

Roll No. 

Total No. of Pages : 02

Total No. of Questions : 09

**BHMCT (AICTE) (Sem.-6,7,8)  
COMPUTER APPLICATIONS AND MIS**

Subject Code : BH-410

M.Code : 14593

Date of Examination : 18-05-2023

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**

## 1. Define the following :

- a) What are the limitations of MIS?
- b) What is system control?
- c) What is the concept of a system?
- d) What are the dimensions of information?
- e) What is the role of MIS in decision making?
- f) What is the importance of system analysis of the existing system?
- g) What are the uses of a network?
- h) What is the role of ERP in an organization?
- i) What is a relation in RDBMS?
- j) Name the types of systems.

1 | M - 14593

[ 55 ] 437

**SECTION-B**

2. What are the components of a MIS?
3. How the information is organized and managed in a MIS?
4. What are the considerations in the choice of MIS and IT?
5. What is decision making? When is it important? Explain the decision making process in detail.
6. What is the ERP solution software available? Explain their features.

**SECTION-C**

7. Explain the application of MIS in the Hospitality industry in detail.
8. What are the various data models in the database design? Explain them.
9. What are the Post implementation problems in MIS? Explain.

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2 | M - 14593

[ 55 ] 437



Roll No. \_\_\_\_\_

Total No. of Questions : 09

Total No. of Pages : 02

**BHMCT (AICTE) (Sem.-6,7)**  
**ORGANIZATION & CONSUMER BEHAVIOUR**

Subject Code : BH-419

M.Code : 14583

Date of Examination : 27-05-2023

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) Organization
- b) Motivation
- c) Group-think
- d) Halo effect
- e) Perception
- f) Stress
- g) Personality
- h) Behavior
- i) Organizational-Climatc
- j) Leadership

**SECTION-B**

2. Explain the concept and features of organization
3. Describe the perception process.
4. List the features of a group.
5. Explain the factors in organization climate.
6. What are the techniques in decision making process?

**SECTION-C**

7. Describe the role of a manager with examples.
8. Explain the group formation stages.
9. Write an essay on "Organizational Effectiveness".



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Roll No.

Total No. of Pages : 02

Total No. of Questions : 09

**BHMCT (Sem.-6,7)  
PURCHASING & RECORD (STORES)**

Subject Code : BH-412

M.Code : 14594

Date of Examination : 20-05-2023

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**

**1. Write short notes on :**

- a) Food service industry
- b) Stockless purchase
- c) Organizational structure
- d) Inventory
- e) Standing order
- f) Control
- g) Blind receiving
- h) Opportunity purchase
- i) Buying process
- j) Tender system

1 | M-14594

SS-732

**SECTION-B**

2. Pen down the organization structure of purchase department.
3. Discuss the frauds which could be done by receiving clerk.
4. Pen down the objectives and functions of stores.
5. Discuss the various payment methods.
6. Pen down the features of right supplier.

**SECTION-C**

7. Discuss the purchasing structure and the basic techniques of purchasing.
8. Discuss the following methods in details :
  - (a) par stock method
  - (b) theoretical method
  - (c) minimum maximum method
9. Pen down the buying process in detail and cycle of control with suitable example.

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2 | M-14594

SS-732



Roll No.

Total No. of Pages : 02

Total No. of Questions : 09

**BHMCT (AICTE) (Sem-6,7)**  
**FINANCIAL MANAGEMENT**

Subject Code : BH-420

M.Code : 14598

Date of Examination : 17-05-2023

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 have to attempt any TWO questions.

**SECTION-A**

**I. Explain the following :**

- a) Nature of Financial Management
- b) Capitalisation
- c) Financing Decision
- d) Three As of Financial Management
- e) Flexible Budget
- f) Current Ratio
- g) Gross Working Capital
- h) Flow of Funds
- i) Cash Flow Statement
- j) Commercial Paper.



**SECTION-B**

2. What are the objectives of finance function?
3. From the following information given below, Calculate the operating profit ratio:  
Cost of goods sold= Rs. 400,000  
Administrative & Office Expenses = 35,000  
Selling & Distributive Expenses= Rs 45,000  
Net Sales= Rs. 600,000.
4. How will you calculate cash from operations?
5. What is zero base budgeting?
6. What are the principles of working capital management?

**SECTION-C**

7. "Maximization of profits is regarded as the proper objective of investment decision, but it is not as exclusive as maximizing shareholder's wealth." Comment.
8. Discuss in detail the sources of long term finance in Indian scenario.
9. What is fund flow statement? Discuss in detail the procedure of preparing fund flow statement.

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Roll No.

Total No. of Questions : 09

Total No. of Pages : 02

**BHMCT (Sem.-6,7)**  
**SALE & MARKETING MANAGEMENT**

Subject Code : BH-416

M.Code : 14596

Date of Examination : 16-05-23

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**

1. Write short notes on :

- a) Define globalization
- b) Target market
- c) Product segmentation
- d) Planning
- e) Sales vs. Marketing
- f) Relationship marketing
- g) Marketing Mix
- h) Orientation
- i) Training vs. Orientation
- j) Unionize.



**SECTION-B**

2. What is management's role in marketing & sales?
3. Write down the steps of a marketing plan.
4. Explain the benefits of training programs.
5. Explain the reasons why employees unionize?
6. How globalization has affected marketing?

**SECTION-C**

7. Write a detailed note on product segmentation.
8. What is an action plan? Write a detailed note on developing and implementing an action plan.
9. Write a detailed note on orientation of different level of employees and what are the challenges faced in hospitality industry?

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Roll No. \_\_\_\_\_

Total No. of Questions : 09

Total No. of Pages : 03

BHMCT (Sem-6,7)  
**FOREIGN LANGUAGE (FRENCH) – IV**

Subject Code : BH-414

M.Code : 14595

Date of Examination : 21-06-2023

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 have to attempt any TWO questions.

**SECTION-A**

**I. Traduire les phrase:**

- a) Stationnement interdit
- b) Tous les jours
- c) Directeur du restaurant
- d) Ca va
- e) Bon apres midi monsieur
- f) Vin rouge
- g) Du matin
- h) Ca va bien
- i) J'aime manger la glace
- j) Bon gateau.



