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Total No. of Pages : 02

Total No. of Questions : 09

**BHMCT (AICTE) (Sem.-5,6)**  
**FOOD AND BEVERAGE SERVICE-V**

**Subject Code : BH-304**

**M.Code : 14563**

**Date of Examination : 17-11-2023**

**Time : 3 Hrs.**

**Max. Marks : 30**

**INSTRUCTIONS TO CANDIDATES :**

1. SECTION-A is COMPULSORY consisting of TEN questions carrying ONE mark each.
2. SECTION-B contains FIVE questions carrying 2½ (Two and Half) marks each and students has to attempt ANY FOUR questions.
3. SECTION-C contains THREE questions carrying FIVE marks each and students have to attempt ANY TWO questions.

**SECTION-A**

**I. Write short notes on :**

- a) Jointing
- b) Situation Handling
- c) Front Bar
- d) Jiggers
- e) Bar Mudler
- f) Steak Pan
- g) Salamander
- h) Crepe
- i) Bartender
- j) Carving.

**SECTION-B**

2. Write a short note on Carving Trolley.
3. Write a short note on Lounge Service.
4. What is Customer relationship management?
5. Explain what is a Bar Display?
6. Give the significance of Hospital Tray Service.

**SECTION-C**

7. Which points needs to be considered for flaming of a dish?
8. Write a short note on Airline Catering.
9. Give the Scope of Total Quality in restaurant service.

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**BHMCT (Sem.-5,6)**  
**BUSINESS POLICY & ENVIRONMENT**

Subject Code : BH-308

M.Code : 14565

Date of Examination : 21-11-2023

Time : 3 Hrs.

Max. Marks : 30

**INSTRUCTION TO CANDIDATES :**

1. SECTION-A is COMPULSORY consisting of TEN questions carrying ONE mark each.
2. SECTION-B contains FIVE questions carrying 2½ (Two and Half) marks each and students has to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying FIVE marks each and students has to attempt any TWO questions.

**SECTION- A**

**1. Write short notes :**

- a) PESTEL Analysis
- b) Benchmarking
- c) Mission Statement
- d) Vision vs Mission
- e) Corporate Analysis
- f) Unfair Trade Practices
- g) Insolvency
- h) Indian EXIM Policy
- i) Key Performance Indicators (KPIs)
- j) Value Chain Analysis.

**SECTION-B**

2. Differentiate between business policy and business strategy.
3. What is the role of SEBI in the Indian financial market?
4. How does strategic management sustain competitiveness?
5. Why is it important for a company to have a clear mission and goals?
6. What were the objectives of the Sick Industrial Companies (Special Provisions) Act, 1985?

**SECTION-C**

7. How important is strategy implementation in achieving strategic objectives and what are the key challenges that organizations may encounter during this phase?
8. What are some common methods or frameworks used for conducting an internal analysis of an organization's strengths and weaknesses?
9. How do cultural social and political factors impact an organization's business environment and strategic decisions?

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**B.H.M.C.T. (Sem.-5)  
FOREIGN LANGUAGE (FRENCH)-II**

Subject Code : BH-314

M.Code : 14568

Date of Examination : 25-11-2023

Time : 3 Hrs.

Max. Marks : 30

**INSTRUCTIONS TO CANDIDATES :**

1. SECTION-A is COMPULSORY consisting of TEN questions carrying ONE mark each.
2. SECTION-B contains FIVE questions carrying 2<sup>1</sup>/<sub>2</sub> (Two and Half) marks each and students has to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying FIVE marks each and students have to attempt any TWO questions.

**SECTION-A**

**1. Explain the following :**

- a) Oui Monsieur, absolument!
- b) Aujourd'hui!
- c) Je suis d' accord.
- d) Le restaurant indien est la bas.
- e) Bonjour Madame.
- f) Les c à deux sont belles.
- g) Non, c'est l'h ô tel Taj.
- h) Le pâtisserie est a deuxie' me c' tage
- i) Le vin blanc
- j) C'est votre chambre, Monsieur.

**SECTION-B**

2. Completez avec pronoms relatives (que/qui/dont) :
  - a) La chamber \_\_\_\_ vous m'a dit est deja occupee.
  - b) C'est le service \_\_\_\_ je suis re'sponsible.
3. Conjuguez " Regarder " au futur.

4. Utilisez «en» ou «y» :
  - a) Tu as un stylo? Oui, j \_\_\_\_ai deux.
  - b) Tu vas aller au pare? Oui, nous \_\_\_\_allons demain.
5. Conjuguez "Ecouter" au passe recent.
6. Completez avec «plus que, moins que, autant que, etc.» :
  - a) Patrick regrde la tele \_\_\_\_Paul.
  - b) Sumit utilize l'oridnateur \_\_\_\_moi.

