Total No. of Pages: 02

Total No. of Questions: 09

BHMCT (AICTE) (Sem.-4)
PRINCIPLES OF MANAGEMENT
Subject Code: BH-210
M.Code: 14548
Date of Examination: 29-05-2023

Time: 3 Hrs.

Max. Marks: 30

## INSTRUCTION TO CANDIDATES :

- SECTION-A is COMPULSORY consisting of TEN questions carrying ONE mark each.
- SECTION-B contains FIVE questions carrying 21/2 (Two and Half) marks each and students have to attempt any FOUR questions.
- SECTION-C contains THREE questions carrying FIVE marks each and students have to attempt any TWO questions.

## SECTION-A

## l. Write briefly :

- a) Differentiate between Centralization and Decentralization.
- b) Pen down management skills.
- c) What is decision making?
- d) What is departmentation?
- e) Differentiate between formal and informal organization.
- f) What is MBO?
- g) What is directing?
- h) What is meant by control by exception?
- i) What is meant by human resource management?
- j) What is span of management?



## SECTION-B

**SEMESTER-4** 

- 2. Discuss the various forms of organization.
- 3. Discuss the various techniques to make communication effective.
- 4. Pen down the functions of management.
- 5. Differentiate between direct control and preventing control.
- 6. Define planning. Discuss the process and types of plans.

### SECTION-C

- Define Controlling. Discuss the various techniques of controlling.
- 8. Pen down the evolution of management thought systems concept.
- Define communication. Pen down the process of communication and various barriers in effective communication.

Total No. of Pages: 02

Total No. of Questions: 09

## BHMCT (Sem.-4) FOOD & BEVERAGE SERVICE-IV

Subject Code : BH-204 M.Code : 14545

Date of Examination: 26-05-23

Time: 3 Hrs.

Max. Marks: 30

## INSTRUCTION TO CANDIDATES:

- SECTION-A is COMPULSORY consisting of TEN questions carrying ONE mark each.
- SECTION-B contains FIVE questions carrying 21/2 (Two and Half) marks each and students has to attempt any FOUR questions.
- 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) Optic pourers
  - b) 2 whisky based cocktails
  - c) Gay lussac
  - d) 2 International brands of vodka
  - e) Molasses
  - f) Glassware used to serve brandy
  - g) 2 brands of single malt
  - h) Mojito
  - i) Proof
  - j) Cognac.



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## SECTION-B

- How do you serve a Gin & Tonic water to a VIP guest?
- 3. What are the different types of Rum?
- Write down the different bar equipments.
- 5. Explain the manufacturing process of brandy.
- 6. Give recipe of any one White rum based cocktail along with glassware.

### SECTION-C

- 7. Explain the Pot still and Patent still method of distillation.
- Name 5 liqueurs with their flavor, base and country of origin.
- Explain the various methods of making Cocktails.

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Total No. of Questions: 09

BHMCT (Sem.-4)
HYGIENE & SANITATION

Subject Code: BH-216

M.Code: 14551

Date of Examination: 24-05-2023

Max. Marks: 30

Time: 3 Hrs.

## INSTRUCTIONS TO CANDIDATES:

- SECTION-A is COMPULSORY consisting of TEN questions carrying ONE mark each.
- 2. SECTION-B contains FIVE questions carrying  $2^{1}/_{2}$  (Two and Half) marks each and students has to attempt any FOUR questions.
- 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. Which is better, washing or disinfecting your hands?
- b. Name two the most common types of food poisoning.
- c. State any two essentials of waste disposal.
- d. What does the "use by" date mean?
- e. Define the term moulds.
- f. Explain the meaning of yeast in food industry.
- g. What are commonly recognized waterborne infections?
- h. State any two essentials for storage of food.
- Define the term "Bacteria & transfer of Bacteria".
- j. Name any two types of disinfections.

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## SECTION-B

- 2. Mention the main causes of food poisoning & its treatment.
- 3. Explain the concept of high risk food & how to prevent containment in it?
- 4. State the various advantages of PEST control.
- Distinguish between cleaning and disinfection.
- Explain the concept as well as uses of abrasive as a cleaning agent.

## SECTION-C

- Discuss in detail the importance and scope of food hygiene regulations & its role in hygiene food handling.
- How would you design of premises and equipments in kitchen for hygiene cleaning? Explain.
- 9. Explain in brief the meaning of cleaning agents. Mention its types and its uses.

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Total No. of Questions: 09

## BHMCT (Sem.-4) TOURISM MANAGEMENT

Subject Code : BH-214 M.Code : 14550

Date of Examination: 19-05-23

Time: 3 Hrs.

Max. Marks: 30

## INSTRUCTION TO CANDIDATES:

- SECTION-A is COMPULSORY consisting of TEN questions carrying ONE mark each.
- SECTION-B contains FIVE questions carrying 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. Write short notes on :

- a) Define the word Tourist.
- b) What do you mean by leisure?
- c) Why people wish to travel?
- d) Who is a Domestic tourist?
- c) Who is the international tourist?
- f) Write full form of IATA. What is it?
- g) What is the duration for a person to be called as a Tourist?
- h) What are tourist services?
- i) What is grand tour?
- j) How can tourism be developed in a destination?