**SECTION-B**

2. Utilisez ces mots dans une phrase:
  - a) C'est
  - b) Derriere
3. Completez les phrases suivants avec pronoms indefinis:
  - a) Vous savez si Komal organizes \_\_\_\_ pour son anniversaire?
  - b) Himani tout le monde est la? Non, il manque encore \_\_\_\_ personnes.
4. Conjugez les verbs au plus que parfait:
  - a) Nous etions fatigues parce que nous \_\_\_\_\_ (rentrer) tard.
  - b) Il \_\_\_\_\_ (nimer) le spectacle il voulait me le faire decouvrir.
5. Formes des phrases avec :
  - a) quelle
  - b) qui
6. Faites l'accords avec des adjectif:
  - a) Elle est une dentiste tres \_\_\_\_\_ (occupe).
  - b) Meena a une \_\_\_\_\_ ami(petit)

**SECTION-C**

7. Formes des phrases avec:
  - a) quelquechose
  - b) alors

8. Lisez le dialogue et repondez aux questions :

- Un client : Bonjour, Mademoiselle. Est ce qu'il vous reste une chambre, pour trois nuits ?
- La receptionniste : Bonjour, Monsieur! Oui, il y a une chambre libre pour troisnuits, pour une seule personne.
- Les clients : Non, pour deux personnes?
- La receptionniste : Alors, je vais verifier. Oui Monsieur, il reste une seule chambreavec un lit pour deux personnes.
- Le client : Ah, bien! Reservez cette chambre, pour nous, mademoiselle
- La receptionniste : Bien sur Monsieur

a) Que desire le client?

b) Est-il seule?

9. Utilisez ces mots dans une phrase :

- a) Monsieur
- b) La francais
- c) La Chambre
- d) La livre
- e) La glace

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Roll No.

Total No. of Questions : 09

Total No. of Pages : 02

**BHMCT (Sem-6,7)  
HOUSE KEEPING OPERATIONS-IV**

Subject Code : BH-402

M.Code : 14589

Date of Examination : 19-06-2023

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 have to attempt any TWO questions.

**SECTION-A**

1. Define the following (Give examples wherever necessary):

- a) Linen of rooms
- b) Function of Tailor Room
- c) Deep Cleaning
- d) R3 usage
- e) Hoovers
- f) Types of floorings
- g) Laundry
- h) Budget
- i) Inventory
- j) Cleaning supplies



**SECTION-B**

2. Elaborate inventory control?
3. Discuss in detail about the temporary storage.
4. What are the different laundry equipments that are used in laundry department and draw a neat diagram of some of the equipments?
5. Elaborate different types of wall coverings used in a Hotel.
6. Define Cleaning agents and different cleaning equipments used in housekeeping department?

**SECTION-C**

7. Illustrate special services of House Keeping Department.
8. Differentiate between Guest supplies and guest amenities.
9. What are the principles of Budget? Write about capita budget, operating budget and pre operating budget.

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Roll No. \_\_\_\_\_

Total No. of Pages : 02

Total No. of Questions : 09

**BHMCT (AICTE) (Sem.-6,7)**  
**FOOD & BEVERAGE PRODUCTION-VI**  
Subject Code : BH-403  
M.Code : 14575  
Date of Examination : 03-06-23

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**

1. Write short notes on :

- a. Hard cheese
- b. Purchase order
- c. Standard Purchase Specification
- d. Club Sandwich
- e. Emmenthal cheese
- f. Statement of accounts
- g. Champignons
- h. Crudites
- i. Standard Recipe
- j. FIFO

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**SECTION-B**

2. What points you will keep in mind while making Purchase order for quantity kitchen.
3. Define Croque Madame Sandwich.
4. How will you control the wastage and pilferage with respect to butchery operation of a five star hotel?
5. Explain how the selling price is decided for the various dishes served in a hotel.
6. Name the various classical accompaniments served along with international Soups.

**SECTION-C**

7. Classify cheese with 2 example of each.
8. What are the various types of sandwiches served in the hotels? Explain in detail.
9. Enumerate on the importance of preparing Standard Recipes in a five star hotel.



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2 | M-14575

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Roll No. \_\_\_\_\_  
Total No. of Questions : 09

Total No. of Pages : 03

B.H.M.C.T. (Sem-6)  
**FOREIGN LANGUAGE (FRENCH)-II**  
Subject Code : BH-314  
M.Code : 14568  
Date of Examination : 06-06-2023

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**

1. Explain the following :

- a) Bien sur monsieur
- b) À demain
- c) Je suis d' accord avec toi.
- d) Le restaurant chinois est a deuxieme etage.
- e) La chamber est belle.
- f) Bonsoir mademoiselle.
- g) Oui, c'est le chef Dominique.
- h) Les gâteaux sont 100 rupees.
- i) Le vin rouge.
- j) Apres vous Monsieur.



**SECTION-B**

2. Complete avec pronoms relatives (que/qui/dont) :
  - a) Le restaurant ..... vous m'a dit est ferme.
  - b) L' école ..... vous prefer est tres cher.
3. Conjuguez " Demander " au futur.
4. Utilisez «en» ou «y» :
  - a) Tu prends un cafe? Oui, j prends.
  - b) Tu vas aller au boulangerie demain? Oui, j' \_\_\_\_\_ vais.
5. Conjuguez "Parler" au passe recent.
6. Completez avec <<plus que, moins que, autant que, etc.>> :
  - a) Pierre parle de Tina ..... Paul.
  - b) Sumit est ..... mince ..... Ina.

**SECTION-C**

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

Smyra	:	C'est le stylo d'Anna?
Catherine	:	Oui, son style est tres connu, n'est ce pas?
Smyra	:	Elle a ce stylo depuis 2020 et il march tres bien jusqu a aujourd'hui.
Catherine	:	C'est vrai?
Smyra	:	Oui absolument!

Catherine : Mon dieu! Le stylo est de quel compagnie?  
Smyra : Je pense qu'il est de Mont Blanc.  
Catherine : Ca va! C'est un bon compagnie

- 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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Roll No.   
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Total No. of Pages : 02

**BHMCT (Sem.-6)**  
**HOUSE KEEPING OPERATIONS-III**  
Subject Code : BH-401  
M.Code : 14574  
Date of Examination : 24-01-23

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**

1. Explain briefly the following term :
  - a) Pattern
  - b) Warm colours
  - c) Cool colours
  - d) Diffused lighting
  - e) Personal development of managers
  - f) Training
  - g) Employee turnover
  - h) Sico beds
  - i) Veneer
  - j) Facility planning.



**SECTION-B**

2. What are the dimensions of colour?
3. Discuss Prang's colour system with the help of a colour wheel.
4. Discuss the classification of lighting.
5. Discuss how texture can be used in a good design.
6. Explain the planning of bathrooms in hotel guestrooms.

**SECTION-C**

7. What are the items of furniture found in guestrooms? Write a note on their selection.
8. Write an essay on the housekeeping managers of the future.
9. Explain the common models in planning suite rooms in hotels.

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Roll No.   
Total No. of Questions : 09

Total No. of Pages : 02

BHMCT (Sem.-6)  
**FOOD & BEVERAGE SERVICE-VII**  
Subject Code : BH-408  
M.Code : 14592  
Date of Examination : 18-01-23

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 have to attempt any TWO questions.

**SECTION-A**

I. Write short notes on :

- a) Mixers
- b) Under bar
- c) Butler service
- d) Dummy waiter
- e) Duties of Bar manager
- f) Free pours
- g) Back bar
- h) Wine bar
- i) Bar stock
- j) Cocktail Bar

1 | M- 14592

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**SECTION-B**

2. Differentiate between Railway catering service and Airline services.
3. What are the various cocktail bar equipments?
4. Explain various types of buffets.
5. Explain the records maintained in bar for control purpose.
6. How do you ensure carving hygiene?

