nutrients involved in each group. [5]
- (b) Differentiate between saturated fat and unsaturated fat with *one* example each. [5]
- (c) Explain the concept of supplementary value of protein with *two* relevant examples. [5]
4. (a) Classify carbohydrates giving *one* example of each. [5]
- (b) As a catering manager give any *five* ways to preserve nutrients while cooking food. [5]
- (c) Define 'Rancidity of Oil'. Give any *three* ways to prevent it. [5]
5. (a) Explain Vitamin 'C' under the following headings : [5]
- (i) *Two* good food sources
- (ii) Scientific name
- (iii) Deficiency disease with *one* symptom.
- (b) Mention any *two* dietary sources of each of the following : [5]
- (i) Water
- (ii) Vitamin A

- (iii) Hydrogenated fat
- (iv) Calcium
- (v) Cholesterol rich food.
- (c) Explain any *five* functions of proteins in the diet. [5]

Or

List the essential amino acids needed for a child. [5]

- 6.** (a) Briefly explain the term cholesterol. Plan a low fat diet for an office executive who is 40 years old and he is a non-vegetarian. [5]
- (b) Explain the importance of sodium chloride in the diet. Give reason—it has to be taken in limited amounts. [5]
- (c) Define 'Vitamins'. Classify them. [5]

Or

How is water balance maintained in our body ? [5]

- 7.** (a) Explain the ill-effects of excess consumption of fat in human beings. [5]
- (b) Enlist *two* foods to be recommended and *two* foods to be avoided for the people suffering from various diseases : [10]
- (i) Diabetes mellitus
 - (ii) Fever and infection
 - (iii) Peptic ulcer
 - (iv) Diarrhoea
 - (v) Cardiovascular diseases.

Total No. of Questions—4]

[Total No. of Printed Pages—4

[3981]-26

B.H.M.C.T. (Second Semester) EXAMINATION, 2011

206 : BASIC FRENCH FOR HOTEL INDUSTRY

(OLD 2005 PATTERN)

Time : Two Hours

Maximum Marks : 40

N.B. :— All questions are compulsory.

1. (a) Conjuguez les verbes au présent (any 5) : [5]
Conjugate the verbs in present tense :
(i)(trancher) les tomates en rondelles.
(ii) Vous.....(boire) du lait chaque jour.
(iii) Je.....(manger) de poisson.
(iv) Vous.....(remplir) la fiche à la réception.
(v) Vous.....(téléphoner) à l'agence de voyages.
(vi) Nous.....(jouer) de la guitare.
(vii) Je.....(préférer) des plats épicés.
(viii) Je.....(avoir) une grande maison.
- (b) Ecrivez la date (any 1) : [1]
Write the date :
(i) Monday, 5th March, 2004.
(ii) Sunday 16th November, 2006.
- (c) Quelle heure est-il ? (any 2) : [1]
What time is it ?
(i) 7.15 am
(ii) 2.40 pm
(iii) 9.50 am
(iv) 10.20 pm.

P.T.O.

(d) Mettez le bon mesure (any 2) : [1]

Put in the correct measure :

(i)de romarin.

(ii)de raisins.

(iii)de lait.

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

Write the numbers in words :

(i) 100

(ii) 4th

(iii) 53

(iv) 77

(v) 86

(vi) 14.

2. (a) Planifiez un menu français de 4 cours en donnant un exemple de chaque cours. [4]

Plan a 4 course French menu giving *one* example of each course.

(b) Nommez trois vins de Bourgogne. [3]

Name 3 wines from Bourgogne region.

(c) Expliquez les termes en anglais (any 3) [3]

Explain the terms in English :

(i) Côte de

(ii) doux

(iii) l'assiette

(iv) la chaise.

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

Explain the following terms in English :

(i) bistro

(ii) aspic

(iii) brioche

(iv) brûlé

(v) carafe

(vi) condé

(vii) farce

(viii) dariole

(ix) roulade

(x) zeste.

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

Name the chef :

(i) Prépare les glaces

(ii) S'occupe de petit—déjeuner

(iii) Prépare les hors d'oeuvre.

4. (a) Donnez l'équivalent en français (any 5) : [5]

Give equivalents in french :

(i) french beans

(ii) cucumber

(iii) cheese

(iv) mango

(v) garlic

(vi) lamb

(vii) squid

(viii) rabbit.

(b) Donnez l'équivalent en anglais (any 5) :

[5]

Give the equivalent in English :

(i) le thym

(ii) l'ananas

(iii) le cardamome

(iv) le saumon

(v) le poussin

(vi) le navet

(vii) le chou-fleur

(viii) la crème.

Total No. of Questions—5]

[Total No. of Printed Pages—2

[3981]-301

B.H.M.C.T. (Third Semester) EXAMINATION, 2011

301 : FOOD PRODUCTION—III

(NEW 2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

1. (A) What do you mean by Institutional catering ? Plan a lunch menu for the same. [4]

(B) Explain the functions of the following ingredients in bread making : [6]

(i) Raising agents

(ii) Flour

(iii) Shortening agents.

2. With the availability of raw ingredients and their historical background, plan a festival menu for the following cuisines

(any *two*) : [10]

(i) Punjabi

(ii) Kerala

(iii) Maharashtrian

(iv) Bengali.

P.T.O.

3. (A) List and explain any *two* methods for cake making. [6]
 (B) What are the physical and chemical changes that take place during baking ? [4]
4. (A) Enlist and explain any *four* equipments used in bakery and confectionery. [4]
 (B) Write the various stages of Bread-making. [4]
 (C) In brief write the importance of charcoal in catering industry. [2]
5. (A) Give reasons for the following : [5]
 (i) Sticky Bread Texture
 (ii) 'X' fault in cake
 (iii) Hard bread rolls
 (iv) Cake baked \bar{c} peak top
 (v) Fruits falls to the base of the cake.
 (B) Explain the following terms (any *five*) : [5]
 (i) Laal Maas
 (ii) Ghevar
 (iii) Rista
 (iv) Blind Baking
 (v) Strong flour
 (vi) Oven spring
 (vii) Dum phukta.

Total No. of Questions—6]

[Total No. of Printed Pages—2

[3981]-302

B.H.M.C.T. (Third Semester) EXAMINATION, 2011

302 : FOOD AND BEVERAGE SERVICE—III

(NEW 2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) Figures to the right indicate full marks.

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

(1) Noble Rot

(2) Chaptalisation

(3) Flor

(4) Remuage

(5) Aromatised Wine

(6) Eiswein.

(b) How is Madeira made ? Name and explain the system used for the same. [5]

2. (a) Draw the flow chart of wine making process for the white wines. [5]

(b) Write short notes on : [5]

(1) *Two* methods of growing grapes

(2) Strengths and sizes of cigars.

P.T.O.

3. (a) Explain briefly the Italian wine laws. [5]
 (b) Explain the principles of matching food with suitable wine, giving examples. [5]

4. (a) Answer the following (any *five*) : [5]
 (1) French name for Noble Rot.
 (2) A glass in which champagne can be served.
 (3) *Two* Champagne shippers.
 (4) *Two* grape varieties used for sherry making.
 (5) Country where you would get QMP wines.
 (6) *Two* sweet wines from France.
 (b) Describe the traditional method of making Champagne. [5]

5. (a) What is an aperitif ? Classify and give *one* example of each. [5]
 (b) Name the vine growing regions of France. Mention the districts under the Bordeaux region. [5]

6. Explain the following in a sentence (any *ten*) : [10]
 (1) Magnum
 (2) Spumante
 (3) Frizzante
 (4) Grey Rot
 (5) Elgin
 (6) Taste de vin
 (7) AbV
 (8) Ring Gauge
 (9) Humidor
 (10) Vinho Verde
 (11) Agrafe.

Total No. of Questions—**3+3**]

[Total No. of Printed Pages—4

[3981]-303

B.H.M.C.T. (Third Semester) EXAMINATION, 2011

303 : ACCOMMODATION OPERATION—I

(NEW 2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) Neat charts, diagrams to be drawn wherever necessary.

(iii) Both the Sections are to be written on one answer-book.

SECTION I

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

- (1) Weft
- (2) Harmony
- (3) Glazing
- (4) Rats
- (5) First Aid
- (6) Twin Room
- (7) Par Stock
- (8) Floor Pantry
- (9) UR
- (10) Napery
- (11) Squeezee.

P.T.O.

2. Answer any *two* questions : [10]

- (a) Draw the layout of in-House Laundry. Explain the flow chart process of the same.
- (b) Explain what kind of floral arrangement will you keep at the following places :
 - (1) Reception Counter
 - (2) VIP Room
 - (3) Lobby
 - (4) Buffet Table
 - (5) Head Table of the Conference Hall.
- (c) Suggest suitable fabrics for :
 - (1) Bed Throw
 - (2) Sheer Curtain
 - (3) Bed Sheet.

3. Answer any *two* questions : [10]

- (a) Write the advantages and disadvantages of contract cleaning.
- (b) How would you prevent and control Moths and Dry Rot ?
- (c) How does key control help in Guest Security ?

SECTION II

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

- (1) Overbooking

- (2) DND
- (3) CVGR
- (4) Cabana
- (5) Credit Card
- (6) VPO
- (7) Allowance
- (8) Discrepancy Report
- (9) City Ledger
- (10) No-show
- (11) Zero out.

2. Answer any *two* questions : [10]

(a) State the formulae for the following :

- (1) ARR
- (2) House Count
- (3) Double Occupancy
- (4) Room Occupancy
- (5) Local Occupancy.

(b) Draw the formats of :

- (1) Guest History Card
- (2) Discrepancy Report.

(c) What are the precautions to be taken while accepting Traveller's cheque at the time of check-out ?

3. Answer any *two* questions : [10]

- (a) Draw format of Cash Sheet and explain it in brief.
- (b) State the personality traits required for Guest Relation Executive.
- (c) How will you handle the following :
 - (1) Theft in guest room (Guest's expensive watch missing)

Or

- (2) Fire in Room No. 403 (second floor).

Total No. of Questions—5]

[Total No. of Printed Pages—2

[3981]-304

B.H.M.C.T. (Third Semester) EXAMINATION, 2011

304 : COMPUTER FUNDAMENTALS

(NEW 2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

1. (A) Mention steps to apply animation effects to selected object in a slide. [5]
(B) Explain different types of charts in MS-Excel. [3]
(C) Give the importance of Primary Key. [2]
2. (A) Explain the advantages and disadvantages of Internet. [5]
(B) Give the steps to set wallpaper and screen saver on desktop. [2]
(C) Define table, records and fields. [3]
3. (A) What is virus ? Give precautions to keep viruses away. [5]
(B) Give the difference between LAN and WAN. [5]
4. (A) Explain step-by-step procedure to create a mail merge. [5]
(B) Explain the following commands in DOS (any *five*) : [5]
(i) CD..