## SECTIONS

- 2. What is the difference between trip and travel?
- Why is Tourism regarded as Industry?
- 4. With what aim the people used to travel in the ancient times?
- 5. What are Tourism typologies?
- What is the difference between Domestic and international tourists?

### SECTION-C

- What do you mean by travel in the ancient times and middle times? How is it different from today's period?
- 8. What is statistical measurement and dimensious of tourism?
- 9. What is tourism industry? How does it work in order to attract more and more tourism?

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Total No. of Questions: 09

## BHMCT (Sem.-4) FRONT OFFICE-IV

Subject Code: BH-208

M.Code: 14547

Date of Examination: 17-05-2023

Time: 3 Hrs.

Max. Marks: 30

## INSTRUCTION TO CANDIDATES:

- SECTION-A is COMPULSORY consisting of TEN questions carrying ONE mark each.
   SECTION-B contains FIVE questions carrying 2<sup>1</sup>/<sub>2</sub> (Two and Half) marks each
- SECTION-B contains FIVE questions carrying 2<sup>1</sup>/<sub>2</sub> (Two and Half) marks eacl and students has to attempt any FOUR questions.
- 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) FRRO
  - b) EPABX
  - c) Hotel Day
  - d) Draw format of message slip
  - e) Commisionair
  - f) Bien Merci Translate in English
  - g) Paging
  - h) Name any four international currencies with their respective countries
  - i) Retention Charges
  - j) Traveller's Cheque.



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### SECTION-B

- What is the procedure of accepting foreign currency in hotels? Discuss.
- Inform about the nature of discussion which happen during morning briefing by Duty Manager.
- Discuss the procedure of message handling in details.
- Write down the duties and responsibilities of a concierge.
- 6. It is called that front office is a nerve centre of the hotel. Justify.

## SECTION-C

- Write step by step procedure of handling emergency situation in case of fire at hotel room.
- Explain the procedure of:
  - a) Issuing the safety deposit locker
  - b) Wake up calls to guest rooms.
- Translate into French :
  - a) Good Morning Mr. Smith.
  - b) Can I help you?
  - c) My name is Rumy Singh.
  - d) Do you have a reservation?
  - c) I want to see Taj Mahal.

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Total No. of Questions: 09

## BHMCT (Sem-4) FOOD AND BEVERAGE PRODUCTION- IV

Subject Code: BH-202

M.Code: 14544

Date of Examination: 16-06-2023

Time: 3 Hrs.

Max. Marks: 30

## **INSTRUCTION TO CANDIDATES:**

- SECTION-A is COMPULSORY consisting of TEN questions carrying ONE mark each.
- 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.
- SECTION-C contains THREE questions carrying FIVE marks each and students have to attempt any TWO questions.

## SECTION-A

## 1. Match the following:

i) Wazwan

a) Equipment

ii) Dodol

b) Food Essence/Flavor

,

) Spice

iii) Cocumiv) Groundnut oil

d) Alcohol

v) Mustard oil

e) Tamil Nadu

vi) Toddy

f) Maharashtra

vii) Amti

g) Rajasthan

viii) Kewra

h) Muslim Festival

ix) Hamam Dasta

i) Sweet

x) Panch phoron

j) Sea Food

j) Scaroc

k) Bread

) West Bengal



## 1 M - 14544

## SECTION-B

- 2. Write about Awadhi Cuisine.
- 3. Write about Principles of Rechauffe.
- 4. Write about Indian sweets.
- 5. What is the role of Glycerin in making Royal Icing?
- 6. Enlist the precautions to be taken while using gumpaste.

## SECTION-C

- 7. Explain Indian breads. List five breads from South and Western part of our country.
- 8. Illustrate and explain the factors responsible for the change of food habits in our country.
- 9. Explain the process of making marzipan.

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Total No. of Questions: 09

## BHMCT (Sem-4) FOREIGN LANGUAGE (FRENCH)-I Subject Code: BH-212

Subject Code: BH-212 M.Code: 14549

Date of Examination: 12-06-2023

Time: 3 Hrs.

Max. Marks: 30

## INSTRUCTION TO CANDIDATES:

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

## SECTION-A

## Translate into french :

- a) Apple
- b) Oyster
- c) Onion
- d) Mushroom
- e) Rozst Cook
- f) Appetizer
- g) Spinach
- h) Phon
- i) 01
- j) Cranberries.



## SECTION-B

- 2. Write five expressions of greetings in French.
- 3. Write down the feminine of the following words:
  - a) Garcon
  - b) Boulanger
  - c) Vieux
  - d) Medicin
  - e) Infirmier
- 4. Write down the conjugation of the following verbs in present tense :
  - a) Manger
  - b) Aller.
- 5. Fill in the blank with demonstrative adjectives
  - a) Il n'aime pas blouson.
  - b) Ouiest dome?
  - c) hotel a dix chambers.
  - d) artistes sont vieux.
  - e) retements sont eux enfants.
  - f) Introduce yourself in French language.
- Introduce yourself in French language

Total No. of Questions: 09

**ACCOMMODATION OPERATION-II** BHMCT (AICTE) (Sem.-4)

Subject Code: BH-206 M.Code: 14546

Date of Examination: 05-06-2023

Time: 3 Hrs.