**SECTION-C**

7. What is Function catering? Write down the ten Standard operating procedure of banquet.
8. What is flambing? Name the spirits and liqueurs commonly used for flambing.
9. Explain the various types of Bar.

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2 | M- 14592

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Roll No. \_\_\_\_\_

Total No. of Pages : 02

Total No. of Questions : 09

BHMCT (Sem.-6)  
**FACILITY PLANNING**  
Subject Code : BH-411  
M.Code : 14579

Date of Examination : 20-01-23

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 have to attempt any TWO questions.

**SECTION-A**

**1. Write short notes on :**

- a) Energy conservation
- b) Twin room
- c) 3 star hotel
- d) Pot wash
- e) Public facilities
- f) Quad room
- g) Plinth area
- h) Blueprint
- i) Thumb rules
- j) Heritage hotel



**SECTION-B**

2. What is the standard layout of a Hotel room?
3. What are the steps involved in planning General Manager's office?
4. What are the factors need to consider for determining room tariff?
5. Describe the various principles of kitchen layout and design.
6. What are the different design considerations of 5 star hotels? Explain.

**SECTION-C**

7. Discuss the various planning consideration with the flow process and flow diagram
8. Discuss the various Architectural considerations while planning the external circulation
9. Discuss in detail the criteria for star classification of the hotel.

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Roll No.   
Total No. of Questions : 09

Total No. of Pages : 02

**BHMCT (Sem.-6)**  
**FOOD & BEVERAGE PRODUCTION- VII**  
Subject Code : BH-404  
M.Code : 14590  
Date of Examination : 17-02-23

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 :

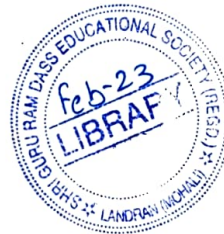
- a. Full Fat Milk
- b. Canape
- c. Force meat
- d. Truffle
- e. Panada
- f. QSR
- g. Green bacon
- h. Mousceline
- i. Pate
- j. Chaudfroid

**SECTION-B**

2. Write down at least 10 equipments use in Butchery with diagram.
3. Explain the various types of forcemeats and its uses.
4. Differentiate between Galantine and Ballontine.
5. Differentiate between terrine and pate
6. Write a note on accompaniments.

**SECTION-C**

7. "Carving is one of the artistic kind of service and its very expensive". Justify the statement. What are the different food items that can be carved and what are the different tools used in carving.
8. Explain the history of ITALIAN food and its world renowned different specialties and explain salient features of Italy.
9. Explain the Chaud froid and its uses in larder and define its making and precautions as well.



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**BHMCT (Sem.-6)**  
**HOUSEKEEPING OPERATIONS-IV**

Subject Code : BH-402

M.Code : 14589

Date of Examination : 16-01-23

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 have to attempt any TWO questions.

**SECTION-A**

1. Write short notes on :
  - a. Par Level of Linen
  - b. Linen Inventory System
  - c. Turndown Service
  - d. Mansion polish
  - e. Guest Supplies
  - f. Guest Amenities
  - g. Buffing clothe uses
  - h. Taski
  - i. RI uses
  - j. Wall covering.



**SECTION-B**

2. Enlist the various types of Linen used in Hotels along with their Sizes?
3. Discuss in detail about the factors to be kept in mind while the selection of Linen?
4. Enlist the different flooring used in star hotels.
5. Write in detail about operating budget and pre operating budget.
6. What does Daily, Weekly and Fortnightly and Monthly Cleaning mean? Discuss in detail.

**SECTION-C**

7. Write in brief about the different housekeeping chemicals and there generic code used.
8. What are the different supplies that are generally in the room and different equipment used in cleaning of a room.
9. Write in elaborate on inventory control system of Housekeeping department.

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Roll No.

Total No. of Pages : 02

Total No. of Questions : 09

BHMCT (Sem.-6)

**CONFERENCE & CONVENTION MANAGEMENT**

Subject Code : BH-418

M.Code : 14597

Date of Examination : 13-01-23

Time : 3 Hrs.

Max. Marks : 30

**INSTRUCTION TO CANDIDATES :**

1. SECTION-A is COMPULSORY consisting of TEN questions carrying ONE mark each.
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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) What is Joint publicity?
- b) What is a Hospitality studies?
- c) What is Fixed Cost?
- d) What is Cargo Transportation?
- e) What is meant by Subsidies?
- f) What is meant by Tele-conferencing?
- g) What is Transpiration?
- h) What is the role computer graphics?
- i) What is MICE?
- j) What is Budget?



**SECTION-B**

2. Discuss the nature of conference markets.
3. Pen down the different types of shows.
4. What is the role of cash flow?
5. Pen down the steps of recording and publication proceedings.
6. Discuss the economic significance of conventions.

**SECTION-C**

7. Discuss the impact of conventions on local and national communities.
8. Discuss the major attributes and types of meeting planners.
9. Explain the operations process in detail with suitable example.

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Roll No.

Total No. of Pages : 02

Total No. of Questions : 09

**BHMCT (Sem.-6)**  
**FINANCIAL MANAGEMENT**  
Subject Code : BH-420  
M.Code : 14598  
Date of Examination : 14-01-23

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 have to attempt any TWO questions.

**SECTION-A**

**1. Answer briefly :**

- a) Nature of Financial Management
- b) Capital structure
- c) Dividend Decision
- d) Three As of Financial Management
- e) Fixed Budget
- f) Financial Leverage
- g) Net Working Capital
- h) Common Size Income Statement
- i) Cash Flow Statement
- j) Seed Capital



1 | M - 14598

{52} - 1735

**SECTION-B**

2. Write a note on scope of finance function.

3. Given:

Current Ratio = 2.8

Acid Test Ratio = 1.5

Working Capital = 162,000

Find out:

- a) Current Assets
  - b) Current Liabilities
  - c) Liquid Assets
4. What are the assumptions of MM hypothesis?
  5. What is performance budgeting?
  6. What are the principles of forking capital management?

**SECTION-C**

7. Discuss in detail tools and techniques of analysis and interpretation of financial statements.
8. What are the main sources of finance available to industries for meeting short term as well as long term financial requirements? Discuss.
9. What is fund flow statement? Discuss in detail the procedure of preparing fund flow statement.

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2 | M - 14598

{52} - 1735

Roll No.

Total No. of Pages : 02

Total No. of Questions : 09

**BHMCT (Sem.-6)**  
**SALE AND MARKETING MANAGEMENT**

Subject Code : BH-416

M.Code : 14596

Date of Examination : 12-01-23

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 have to attempt any TWO questions.

**SECTION-A**

1. Write short notes on :
  - a) Define product segmentation
  - b) Environmental awareness
  - c) Product segmentation
  - d) Marketing plan
  - e) Orientation
  - f) Relationship marketing
  - g) Marketing vs. Sales
  - h) Guest preference
  - i) Marketing performance
  - j) Unionize



**SECTION-B**

2. Write a note on the sales as a career.
3. Write down the steps involved in a selection of target market.
4. Explain how to develop the orientation program for hospitality industry.
5. Explain how employees become unionized.
6. How we determine marketing objectives?