P.T.O.

- (ii) CLS
- (iii) FORMAT
- (iv) DIR
- (v) TYPE
- (vi) COPY
- (vii) MD
- (viii) VOL.

- 5.** (A) What is Software ? Explain the types of Software. [5]
- (B) Explain concept of SAP. [2]
- (C) What are the basic rules followed while writing formula in MS-Excel ? [3]

Total No. of Questions—6]

[Total No. of Printed Pages—3

[3981]-305

B.H.M.C.T. (Third Semester) EXAMINATION, 2011

305 : FOOD AND BEVERAGE CONTROL

(NEW 2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Q. No. 1 is compulsory.

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

(iii) Figures to the right indicate full marks.

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

(a) Rate of stock turnover

(b) Blind Receiving

(c) Master budget

(d) Bar cost system

(e) Standard yield.

2. (a) Define Budget. Write any *two* objectives of budgetary control. [4]

(b) Explain the following : [6]

(i) Capital cost budget

(ii) Overhead cost budget

(iii) Budgeted P&L a/c's.

P.T.O.

- (c) With reference to food preparation explain the objectives and importance of :
- (i) Volume forecasting
 - (ii) Standard receipe. [10]
- 3.** (a) Explain any *two* methods of purchasing food and *two* methods of purchasing beverage. [10]
- (b) With the help of format explain the following (any *two*) :
- (i) Bin card
 - (ii) Standard purchase specification. [10]
- 4.** (a) What are the objectives of receiving as a receiving clerk ? [5]
- (b) Explain with the help of a format : [10]
- (i) Request for credit note
 - (ii) Meat tag.
- (c) How is a supplier rated by a Purchase Manager in a hotel ? [5]
- 5.** Explain the following : [20]
- (a) ABC Analysis
 - (b) Daily food cost report
 - (c) Differential profit margin in Menu Pricing
 - (d) EOQ.

- 6.** (a) Define Food & Beverage controls. Explain the objectives of F&B controls. [10]
- (b) Explain the procedure for storing peristable and non-perishable food item. [5]
- (c) What are the various area of storage for Beverages ? [5]

Total No. of Questions—8]

[Total No. of Printed Pages—4+2

[3981]-306

B.H.M.C.T (Third Semester) EXAMINATION, 2011

306 : BASIC ACCOUNTING

(NEW 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. From the following Trial Balance of Mr. Khan, prepare a Trading and Profit and Loss Account for the year ending 31st March, 2002 and a Balance Sheet as on that date : [20]

Trial Balance as on 31st March, 2002

Particulars	Debit Rs.	Credit Rs.
Capital	—	72,000
Drawings	6,000	—
Machinery	20,000	—
Printing charges	1,000	—
Purchases	55,000	—
Sales	—	96,000
Salaries	9,300	—
Advertising	2,500	—
Bills Receivable	1,900	—

P.T.O.

Bill Payable	—	2,700
Income tax	2,400	—
Opening Stock (1-4-2001)	24,000	—
Bank Loan	—	7,300
Rent	3,00	—
Building	25,000	—
Wages	6,500	—
Sundry Debtors	30,000	—
Sundry Creditors	—	12,000
Insurance Premium	1,400	—
Furniture	2,000	—
Total	1,90,000	1,90,000

Adjustments :

- (1) Closing stock value at Rs. 27,500 on 31-3-2002.
- (2) Salaries outstanding Rs. 1,500.
- (3) Insurance premium Rs. 1,500.
- (4) Depreciate machinery by 50% and building by 2%.

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

- (a) Deferred Revenue Expenditure
- (b) Dual Aspect concept
- (c) Balancing of Ledger.

3. Journalise the following transactions : [10]

2005

- Nov. 1 Business started with cash Rs. 50,000 goods worth Rs. 15,000 and building worth Rs. 50,000.
- 5 Deposited into the bank cash Rs. 31,500.
- 10 Purchased goods from M/s Kelkar & Sons for Rs. 45,000 at 2% cash discount term. Half of the amount paid immediately.
- 15 Purchased goods on cash for Rs. 24,000 and paid by cheque.
- 20 Sold goods worth Rs. 33,000 and received a cheque.
- 23 Paid Rs. 22,000 by cheque to M/s Kelkar & Sons, in full settlement of their claim.
- 25 Paid salaries to staff Rs. 4,000, paid electricity charges Rs. 600.
- 28 Withdrew Rs. 2,000 from business for personal use.
- 30 Sold to Jaya goods costing Rs. 20,000 for Rs. 25,000. She paid Rs. 15,000 as part payment and balance 15 days later.

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

- (i) Cash book is a part of subsidiary book.
- (ii) Balance sheet is an account.

(b) State whether the following accounts indicate Debit *or* Credit Balance : [5]

(i) Closing stock

(ii) Capital

(iii) Bank charges

(iv) Loan of Mr. Jai

(v) Drawings

(vi) Goodwill.

5. Enter the following transactions in the three columnar cash book and balance it : [10]

2008

Nov. 1 Balance of cash in hand Rs. 14,000 and in bank Rs. 10,000.

2 Received cash from Mohan Rs. 1,000 and allowed him discount Rs. 30.

3 Paid into the bank Rs. 2,000.

4 Paid to Divakar by cheque Rs. 320 in full settlement of their account for Rs. 350.

5 Received from cash sales, cash Rs. 275 and cheque Rs. 225.

6 Paid for purchase by cheque Rs. 645.

7 Paid by cheque to Ravi Rs. 725 in full settlement of Rs. 800.

8 Drew from bank for office use Rs. 900 and Rs. 100 for personal use.

6. (a) What is Bank Reconciliation Statement ? Write any *two* methods. [5]

(b) With the help of examples explain Contra Entry and format, explain special functions book. [5]

7. Enter the following transactions in the subsidiary books of Sharmila : [10]

2006

Jan. 1 Sold goods to Meena @ 5% T.D. Rs. 40,000.

4 Purchased goods from Madhuri @ 4% T.D. Rs. 36,000.

8 Bought goods from Rao Rs. 39,000 @ 10% T.D.

10 Half of the goods purchased from Rao sold to Shilpa at a profit of Rs. 2,450.

14 Meena returned goods of Rs. 1,900 (Net).

17 Goods of Rs. 1,000 returned to Madhuri (Gross)

21 Bought goods from Jaya Rs. 25,000 and paid $\frac{1}{2}$ amount in cash and $\frac{1}{2}$ amount on credit

22 Sold goods of Rs. 24,000 to Ajay @ 7% Trade discount

23 Ajay returned goods of Rs. 2,400. (Gross)

27 Cash purchases Rs. 15,000 off 10% T.D. and 5% C.D.

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

- (a) State the types of Trial Balance.
- (b) With the help of examples, explain special functions book.
- (c) Differentiate between Trade Discount and Cash Discount.

Total No. of Questions—5]

[Total No. of Printed Pages—2

[3981]-31

B.H.M.C.T. (Third Semester) EXAMINATION, 2011

301 : FOOD PRODUCTION—III

(OLD 2005 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

1. (A) Explain the following terms (any *six*) : [6]

(i) Dhokla

(ii) Avial

(iii) Feni

(iv) Mangodi

(v) Chum-chum

(vi) Molasses

(vii) Gluten

(viii) Anarsa.

(B) List and explain any *four* physical and chemical changes taken place during baking. [4]

2. (A) Give the role of the following ingredients in cake making (any *two*) [4]

(i) Egg

(ii) Fat

(iii) Raising agent.

P.T.O.

- (B) Briefly explain any *four* types of flour or sweetening agents used in Bakery and Confectionary. [4]
- (C) List stages in bread making. [2]
3. (A) Plan a festival menu for the following regions (any *two*) : [6]
- (i) Punjab
 - (ii) Rajasthan
 - (iii) Kerala.
- (B) Write a short note on Industrial Catering. [4]
4. (A) Explain any *two* methods of bread making. [6]
- (B) Write down any *four* faults and remedies in cake making. [4]
5. (A) Write short notes on the following (any *two*) : [6]
- (a) Formulas and measurements
 - (b) Special equipment and fuel used in Kashmiri cuisine
 - (c) Types of yeast doughs.
- (B) Name the following : [4]
- (i) Name *two* meat preparation from Rajasthan
 - (ii) Name *two* bread improver
 - (iii) Name *two* sweet preparation from Bengal
 - (iv) Name *two* veg preparation from Goa.

Total No. of Questions—**3+3**]

[Total No. of Printed Pages—4

[3981]-33

B.H.M.C.T. (Third Semester) EXAMINATION, 2011

303 : ACCOMMODATION OPERATION—I

(OLD 2005 PATTERN)

Time : Two Hours

Maximum Marks : 40

- N.B. :—** (i) Attempt any *two* questions from each Section.
(ii) Neat charts, diagram to be drawn wherever necessary.
(iii) Both the Sections are to be written on one answer-book.

SECTION I

1. Explain the following terms (any *ten*) : [10]
- (i) Focal point
 - (ii) Warp
 - (iii) Penthouse
 - (iv) Silver Fish
 - (v) Par Stock
 - (vi) Bleach
 - (vii) Suzie
 - (viii) Discarded Linen
 - (ix) Pass Key
 - (x) Ikebana
 - (xi) Calendering.

P.T.O.

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

- (a) Principles of flower arrangement
- (b) Pest control
- (c) Role of security in hotels.

3. Answer any *two* : [10]

- (a) Define contract cleaning and list down jobs given on contract by the hotels.
- (b) How do you treat the following stains :
 - (i) Blood
 - (ii) Ink
 - (iii) Tea
 - (iv) Turmeric
 - (v) Grease.
- (c) Explain with the help of flow chart the process of commercial laundry.

SECTION II

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

- (i) Understay
- (ii) Blacklist

- (iii) Skipper
- (iv) No-show
- (v) DNA
- (vi) VIP
- (vii) Walk-in guest
- (viii) SPATT
- (ix) Occupied Room
- (x) Late Charges
- (xi) Scanty Baggage.

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

- (a) Functions and Role of Hospitality Desk
- (b) Credit Monitoring
- (c) Automated systems in Hotels.

3. Answer any *two* : [10]

- (a) Draw the format of :
 - (i) Daily Report
 - (ii) Discrepancy Report.

- (b) State the formula of the following :
- (i) Bed Occupancy %
 - (ii) ARR
 - (iii) Foreign Occupancy %
 - (iv) Double Occupancy %
 - (v) House Count.
- (c) Write the necessary skills needed for dealing with guest problems.