Max. Marks: 30

- INSTRUCTION TO CANDIDATES:

  1. SECTION-A is COMPULSORY consisting of TEN questions carrying ONE mark
- and students have to attempt any FOUR questions. SECTION-B contains FIVE questions carrying 21/2 (Two and Half) marks each
- SECTION-C contains THREE questions carrying FIVE marks each and students have to attempt any TWO questions.

## SECTION-A

# Describe in brief:

-

- a) Organic solvents.
- b) What are optical whiteners?
- 0 Explain dry cleaning
- d) Anaglypta
- e) Master key
- f) Computerized card key
- g) What are Rugs?
- h) Lost and found procedure
- ت Sub floors
- j) Oasis.

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## SECTION-B

- Enlist and explain five machines required for setting up a laundry in a large hotel.
- Write a note on Japanese styles of flower arrangement
- What are the advantages and disadvantages of Carpets?
- S Explain the different types of floor finishes.
- 6 Compare the merits and demerits of an OPL against a contract laundry.

## SECTION-C

- List the principles of design, as applied to flower arrangement, with a brief description of
- "Key control is the first step towards preventing theft". Discuss

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- 9. Write step-by-step procedure of removing the following stains
- a) Chewing gum on carpet
- b) Nail polish on hand towel
- c) Rust marks on maintenance uniform.
- d) Tea on tea cozy.
- Lipstick on napkin.

NOTE: Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.

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Total No. of Pages: 02

Total No. of Questions: 09

## BHMCT (Sem.-4) TOURISM MANAGEMENT Subject Code: BH-214 M.Code: 14550

M.Code: 14550 Date of Examination: 10-01-23

Time: 3 Hrs.

Max. Marks: 30

## INSTRUCTIONS TO CANDIDATES :

- SECTION-A is COMPULSORY consisting of TEN questions carrying ONE mark each.
- 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.
- 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) Excursionists
  - b) PATA
  - c) Domestic Tourism
  - d) Religious Tourism
  - e) W.T.O.
  - f) Low cost airlines
  - g) Ancillary services in Hotels
  - h) Wellness Tourism
  - i) Accommodation
  - j) DOT



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## SECTION-B

- 2. Highlight the popular concepts of tourism industry of India.
- 3. Enlist the main motivating factors behind travel.
- 4. Highlight the contribution of Rural Tourism help in the growth .of community.
- 5. What are various goods and services offered in Tourism Industry?
- Throw some light on Travel and Tourism industry after independence.

## SECTION-C

- Explain the characteristic features of Tourism products.
- Explain I ATA and its role in Tourism.
- Explain different sectors of tourism industry.

NOTE: Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.

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Total No. of Pages : 02

Total No. of Questions : 09

BHMCT (Sem.-4) FRONT OFFICE-IV Subject Code : BH-208 M. Code : 14547 Date of Examination: 09-01-23

Time : 3 Hrs.

Max. Marks: 30

## INSTRUCTION TO CANDIDATES

- 1. SECTION-A is COMPULSORY consisting of TEN questions carrying ONE mark
- SECTION-8 contains FIVE questions carrying 2% (Two and Half) marks each and students has to attempt any FOUR questions.
- SECTION-C contains THREE questions carrying FIVE marks each and students have to attempt any TWO questions.

## SECTION-A

## Write short notes on:

- a) Night Auditing
- b) Safe Deposits
- c) Emergency Senation
- d) Accident
- c) Information Rack
- A Reservation
- g) Reception
- h) Bell Boy
- i) Night Duty
- j) Security System.



## SECTION-B

- What is foreign currency transaction what point will you keep in mind while transacting in foreign currency?
- What do you understand by night duty report?
- Explain the process of passing messages through telephone
- Give the need and importance of key rack.
- Explain what steps you will follow in case of a bomb threat

## SECTION-C

- Give the need and importance of Effective communication in a Heard
- What are the qualities of a telephone operator?
- In French give the conversation between guest and front office regarding the procedure cleaning of a room.

NOTE: Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.

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Total No. of Questions: 09

## BHMCT (Sem.-4) FOOD & BEVERAGE SERVICE-IV

Subject Code: BH-204

M.Code: 14545
Date of Examination: 06-01-23

Time: 3 Hrs.

Max. Marks: 30

## INSTRUCTIONS TO CANDIDATES:

- 1. SECTION-A is COMPULSORY consisting of TEN questions carrying ONE mark
- 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,
- 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) Cocktails
  - b) Tia maria
  - c) Single malt
  - d) Margarita
  - e) Bloody mary
  - f) Base in cocktails
  - g) Stirring method
  - h) 2 brands of whisky
  - i) American proof
  - j) Jigger.