**SECTION-C**

7. Write a detailed note on impact of globalization on hospitality industry.
8. Write an action plan? Write a detailed note on developing and implementing an action plan.
9. Why are the important factors that are taken into consideration while developing and designing a training programme in hospitality 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.**

Roll No.

Total No. of Pages : 02

Total No. of Questions : 09

**BHMCT (Sem.-6)**  
**PURCHASING & RECORD (STORES)**

Subject Code : BH-412

M. Code : 14594

Date of Examination : 10-01-23

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 have to attempt any TWO questions.

**SECTION-A**

1. Write short notes on :

- a) What is Job Description?
- b) What is Inventory?
- c) What are opportunity purchases?
- d) What is food service industry?
- e) What is right price?
- f) Who are salespersons?
- g) What is product?
- h) What is storage?
- i) What is purchasing policy?
- j) What is meant by placement of orders?

1 | M-14594

(55)-1682

**SECTION-B**

2. Discuss the functions of food service industry.
3. Pen down the various managerial skills.
4. Discuss the cycle of control.
5. What is product specification? Discuss the steps to choose the right supplier.
6. Pen down the par stock method.

**SECTION-C**

7. What is purchasing policy? Discuss its basic techniques.
8. Discuss the concept of value. Pen down the payment policy and payment methods.
9. What is the need of control? Discuss the theoretical methods and minimum maximum methods.



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2 | M-14594

(55)-1682

Roll No.

Total No. of Questions : 09

Total No. of Pages : 03

BHMCT (Sem.-6)  
**FOREIGN LANGUAGE (FRENCH) - IV**

Subject Code : BH-414

M.Code : 14595

Date of Examination : 11-01-23

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 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 briefly :

- a) La robe orange
- b) Bonsoir
- c) Directeur du restaurant
- d) Il fait beau aujourd'hui
- e) Sejour
- f) Attends, je vais t'aider
- g) Nous parlons le punjabi
- h) Ca va bien
- i) J'aime manger la glace
- j) Comment ca va.



**SECTION-B**

2. Utilisez ces mots dans une phrase:
  - a) Pendant
  - b) Il ya
3. Complétez les phrases suivants avec pronoms indefinis:
  - a. On doit ranger ..... objet à sa place.
  - b. J'ai invite mes amis, mais ..... sont venus.
4. Conjuguez les verbs au plus que parfait:
  - a) J' ..... (sortir) quant tu m'as telephone.
  - b) la niege ..... (commencer) a tomba dans l'apres midi.
5. Formes des phrases avec:
  - a) quelle
  - b) Ou'
6. Faites l'accords avec des adjectif:
  - a) Sahil a sa ..... (petit) amie.
  - b) C'est une histoire ..... (captivant)

**SECTION-C**

7. Formes des phrases avec :
  - a) tous les jours
  - b) alors

8. Lisez le dialogue et répondez aux questions:

La réceptionniste: Bonjour Monsieur Dupré. Bienvenue à l'hôtel Taj. Peux-tu m'aider?  
Monsieur Dupré:

: Bonjour, Mademoiselle. Est-ce qu'il vous reste deux chambres, pour deux nuits?

La réceptionniste: Oui, il y a deux chambres libres pour deux nuits, pour une seule personne.

Monsieur Dupré: Non, pour deux personnes?

La réceptionniste: Une minute. Je vais vérifier. Alors, non Monsieur. Je suis désolé, mais si vous voulez, je peux vous proposer un autre hôtel à côté.

Monsieur Dupré: Tant pis. Au revoir, Mademoiselle.

La réceptionniste: Au revoir, Monsieur, je regrette. Bonne journée.

- a. Que désire Monsieur Dupré?
- b. Qu'est-ce que la réceptionniste peut proposer?
- c. Est-ce que Monsieur Dupré a accepté ce qu'il désire?
- d. Est-ce que la réceptionniste offre l'aide?

9. Utilisez ces mots dans une phrase:

- a. Madame
- b. Parce que
- c. La piscine
- d. Le livre
- e. Désolé

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Roll No.

Total No. of Questions : 09

Total No. of Pages : 02

**BHMCT (Sem.-6)  
FRONT OFFICE OPERATIONS-VI**

Subject Code : BH-405

M.Code : 14576

Date of Examination : 09-01-23

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 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) Volume Guarantee Rate
- b) Modified American Plan
- c) Occupancy Rate
- d) Allowance voucher
- e) Late charge
- f) Cash receipt voucher
- g) Visitors paid out
- h) Pent house
- i) Lanai room
- j) Tariff card.



**SECTION-B**

2. Differentiate between Rack rate and Corporate rate.
3. What do you understand by the rule of Thumb Approach for fixing the room rent? Explain.
4. Draw the format of Lobby control sheet.
5. Draw the format of Guest folio.
6. Explain step by step procedure of handling damage to property by resident guest.

**SECTION-C**

7. Why does a hotel have different types of rates? Explain the advantages and disadvantages of having different types of room rates and room categories.
8. 'Updating the Front office records after guest departure is very important'. Comment
9. As a Front office Associate, what steps would you follow in case of fire in the lobby?

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Roll No.

Total No. of Pages : 02

Total No. of Questions : 09

**BHMCT (Sem.-6)  
COMPUTER APPLICATIONS AND MIS**

Subject Code : BH-410

M.Code : 14593

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 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**

1. Define the following :

- a) What is the importance of MIS?
- b) Name the methods of data collection.
- c) What is the need for the system analysis?
- d) What is structured system analysis constructs?
- e) What is the concept of nature of IT design?
- f) What is ERP solution?
- g) Name the network topologies.
- h) What are the advantages of networking?
- i) What is a database?
- j) What are various data models? Briefly explain.



**SECTION-B**

2. Discuss the nature and scope of MIS.
3. What are the methods of data and information collection? Explain.
4. Explain the concept of Structure system analysis and design.
5. What is a RDBMS? What are its characteristics?
6. Explain the classification of the information systems.

**SECTION-C**

7. What is the role of MIS in an organization? Explain in detail.
8. What are the system development approaches? Explain the spiral model in detail.
9. What are the features of Local area networks? Explain in detail.

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Roll No.   
Total No. of Questions : 09

Total No. of Pages : 02

BHMCT (Sem.-6)  
**FRONT OFFICE OPERATION-VII**  
Subject Code : BH-406  
M.Code : 14591  
Date of Examination : 05-01-23

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 have to attempt any TWO questions.

