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Total No. of Pages : 02

Total No. of Questions : 09

BHMCT (Sem.-6)

FOOD AND BEVERAGE SERVICE-V

Subject Code : BH/304

M.Code : 14563

Date of Examination : 03-05-2024

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 $2\frac{1}{2}$ (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

1. Write short notes on :

- a) Hospital service
- b) Airline catering
- c) Inventory
- d) Bar licenses
- e) Aboyer
- f) Briefing
- g) Bar internal control
- h) Discipline
- i) Publicity
- j) Spirits used for flambé.



SECTION-B

2. What is carving? What knowledge should a carver have?
3. How will you handle a talkative guest?
4. Briefly describe any 5 bar equipments.
5. Explain the importance of customer relation.
6. Write a note on Bar display.

SECTION-C

7. Describe the significance of HRM in F&B Service.
8. Draw a Carving Trolley and explain its functioning.
9. Enlist and explain qualities of a Supervisor.

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Total No. of Questions : 09

Total No. of Pages : 02

BHMCT (Sem.-6)
FOOD AND BEVERAGE PRODUCTION-V
Subject Code : BH/302
M.Code : 14562
Date of Examination : 06-05-2024

Time: 3 Hrs.

Max. Marks: 30

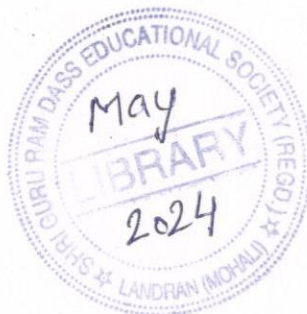
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SECTION-A

1. Write short notes on :

- a) Whipped Cream
- b) Conching
- c) Larder
- d) Garde Manger
- e) Sandwiches
- f) Force meat
- g) Casing
- h) Icings
- i) Toppings
- j) Spreads.



SECTION-B

2. Explain tempering of chocolate.
3. What are the various types of Icings and Toppings used in cake making?
4. Enlist the various components of sandwich.
5. Give the duties and responsibilities of Larder Chef.
6. Give the importance of Larder Control.

SECTION-C

7. What are the different types of casing? Explain.
8. List major heavy equipments in Larder department.
9. What are the different components of forcemeat?

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BHMCCT (Sem.-6,7)
FOREIGN LANGUAGE (FRENCH-III)

Subject Code : BH/413

M.Code : 14580

Date of Examination : 09-05-2024

Max. Marks : 30

Time : 3 Hrs.

INSTRUCTIONS TO CANDIDATES :

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

SECTION-A

1. Explain the following :

- Table d'hôte
- Bon Voyage
- Mâitre d'hôtel
- Excusez-moi
- Petite-Déjeuner
- Salle de bains
- Très bien
- Appelez un taxi
- Café au lait
- Les enfants.

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SECTION-B

2. Make sentences with the following words :

i. Vin

ii. Madame

Complete the following with pronouns relatives :
il faut bien lire.

i. Ce sont des livres _____ j'ai fait en la cuisine sont pour toi.

ii. Les gâteaux _____

4. Complete the following with pronouns interrogatives:

i. _____ voulez-vous?

ii. _____ feras-tu samedi prochain?

5. Complete the following with pronouns demonstratives :

i. Le livre de Pierre est bien, _____ de Paul est rouge.

ii. Mon appartement est Pas grand que _____ de ma sœur.

6. Complete the following with possessives :

i. Ma sœur est petite et _____ frères sont grands.

ii. C'est la voiture de Rahul? - Oui, c'est _____.

SECTION-C

7. Complete the following with < y > ou < en > :

i. Vous prenez de la crème. Oui, j'_____ prends.

ii. Il va à Montréal. Il _____ va.

8. Form sentences with the following:

i. Si j'avais

ii. Je voudrais

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9. Read the passage and answer the following questions :

Le serveur : Bonjour, Messieurs !

Sahil : Bonjour, Vijay! Nous voudrions déjeuner. Que recommandez-vous ?

Le serveur : Vous pouvez recommander ce que vous voulez ! Tout est bien aujourd'hui! Que voulez-vous comme potages, Monsieur ?

Himanshu : Apportez-nous soupe mulligatwany, s'il vous plaît.

Sahil : Après, je prendrai un sandwich au fromage. Et apportez à mon ami une pizza hawaïen.

Himanshu : Merci Sahil. Aussi, nous voudrions des pains aux chocolats comme dessert.

Sahil : Non Himanshu, je suis en régime. Je ne peux pas manger des pains aux chocolats.

Himanshu : Seulement pour aujourd'hui Sahil, s'il te plaît ?

Sahil : D'accord, mais un petit morceau.

Le serveur : Bien sûr. C'est tout, messieurs ?

Sahil : Ah oui, Vijay ! Merci beaucoup.

Le serveur : Merci monsieur.

- i. Combien des personnes sont dans ce dialogue ?
- ii. Le serveur, comment il s'appelle ?
- iii. Qui est en régime ?
- iv. Qu'est-ce que Himanshu mange pour le déjeuner ?
- v. Sahil prend un petit morceau de quoi ?