Total No. of Questions—5]

[Total No. of Printed Pages—2

[3981]-34

B.H.M.C.T. (Third Semester) EXAMINATION, 2011

304 : COMPUTER FUNDAMENTALS

(OLD 2005 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

1. (a) What is virus ? Explain any *five* types of viruses. [5]
(b) Explain the following : [3]
(i) Icons
(ii) File
(iii) Folder.
(c) Define table and fields in D.B.M.S. [2]
2. (a) Explain difference between broad-band and dial up Internet access. [5]
(b) Explain the importance of forms in MS-Access. [5]
3. (a) Give steps to filter data in MS-Excel. [3]
(b) Explain any *four* uses of slide sorter view in PowerPoint. [4]
(c) Write short note on cell references in MS-Excel. [3]
4. (a) Explain Wildcard concept in MS-DOS. [3]
(b) What is hyperlink in MS-Word ? How can you set a hyperlink ? [5]
(c) Explain B-to-C concept in E-Commerce. [2]

- 5.** (a) What is difference between copy paste and cut paste? [3]
- (b) List out any *four* names of charts in MS-Excel. [2]
- (c) Explain the working of search engine. Give any *two* examples of search engine. [5]

Total No. of Questions—8]

[Total No. of Printed Pages—4+1
[3981]-36

B.H.M.C.T. (Third Semester) EXAMINATION, 2011

306 : BASIC ACCOUNTING

(OLD 2005 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) Use of pocket calculator is allowed.

(iii) Figures to the right indicate full marks.

1. Following is the trial balance of Mohit Caterers as on 31st March 2011. [20]

Debit Balances	Rs.	Credit Balances	Rs.
Drawings	65,000	Capital	10,00,000
Opening Stock	32,500	Creditors	45,000
Purchases	3,50,000	Sales	6,55,000
Carriage	5,000	Bills Payable	15,000
Salaries	75,000	Commission	10,000
Glass, China	1,25,000	Returns Outward	7,500
Building	5,00,000		
Wages	15,000		
Postage	15,000		
Printing & Stationery	14,500		
Kitchen equipments	2,50,000		
Furniture	80,000		
Insurance	36,000		
Staff meals	22,000		
Vehicles	45,000		
Office expenses	20,000		
Debtors	32,000		
Cash in Hand	4,000		
Cash at Bank	55,000		
Returns Inwards	5,000		
Total Rs.	17,32,500	Total Rs.	17,32,500

P.T.O.

Adjustment :

- (1) Closing stock was valued at Rs. 35,000
 - (2) Outstanding expenses—Wages Rs. 25,000 and Salaries Rs. 15,000
 - (3) Prepaid insurance Rs. 4,000
 - (4) Accrued commission Rs. 2,500
 - (5) Depreciate building @ 2%, kitchen equipment @ 7.5%, vehicle @ 20% and Furniture @ 10%.
 - (6) Glass, China as revalued at Rs. 1,21,000
- Prepare Trading A/c, Profit & Loss A/c. for the year ended 31st March 2011 and Balance sheet as on that date.

2. Write short notes on (any *two*) : [10]
- (a) Contra Entry
 - (b) Special Functions
 - (c) Money Measurement Concept.

3. Journalise the following transactions : [10]
2007

- July 1 Started business with cash Rs. 2,50,000 and goods Rs. 30,000
- " 3 Deposited into bank Rs. 50,000
- " 9 Purchased goods of Rs. 25,000 at 10% Trade discount. Payment made by cheque
- " 12 Cash sales Rs. 20,000
- " 16 Purchased Machinery of Rs. 75,000 from Vishal Sales by cheque.
- " 16 Paid Rs. 5,000 for transportation of Machinery purchased from Vishal Sales
- " 21 Purchased goods of Rs. 35,000 at 10% Trade discount and 2% Cash discount from Milind on Credit.
- " 27 Paid to Milind 50% of the amount due by cheque and balance in cash after adjusting cash discount.
- " 29 Cash sales Rs. 55,000.

4. (a) Fill in the blanks : [5]
- (i) When credit side total exceeds debit side, it is called.....balance.
 - (ii) Balance sheet is a.....but not an account.
 - (iii)is a book of Original entry.
 - (iv) When goods are returned back to supplier.....note is prepared.
 - (v) Goodwill is an.....asset.
- (b) State whether the following account shows Debit or Credit balance : [5]
- (i) Staff meals.
 - (ii) Bank Overdraft
 - (iii) Capital
 - (iv) Carriage Inward
 - (v) Investment.
5. From the following information prepare analytical petty cash book : [10]
- Sept 1 Cash in hand Rs. 210
- ” 1 Received from head cashier amount of Rs. 1,500
 - ” 2 Paid for postage Rs. 120
 - ” 3 Purchased stationery Rs. 95
 - ” 4 Paid printing bill of last month to Anand Agencies of Rs. 65
 - ” 6 Paid for local conveyance Rs. 40
 - ” 15 Paid telephone bill Rs. 275
 - ” 21 Paid to Amit on account Rs. 49
 - ” 22 Paid for repair charges Rs. 105
 - ” 26 Received from sale of scrap Rs. 190
 - ” 26 Paid Taxi bill of Manager Rs. 217
 - ” 29 Paid for carriage Rs. 110

6. Answer the following questions : [10]

- (a) State the difference between Capital Expenditure and Revenue Expenditure.
- (b) State the reasons for the difference between Bank Balance shown as per Cash Book and that of Pass Book.

7. (a) Enter the following transaction in proper subsidiary books. [5]
2009

- April 1 Purchased goods of Rs. 30,000 @ 7.5% trade discount from Sagar.
- " 7 Sold goods to Manoj Rs. 50,000 @ 5% trade discount & 2% cash discount on credit
- " 12 Purchased goods from Ahmed of Rs. 37,000 @ 10% trade discount
- " 17 Returned goods to Ahmed Rs. 7,000 (Gross)
- " 25 Sold goods to Jayant of Rs. 27,000 net value after charging 10% trade discount on an invoice price of Rs. 30,000

(b) Prepare a Trial Balance : [5]

Particulars	Rs.	Particulars	Rs.
Debtors	52,500	Stock	92,450
Creditors	71,300	Building	2,20,000
Bills Payable	20,430	Furniture	52,425
Salaries	70,350	Investment	50,000
Bank Overdraft	50,525	Capital	3,95,470

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

- (a) Distinguish between Trade discount and Cash discount.
- (b) Explain the double entry system of accounting.
- (c) Define the following terms :
 - (i) Discount
 - (ii) Drawings
 - (iii) Balance
 - (iv) Debtors
 - (v) Insolvent.

Total No. of Questions—5]

[Total No. of Printed Pages—2

[3981]-401

BHMCT (Fourth Semester) EXAMINATION, 2011

401 : FOOD PRODUCTION-IV

(NEW 2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

N.B. :— Answer any *four* questions from the following, out of which
Q. No. 1 is compulsory.

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

- (1) Croquembouche
- (2) Univalve
- (3) Steak
- (4) Green meat
- (5) Brown sugar
- (6) Mille feville
- (7) Sweet bread
- (8) Drumsticks
- (9) Marripan
- (10) Ageing
- (11) Tempering
- (12) Gum paste.

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

- (1) Fillings used in pastry
- (2) Preservation methods for fish

P.T.O.

- (3) Selection criteria for Lamb
 - (4) Factors affecting tenderness in meat
 - (5) Types of Icings.
- 3.** (a) List different types of poultry and give the selection criteria for goose. Give points to be considered for storage. [5]
- (b) Explain with examples any 5 styles of cooling fish. [5]
- 4.** (a) Classify pastries and give their ingredients with 2 examples of each. [5]
- (b) Define convenience food and give the different processing methods. [5]
- 5.** (a) Explain the different types of cookies. [5]
- (b) With the help of a diagram show the cuts of beef. [5]

Total No. of Questions—6]

[Total No. of Printed Pages—2

[3981]-402

B.H.M.C.T. (Fourth Semester) EXAMINATION, 2011

402 : FOOD AND BEVERAGE SERVICE-IV

(NEW 2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

(iii) Draw neat diagram wherever necessary.

1. Explain the following terms : [10]

- (a) Distillation
- (b) Pot still
- (c) Proof
- (d) Worm
- (e) High strength alcohol
- (f) Foreshots
- (g) Tequila
- (h) Hearts
- (i) Feni
- (j) Calvados.

2. (A) Explain the working of patent/coffey still. [6]

(B) Explain spirits with distillation process. [4]

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

- (A) Sloe gin and plymouth gin
- (B) Scotch and Bourbon
- (C) Armagnac and cognac.

P.T.O.

4. (A) Give *five* special characteristics of scotch whisky. [5]
(B) Explain distillation of scotch with importance of malt. [4]
(C) Give *four* international brands of scotch. [1]
5. (A) Explain the term liqueur. Give any *two* methods of making liqueur. [5]
(B) Give flavour and regcon/covatry of origin of the following : [5]
(i) Anesette
(ii) Bénédictine
(iii) Drambui
(iv) Kirsch
(v) Southern comfort.
6. (A) List **10** rules of making cocktails. [5]
(B) List any *six* important equipment used in mining cocktails. [3]
(C) Give recipe of the following cocktails (any *two*) : [2]
(a) Planters punch
(b) Black Russian
(c) BSB.

Total No. of Questions—6]

[Total No. of Printed Pages—2

[3981]-403

B.H.M.C.T. (Fourth Semester) EXAMINATION, 2011

403 : ACCOMMODATIONS OPERATIONS-II

(NEW 2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) Assume suitable data wherever necessary.

SECTION I

1. Write short notes on (any *two*) : [10]
 - (a) Basis for selection of supplier for linen
 - (b) Special designing needs for disabled guests in hotel rooms
 - (c) Factors to be considered for Housekeeping room cost.
2. (a) Discuss the different types of budgets with examples. [5]
(b) Explain the procedure undertaken prior to redecoration. [5]
3. (a) Discuss the principles to be followed to achieve good interior design. [5]
(b) Draw neat formats for the following :
 - (1) Goods received note
 - (2) Snag list. [5]

P.T.O.