**SECTION-A**

1. Write short notes on :
  - a) Late Check Out
  - b) Guest Allowances
  - c) City Ledger
  - d) Charge privileges
  - e) Role of PABX
  - f) Draw Luggage Tag
  - g) ECO
  - h) House limit
  - i) MICE
  - j) Brief BTC



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1 | M-14591

**SECTION-B**

2. Draw a neat format of C-Form.
3. Brief about various methods of guest accounts settlement.
4. Write various important factors needed to be kept in mind for effective cash control.
5. What are the duties and responsibilities of Lobby Manager in Front Office?
6. What are the various types of vouchers maintained by front office? Brief only.

**SECTION-C**

7. What are the duties and responsibilities of the night auditor? Discuss the process of night auditing in details.
8. What are the various sources of reservation? Discuss the reservation process in case of guest with confirmed room booking.
9. Draw a neat Format of foreign currency exchange certificate.

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2 | M-14591

[55] 1740

Roll No.   
Total No. of Questions : 09

Total No. of Pages : 02

BHMCT (Sem.-6)  
**FOOD & BEVERAGE PRODUCTION-VI**  
Subject Code : BH-403  
M.Code : 14575  
Date of Examination : 04-01-23

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**

1. Write short notes on :

- a) Burnta
- b) Origin of camembert
- c) Origin of stilton
- d) SPS
- e) Purchase order
- f) Name three healthy breads
- g) Gherkins
- h) Benefits of micro greens
- i) Hors d'oeuvre
- j) Food & beverage Production



1 | M-14575

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**SECTION-B**

2. How did the word sandwich originate?
3. Why standard purchase specification is important in cost control?
4. Write down the standard accompaniment of:
  - a) bouef routi
  - b) consommé
  - c) water melon
5. What is portion control? How the standard portion is calculated?
6. Write a note on cheese of France?

**SECTION-C**

7. Write down the recipe of club sandwich.
8. How does yield testing helps in portion control? What is the purpose of yield testing? What is yield testing of meat?
9. What is purchase order? Why it is an important business document?

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2 | M-14575

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Roll No.

Total No. of Pages : 02

Total No. of Questions : 09

BHMCT (Sem.-6)  
**ORGANIZATION & CONSUMER BEHAVIOUR**

Subject Code : BH-419

M.Code : 14583

Date of Examination : 24-12-22

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**

1. Write short notes on :

- a) Halo effect
- b) Matrix organisational structure
- c) Extroversion
- d) Hygiene factors
- e) Extrinsic motivation
- f) Employee turnover
- g) Stress management
- h) Transformational leadership
- i) Group norms
- j) Organisational effectiveness.



**SECTION-B**

2. Why is it important to study organisation behaviour for a manager?
3. Discuss the stages of group development.
4. What are different forms of Organization structure?
5. Explain the process of perception.
6. What are the factors in Organization climate?

**SECTION-C**

7. What is the role of a manager in an organisation & what are the management skills required for effective functioning?
8. What is Personality? What are the determinants of personality?
9. Discuss different leadership styles in Indian organization.

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Roll No.   
Total No. of Questions : 09

Total No. of Pages : 03

**BHMCT (Sem.-6)**  
**FOREIGN LANGUAGE (FRENCH-III)**  
Subject Code : BH-413  
M.Code : 14580  
Date of Examination : 17-12-22

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**

**1. Translate in French :**

- a) Today
- b) Guest
- c) Glass
- d) Ham
- e) Meat
- f) Milk
- g) Waiter
- h) Turkey
- i) Grilled sole
- j) Bill



**SECTION-B**

2. Write the names of five vegetables in French.
3. Conjuguez les verbes au present:
  - a) Avoir(Tu, Nous)
  - b) Partir (Ils, Elle)
  - c) Prendre (Nous, Tu)
  - d) Habiter( Je, Vous)
  - e) Finir (Nous, Ils)
4. Translate in to French :
  - a) Saturday
  - b) July
  - c) May
  - d) Monday,
  - e) Wednesday
5. Write the following time in French :
  - a) 2:40 AM
  - b) 5:00 PM
  - c) 7:15 AM
  - d) 1:30 PM
  - e) 9: 20 AM
6. Write the following expressions in French :
  - a) I will see you this evening
  - b) Good Afternoon Miss

c) I beg your pardon

d) I, Thank you

e) Do you understand?

**SECTION-C**

7. Write down the letter of French alphabet with their pronunciation and one word example of each alphabet.
8. Write down conversation in French between client and Receptionist on telephone.
9. Write down numbers in French from 20-40.

**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.**

Roll No. \_\_\_\_\_

Total No. of Questions : 09

Total No. of Pages : 02

**BHMCT (Sem.--6)  
HUMAN RESOURCE AND MANAGEMENT**

Subject Code : BH-409

M.Code : 14578

Date of Examination : 13-12-22

Time : 3 Hrs.

Max. Marks : 30

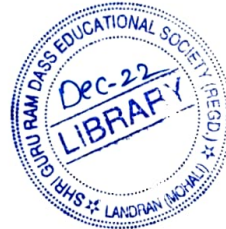
**INSTRUCTIONS TO CANDIDATES :**

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**

1. Write short notes on :

- a) Manpower Planning
- b) Job design
- c) Job enrichment
- d) Definition of Training
- e) Career management
- f) Recruitment
- g) Difference between Training and Development
- h) Meaning of performance appraisal
- i) Paired Comparison
- j) Coaching.



**SECTION-B**

2. Explain the concept of job enlargement.
3. Discuss the need for manpower Planning.
4. Describe the principles of learning.
5. Explain the benefits of internal recruitment.
6. Discuss various criteria for promotion in Indian organisations.

**SECTION-C**

7. Discuss the sources of job analysis data.
8. Discuss the importance of career development programs.
9. Briefly explain the methods of performance appraisal.

**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.**

Roll No.

Total No. of Pages : 02

Total No. of Questions : 09

**BHMCT (Sem.-6)  
HUMAN RESOURCE AND MANAGEMENT**

Subject Code : BH-409

M.Code : 14578

Date of Examination : 13-12-22

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) Manpower Planning
- b) Job design
- c) Job enrichment
- d) Definition of Training
- e) Career management
- f) Recruitment
- g) Difference between Training and Development
- h) Meaning of performance appraisal
- i) Paired Comparison
- j) Coaching.



**SECTION-B**

2. Explain the concept of job enlargement.
3. Discuss the need for manpower Planning.
4. Describe the principles of learning.
5. Explain the benefits of internal recruitment.
6. Discuss various criteria for promotion in Indian organisations.

**SECTION-C**

7. Discuss the sources of job analysis data.
8. Discuss the importance of career development programs.
9. Briefly explain the methods of performance appraisal.

**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.**

Roll No.

Total No. of Pages : 03

Total No. of Questions : 09

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

Subject Code : BH-413

M.Code : 14580

Date of Examination : 11-08-22

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**

1. Explain the following :

- |                                |                            |
|--------------------------------|----------------------------|
| a) Ajouterdu Sel et Poivre     | b) Spécialité de la maison |
| c) Maître d'hôtel de réception | d) Pardon Madame           |
| e) Dîner                       | f) Chef de partie          |
| g) Le facture, s'ilvousplaît   | h) Ménagere                |
| i) Café Latte                  | j) Les restaurants chinois |

**SECTION B**

2. Make sentences with the following words:

- |                  |               |
|------------------|---------------|
| a) Le restaurant | b) Excusezmoi |
|------------------|---------------|

3. Complete the following with pronomsrelative:

- a) La ville d'\_\_\_\_\_ je viensest la.
- b) Ilestmonami \_\_\_\_\_ danse.