## SECTION-B

- 2. Explain the pot still method of distillation.
- 3. Explain the production process of vodka.
- 4. What are the various categories of Rum?
- 5. Explain the parts of the cocktail.
- Write down the various bar equipments.

## SECTION-C

- Explain various scales used for measuring alcoholic strength of drinks.
- 8. Define the term whisky and its production process.
- Name any five liqueurs, their base and country of origin.

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Total No. of Questions: 09

## BHMCT (Sem.-4) FOOD AND BEVERAGE PRODUCTION- IV

Subject Code: BH-202 M.Code: 14544

Date of Examination: 07-01-23

Time: 3 Hrs.

Max. Marks: 30

## INSTRUCTIONS TO CANDIDATES :

- SECTION-A is COMPULSORY consisting of TEN questions carrying ONE mark
- SECTION-B contains FIVE questions carrying 21/2 (Two and Half) marks each and students has to attempt any FOUR questions.
- SECTION-C contains THREE questions carrying FIVE marks each and students have to attempt any TWO questions.

## SECTION-A

- Write short notes on:
  - a) Fondant
  - b) Marshmallow
  - c) Candy
  - d) Rechauffe
  - e) Baati
  - f) Chettinad masala
  - g) Dastarkhwan
  - h) Dil jaani
  - i) Pasli ka panja
  - i) Poha.

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## SECTION-B

- Write on Parsi cuisine.
- Write down the recipe of royal icing.
- Write a paragraph on food preservation.
- What are the specialties of Awadhi cuisine?
- What are the precautions to be kept in mind while making a gum paste?

## SECTION-C

- What are the stages of sugar and its uses?
  - How do we identify the food for rechauffee? And what are the principles of rechauffee?
    - Write the salient features of Goan cuisine. Write down the note on Parsi and Malabari Bohri cuisine.

NOTE: Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.

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Total No. of Pages: 02

Total No. of Questions: 09

BHMCT (AICTE) (Sem.-4)
HYGIENE & SANITATION
Subject Code : BH-216
M.Code : 14551
Date of Examination : 18-07-22

Time: 3 Hrs.

Max. Marks: 30

## INSTRUCTION TO CANDIDATES:

- SECTION-A is COMPULSORY consisting of TEN questions carrying ONE mark each.
- 2. SECTION-B contains FIVE questions carrying  $2^{1/2}$  (Two and Half) marks each and students has to attempt any FOUR questions.
- 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) Hygiene
- b) Food poisoning
- c) Hygiene in terms of transfer of bacteria.
- d) Contamination
- e) Disinfection
- f) Danger zone in relation to temperature.
- g) Abrasives
- h) Cleaning schedule
- i) Equipments in kitchen.
- i) Sanitation.



## SECTION-B

- 2. Write a note on food borne diseases.
- Food must be stored properly to maintain sanitation. Discuss.
- Discuss the role of high risk foods and food sanitation.
- 5. How can pests be controlled to maintain hygiene?
- Write a note on water detergents.

### SECTION-C

- 7. 'Personal hygiene among staff members is very important'. Discuss.
- Write a detailed note on care and hygiene required from fungus-moulds and yeast.
- Explain the various food hygiene regulations that must be taken into account in food sanitation

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Total No. of Questions: 09

BHMCT (AICTE) (Sem.-4) TOURISM MANAGEMENT Subject Code: BH-214

M.Code: 14550 Date of Examination: 15-07-22

Time: 3 Hrs.

Max. Marks: 30

## INSTRUCTION TO CANDIDATES:

- 1. SECTION-A is COMPULSORY consisting of TEN questions carrying ONE mark
- 2. SECTION-B contains FIVE questions carrying  $2^{1}/_{2}$  (Two and Haif) marks each and students has to attempt any FOUR questions.
- 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. Traveller
  - b. Typologies of tourist
  - c. U.N.W.T.O. and its functions
  - d. Tourist Transportation
  - e. Ancillary services in Tourism
  - f. Medical tourism
  - g. Accommodation Types
  - h. Define Domestic tourist
  - . Religious tourism
  - j. I.T.D.C.

### SECTION-B

- 2. Briefly tell the factors which stimulate the growth of Tourism.
- 3. What do you understand by International Tourism?
- 4. How Domestic Tourism helps in the growth of Local people?
- 5. What are various goods and services offered in Tourism Industry?
- 6. Throw some light on Travel and Tourism industry during Middle Ages.

## SECTION-C

- 7. Discuss the role of Transport Industry in promoting Tourism.
- 8. Explain what do you understand by P.A.T.A and its role in Tourism?
- What do you understand by Grand Tour?