SECTION II

4. (a) Explain the Night Audit Process in brief. [5]
(b) What sales tools are used by the hotel to maximize room occupancy ? [5]
5. (a) Draw neat formats for the following (any *two*) : [5]
(1) Discrepancy Report
(2) Guest History Card
(3) 5-day Forecast Sheet.
(b) What factors are considered for forecasting of room availability ? [5]
6. (1) Write short notes on :
(a) Encouraging Return reservations
(b) Suggestive selling. [5]
(2) Define the following terms :
(i) Rule of thumb
(ii) Over-booking
(iii) High balance account
(iv) Repeat guest
(v) Lead time. [5]

Total No. of Questions—4]

[Total No. of Printed Pages—3

[3981]-404

B.H.M.C.T (Fourth Semester) EXAMINATION, 2011

404 : HOTEL ENGINEERING

(NEW 2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Answer to the *two* sections should be written in separate 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* of the following : 2×10=20

(a) What are the types of maintenance and give duties and responsibilities of maintenance engineering department in hotel.

(b) Give name of any *five* refrigerants with their chemical formula and chemical name with number and also give good properties of refrigerants.

(c) Define unit of refrigeration and give factors affecting comfort of airconditioning.

P.T.O.

2. Answer any *three* of the following : 3×5=15

- (a) What are the sources of noise pollution and its controlling measures.
- (b) Differentiate between unitary AC and central AC.
- (c) Explain with diagram collection and disposal methods for solid waste.
- (d) Draw organisational chart for 3 star hotel for maintenance.
- (e) Give classification of contract maintenance and its advantages and disadvantages.

Section II

3. Answer any *two* of the following : 2×10=20

- (a) Explain with diagram cold and hot water distribution system and also name the types of pumps normally used for distribution.
- (b) Give classification of fire and explain any *one* fire detector with diagram.
- (c) Calculate electricity bill for the month of May having the following electricity load if cost of electricity is Rs. 5.00 per unit :

(1) 110 W refrigerator	02 Nos. 12 hrs/day
(2) 40 W tube light	12 Nos. 10 hrs/day
(3) 3 kW heater	01 No. 03 hrs/day
(4) 15 W pointer	03 Nos. 15 min/day
(5) 1.5 kW oven	02 Nos. 04 hrs/day

4. Answer any *three* of the following : 3×5=15

- (a) Give energy saving tips in kitchen.
- (b) Differentiate between liquid and gaseous fuel on the basis of calorific value, pollution cost and examples.
- (c) Draw the diagrams of :
 - (1) Water closets (any *one*)
 - (2) Sanitary trap (any *one*).
- (d) Differentiate between soft and hard water. Give the disadvantages of hard water to hotel industry.
- (e) Explain the importance of earthing and give its types.



[3981] – 405

B.H.M. CT (Semester – IV) Examination, 2011
405 : PRINCIPLES OF MANAGEMENT
(2008 Pattern)

Time : 3 Hours

Max. Marks : 70

N.B.: All questions are compulsory.

1. Define the following (**any five**) : **10**
 - a) Delegation
 - b) Authority
 - c) Span of control
 - d) Staffing
 - e) Morale
 - f) Controlling
 - g) Co-ordination
 - h) Planning.
2. Answer **any three** of the following : **30**
 - a) Define management. Explain briefly external and internal factors that effect management.
 - b) List and explain Henry Fayol's classical management principles.
 - c) Explain step to step decision making process.
 - d) Describe 'Managerial grid' - Leadership theory.
 - e) Discuss McGregor's theory 'X' and theory 'Y'.
 - f) Explain types of communication.

P.T.O.



3. Write notes on (**any five**) :

30

- a) Barriers to communication.
 - b) Process of controlling.
 - c) Characteristics of a good leader.
 - d) Formal and informal organizations.
 - e) Types of plans.
 - f) Any two styles of Leadership.
 - g) Maslow's theory of need hierarchy.
 - h) Benefits of motivated staff.
 - i) Need for Co-ordination.
-

Total No. of Questions—8]

[Total No. of Printed Pages—4+2

[3981]-406

B.H.M.C.T (Fourth Semester) EXAMINATION, 2011

406 : HOTEL ACCOUNTANCY

(NEW 2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) Use of pocket calculator is allowed.

(iii) Assume suitable addition data, if necessary.

(iv) Figures to the right indicate full marks.

1. An authorised capital of ABC Ltd. consists of 5 lacks equity shares of Rs. 10 each and 9%, 5,000 preference shares of Rs. 100 each. The following is the Trial Balance of a Company as on 31st March 2011 :

[20]

Trial Balance

Debit Balances	Rs.	Credit Balances	Rs.
Land & Building	4,50,000	Share Capital :	
Goodwill	1,04,000	1,00,000 equity shares	
Plant & Machinery	2,00,000	of Rs. 10 each	1,00,000
Furniture	32,000	9% 3,000 preference	
Carriage	23,000	share of Rs. 100 each	3,00,000
Wages	2,14,000	Sales	8,56,000
Salaries	46,000	Returns Outwards	12,000

P.T.O.

Vehicles	1,60,000	Share premium	20,000
5% investment	2,50,000	Creditors	1,32,000
Bank Charges	1,000	P & L appropriation	
		a/c	1,60,000
Coal, Gas & Water	7,000	10% Debentures	1,00,000
Rent	8,000	General Reserve	60,000
Insurance	4,000		
Purchases	5,17,000		
Bills Receivable	12,000		
General Expenses	19,000		
Debtors	3,27,000		
Preliminary expenses	28,000		
Stock	1,20,000		
Cash in Hand	35,000		
Cash at Bank	83,000		
Total	26,40,000	Total	26,40,000

Adjustments :

- (1) Closing Stock was valued at Rs. 2,50,000.
- (2) Depreciate-Vehicles @ 10%, Furniture @ 5% % Machinery @ 2.5%.
- (3) Charge full year's interest on debentures and investment.
- (4) Make a provision for tax @ 40% of the net profit.

(5) Directors proposed the following :

- (i) regular dividend to preference shareholders and 5% dividend to equity shareholders
- (ii) transfer Rs. 20,000 to general reserve.

Prepare Trading A/c, Profit & Loss A/c, P & L Appropriation A/c for the year ended 31st March, 2011 and Balance Sheet as on that date.

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

- (a) Advantages of Budgets
- (b) Equity Share
- (c) Utility of Uniform system of Accounting.

3. Following is the information given to you :

Name of Hotel — Hotel Rajanigandha.

Name of Guests — Mr. & Mrs. Shekhar Gupta with 1 adult daughter.

Room Tariff — Rs. 3,000 with extra bed charges Rs. 500 per day.

E.M.T./A.N.T. — Rs. 40 per cup

E.M.C./A.N.C. — Rs. 50 per cup

Breakfast Rs. 90 per person

Lunch—Rs. 220 per person

Dinner — Rs. 270 per person

Service charge @ 10% on food and beverages

Checked in on 14 July 2007 at 7.00 p.m.

Desired to check out on 17 July at 10.00 p.m.

The following were the transactions during their stay :

- July 14 Food sundries Rs. 135, Telephone Rs. 40, dinner for two only, Deposited Rs. 15,000 in cash.
- July 15 2 cups E.M.T., 1 cup E.M.C., breakfast with 1 guest, cigarettes Rs. 55, Magazine Rs. 40, Local Tour Rs. 1,200, food sundries Rs. 200, A.N.C. 2 cups, Dinner.
- July 16 E.M.C. 3 cups, Laundry Rs. 110, Newspaper Rs. 20, Medicine Rs. 75, Lunch for two only, A.N.T. 2 cups, soft drink Rs. 50, Dinner, Deposited Rs. 2,000.
- July 17 E.M.T. 2 cups, E.M.C. 1 cup, breakfast, Railway tickets 1950, Telephone Rs. 55, Lunch, A.N.T. 1 cup, Snacks Rs. 75, Soft drink Rs. 100, Dinner for two only.

Mr. Gupta settled his account in cash. Prepare Guest Weekly Bill. [10]

4. (a) Fill in the blanks : [5]
- (i)provides a complete information of various guests stay in a Hotel for a specific day.
 - (ii) Debentureholders are.....of a company.
 - (iii) Issued capital may be equal to or less than.....capital.
 - (iv) Final dividend is paid oncapital of a company.
 - (v) V.A.T. is a replacement to.....tax.
- (b) Distinguish between Discount and Allowance. [5]

5. (a) Draw a specimen of : [5]
- (i) Allowance voucher;
- (ii) V.P.O. Voucher.
- (b) From the following information prepare Departmental income Statement of Telecommunication as per schedule No. 3. [5]
- Revenue — Local Rs. 1,75,000; Long distance Rs. 1,20,000.
 Fax charges Rs. 65,000; Service Charges @ 10% of total revenue.
 Cost of Sales — Local Rs. 70,000; Long distance Rs. 54,000;
 Fax charges Rs. 10,000.
 Payroll Expense — Salaries & Wages Rs. 1,40,000; Employee Benefits Rs. 60,000.
 Other Expenses — Printing & Stationery Rs. 8,000; Uniforms Rs. 4,000;
 Other expenses Rs. 2,000. [5]
6. Answer the following questions : [10]
- (a) What is working capital ? Explain its importance to hotel business.
- (b) Distinguish between Guest weekly bill and VTL
7. From the following information prepare a consolidated income statement in accordance with Uniform System of Accounting for Lodging Industry : [10]
- (a) Revenue — Total revenue earned by hotel amounting to Rs. 25,70,000 out of which 40% was collected from sale of rooms, 35% was collected from sale at restaurant and balance from bar department.

- (b) Budgeted cost of sales figures are 40% on sales in respect of both food and bar department.
- (c) Payroll expenses — rooms Rs. 77,100, food 49,475, bar Rs. 31,000.
- (d) Total advertisement expenses for the hotel were Rs. 2,57,000 to be borne by each department on the basis of sales of each revenue producing department.
- (e) Other cost — Administration Rs. 26,200, Insurance Rs. 19,320, Repairs Rs. 35,700, Depreciation Rs. 25,000.

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

- (a) State the need for granting of allowance to a guest.
- (b) Define debentures and give the types of debentures.
- (c) State the meaning and importance of V.A.T.

Total No. of Questions—4]

[Total No. of Printed Pages—2

[3981]-41

B.H.M.C.T. (Fourth Semester) EXAMINATION, 2011

401 : FOOD PRODUCTION—IV

(OLD 2005 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

1. Solve any *two* of the following : [10]

(a) Give the factors affecting quality of meat.

(b) Classify fish in tabular form with *two* examples and local names for each.

(c) Explain different types of cookies.

2. Solve any *two* of the following : [10]

(a) Draw a neat diagram of pork with approximate of weight of each.

(b) What are the principles one should follow while thawing and storing poultry.

(c) Classify pastry in tabular form stating Ratio, Method, Baking Temperature, By-products.

P.T.O.

3. Solve any *two* of the following : [10]

- (a) Give *five* advantages and disadvantages of convenience food.
- (b) Draw and explain any *five* cuts of fish.
- (c) Give *five* functions of Icing.