4. Complete the following with pronomsinterrogatives:

- a) \_\_\_\_\_ habitezvous?
- b) \_\_\_\_\_ a mangé la tarte?



5. Complete the following with pronoms demonstratives:
- a) Quels tee-shirts vous préférez? \_\_\_\_\_ ou \_\_\_\_\_ ?
- b) Voici mes notes et \_\_\_\_\_ de Surender.
6. Complete the following with pronoms possessives:
- a) Je n'ai pas trouvé \_\_\_\_\_ stylo.
- b) C'est sa maison et c'est la \_\_\_\_\_.

### SECTION C

7. Complete the following with < y > ou < en >:
- a) Vous venez de Delhi? Oui, j' \_\_\_\_\_ viens.
- b) Tu habites à Singapour? Oui, j' \_\_\_\_\_ habite.
8. Form sentences with the following:
- a) Elle voudrait \_\_\_\_\_
- b) Je vous prie d'acquiescer \_\_\_\_\_
9. Read the passage and answer the following questions:
- Le Garçon : Bonjour, Madames !
- Chinky : Bonjour, Patrick ! Nous voudrions déjeuner. Que recommandez-vous ?
- Le Garçon : Tout est bien aujourd'hui! Que voulez-vous comme hors-d'oeuvre, madames ?
- Pallavi : Apportez-nous une salade Waldorf, s'il vous plaît.
- Chinky : Après, je prendrai un poulet sauté. Et apportez à ma sœur une pizza mozzarella.
- Pallavi : Merci Chinky. Aussi, nous voudrions la glace comme dessert.
- Chinky : Non Pallavi, je suis en régime. Je ne peux pas manger de la glace.
- Pallavi : Seulement pour aujourd'hui Chinky, s'il te plaît ?
- Chinky : D'accord sœur, mais un petit morceau.

Le Garçon : Bien sure. C'est tout, madames ?

Chinky : Ah oui, Patrick ! Merci beaucoup.

Le Garçon : Merci madames.

- (a) Combien des personnessont dans cedialogue ?
- (b) Le Garçon, comment il s'appelle ?
- (c) Qui estenregime ?
- (d) Qu'est-ce que Pallavi mange pour le déjeuner ?
- (e) Chinky prend un petit morceau de quoi ?

**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.**

A

Roll No.

Total No. of Pages : 02

Total No. of Questions : 09

**BHMCT (AICTE) (Sem.-6,7)**  
**SECURITY, SAFETY & FIRST AID**  
Subject Code : BH-415  
M.Code : 14581  
Date of Examination : 13-08-22

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 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) Fire extinguishers
- b) Respiration
- c) Burns & Scalds
- d) Heat stroke
- e) Security monitoring
- f) Pressure points
- g) Security equipment
- h) First aid
- i) Fractures
- j) Records maintenance.

## SECTION-B

2. Discuss the various firefighting systems.
3. Pen down the ways to handle heat stroke.
4. Pen down the ways to issue and handle keys in hotel.
5. Discuss the lost and found procedure in hotels.
6. Discuss the ways to monitor security in public areas.

## SECTION-C

7. Discuss the different kinds of security equipment used in hotel operations.
8. Discuss the importance of first aid and duties of first aid provider to handle the skeleton system.
9. What are fractures? Discuss the different types, signs, symptoms and treatments of fractures.

**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.**

Roll No.

Total No. of Pages : 02

Total No. of Questions : 09

**BHMCT (Sem.-6,7)**  
**RESORT MANAGEMENT**

Subject Code : BH-417

M.Code : 14582

Date of Examination : 17-08-22

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 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. Define the term Resort.
- b. What is Forecasting?
- c. Give the importance of Competition Analysis.
- d. What are the Capital requirements for a resort?
- e. What are Loading Facilities?
- f. What do you understand by family oriented services?
- g. What is target marketing?
- h. What do you understand by shared ownership?
- i. What are the different entertainment services provided by a resort?
- j. Give the difference between a resort and a hotel.

## SECTION-B

2. Explain why it is important to know market feasibility before opening a resort.
3. What is Landscaping and why it is important for a resort?
4. What is the Scenario of Resort planning and development in India?
5. Explain in brief about the various dining and drinking facilities of a resort.
6. Write a short note on different forms of resort ownerships.

## SECTION-C

7. With examples, explain the Historical perspectives of a resort concept and development of resorts.
8. Explain the various factors that are leading to the growth of leisure market.
9. Explain about the various characteristics of resort management.

**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.**

Roll No.

Total No. of Pages : 02

Total No. of Questions : 09

**BHMCT (AICTE) (Sem.-6,7)**  
**FACILITY PLANNING**  
Subject Code : BH-411  
M.Code : 14579  
Date of Examination : 09-08-22

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. Write short notes on :**

- a) Blue print
- b) 4 star hotel
- c) Cold store
- d) Ware wash
- e) Larder
- f) Carpet area
- g) Energy conservation
- h) Twin room
- i) Thumb rules
- j) Flow diagram.

## SECTION-B

2. Write down the method of computing room tariff.
3. What are the key design considerations that have to be kept in mind while planning the hotel room?
4. What are the various licenses required for running of Hotel?
5. Write down the step by step procedure to plan F&B Manager's office.
6. Explain the work flow in stores.

## SECTION-C

7. Differentiate between Carpet area, Plinth area and super built area and their relationship.
8. How you calculate the car parking area for the hotel? Draw the layout of car parking area of 5 star hotels?
9. What are the different design considerations of 5 star hotels? Explain.

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Roll No.

Total No. of Pages : 02

Total No. of Questions : 09

**BHMCT (Sem.-6,7)**  
**HUMAN RESOURCE AND MANAGEMENT**  
**Subject Code : BH-409**  
**M.Code : 14578**  
**Date of Examination : 06-08-22**

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. **Write short notes on :**

- a) Job analysis
- b) Promotion
- c) Training
- d) Former employee
- e) Placement
- f) Job design
- g) Performance appraisal
- h) Induction
- i) Job rotation
- j) Human resource development

## SECTION-B

2. What is job description?
3. Enlist the main important functions of HRM.
4. Enlist the different methods of performance appraisal.
5. Write down a short note on levels of teaching.
6. What is the importance of career development programs?

## SECTION-C

7. Explain the errors and problems in performance appraisals.
8. What do you understand by training? Why is it needed?
9. Explain the process of selection in detail.

**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.**

Roll No.