Roll No.	Total No. of Pages: 02	4. Completez avec: un-une-des-le-la-l'-les-du-de la-del'-des (tout-5) :
Total No. of Questions : 09		a) Nous aimonspain. b) Donnez-nousgâteau.
Subjec M.	NGUAGE (FRENCH)-I ct Code : BH-212 Code : 14549	c) Je vais achetercigarettes. d) Vous aimezfromage? e) Vous buvezeau minerale? f) Tu prendscafe le matin? g) II y atimbres a la maison?
Date of E: ime: 3 Hrs.	xamination : 13-07-22	5. Écrivez des contraires.
ine . o ms.	Max. Marks : 30	a) La honte b) La joie
NSTRUCTION TO CANDIDATES:  1. SECTION-A is COMPULSORY of each.	consisting of TEN questions carrying ONE mark	c) L'achat d) La Lenteur e) Le Vieux
2. SECTION-B contains FIVE que	stions carrying 21/2 (Two and Half) marks each	6. Traduisez les commands en français (tout-2):
and students have to attempt a 3. SECTION-C contains THREE qu	uestions carrying FIVE marks each and students	a) Choose your dessert! b) Look at that view!
have to attempt any TWO quest	tions.	c) Close the door, please. d) Please sit down.
	SECTION-A	SECTION-C
. Traduisez en anglais :		7. Écrivez quatre phrases d'encouragement pour les étudiants.
a) Fromage	b) La chaise	8. Conjuguez les verbes au présent (tout-5) :
c) Le couteau	d) Le cidre	a) Je (se laver) le visage.
e) Avec des glaçons	f) La biére	b) Vous (étre) en vacances.
g) Une bouteille	h) Le café	c) Je (ne pas accompagner) le groupe.
i) Une crafe	j) La carte de vins	d) Nous (commencer) la lećon.
	SECTION-B	e) (faire) cuire pendant 15 minutes.
2. Traduisez expression de politesse	en Francais:	f) Nous (parler) aux amis.
a) Sir	b) Madam	g) Vous (aller) au marché.
c) Good Morning	d) Very well	9. Traduisez en phrase negative (tout-5):
e) Goodbye		a) Il travaille le samedi. b) je parle anglais.
3. Remplissez les blancs avec la form	me correcte du verbe étre et avoir :	c) Je aime le chocolate. d) Je veux aller au cinema.
a) Jefranćais.	b) Tuune jolie maison.	e) Elle aime les frites. f) Nous dessinons
c) June voiture rapide.	d) Vousune question.	g) Vous chantez
e) IIune soeur.		NOTE: Disclosure of Identity by writing Mobile No. or Making of passing request of Answer Sheet will lead to UMC against the Student.
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Total No. of Pages: 02

Total No. of Questions : 09

## BHMCT (AICTE) (Sem.-4) PRINCIPLES OF MANAGEMENT

Subject Code: BH-210
M. Code: 14548
Date of Examination: 11-07-22

Time: 3 Hrs.

Max. Marks: 30

## INSTRUCTION TO CANDIDATES

- SECTION-A is COMPULSORY consisting of TEN questions carrying ONE mark each.
- SECTION-8 contains FIVE questions carrying 21/2 (Two and Half) marks each and students have to attempt any FOUR questions.
- SECTION-C contains THREE questions carrying FIVE marks each and students have to attempt any TWO questions.

## SECTION-A

## 1. Write brief :

- a). Span of management
- b) Management by objectives (MBO)
- c) What are the functions of management?
- d) Decision making
- e) Production management
- f) Organizational Chart
- g). Upward communication
- b) Centralitration
- i) Co-ordination
- i) Define Top Level Management.



## SECTION-B

- Define Management. Describe its main characteristics.
- Define planning. Differentiate between strategic and tactical planning.
- 4. Explain the decision-making process. Discuss various types of decisions.
- What is organisation? Describe the objectives and steps in organisation process.
- What is the purpose of budgeting? Discuss various types of budgets.

## SECTION-C

- What is meant by MBO? Explain its benefits and limitations.
- Elaborately explain the concept of marketing management.
- 'Management is considered to be an art as well as science', Justify the statement with suitable examples.

C-4

NOTE: Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.

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Total No. of Questions: 09

BHMCT(Sem.-4) FRONT OFFICE-IV Subject Code :BH-208 M.Code : 14547

Date of Examination: 08-07-22

Time: 3 Hrs.

Max. Marks: 30

## INSTRUCTION TO CANDIDATES :

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

### SECTION-A

## 1. Write short notes on:

- 2) Night Amfit
- b) Foreign currency
- c) Key control
- d) Message slip
- e) lathemation rack
- a) VP list
- g) Wake up call
- h) Message slip
- i) Reception
- D EPABX

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## SECTION-B

- Explain the procedure for placing wake up calls for the guest.
- Describe the steps in night audit.
- 4. What is the process of handling cases of theft in hotels?
- List the registers used in telephone exchange.
- Differentiate between incoming and outgoing mails in hotels.

## SECTION-C

- 7. Illustrate the importance of security system in hotels.
- Describe the different systems of night audit.
- List 5 statements of expressions of encouragement in French.

Roll No.	Total No. of Pages : 02
Total No. of Questions : 09	

## BHMCT (AICTE) (Sem.-4) ACCOMMODATION OPERATION-II

Subject Code: BH-206 M.Code: 14546

Date of Examination: 06-07-22

Time: 3 Hrs.