4. Solve any *two* of the following : [10]

- (a) Explain Do's and Dont's one should follow while preparing pastries.
- (b) Give recipe of fondant Icing, for 1 ltr.
- (c) Terms (any *five*) :
 - (i) Blind fold
 - (ii) Spring oven
 - (iii) AFD
 - (iv) Trançon
 - (v) Chateaubriand
 - (vi) Eclairs
 - (vii) Royal Icing.

Total No. of Questions—6]

[Total No. of Printed Pages—2

[3981]-42

B.H.M.C.T. (Fourth Semester) EXAMINATION, 2011

402 : FOOD AND BEVERAGE SERVICE—IV

(OLD 2005 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

(iii) Draw diagrams wherever necessary.

1. (A) Differentiate between pot still and patent still. [5]
(B) Differentiate between generic liqueur and proprietary liqueur. [5]
2. (A) Explain manufacturing of whisky by pot still method. [5]
(B) Explain any *three* types of rum. [3]
(C) Write *four* international brands of vodka. [2]
3. (A) Write any *five* rules of mixing cocktails. [5]
(B) Explain the following alcoholic beverages : [5]
 - (i) Absinthe
 - (ii) Feni
 - (iii) Calvados
 - (iv) Grappa
 - (v) Ouzo.

P.T.O.

4. (A) List any *five* important equipments used for making cocktails and explain their use. [5]
- (B) Explain maceration method of manufacturing liquor. [3]
- (C) List any *two* orange flavoured liqueurs and name their alcohol base. [2]
5. (A) Write the recipe with correct glass and garnish for the following cocktails (any *two*) : [5]
- (i) Screw driver
- (ii) Pina colada
- (iii) Egg nogg.
- (B) Explain manufacturing process of cognac. [5]
6. (A) Explain the following mixed drinks : [5]
- (i) Cobbler
- (ii) Daisy
- (iii) Julep
- (iv) Sour
- (v) Toddy.
- (B) Explain the following terms : [5]
- (i) Congeners
- (ii) Feints
- (iii) D.O.M.
- (iv) V.S.O.P.
- (v) Angel's share.

Total No. of Questions—4]

[Total No. of Printed Pages—3

[3981]-44

B.H.M.C.T. (Fourth Semester) EXAMINATION, 2011

404 : HOTEL ENGINEERING

(OLD 2005 PATTERN)

Time : Three Hours

Maximum Marks : 70

- N.B. :—**
- (i) Answers to the two sections should be written in separate answer-books.
 - (ii) Neat diagrams must be drawn wherever necessary.
 - (iii) 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) Describe centralized air-conditioning system with diagram and advantages.
 - (b) Give importance of maintenance department in hotel and give types of maintenance with example where it is used.
 - (c) Define the terms :
 - (i) Dry bulb temperature
 - (ii) Wet bulb temperature
 - (iii) Tons of refrigeration
 - (iv) Relative humidity
 - (v) Sensible heat.

P.T.O.

2. Answer any *three* : [3×5=15]

- (a) What are water pollution sources in hotel and how are they controlled ?
- (b) Explain with a diagram vapour compression refrigeration system.
- (c) What is global warming and gases responsible for it and its disadvantages ?
- (d) Define contract and give its advantages and disadvantages.
- (e) What are the natural and manmade sources of air pollution ?

SECTION II

3. Answer any *two* : [2×10=20]

- (a) Explain with a diagram Ion exchange process for softening of water.
- (b) What are the different safety devices used in electricity and explain any *one* circuit breaker with diagram.
- (c) A seminar has to be organised in an institute. The following are the requirements :

- (i) 1000 W spot light 04 Nos. 04 hrs/day
- (ii) 750 W LCD 01 No. 03 hrs/day
- (iii) 500 W PA system 01 No. 04 hrs/day
- (iv) 10 W Pointer 01 No. 20 min/day

Cost of electricity is Rs. 7.50 per unit.

4. Answer any *three* : [3×5=15]

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

(b) Give safety related with door and guest in hotel.

(c) Draw diagram for carbon dioxide fire extinguisher.

(d) Write notes on :

(i) LPG

(ii) Biogas.

(e) What are the properties of safe drinking water and give names of purification methods.

Total No. of Questions—8]

[Total No. of Printed Pages—2

[3981]-45

B.H.M.C.T. (Fourth Semester) EXAMINATION, 2011

405 : PRINCIPLES OF MANAGEMENT

(OLD 2005 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

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

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

(i) Morale—its importance

(ii) Span of control

(iii) Advantages of Delegation of Authority

(iv) Flat organisation

(v) Need for Co-ordination

(vi) Programmed Decisions.

2. What are the barriers to communication. [10]

3. With the help of a diagram explain Maslow's theory of motivation. [10]

4. What is control ? Explain the process of control. [10]

P.T.O.

5. State and explain Taylor's contribution to scientific management. [10]
6. What is Decision Making ? State and explain the different types of decisions. [10]
7. What are the external and internal factors that affect management. [10]
8. What is Delegation of Authority ? What are its advantages. [10]

Total No. of Questions—8]

[Total No. of Printed Pages—7

[3981]-46

B.H.M.C.T. (Fourth Semester) EXAMINATION, 2011

406 : HOTEL ACCOUNTING

(OLD 2005 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. An authorized share capital of Portigue Hotel Ltd. Mumbai consists of 10,000, 10% Preference Shares of Rs. 100 each and 30,000 Equity Shares of Rs. 100 each. Out of these shares company has issued 5,000, 10% Preference shares and 10,000 Equity shares for public subscription. Following is the Trial Balance as on 31st March, 2011 : [20]

Trial Balance as on 31st March, 2011

Particulars	Rs.	Particulars	Rs.
Goodwill	2,90,000	Deposit	52,000
Advertisement	22,000	Commission	10,000

P.T.O.

Cash at bank	36,000	<i>Share Capital :</i>	
Land and Building	7,25,000	* Equity Share	6,50,000
Repairs	25,000	* Preference Share	3,50,000
Glass, China and Cutlery	92,000	Bills Payable	16,000
Kitchen Equipments	3,10,000	Creditors	95,000
Purchases	2,95,000	Sales	7,75,000
Opening stock	1,65,000	Profit and Loss A/c	70,000
Wages	45,000	Reserve Fund	50,000
Salaries	1,20,000	Share Premium	4,000
Banqueting Debtors	1,60,000	8% Debentures	5,00,000
Director's fees	75,000		
Cash in Hand	55,000		
Interest on Debentures	20,000		
Carriage outward	27,000		
Power and Fuel	15,000		
Furniture	80,000		
Insurance	15,000		
	25,72,000		25,72,000

Adjustments :

- (1) Stock on 31st March 2011 was valued at Rs. 1,80,000 cost price and Rs. 1,70,000 market price.
- (2) Provide depreciation on Kitchen Equipments @ 7.5%, building @ 2.5% and furniture @ 5%, Glass China was revalued at Rs. 90,000.
- (3) Provision for taxation to be made at Rs. 45,000.
- (4) Outstanding salaries amounted to Rs. 4,000.
- (5) Directors proposed the following appropriation :
 - (i) To declare 5% dividend on equity shares
 - (ii) Transfer Rs. 5,000 to reserve fund.

Prepare Trading A/c, Profit and Loss A/c, Profit & Loss Appropriation A/c for the year ended 31st March, 2011 and Balance sheet as on that date as per the Companies Act, 1956.

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

- (i) V.A.T.
- (ii) Interim Dividend
- (iii) Types of discount.

3. Mr. & Mrs. Philip arrived and occupied Room No. 507 on E.P. @ 4,500 in “Hotel Savera” on 25th June, 2010 at 8.30 A.M. They checked out on 28th June, 2010 at 4.30 P.M. Their charges and credits items are given below. You are required to prepare weekly bill for presentation.

June 25 Charge items—EMT, Breakfast, Laundry Rs. 110, Telegram Rs. 60, Lunch, A.N.C., Snacks Rs. 300, Dinner was served with one guest.

June 26 Charge items—EMT, Breakfast with one guest, Newspaper Rs. 15, Cigarettes Rs. 55, Local tour Rs. 2,500, Dinner, Wine bottle Rs. 1,000, Cash deposited Rs. 25,000.

June 27 Charge items—EMC, Breakfast, Rail booking Rs. 2,500, Lunch for two only, A.N.T., Laundry Rs. 120, Magazine Rs. 90, Total allowance of Rs. 25 was given by the manager for mistake in the bill of snacks, dinner.

June 28 Charge items—Tea, Breakfast, Lunch for one person only, ANC (one cup) Cigarettes Rs. 55, Newspaper Rs. 20.

Hotel Tariff— E.M.T./E.M.C. Rs. 40 per cup.

A.N.T./A.N.C. Rs. 60 per cup.

Breakfast Rs. 150 per person.

Lunch Rs. 325 per person.

Dinner Rs. 400 per person.

Service charge on Apartment and Food items @ 10%. Check out time is 12.00 Noon. [10]

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

(i) Preference shareholders receive a fixed rate of income.

(ii) All members in a company have equal rights.

(b) Draw specimens for the following (any two) : [5]

(i) Schedule of Room

(ii) Allowance Voucher

(iii) Profit and Loss Appropriation Account.

5. (a) Prepare Departmental Income Statement of Garage and Parking as per schedule No. 5 : [5]

Particulars	Rs.
Revenue	2,35,000
Cost of Sales	32,900
Uniform to Employees	8,300
Salaries and Wages	15,580
Operating Supplies	2,825
Licenses	4,000
Employee Benefit	5,000
Other Revenue	8,500

(b) Define Budget. Give the objectives of budgetary control. [5]

6. (a) What is working capital ? Give the factors of affecting working capital. [5]
- (b) What is Joint Stock Company ? Give the advantages of Joint Stock Company. [5]
7. Prepare Income Statement as per Uniform System of Accounting from the following data extracted from Osaka : [10]

Particulars	Rooms (Rs.)	Food (Rs.)	Bar (Rs.)
Payroll Expenses	85,000	2,06,000	60,000
Closing Stock	17,000	90,000	70,000
Sales	13,50,000	9,00,000	5,25,000
Opening Stock	—	72,000	85,000
Purchase	3,95,000	3,30,000	2,05,000
Other Expenses	8,000	10,000	1,000

Fixed charges were as follows :

Depreciation	—	Rs. 28,500
Rates and Insurance	—	Rs. 37,000
Maintenance Fees	—	Rs. 10,950

Undistributed Operating Expenses were as follows :

Advertising and Marketing	—	Rs. 41,000
Gas, Coal and Electricity	—	Rs. 45,000
Administrative and General Exp.	—	Rs. 35,040
Conveyance and Transport	—	Rs. 25,000
Tax was paid	—	Rs. 41,500

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

(i) Shares and Debentures

(ii) Allowance and Visitors paid out

(iii) Income statement and Departmental Income statement.