Total No. of Pages : 02

Total No. of Questions : 09

**BHMCT (Sem.-6,7)**  
**FOOD & BEVERAGE SERVICE-VI**

Subject Code :BH-407

M.Code :14577

Date of Examination : 04-08-22

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 $\frac{1}{2}$  (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) Seminar
- b) Cocktail dinner
- c) Job specification
- d) Fire emergency procedure
- e) Banquet booking diary
- f) Gross profit
- g) Net profit
- h) Toasting
- i) Garbage disposal
- j) Performance appraisal

### SECTION-B

2. How do you handle a complaining guest?
3. Define Gueridon and write its disadvantages.
4. Write a note on Banquets Protocol.
5. How should we take care of Gueridon trolley.
6. Describe the service sequence of an informal function.

### SECTION-C

7. Draw a dessert trolley and explain its functions.
8. Draw the organisation chart of Banquets department and write the duties of Banquet Captain.
9. Describe the various billing methods.

**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.**

Roll No.

Total No. of Pages : 02

Total No. of Questions : 09

**BHMCT (Sem.-6,7)**  
**HOUSEKEEPING OPERATIONS-III**

Subject Code : BH-401

M.Code : 14574

Date of Examination : 03-08-22

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) Write short notes on :

- a) What is clock room?
- b) What are blinds?
- c) What is drapery?
- d) What is shoji screen?
- e) What is tint?
- f) What is colors wheel?
- g) What is lumen & lux?
- h) What is cornice lighting?
- i) What is size of bathroom?
- j) What is the standard size of guest room? Explain single room & double room.

### SECTION-B

2. Discuss how the furniture & other furnishing play a very vital role in interior decoration.
3. Explain how the problem solving ability can change the management style.
4. Discuss advantages & disadvantage of colors in interior decoration.
5. Briefly explain the different types of lighting.
6. Describe the various window treatment in housekeeping department.

### SECTION-C

7. Explain the elements of design of interior decoration.
8. What is the job description of housekeeping manager?
9. What are the factors consider for overall planning of hotel?

**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.**

Roll No.

Total No. of Questions : 09

Total No. of Pages : 02

B.H.M.C.T. (Sem.-6)  
**PRINCIPLES OF MANAGEMENT**  
Subject Code : BHMCT-609-18  
M. Code : 79345  
Date of Examination : 14-07-22

Time : 3 Hrs.

Max. Marks : 60

**INSTRUCTIONS TO CANDIDATES :**

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

**SECTION-A**

I. Write short notes on :

- a. Describe management as a social process.
- b. Name various functions of management.
- c. What is meant by managerial skill?
- d. Write a short note on organisation culture.
- e. What is meant by bureaucratic management?
- f. Define time management.
- g. Define Planning.
- h. State three features of MBO.
- i. Discuss the nature of directing.
- j. Define group cohesiveness.



**SECTION-B**

2. Explain the concept of planning. Discuss the process of planning.
3. What is scientific management? State the principles and elements of scientific management.
4. Define leadership. What is its importance in management?
5. Write a note on life positions.
6. How can a balance be created between centralisation and decentralisation?

**SECTION-C**

7. What is budget? Discuss various types of budgets.
8. Define motivation. Discuss the features and process of motivation in the context of business organisation.
9. Write a note on :
  - a. Group conflicts
  - b. Group Cohesiveness.

G-1

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

Roll No.

Total No. of Questions : 09

Total No. of Pages : 02

**BHMCT(Sem.-6,8)  
HOUSEKEEPING OPERATIONS-IV**

Subject Code : BH-402

M.Code : 14589

Date of Examination : 14-07-22

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 have to attempt any TWO questions.

**SECTION-A**

**1. Write short notes on:**

- a. Suzie
- b. Use of Taski R3
- c. Standard size of Pillow Cover
- d. Disinfectant
- e. Pre-Operating Budget
- f. Box Sweeper
- g. Standard size of Single room
- h. Dado
- i. Stone flooring
- j. Organic Solvents



**SECTION-B**

2. How is material planning done in a pre operating property?
3. Discuss any three types of wall coverings used in the hotel.
4. How is material planning done for cleaning supplies in housekeeping department? Discuss.
5. What is inventory control? How does it help in material planning?
6. What do you understand by soft opening of a property? Explain.

**SECTION-C**

7. What are the points to be kept in mind while selecting the ideal flooring? Elaborate.
8. What is Material Budget? How is the planning of various heads under it done in the housekeeping department? Discuss.
9. Enlist in order the various guest supplies kept in a standard room.

G-2

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Roll No.

Total No. of Questions : 09

Total No. of Pages : 02

BHMCT (Sem.-6,8)  
**FOOD & BEVERAGE PRODUCTION- VII**  
Subject Code : BH-404  
M.Code : 14590  
Date of Examination : 05-07-22

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 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. Nacho's
- b. Barding
- c. Sodium Nitrite
- d. Terrine
- e. Pate
- f. Aspic gelec
- g. Pate de Compagne
- h. Enchilladas
- i. Foot long Sandwich
- j. Parma Ham

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(SS)-311

**SECTION-B**

2. Briefly elaborate fast food menu.
3. What do you understand by the term Mouseline.
4. What are canapes, and importance of toppings in canape.
5. List at least 05 carving tools and explain their uses in carving.
6. List various milk based products and briefly explain Pasteurization.

**SECTION-C**

7. Elaborate terrine including steps involved in making terrines. Why does a terrine require pressing?
8. In your own words, explain "Tex Mex cuisine".
9. List at least 05 dishes with their classical accompaniments from french classical cuisine.



C-3

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(SS)-311

Roll No. \_\_\_\_\_

Total No. of Pages : 02

Total No. of Questions : 09

BHMCT (Sem.-6)  
**ACCOMMODATION MANAGEMENT**  
Subject Code : BHMCT-607-18  
M.Code : 79343  
Date of Examination : 12-07-22

Time : 3 Hrs.

Max. Marks : 60

**INSTRUCTIONS TO CANDIDATES :**

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

**SECTION-A**

**1. Write briefly :**

- a) What are Tints?
- b) Define Chroma.
- c) What is Tuff?
- d) Waste Management.
- e) What are cleaning agents?
- f) Energy conservation.
- g) Zero base budget.
- h) What is snag list?
- i) What are primary colours?
- j) Terrazzo.



**SECTION-B**

2. Write a note on composting and how it helps in waste management.
3. Explain 3R's of waste management.
4. Discuss the measures taken by housekeeping for water conservation.
5. Write a note on the system of certifying Ecotel.
6. Discuss the different types of materials used in the construction of furniture.

**SECTION-C**

7. Discuss elements of design in detail.
8. Classify the different types of colour schemes and discuss each category in detail.
9. Discuss in detail the various Eco-friendly practices followed in housekeeping these days.

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.**

Roll No.

Total No. of Questions : 09

Total No. of Pages : 02

BHMCT (Sem.-6)  
**FOOD & BEVERAGE SERVICE-VII**  
Subject Code :BH-408  
M.Code : 14592  
Date of Examination : 09-07-22

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 have to attempt any TWO questions.