**SECTION-C**

7. Conjuguez les verbs :
  - a) Etre (futur)
  - b) Avoir (present)
8. Lisez le dialogue et repondez aux questions :

Camille : C'est le restaurant de Louis?  
Juliette : Oui, son restaurant est tres connu, n'est ce pas ?  
Camille : Il a ce restaurant depuis 2000 et il march tres bien jusqu' aujourd'hui.  
Juliette : C'est vrai ?  
Camille : Oui absolument!  
Juliette : Mon dieu ! Le restaurant serves quelles cuisines ?  
Camille : Je pense que c'est un multi-cuisine restaurant.  
Juliette : Ca va ! C'est tre's bien !

  - a) Ca fait combien de personnes dans ce dialogue ?
  - b) De quoi parlent elles ?
9. Utilisez ces mots dans une phrase :
  - a) L'autorisation
  - b) C'est interdit.

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BHMCT (Sem.-5, 6)  
**MANAGERIAL ECONOMICS**  
Subject Code : BH-312  
M.Code : 14567  
Date of Examination : 29-11-2023

Time : 3 Hrs.

Max. Marks : 30

**INSTRUCTIONS TO CANDIDATES :**

1. SECTION-A is COMPULSORY consisting of TEN questions carrying ONE mark each.
2. SECTION-B contains FIVE questions carrying 2½ (Two and Half) marks each and students has to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying FIVE marks each and students have to attempt any TWO questions.

**SECTION-A**

I. Write short notes on the following :

- a) Managerial economics
- b) Investment appraisal
- c) Demand forecasting
- d) Autonomous demand
- e) Indirect cost
- f) Cost-output relation in long run
- g) Premium pricing
- h) Imperfect competition
- i) Small finance bank
- j) Cost control.

**SECTION-B**

2. Discuss the nature of managerial economics.
3. Discuss the role of advertising and sales promotion in demand.
4. Why is cost control necessary in production?
5. Compare pricing under perfect competition and monopoly.
6. Discuss the role of cooperative banks in India.

**SECTION-C**

7. What are various methods of demand forecasting?
8. Explain any two price forecasting methods.
9. Why is cost reduction an important aim of an economist? List the ways in which cost reduction can be achieved.

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**BHMCT (Sem.-5, 6)**  
**FRONT OFFICE OPERATIONS - V**  
Subject Code : BH-306  
M.Code : 14564  
Date of Examination : 01-12-2023

Time : 3 Hrs.

Max. Marks : 30

**INSTRUCTIONS TO CANDIDATES :**

1. SECTION-A is COMPULSORY consisting of TEN questions carrying ONE mark each.
2. SECTION-B contains FIVE questions carrying TWO AND A HALF marks each and students have to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying FIVE marks each and students have to attempt any TWO questions.

**SECTION-A**

**1. Write short notes on :**

- a) Yield %
- b) Rate Yield
- c) Rate spread
- d) PABX
- e) Occupancy %
- f) ARR
- g) Selective Overbooking
- h) Duration Control
- i) Hurdle Rate
- j) How to handle socializer?

**SECTION-B**

2. What is the importance of Yield Management in hotel Industry?
3. How to handle various types of awkward guests? Discuss.
4. What are the various high & low demand strategies in Yield Management?
5. What is the role of Forecasting in Yield Management?
6. Explain how selective overbooking improves revenue generation?

**SECTION-C**

7. Explain tools of yield management. Discuss their applicability.
8. Discuss the important skills needed while dealing with situation handling.
9. Which all points should be kept in mind while answering the guest telephone call at front office by a telephone operator?

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BHMCT (Sem.-5,6)

HOTEL LAWS

Subject Code : BH-310

M.Code : 14566

Date of Examination : 07-12-2023

Time : 3 Hrs.

Max. Marks : 30

**INSTRUCTION TO CANDIDATES :**

1. SECTION-A is COMPULSORY consisting of TEN questions carrying ONE mark each.
2. SECTION-B contains FIVE questions carrying 2½ (Two and Half) marks each and students have to attempt ANY FOUR questions.
3. SECTION-C contains THREE questions carrying FIVE marks each and students have to attempt ANY TWO questions.

**SECTION-A**

1. Write short notes on :

- a) POSH act
- b) Time Share resort
- c) HRACC
- d) Central food laboratory
- e) FSSAI
- f) Dissolution of a registered trade
- g) Trade dispute
- h) Termination of licence
- i) Retrenchment
- j) CLRA

**SECTION-B**

2. Under what circumstances a certificate of registration of a trade union may be withdrawn or cancelled?
3. What are the main features of essential commodities act?
4. Write down a short note on notification of food poisoning.
5. Discuss in brief about credit instruments.
6. What are the different licenses and permits required for hotel operations?

**SECTION - C**

7. What are the main provisions of Workmen Compensation Act 1948?
8. Discuss the applicability of Industrial Dispute Act 1947.
9. What are the duties of a food inspector?

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