Total No. of Questions—5]

[Total No. of Printed Pages—2

[3981]-601

B.H.M.C.T (Sixth Semester) EXAMINATION, 2011

601 : ADVANCED FOOD PRODUCTION

(NEW 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. (A) Enlist any *five* principles of making a good quality salad. [5]
(B) Explain any *five* duties and responsibilities of Larder chef of a 5-star hotel. [5]
2. (A) Enlist any *five* points observed while preparing plated service of Nouvelle Cuisine. [5]
(B) Plan and justify a North American of 5 courses. [5]
3. (A) Explain the following garbage disposal methods : [6]
(i) Burial
(ii) Mechanical disposers
(iii) Incineration.
(B) Explain any *four* principles of making salad. [4]

P.T.O.

4. (A) Discuss the role of a kitchen stewarding department in 5-star hotel. [6]
- (B) Explain the composition of a salad. [4]
5. (A) Explain the following ingredients and name the cuisine it is used (any *five*) : [5]
- (i) Galangal
 - (ii) Fillet of beef
 - (iii) Parsnip
 - (iv) Blood Pudding
 - (v) Jalapino peppers
 - (vi) Masa Harina.
- (B) Explain culinary terms (any *five*) : [5]
- (i) Tapas
 - (ii) Bean curd
 - (iii) Rémoulade
 - (iv) Tamale
 - (v) Wasabi
 - (vi) Zabaglione

Total No. of Questions—6]

[Total No. of Printed Pages—3

[3981]-602

B.H.M.C.T. (Sixth Semester) EXAMINATION, 2011

602 : ADVANCED FOOD AND BEVERAGE SERVICE

(NEW 2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) *All* questions carry equal marks.

(iii) Assume suitable data wherever necessary.

1. (a) Explain any *two* formats used in In-Room Dining. [4]
- (b) Explain the importance of time management in In-room Dining. [2]
- (c) List and explain any *two* types of Bars. [4]
2. (a) State the duties and responsibilities of the Banquet Maître d'hotel. [4]
- (b) Explain the importance of the prefunction area in the Banquets Department. [2]
- (c) With the help of a neat format, explain the working of a Banquet Booking Diary. [4]

P.T.O.

- 3.** (a) Explain the following types of equipments used in gueridon service : [2]
- (i) Suzette Pan
- (ii) Zester.
- (b) Draw a neat labelled diagram of a carving trolley. [3]
- (c) Explain the importance of a spirit and a liqueur for Hambéing. [2]
- (d) Explain the difference between a Pub and a Discotheque. [3]
- 4.** (a) With the help of a neat diagram, explain the various parts of a Bar. [6]
- (b) Explain any *two* types of Buffets. [4]
- 5.** (a) Explain the Carving Hygiene followed in Gueridon service. [2]
- (b) List and explain any *two* seating arrangements used in functions. [4]
- (c) Explain the difference between a Regular cocktail shaker and a Boston shaker. [2]
- (d) List *four* special equipments used in Buffets. [2]

- 6.** (*a*) With the help of a neat diagram, explain the working of a function prospectus. [5]
- (*c*) Write short notes on : [5]
- (*i*) Airline catering
- (*ii*) Sea catering.

Total No. of Questions—6]

[Total No. of Printed Pages—2

[3981]-603

B.H.M.C.T. (Sixth Semester) EXAMINATION, 2011

603 : PERSONALITY DEVELOPMENT AND

BUSINESS COMMUNICATION

(NEW 2008 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) All questions carry equal marks.

(iii) Assume suitable data wherever necessary.

1. (a) Explain the term 'Personality'. [2]
(b) How will you use 'SWOT' analysis to improve your body language. [8]
2. Distinguish between : [10]
 - (1) Positive body language and negative body language
 - (2) Pride and ego
 - (3) Internal motivation and external motivation
 - (4) Self-interest and selfishness.
3. List down the steps for building a 'Positive Personality'. [10]

P.T.O.

4. A fire breaks out in Room No. 302 of Hotel Sana Inn, Nashik on 15th of March, 2011 at 1200 hrs. (12 pm). The floor supervisor of the 3rd floor on that day is to write a report about this to the Executive House-keeper. [10]
5. What is 'Stress' ? List down the causes of stress. [10]
6. Write short notes on (any *four*) : [10]
- (i) Success
 - (ii) Types of meetings
 - (iii) Advantages of self-esteem
 - (iv) Steps to build a positive attitude
 - (v) Expectations of recruiters.

Total No. of Questions—10]

[Total No. of Printed Pages—2

[3981]-604

B.H.M.C.T. (Sixth Semester) EXAMINATION, 2011

604 : HOSPITALITY MARKETING-I

(NEW 2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Q. No. 1 is compulsory.

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

1. Write short notes on (any *four*) : [5×4=20]
 - (a) Customer orientation
 - (b) Internal environment
 - (c) Cultural consumer behaviour
 - (d) Need for market segmentation
 - (e) Branding
 - (f) Internal affecting pricing
 - (g) Alliances.
2. Define marketing management. Explain the 7 P's of marketing mix. [10]
3. Explain the social and cultural business environment. [10]
4. What is meant by consumer behaviour ? Discuss the consumer behaviour model. [10]
5. Define market segmentation. Explain the Geographic and Demographic basis for segmentation. [10]

P.T.O.

6. Define product. Explain the new product development process. [10]
7. Describe any *five* General Pricing Methods. [10]
8. Define distribution. Explain the different channel levels of distribution in Hospitality Industry. [10]
9. Explain in detail the 5 M's of Advertising. [10]
10. Define Promotion. Explain publicity and public relation as tools and opportunity in the hotel industry. [10]

Total No. of Questions—9]

[Total No. of Printed Pages—2

[3981]-605

B.H.M.C.T. (Sixth Semester) EXAMINATION, 2011

605 : HUMAN RESOURCE MANAGEMENT

(NEW 2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :— (i) Q. No. 1 is compulsory.

(ii) Solve any ~~six~~ questions from the remaining.

1. Write short notes on (any *two*) : [10]
 - (a) Objectives of Workers' participation in Management
 - (b) Ways to maintain discipline
 - (c) Fringe Benefits
 - (d) *Two* types of tests used in selection process.
2. What are the various components of Wages ? Explain in brief. [10]
3. Define Orientation process. Explain the process in detail. [10]
4. State the job description of a horticulturist. [10]
5. Explain any *four* methods of performance appraisals with the help of formats. [10]

P.T.O.

6. State the steps that are recommended while dealing with an employee's grievance. [10]
7. Discuss the reasons for workers joining the Trade Unions. [10]
8. Differentiate between Training and development process. State the importance of training. [10]
9. Discuss the steps involved in the human resource planning process. [10]

Total No. of Questions—2]

[Total No. of Printed Pages—2

[3981]-606

B.H.M.C.T. (Sixth Semester) EXAMINATION, 2011

606 : TRAVEL AND TOURISM

(NEW 2008 PATTERN)

Time : Three Hours

Maximum Marks : 70

1. Answer any *four* from the following : [4×5=20]

- (1) Give the 4 'A's of Tourism.
- (2) Write a short note on Grand Circular Tour.
- (3) Define Tour operator and types of Tour operators.
- (4) Give the role and function of IATA.
- (5) Give the role of a travel agent in promotion of Tourism.
- (6) Explain in short the primary and secondary constituents of Tourism.

2. Answer any *five* from the following : [5×10=50]

- (a) Give the various types of travel agents and give their functions.
- (b) Give the economic impact of tourism.
- (c) Explain the different modes of transport.

P.T.O.

- (d) Plan an itinerary for “Golden triangle” for 7 days.
- (e) What are the various documents required to be completed for undertaking overseas travel ?
- (f) Explain who is a Guide and Escort. What are the qualities of a Guide ?
- (g) Explain the various types of Tourism.

Total No. of Questions—5]

[Total No. of Printed Pages—2

[3981]-61

B.H.M.C.T. (Sixth Semester) EXAMINATION, 2011

601 : ADVANCED FOOD PRODUCTION

(2005 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) Assume suitable data wherever necessary.

1. Explain in detail any *five* regions of Chinese cuisine with the characteristics of each regional cuisine. [10]
2. (a) Differentiate between Haute Cuisine and Nouvelle Cuisine. [4]
(b) Explain in detail making process of the following : [6]
 - (i) Galantine
 - (ii) Pâté en crule.
3. (a) Give *five* functions of Larder department. [5]
(b) Write short notes on any *two* types of forcemeets. [5]
4. (a) Classify salads with one example each and name any *two* classical salads with their major ingredients and dressings. [5]

P.T.O.

- (b) Give *five* types of sandwiches with brief description and *one* example of each. [5]
5. (a) List Garbage Disposal methods and explain any *two* of them in detail. [6]
- (b) Give hierarchy of Kitchen Stewarding Department for a five-star hotel. [4]

Total No. of Questions—7]

[Total No. of Printed Pages—2

[3981]-62

B.H.M.C.T. (Sixth Semester) EXAMINATION, 2011

602 : ADVANCED FOOD AND BEVERAGE SERVICE

(2005 PATTERN)

Time : Two Hours

Maximum Marks : 40

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

(ii) Figures to the right indicate full marks.

(iii) Draw neat diagrams where applicable.

1. (A) With the help of a neat format, explain the working of a Banquet function prospectus. [5]
(B) Define In-Room Dining. Explain the concept of a Minibar. [5]
2. (A) List *four* seating arrangements used in Banquets. Explain any *two* seating arrangements briefly. [5]
(B) Draw the layout of an American Bar. Explain the Front bar briefly. [5]
3. (A) Define Buffets. [2]
(B) “A Buffet display gives a chef a very good opportunity to display his creativity.” Justify this statement. [3]
(C) List *four* types of Bars. Explain any *one* in detail. [5]
4. (A) With the help of a neat format, explain the working of a Room Service Order Takers Sheet. [5]
(B) List the forms and formats used in Banquets. [5]

P.T.O.

5. (A) List *four* types of Buffets. Explain any *one* in detail. [5]
(B) “Planning and staff scheduling are of primary importance in In-room Dining”. Justify this statement. [3]
(C) Explain informal functions. [2]
6. (A) Define Gueridon Service. [2]
(B) List *four* foods used in preparation of foods on a Gueridon Trolley. [2]
(C) Give the cover, accompaniments and service procedure for the Gueridon service of the following dishes (any *two*) : [6]
(a) Smoked salmon
(b) Consommé aux xérès
(c) Poached salmon
(d) Beef stroganoff
(e) Banana flambé.
7. (A) Explain the administrative procedures followed in Banquets. [5]
(B) Explain sea catering. [5]

Or

Explain airline catering.