Max. Marks: 30

## **INSTRUCTION TO CANDIDATES:**

- SECTION-A is COMPULSORY consisting of TEN questions carrying ONE mark each.
- 2. SECTION-B contains FIVE questions carrying  $2^1l_2$  (Two and Half) marks each and students have to attempt any FOUR questions.
- SECTION-C contains THREE questions carrying FIVE marks each and students have to attempt any TWO questions.

## SECTION-A

- 1. Describe in brief:
  - a) Emergency key
  - b) Electronic lock
  - c) What is terrazzo?
  - d) Anaglypta
  - e) On-site laundry
  - f) Valet service
  - g) What are fabric softeners?
  - h) How will you remove blood stain?
  - i) Ikebana
  - j) Linen chute

## SECTION -B

- 2. What are the various types of finishes given to fabrics?
- Write a note on the handling of keys in Housekeeping department.
- Discuss the points to be considered while selecting carpets for your hotel.
- 5. Explain the different stages in wash cycle.
- 6. How would you care and maintain the Indoor plants?

## SECTION - C

- 7. Explain in detail the dry cleaning process.
- 8. Write a note on the different styles of flower arrangement.
- Discuss the different types of wall coverings.



Roll	No.	
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Total No. of Questions: 09

## BHMCT (Sem.-4) FOOD AND BEVERAGE PRODUCTION- IV

Subject Code: BH-202 M.Code: 14544

Date of Examination: 01-07-22

Time: 3 Hrs.

Max. Marks: 30

## INSTRUCTION TO CANDIDATES:

- SECTION-A is COMPULSORY consisting of TEN questions carrying ONE mark
- SECTION-B contains FIVE questions carrying 2<sup>1/2</sup> (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. Write short notes on :
  - a) Halwa
  - b) Bhatura
  - c) Potli masala
  - d) MalPua
  - e) Mathania
  - f) Nougatine
  - g) Marzi pan
  - h) Sil pat
  - i) Royal Icing
  - j) Fondant



SECTION B

- Write a note on Indian sweets.
- 3. Write down the specialty of Hyderabadi cuisine.
- 4. What is the role of glycerin in making royal icing?
- 5. Write down the making of gum paste.
- What are the principles of réchauffé.

## SECTION C

- Write down the recipe of Marzi pan.
- What are the salient features of Maharashtri cuisine?
- . "Indian snacks are world famous." Justify the statement.

NOTE: Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.

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Roll	No.				
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Total No. of Questions: 09

## BHMCT (AICTE) (Sem.-4) FOOD & BEVERAGE SERVICE-IV

Subject Code: BH-204 M.Code: 14545 Date of Examination: 04-07-22

Date of Ex Time: 3 Hrs.

INSTRUCTION TO CANDIDATES:

Max. Marks: 30

- SECTION-A is COMPULSORY consisting of TEN questions carrying ONE mark each.
- 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.
- 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) Martini
  - b) Aperitif
  - c) Name 2 International Brands of Vodka
  - d) Name 1 tequila based cocktails
  - e) Jigger
  - fi Cointreau
  - g) Gay-Lussac
  - h) Mojito
  - i) Base in a cocktail
  - j) Shaker.



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## SECTION-B

- Differentiate between single malt and blended scotch?
- 3. What are the various styles of gin?
- 4. Explain the production process of Rum.
- 5. What is Tequila and its types?
- 6. Name any three liqueurs, their base and country of origin.

## SECTION-C

- Explain the patent still method of distillation.
- Explain the different methods for preparing the cocktail.
- Write down the various bar equipments.

Roll	No.	
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Total No. of Questions: 09

## BHMCT (Sem.-4) PRINCIPLES OF MANAGEMENT

Subject Code: BH-210 M.Code: 14548

Time: 3 Hrs.

Max. Marks: 30

## **INSTRUCTION TO CANDIDATES:**

- SECTION-A is COMPULSORY consisting of TEN questions carrying ONE mark each.
- 2. SECTION-B contains FIVE questions carrying  $2^{1/}_2$  (Two and Half) marks each and students have to attempt any FOUR questions.
- SECTION-C contains THREE questions carrying FIVE marks each and students have to attempt any TWO questions.

## SECTION-A

## 1. Write brief :

- a) Organising
- b) Tactics
- c) Formal organisation
- d) Organisation chart
- e) Span of management
- f) Line staff
- g) Control
- h) Managerial skills
- i) Delegation
- j) Organisational culture



## SECTION-B

- 2. Write a short note on evolution of management thoughts.
- Explain the concept of Planning premises.
- Illustrate the decision making process.
- 5. What are the major principles for organizing?
- 6. Differentiate between direct control and preventive control.

## SECTION-C

- List and explain the steps in Planning process.
- Describe the tasks of a professional manager.
- 9. Illustrate the steps in basic control process.

Roll No. Total No. of Questions: 09

Total No. of Pages: 02

## BHMCT (Sem.-4) FOOD AND BEVERAGE PRODUCTION- IV

Subject Code: BH-202 M.Code: 14544

Time: 3 Hrs.