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Total No. of Pages : 02

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BHMCT (Sem.-6)
BUSINESS POLICY & ENVIRONMENT

Subject Code : BH-308

M.Code : 14565

Date of Examination : 16-05-2024

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 $2\frac{1}{2}$ (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 :

- i. Social Environment
- ii. Internal Analysis
- iii. SEBI
- iv. PESTEL Analysis
- v. Bankruptcy
- vi. Organizational Objectives
- vii. Globalization
- viii. Non-Structural Issues
- ix. Policy vs Strategy
- x. SWOT Analysis



SECTION-B

2. What is strategic planning and why it is important?
3. Describe the key steps involved in the strategic management process.
4. Explain the significance of conducting a corporate analysis.
5. What does MRTP stand for, and what was the main objective of the MRTP Act 1969?
6. Discuss the role of government policies in addressing environmental issues.

SECTION-C

7. Explain legal dimension of business environment and What legal considerations should businesses take into account when expanding into new markets or launching new products?
8. Outline the major provisions in the Consumer Protection Act of 1986, and how does it keep consumers safe in India?
9. What are the potential benefits and challenges for businesses operating in a globalized environment?

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BHMCT (Sem.-6)
MANAGERIAL ECONOMICS
Subject Code : BH-312
M.Code : 14567

Date of Examination : 23-05-2024

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 $2\frac{1}{2}$ (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. Macro Economics.
- b. marginal cost.
- c. Cost reduction.
- d. Advertising.
- e. Average and Marginal production.
- f. Monopoly Competition.
- g. Commercial banks.
- h. Demand of a product.
- i. Giffen Goods.
- j. Personal selling.



SECTION-B

2. How the cost can be controlled?
3. What are the various types of commercial banks?
4. Discuss the various pricing strategies.
5. What is want? What are the various determinants of demand?
6. "Advertisement helps in increasing the demand of a product." How?

SECTION-C

7. Difference between short run and long run costs. Discuss the relationship between various costs.
8. Discuss the price and output decision under monopoly competition.
9. Discuss the various techniques of demand forecasting.

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Total No. of Questions : 09

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BHMCT (Sem.-6)
FRONT OFFICE OPERATIONS - V

Subject Code : BH/306

M.Code : 14564

Date of Examination : 24-05-2024

Time : 3 Hrs.

Max. Marks : 30

INSTRUCTION TO CANDIDATES :

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1. SECTION-A is COMPULSORY consisting of TEN questions carrying ONE mark each.
 2. SECTION-B contains FIVE questions carrying $2\frac{1}{2}$ (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) Duration Control
 - b) Yield
 - c) EPABX
 - d) Double occupancy percentage
 - e) Effective communication
 - f) Average Daily rate
 - g) Selective overbooking
 - h) Room availability position
 - i) Communication skills
 - j) Discount Allocation.



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SECTION-B

2. Explain the concept and importance of Yield management.
3. List the qualities of a telephone operator.
4. Write a short note on Forecasting techniques.
5. List the courses of action to be taken while handling guest complaints.
6. Explain Forecast Formula with examples.

SECTION-C

7. Explain the barriers of communication in hotel industry.
8. Describe the significance of Yield management team in hotels.
9. Write and explain any five formulas used in measuring yield.

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Total No. of Pages : 03

Date of Examination : 27-05-2024

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 $2\frac{1}{2}$ (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.

1. Translate the following words in french :

- (i) Black
- (ii) Winter
- (iii) Glass
- (iv) One Hour
- (v) Hundred
- (vi) Monday
- (vii) Good Evening
- (viii) Head waiter
- (ix) Soup spoon
- (x) August.



2. Write down the plurals of the following words :

- a) Monsieur b) Madame c) Mademoiselle d) Yieux e) Beau
3. Write down the Feminine of the following words :
- a) Infirmier b) Garçon c) Medecin d) Boulanger e) Vieux
4. Fill in the blank with demonstrative adjectives :
- a) Il n'aime pas _____ blouson.
- b) Qui est _____ dome?
- c) _____ hotel a dix chambres.
- d) _____ artistes sont vieux.
- e) _____ retements sont eux enfants.
5. Introduce yourself in French language.
6. Write expression of greetings in French.

7. Translate into English :

- a) Comment allez-vous?
- b) Quel jours est on?
- c) Bien venue a l'hotel.
- d) Chmbre poux deux personnes.
- e) Belle dame.

8. Match the French words in the left column with their correct meaning in the right

- | | |
|-----------------------|--------------------|
| a) Logement | i) Identity card |
| b) Reclamation | ii) Expensive |
| c) Cours | iii) Accommodation |
| d) Carte d' identite' | iv) Complaint |
| e) Cher | v) Exchange Rate |

9. Explain the following terms in English :

- a) Etre re'veille' a huit heures.
- b) Premier e'tage.
- c) L'addition n'est pas correcte.
- d) Quelle est l'heure limite d' occupation?
- e) A' deux lits.

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Total No. of Questions : 09

Total No. of Pages : 02

Subject Code : BH-316

M.Code : 14569

Date of Examination : 07-06-2024

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 $2\frac{1}{2}$ (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

1. Write short notes on :
- a. CPR
 - b. Algae
 - c. Job list
 - d. First Aid
 - e. Employee Requisition Form
 - f. Ergonomics
 - g. Spa
 - h. Facility Manager
 - i. SOP
 - j. OHSM.



SECTION-B

2. Develop job specification for floor Supervisor.
3. Discuss in brief about water treatment methods.
4. Discuss in brief about complaint and its types.
5. Classify various types of fire extinguisher used in a hotel.
6. What is Grievance Record system? Explain.

SECTION-C

7. Calculate the number of staff required in Housekeeping department for a 300 room hotel when the occupancy is 75% for the day and hotel is having 20 room stands OOO.
8. Draw the layout of pool side area for a 5-star hotel.
9. What first aid you will provide in case of :
 - a. Burn
 - b. Choking.

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