Total No. of Questions—5]

[Total No. of Printed Pages—2

[3981]-63

B.H.M.C.T. (Sixth Semester) EXAMINATION, 2011

603 : PERSONALITY DEVELOPMENT AND

BUSINESS COMMUNICATION

(2005 PATTERN)

Time : Two Hours

Maximum Marks : 40

N.B. :— (i) Q. No. 1 is compulsory.

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

(iii) *All* questions carry equal marks.

(iv) Assume suitable data (if need be).

1. (a) Define (answer any *five*) : [5]

(i) Personality

(ii) Motivation

(iii) Gesture

(iv) Negative attitude

(v) Minutes of a meeting

(vi) Ego.

(b) State the advantages of the case study method and the technique of analysing a case. [5]

2. (a) What is success ? [2]

(b) What qualities would make a person successful ? [8]

P.T.O.

3. (a) What are the advantages of high self esteem ? [2]
(b) State the characteristics of people with high and low self esteem. [4+4]
4. (a) Why is "Report Writing" important in any business ? [2]
(b) Write a report of the food festival which took place in your hotel at Pune to your head office. [8]
5. Write short notes on : [5×2=10]
(a) Any *two* ways of projecting positive body language.
(b) Any *two* recruiter expectations and how would you be prepared for them.
(c) Any *two* differences between "Inspiration" and "Motivation".
(d) Any *two* differences between "Self-interest" and "Self-motivation".
(e) Any *two* important preparations you would do before conducting a business meeting.

Total No. of Questions—8]

[Total No. of Printed Pages—2

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B.H.M.C.T. (Sixth Semester) EXAMINATION, 2011

604 : HOSPITALITY MARKETING-I

(2005 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

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

1. Write short notes on (any *four*) : [20]
 - (1) Explain need, wants and demand.
 - (2) Political environment to analyse business environment.
 - (3) Draw consumer behaviour model.
 - (4) Product differentiation
 - (5) Alliances.
 - (6) Telemarketing as direct marketing tool.
2. Explain the 7P's of service marketing mix. [10]
3. Explain the personal and psychological factors affecting consumer behaviour. [10]
4. What is need for market segmentation ? Write about behavioural segmentation. [10]

P.T.O.

5. What are the different general pricing methods used ? [10]
6. List out the different marketing intermediaries. Write in detail about travel agents. [10]
7. Define product. Explain the product life-cycle. [10]
8. Define promotion. State its characteristics of promotion tools. [10]

Total No. of Questions—8]

[Total No. of Printed Pages—2

[3981]-65

B.H.M.C.T. (Sixth Semester) EXAMINATION, 2011

605 : HUMAN RESOURCE MANAGEMENT

(2005 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* : [5×4=20]
 - (1) Components of a wage
 - (2) Indiscipline
 - (3) Functions of Trade Union
 - (4) Intelligence test
 - (5) External sources of recruitment
 - (6) Role of Human Resource Manager.
2. Explain the manpower planning process in brief. [10]
3. Discuss briefly the various training methods. [10]
4. Make a 'Job specification' for a front office supervisor. [10]
5. Write in short any *five* methods used for the assessment of an employee. [10]

P.T.O.

6. Mention the Induction process for a new entrant in the hotel. [10]
7. Explain the collective bargaining process in detail. [10]
8. What is the promotion policy ? Discuss seniority Vs merit as a basis for promotion. [10]

Total No. of Questions—5]

[Total No. of Printed Pages—2

[3981]-66

B.H.M.C.T. (Sixth Semester) EXAMINATION, 2011

606 : TRAVEL AND TOURISM

(2005 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

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

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

- (1) MICE
- (2) Tourist
- (3) Sustainable tourism
- (4) Business tour
- (5) Passport
- (6) Inbound
- (7) Food tourism
- (8) Tour operator
- (9) Guide
- (10) Bird sanctuaries
- (11) Senior citizen.

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

- (1) Deccan Oddessy

P.T.O.

- (2) Forex
 - (3) Infrastructure development
 - (4) PATA
 - (5) WTO.
- 3.** Describe the role of Hotel Industry and Transport Industry in promotion of tourism. [20]
- 4.** (a) What are the functions of travel agents ? [10]
(b) What are the functions and qualities of a guide ? [10]
- 5.** Give the social and political impact of tourism. [20]



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BHMCT (Seventh Semester) Examination, 2011
701 (A) : SPECIALIZATION IN FOOD PRODUCTION MANAGEMENT
(2005 Pattern)

Time : 3 Hours

Max. Marks : 70

Instruction : Solve any 7 question.

1. A) Explain any two forcements in detail. **6**
B) Write short note on Han, Baccon and Gammon. **4**
2. A) What precautions needs to be taken while preparing an Appetizers ? **5**
B) Explain the flow of work in the kitchen. **5**
3. A) What points to be taken in to consideration while selecting kitchen equipments for Indian Restaurant ? **5**
B) Classify sausages with examples. **5**
4. Explain the following food additives : **10**
 - i) Colouring Agent
 - ii) Preservatives
 - iii) Humectants and anticaking agents
 - iv) Sweetening agent
5. A) Define term Aspic jelly and explain the procedure for making Aspic jelly. **5**
B) What are the different types of mousse ? **5**
6. A) Draw a neat labelled kitchen layout plan, showing preparation, service and wash up area. **5**
B) Classify Appetizers with suitable example. **5**

P.T.O.



7. A) Write step by step process of making Galantine. **5**
- B) Explain the following term : **5**
- i) Ballotine
 - ii) Brine
 - iii) Pate'
 - iv) Dry Baking
 - v) Flambe
8. What care and maintainance will you take while selecting following equipments ? **10**
- i) Buffalo chopper
 - ii) Combi oven
 - iii) Bone saw
 - iv) Bread slicing machine
 - v) Dough shetter
-

Total No. of Questions—8]

[Total No. of Printed Pages—3

[3981]-72

B.H.M.C.T. (VII Semester) EXAMINATION, 2011

**701-B : SPECIALIZATION IN FOOD AND
BEVERAGE SERVICES AND MANAGEMENT**

(2005 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

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

(iii) Assume suitable data wherever required.

1. (a) List the courses of the French classical menu sequence. [5]
(b) Enlist with examples the rules to be followed while combining wines and foods. [5]
2. List and explain the design considerations which need to be followed by a designer of a speciality restaurant with reference to : [12]
(a) Furniture
(b) Lighting
(c) Colour and interior decor
3. Attempt any *three* : [12]
(a) Role of site selection while planning restaurants
(b) Customer handling

P.T.O.

- (c) Inventory system of beverage control
- (d) FLR 3
- (e) Suggestive selling
- (f) Attributes of a Restaurant Manager.

4. Explain the following dishes : [12]

- (a) Jambalaya
- (b) Chilli corn Carne
- (c) Zakuski
- (d) Clam chowder
- (e) Kartoffel soup
- (f) Tapas
- (g) Bouillabaise
- (h) Darsan
- (i) Zuppa Pavese
- (j) Mezze Platter
- (k) Sui Mai
- (l) Teppanyaki
- (m) Pâtè Maison
- (n) Gazpacho.

5. Define MICE. How are meetings planned and organised in hotels ? [12]

6. (a) Explain the various parts of a Bar with the help of a diagram. [6]
(b) As a manager of a Bar, list the various steps which you will take to control costs and increase profits. [6]
7. (a) Explain the importance of training to increase the efficiency of the staff. [6]
(b) As a manager, plan the duty roster for a restaurant of 50 covers. Assume suitable data. [6]
8. Define menu merchandizing. What are the merchandising tools, which a manager should use to promote sales of a restaurant ? [12]

Or

Plan a restaurant with regards to equipment, linen furniture, staffing.

Total No. of Questions—8]

[Total No. of Printed Pages—2

[3981]-73

B.H.M.C.T. (Seventh Semester) EXAMINATION, 2011

701-C : ACCOMMODATION MANAGEMENT

(2005 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) Attempt any 6 questions from Q. No. 2 to Q. No. 8.

1. Answer in *one or two* sentences each (any *five*) : [10]
 - (a) What is Analogous colour scheme ?
 - (b) What are the parts of carpet ?
 - (c) State the size of King Size Bed and Bath Tub.
 - (d) State *four* characteristics of woollen fabric.
 - (e) What is corince lighting and concave lighting ?
 - (f) Where is semi-hard flooring used in hotels ?
2. Draw the layout of standard guest-room and state its furniture sizes along with location. [10]
3. Draw and label the following along with their treatments : [10]
 - (1) Bay Window
 - (2) French Window
 - (3) Sky light
 - (4) Casement Window.

P.T.O.

4. (a) What are various types of soft furnishing ? Explain any *two* in detail. [5]
- (b) What are the objectives of interior design ? [5]
5. Explain the concept of MICE. [10]
6. (a) Draw the organization chart of sales and marketing department. [5]
- (b) Explain any *two* methods of training in detail. [5]
7. What are the points to be kept in mind while designing a Hotel Brochure ? [10]
8. What are wall covering ? Suggest which coverings are most suitable for the following areas and why ? [10]
- (a) Bar
- (b) Banquet hall
- (c) Lobby
- (d) Guest corridors
- (e) Discothque.

Total No. of Questions—3]

[Total No. of Printed Pages—2

[3981]-74

B.H.M.C.T. (Seventh Semester) EXAMINATION, 2011

702 : ORGANISATIONAL BEHAVIOUR

(2005 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :—All questions are compulsory.

1. Attempt any *one* of the following : [10]
 - (a) Define motivation. Explain “MacGregor’s theories of motivation”.
 - (b) Define organisation culture. Explain organisation culture characteristics.

2. Attempt any *three* of the following : [30]
 - (a) Define organisational behaviour. Explain objectives of organisational behaviour.
 - (b) What do you mean by leadership ? Explain importance of leadership and any *one* style of leadership.
 - (c) Explain communication process and barriers to communication.
 - (d) What are the reasons for conflicts ? How to overcome conflicts ?

P.T.O.

- (e) What are sources of stress ? How to overcome individual organisational stress ?
- (f) Explain process of decision-making.

3. Write notes on (any *five*) : [30]

- (a) Verbal and non-verbal communication
- (b) Types of decision-making
- (c) Leadership skills
- (d) Methods of improving communication effectiveness.
- (e) Group dynamics and group decision-making
- (f) Nature and dimensions of attitude.
- (g) Delegation and decentralization.
- (h) Personality-meaning and personality traits.