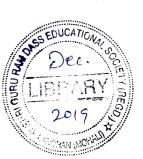
Max. Marks: 30

## INSTRUCTION TO CANDIDATES :

- SECTION-A is COMPULSORY consisting of TEN questions carrying ONE mark each.
- SECTION-8 contains FIVE questions carrying 21/2 (Two and Half) marks each and students have to attempt any FOUR questions.
- 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) Dodot
  - b) Sukto
  - c) Pachdi
  - d) Gelatin
  - e) Sandesh
  - f) Taftan
  - g) Meringue
  - h) Caramel
  - i) Blackjack
  - Dum pukht



## SECTION-B

- 2. Write a short note on non-edible garnishes.
- 3. List down the role of glycerine in making royal icing.
- 4. Briefly explain the methods of food preservation.
- 5. List 5 Indian Sweets with one line description of each.
- 6. Write the principles of rechauffee.

## SECTION-C

- 7. Explain the features of Gujrati Snacks with examples.
- 8. Highlight the characteristics of Goan Cuisine.
- Write down 5 Indian Sweets with their region of origin & a brief description of each.

Total No. of Pages: 02

Total No. of Questions: 09

BHMCT (Sem.-4)
FOOD & BEVERAGE SERVICE-IV

Subject Code : BH-204 M.Code : 14545

Time: 3 Hrs.

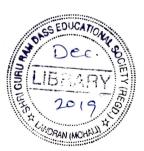
Max. Marks: 30

## INSTRUCTION TO CANDIDATES:

- SECTION-A is COMPULSORY consisting of TEN questions carrying ONE mark each.
- SECTION-B contains FIVE questions carrying 2<sup>1</sup>I<sub>2</sub> (Two and Half) marks each and students has to attempt any FOUR questions.
- 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) American Proof
  - b) 2 Indian Gin Brands
  - c) Aromatised Wines
  - d) Bailey's Irish Cream
  - e) Distillation
  - f) Spirit
  - g) Galliano
  - h) BOT
  - Tequila Sunrise
  - j) Guy Lussac



## SECTION-B

- How is Brandy made? Give 4 brands of Cognac.
- 3. Explain Patent Still. What are its different names?
- 4. Describe any two special coffees.
- 5. Draw 5 bar equipments.
- 6. Explain the service process of Rum.

## SECTION-C

- 7. Define Liqueurs. How can they be manufactured?
- 8. Explain the manufacturing process of Whiskey.
- 9. Define Cocktail. Give recipe, method, class and garnish for two Vodka based cocktails.

Roll No.	

Total No. of Questions: 09

## BHMCT (Sem.-4) ACCOMMODATION OPERATION-II

Subject Code: BH-206 M.Code: 14546

Time: 3 Hrs.

Max. Marks: 30

## INSTRUCTION TO CANDIDATES :

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

## SECTION-A

## 1. Describe in brief :

- a) Grand master key
- b) PVC flooring
- c) Carpet
- d) Mercerization
- e) Skirting
- f) Pelmet g) Valance
- h) Tumble dryer
- i) Hogarth curve
- j) Steam cabinet



## SECTION-B

- Write down the advantages of on-site laundry.
- 3. What is the importance of flower arrangement for hotels and the guests?
- 4. What are the measures which need to be taken in case of loss of key?
- Write down the points to be considered while selection of carpet.
- 6. Write a brief on various wall finishes.

## SECTION-C

- Write down in detail various stages of wash cycle.
- 8. Explain types of curtains used for different part of the hotel.
- 9. Write in detail about selection and care of indoor plants.

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Total No. of Questions: 09

BHMCT (Sem.-4) FRONT OFFICE-IV Subject Code: BH-208 M.Code: 14547

Time: 3 Hrs.

Max. Marks : 30

## INSTRUCTION TO CANDIDATES :

- SECTION-A is COMPULSORY consisting of TEN questions carrying ONE mark each.
- 2. SECTION-B contains FIVE questions carrying  $2^{1/2}$  (Two and Half) marks each and students has to attempt any FOUR questions.
- 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) Key rack
- b) Encashment certificate
- c) Message slip
- d) Night Clerks Report
- e) Zero out
- f) Business day
- g) Safe deposit locker
- h) Reservation
- i) Paging
- j) Reception area



## SECTION-R

- List the steps in Night Audit.
- 3. What is the importance of security systems in hotels?
- 4. Explain the process of handling guest mails.
- 5. With the help of a neat format, explain the functions of a Travelers cheque.
- 6. What are the general duties in a telephone section?

## SECTION-C

- 7. Write an essay on communication and its use in hotels.
- Describe the qualities of a telephone operator.
- List any 5 expressions of politeness in French.

NOTE: Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.

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Total No	of Quaetione : 00	

## BHMCT (Sem.-4) FOREIGN LANGUAGE (FRENCH)-I Subject Code: BH-212

M.Code: 14549

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 21/2 (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

## Traduisez en anglais:

- a. Salut
- b. Bon Apétit
- c. Merci Monsieur
- d. Je ne sais pas
- e. S'il vous plaît
- f. Bonsoir
- g. Ce n'est pas possible
- h. Mouton
- i. Avec plaisir
- j. Thé



## SECTION-B

- Faites l'accord avec des adjectives :
  - a. Pierre et Jeaune sont (grand).
  - b. C'est un (beaux) garçon.