Total No. of Questions—3]

[Total No. of Printed Pages—2

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B.H.M.C.T. (Seventh Semester) EXAMINATION, 2011

704 : HOSPITALITY MARKETING-II

(2005 PATTERN)

Time : Three Hours

Maximum Marks : 70

N.B. :—Attempt all *three* questions.

1. Write notes on (any *two*) : [10]
 - (a) Internal marketing.
 - (b) Relationship marketing
 - (c) Motivation of employees.
 - (d) *Two* characteristics of services.

2. Answer any *three* of the following : [30]
 - (a) Explain recruitment and training of employees in hospitality industry.
 - (b) List and explain any *two* elements of physical evidence in hospitality industry.
 - (c) What do you mean by process ? Explain operation design for cost efficiency, service quality and customisation position which plays important role in process in hospitality industry.

P.T.O.

- (d) Briefly explain how to retain customers and handle customer complaints in hospitality industry.
- (e) Explain any *five* duties of a marketing manager in hospitality industry.

3. Answer any *three* of the following : [30]

- (a) Explain the set up and organisation of sales and marketing department of a Five Star Hotel.
- (b) Explain five gap model of service quality for customer satisfaction in hospitality industry.
- (c) Briefly explain any *five* points in managing supply in hospitality industry.
- (d) List and explain any *five* points in enhancing productivity in hospitality industry.
- (e) List and explain tools of managing demand.

Total No. of Questions—9]

[Total No. of Printed Pages—2

[3981]-77

B.H.M.C.T. (Seventh Semester) EXAMINATION, 2011

705 : ENVIRONMENTAL MANAGEMENT

(2005 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) Neat diagrams must be drawn wherever necessary.

(iii) Figures to the right indicate full marks.

(iv) *All* questions carry equal marks.

1. What do we mean by 'Improving water quality' ? [10]
2. What is the staff's responsibility in developing an environmental message ? [10]
3. List down the guidelines for major use areas in the energy and waste management. [10]
4. What are the basic approaches to improve indoor air quality ? [10]
5. Define 'Noise' and explain the programme for tackling it. [10]
6. What do you mean by waste management ? [10]
7. Write short notes on any *two* : [2×5=10]
 - (a) Hazardous materials
 - (b) Hotels and air pollution
 - (c) Current technology
 - (d) Recycling.

P.T.O.

8. What is product purchase ? List down the principles of purchasing. [10]

9. Explain in brief (any *four*) : [2½×4=10]

- (a) Ecotels
- (b) Building materials—cement, bricks, wall panels
- (c) Water and the environment
- (d) Energy conservation measures
- (e) Potential sources of air pollution.

Total No. of Questions—8]

[Total No. of Printed Pages—2

[3981]-81

B.H.M.C.T. (Eighth Semester) EXAMINATION, 2011

801 (A) : SPECIALISED FOOD PRODUCTION

(2005 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

(ii) *All* questions carry equal marks.

(iii) Draw neat diagrams wherever necessary.

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

(i) Hot Puddings

(ii) Tempering of chocolate

(iii) Task analysis.

(b) Explain the concept of “Time and Motion Study” in kitchen with suitable examples. [5]

2. Explain the manufacturing process of chocolate. [10]

3. (a) Classify Frozen Desserts giving examples of each. [5]

(b) Enlist the various aims of control. [5]

4. (a) Briefly explain the basic stages in preparation of Budgets. [5]

(b) Explain “Menu Engineering”. [5]

P.T.O.

5. (a) Write short notes on : [5]
(i) Budgetary control
(ii) Specification buying.
(b) State the importance of “Allocation of work” and “Duty Roaster”. [5]
6. (a) Explain the importance and necessity of lasing with customers or guest. [5]
(b) Explain organoleptic and sensory evaluation of food products. [5]
7. Briefly explain the various types of budgets and state the objectives of budgets. [10]
8. Explain the following terms (any *ten*) : [10]
(1) Saltillage
(2) Ganache
(3) Baked Alaska
(4) S.P.S.
(5) Punches
(6) Creme Brûle
(7) Log book
(8) Panada
(9) Ice Milk
(10) Pastillage
(11) Sandesh
(12) Bitter Sweet Chocolate.



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B.H.M.C.T. (Eighth Semester) Examination, 2011
201-B : SPECIALIZATION OF FOOD AND BEVERAGES SERVICES
AND MANAGEMENT
(2005 Pattern)

Time: 3 Hours

Max. Marks: 70

- N.B. : i) Question No. 1 is compulsory.*
*ii) Answer **any three** questions from question No.2 to question No.6.*
*iii) Assume suitable data **wherever** necessary.*

1. Discuss about meal experience. Develop a policy to cater for a quality service restaurant. **10**
 2. a) Determine the general trends in eating out a meal. **10**
b) Define quality. Explain the techniques and approaches at every level i.e. quality control. **10**
 3. a) Explain six basic stages in preparation of budget. **10**
b) Devise financial consideration and mechanism to run a chain of fast-food operation. **10**
 4. a) Define budget and state the objective of budgetary control. **10**
b) Describe the catering consideration in relation to type of consumer, type of menu, food production and food semi style. **10**
 5. a) Justify and enumerate 7P's of marketing of a fast food outlet. **10**
b) Compare organization and staffing in smaller hotel vis-a-vis larger hotel. **10**
 6. a) An industrial catering major wants to establish control and performance measures. Design a policy. **10**
b) With the help of a table explain the concept of menu engineering. **10**
-

Total No. of Questions—7]

[Total No. of Printed Pages—2

[3981]-83

B.H.M.C.T. (Eighth Semester) EXAMINATION, 2011

801-C : SPECIALIZATION ACCOMMODATION MANAGEMENT

(2005 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

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

1. Explain the following in 2 to 3 sentences each (any *five*) : [2×5=10]

- (1) Job specification
- (2) SOP
- (3) BARS method of performance appraisal
- (4) Buddy system of training
- (5) Rev PAR
- (6) Rainwater harvesting
- (7) Sales mix report.

2. (a) Explain the measures taken in care and control of equipment in housekeeping. [6]

(b) Explain the concept of time and motion study. State its importance in Rooms Division. [6]

P.T.O.

3. (a) What are the components of expense budget for the housekeeping budget ? [6]
- (b) Explain any *six* ways of conserving water in hotels. [6]
4. (a) Define yield management. State its importance in front office. [6]
- (b) Explain any *six* methods used in motivating employees. [6]
5. Write short notes on (any *two*) : [6×2=12]
- (1) Softwares used in hotels
- (2) Recycling of materials in housekeeping
- (3) Revenue budget for front office.
6. (a) What is management information systems ? Explain any *two* reports generated at housekeeping used for MIS ? [6]
- (b) What is an ecotel ? As an executive housekeeper, suggest some eco-friendly guest-supplies to be used in hotels. [6]
7. Calculate the staff strength required for a 100 room Five-Star Hotel. Plan a duty chart for room attendants. [12]

Total No. of Questions—9]

[Total No. of Printed Pages—2

[3981]-84

B.H.M.C.T. (Eighth Semester) EXAMINATION, 2011

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*) : [20]
 - (1) Internal customer
 - (2) Right first time
 - (3) Diligence
 - (4) Process mapping and improvement
 - (5) Objectives of quality circle.
2. Define quality. Give the importance of quality management. [10]
3. Define HACCP. List down the steps of HACCP and how will it be applied in the service industry. [10]
4. Explain the term 'Vision'. List down the step by step procedure of framing a vision statement. [10]
5. What is 'Brainstorming' ? Explain the 'cause and effect' diagram with a suitable diagram and example. [10]

P.T.O.

6. Explain the term 'Waste Management'. List down the steps on how you as a hospitality professional will manage waste in a profitable manner. [10]
7. Define Business Process Engineering. List down the steps in process of BPR with a suitable example. [10]
8. Explain the method of measuring and managing customer satisfaction in the hospitality industry. [10]
9. Explain the importance of training. How will training help in developing a leader for tomorrow ? Explain with suitable examples. [10]

Total No. of Questions—3]

[Total No. of Printed Pages—2

[3981]-85

B.H.M.C.T. (Eighth Semester) EXAMINATION, 2011

804 : MANAGERIAL ECONOMICS

(2005 PATTERN)

Time : Three Hours

Maximum Marks : 70

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

1. Attempt any *one* of the following : [10]
 - (a) What do you mean by the term 'Demand' ? Explain determinants of individual demand and market demand.
 - (b) Define Micro-economics, Macro-economics, Plant Firm and Industry.

2. Attempt any *three* of the following : [30]
 - (a) Define utility. Explain "The law of Diminishing Marginal Utility."
 - (b) What do you mean by "Elasticity of demand" ? Briefly explain measurement of price elasticity of demand.
 - (c) What do you mean by "Elasticity of Supply" ? What are the factors affecting elasticity of supply ?
 - (d) What do you mean by Market ? Briefly explain different types of market.
 - (e) Explain the Law of Variable Proportions.
 - (f) Explain briefly demand function and demand schedule in Demand Analysis.

P.T.O.

- 3.** Write notes on (any *five*) : [30]
- (a) The Law of Equi-marginal Utility
 - (b) The Law of Demand
 - (c) Types of utility
 - (d) Types of elasticity of demand
 - (e) The Law of Supply
 - (f) The Law of Returns to Scale
 - (g) Problems of scarcity : Lionel Robbins definition of Economics.
 - (h) Types of demand.



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B.H.M.C.T. Examination, 2011
HOTEL RELATED LAWS
(2005 Pattern)

Time : 3 Hours

Total Marks : 70

Instructions : 1) Answer *any 7* questions.
2) *Every question carries 10 marks.*

1. How are contracts discharged ? **10**
 2. Explain the procedure for redressal of grievances before District Forum. **10**
 3. Explain the rights of an unpaid seller. **10**
 4. Explain the health and safety provisions of the Factory Act. **10**
 5. List down the authorities for settlement of industrial disputes. **10**
 6. Explain the authorized deductions in the Payment of Wages Act. **10**
 7. In the Workmen's Compensation Act explain. **(2×5=10)**
 - A) Liability of the employer to pay compensation
 - B) Amount of compensation.
 8. A) State the important provisions of the Water Act. **(2×5=10)**
 - B) Procedure relating to registration of Hotels, Lodges, Eating Houses in Shops and Establishment Act.
 9. Write short notes on **any 2** : **(2×5=10)**
 - A) Licenses and permits
 - B) Powers of food inspector
 - C) Essentials of a valid contract
 - D) Essentials of a valid sale
 - E) Defect in goods and deficiency in service.
-