- Formez les questions des reponses :
  - a. Oui, je vais au bibliothèque.
  - b. Non, je n'est pas de gâteaux.
- Ecrivez les pluriels :
  - a. Chambre
  - b. Livre
- Completez avec les articles «le, la, les, l'»:
  - frere
  - b. oncle
- Utilisez les mots dans une phrase :
  - a. Je vous prie
  - b. N'inquiète pas

## SECTION-C

- Conjugez les verbes :
  - a. Avoir (présent)
  - b. Être (présent)
- Cherchez le contraire :
  - a. Ancient
  - b. Pétit

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- Traduisez en française: 9.
  - a. Yes sir, we have coffees
  - b. Good day Ma'am

NOTE: Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.

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Roll No.	

Total No. of Questions: 09

## BHMCT (Sem.-4) HYGIENE & SANITATION Subject Code: BH-216

M.Code: BH-2

Time: 3 Hrs.

Max. Marks: 30

## INSTRUCTION TO CANDIDATES:

- SECTION-A is COMPULSORY consisting of TEN questions carrying ONE mark each.
- 2. SECTION-B contains FIVE questions carrying  $2^{1/2}$  (Two and Half) marks each and students has to attempt any FOUR questions.
- 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. Food poisoning
  - b. Hygiene
  - c. Abrasives
  - d. Food regulations
  - e. Personal Hygiene
  - f. High risk foods
  - g. Water detergents
  - h. Disinfection
  - i. Borne diseases
  - j. Cross contamination



## SECTION-B

- Write short note on vector borne diseases.
- 3. What are high risk foods and how to avoid cross contamination?
- 4. What are the hygiene practices to be followed in a food establishment?
- Write short note on abrasives and disinfectants.
- 6. How proper storage of food helps in preventing hygiene in kitchens?

## SECTION-C

- How important as per you is hygiene in the catering industry? Elucidate your reasoning with suitable examples from the food industry scenario.
- Cross contamination amongst various foods causes danger to health. Explain in detail
  various reasons and steps to ensure to prevent cross contamination.
- Food poisoning may occur if proper hygiene principles are not followed. Discuss in detail various parameters employed to prevent food poisoning.

	II No. 🔲		Total No. of Pages : 0	3	. т	raduisez les commands en français (tout-2) :
Τo	tal No. of Q	luestions : 09				
		BHMCT (Sem.			a	) Close the door
		FOREIGN LANGUAGE (I Subject Code : BH-	FRENCH)-I 212		Ь	) Help us.
		Paper ID : [C033:	2]		C)	) Put it on the table.
Tin	ne : 3 Hrs.		Max. Marks : 3	0	ď	) Don't look at it!
	TRUCTION	TO CANDIDATES :	*5			
1.		is COMPULSORY consisting of Ti			R	emplissez les blancs avec la forme correcte du verbe être et avoir : è
		contains FIVE questions carrying ts have to attempt any FOUR questi			a)	IIjeune.
٠.	have to atte	contains THREE questions carrying any TWO questions.	g FIVE marks each and student	<b>s</b>	b)	Vous arrives.
		SECTION-A			c)	Elles peur.
1.	Traduisez	_		may	d)	Elle un frère.
			•	" 0	٠,	•
	b) Les oeu		•		<b>e</b> )	J' envie de manger une pizza.
	c) Une tran			5.	Fa	ites deux phrases avec expressions de politesse.
	d) Le jus e) Le poule			2019 6.	Co	empletez avec: a-au-a la-al-aux-de-d-du-de la-del'-des (tout-5):
	f) La cuisir	ne	*			If travaille bibliotheque.
	g) Le poiss	on		***************************************	-,	
	h) Au revoi	ir '			b)	Je vais boulangerie.
	i) Bon aprè				c)	Je joue tennis.
	j) Bien cuit		•	*		
		SECTION-B			a)	Ils habitent Etats-Unis.
2.	Ecrire des co	ontraires :	*		e)	Elle Joue violon.
	a) La vente				A	Tu prends cafe le matin?
	b) La Vitess		•		1)	To probab cate is maining
	c) La Triste	322			g)	Il y a timbres a la maison?
	d) L'orgenil					
	e) L'ouvert					

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## SECTION-C

	raduisez les mots en Fransais (tout-5):
	a) Cake
	b) Onion
	c) Fish
	d) Milk
	e) Breakfast
	f) Butter
	g) The Menu
	h) Beverage
8.	Conjuguez les vertes au present (tout-5):
	a) Nous (parler) aux amis.
	b) Vous (aller) au marché.
	c) Je (être) contente d'y aller.
	d) (faire) cuire pendant 15 minutes.
	e)vous (vouloir) lire?
	f) Vous (être) en vacances.
_	g) Nous (commencer) la leçon.
9.	Traduisez en phrase negative (tout-5):
	a) Nous dessinons.
	b) J'aime les frites.
	c) Je regarde les dessins animés, et toi?
	d) Vous venez demain.
	e) Tu fais encore de la natation?
	f) Je danse.