**SECTION-A**

1. Write short notes on :

- a) Lounge service
- b) Railway catering
- c) Flambé
- d) Carver
- e) Job description
- f) Job specification
- g) 2 informal functions
- h) Cash bar
- i) Dispense bar
- j) Cocktail shaker

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**SECTION-B**

2. Define the concept of airline catering.
3. Describe formal banquets.
4. Explain the different areas of a bar.
5. Write a note on inventory system in a bar.
6. What is the importance of Perishable end Dry store?

**SECTION-C**

7. Draw a dessert trolley and explain its functioning.
8. What all points should be kept in mind for restaurant planning?
9. Draw the hierarchy chart of a bar. Explain the duties of a bartender.



C-5

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2 | M-14592

(55)-848

Roll No.

Total No. of Questions : 09

Total No. of Pages : 02

BHMCT (Sem.-6)  
**FRONT OFFICE MANAGEMENT**  
Subject Code : BHMCT-605-18  
M.Code : 79341  
Date of Examination : 08-07-22

Time : 3 Hrs.

Max. Marks : 60

**INSTRUCTIONS TO CANDIDATES :**

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

**SECTION-A**

1. Write briefly :

- a) List 4 Major national Airlines
- b) Marginal Pricing
- c) Refining Budget
- d) Budget cycle
- e) Credit Limit
- f) Thumb Rule
- g) Point to Point Air Service
- h) Tariff
- i) Retention Charges
- j) RCI.

**SECTION-B**

2. Clarify objectives and advantages of budgetary control.
3. What methods are adopted for room pricing through Market Condition Approach?
4. Differentiate between the concepts of time share and condominium hotels.
5. Write down the process of making budget in front office department.
6. What are scheduled and Non-Scheduled airlines? Differentiate.

**SECTION-C**

7. Explain the process of establishing room rates.
8. Explain about the advantages and disadvantages of timeshare business.
9. Define Budgeting. What are different factors affecting budgeting?



C-6

**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.**

Roll No.

Total No. of Questions : 09

Total No. of Pages : 02

BHMCT (Sem.-6,8)  
FRONT OFFICE OPERATION-VII  
Subject Code : BH-406  
M.Code : 14591  
Date of Examination : 07-07-22

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 have to attempt any TWO questions.

**SECTION-A**

**I. Write short notes on :**

- a) Cash Advance
- b) EPABX
- c) Amendment
- d) Density chart
- e) Visa
- f) Transcript
- g) Form FXB
- h) Overbooking
- i) Guest account
- j) Receptionist

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**SECTION-B**

2. List and explain different types of passport.
3. Explain the procedure for making an overbooking policy.
4. What is the importance of Reservation?
5. Describe different modes of reservation.
6. Draw a neat format of Night auditor's sales recapitulation sheet.

**SECTION-C**

7. Describe Whitney system of reservation in detail.
8. List and explain any 5 different types of rooms in a five star hotel.
9. Describe the role and responsibilities of a General Manager of a hotel.



C-7

**NOTE : Disclosure of identity by writing mobile number or making passing request on any page of Answer sheet will lead to UMC against the Student.**

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Roll No.

Total No. of Pages : 02

Total No. of Questions : 09

**BHMCT (Sem.-6)  
BANQUET AND RESTAURANT OPERATIONS AND  
MANAGEMENT**

Subject Code : BHMCT-603-18

M. Code : 79339

Date of Examination : 06-07-2022

Time : 3 Hrs.

Max. Marks : 60

**INSTRUCTIONS TO CANDIDATES :**

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

**SECTION-A**

**I. Write short notes on :**

- a) Event Management
- b) Check list
- c) Objective of good layout
- d) EPNS
- e) Outdoor Catering
- f) Cold buffet
- g) MICE
- h) Polivit
- i) Crescent arrangement
- j) Convention

**SECTION-B**

2. Discuss the characteristics of an effective Event Planner
3. Sketch a function prospectus.
4. Explain the different types of buffet.
5. Constraints of Menu planning.
6. Importance of record keeping in Kitchen stewarding.

**SECTION-C**

7. What are the major factors to be considered while planning a restaurant? Elaborate on the points to be considered while calculating space and its requirements.
8. What do you mean by banquet protocol? Write Toast procedure for a formal state function.
9. What is the hierarchy for Kitchen stewarding department? How can Kitchen stewarding manager motivates his subordinates to work efficiently, since there is a lot of physical labour involved with not much of recognition.



C-8

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

Roll No.

Total No. of Pages : 02

Total No. of Questions : 09

**B.H.M.C.T. (Sem.-6)**  
**INTERNATIONAL CUISINE-AN EXPLORATION**

Subject Code : BHMCT 601-18

M.Code : 79337

Date of Examination : 04-07-22

Time : 3 Hrs.

Max. Marks : 60

**INSTRUCTIONS TO CANDIDATES :**

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

**SECTION-A**

**I. Write short notes on :**

- a) Molecular gastronomy
- b) Napolitaine
- c) Brine
- d) Quality control
- e) Pesto
- f) Pomodoro
- g) Hunanese cuisine
- h) Sichuan
- i) Salami
- j) Conduction.

**SECTION-B**

2. Describe the impact of geographical location of Italy on its cuisine.
3. Name at least five Italian cheeses that is extensively used in sauces.
4. What is forecasting? How it helps in profitability of an organization?
5. Describe the history and development of molecular gastronomy around the world.
6. Write a note on Arabic cuisine.

**SECTION-C**

7. What do you understand by the word Kitchen organization? What are the duties and responsibilities of head chef in the kitchen?
8. Write down the salient features of Spanish and Portugal cuisine and what are the factors that influence the cuisine of Spain and Portugal.
9. What are the key points and the principles of food presentation? Describe in brief.



G-9

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

Roll No.

Total No. of Questions : 09

Total No. of Pages : 02

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

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) Marginal cost
- b) Macro Economic
- c) Non-Durable goods
- d) Demand
- e) Direct cost
- f) NABARD
- g) Demand based pricing
- h) Managerial Economics
- i) Cost control
- j) Bank



**SECTION-B**

2. What do you understand by Demand Distinction?
3. Differentiate between Controllable cost & Uncontrollable cost.
4. What are Public sector banks and discuss their importance?
5. "Can advertisement help in increasing demand"? Explain how?
6. Discuss the need of price forecasting in an organisation.

**SECTION-C**

7. Explain the role & responsibilities of a Managerial Economist.
8. "Knowledge of the cost output relation helps the manager in cost control". Explain
9. Discuss price and output decision under perfect competition.

**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.**



Roll No.

Total No. of Pages : 02

Total No. of Questions : 09

B.Sc. (HMCT) (2016 & 2017 Batch) (Sem.-6)

**HUMAN RESOURCE MANAGEMENT**

Subject Code : BSHM-605

M.Code : 76237

Time : 3 Hrs.

Max. Marks : 60

**INSTRUCTIONS TO CANDIDATES :**

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

**SECTION-A**

Q1) Write briefly :

- a) Define Personal Management.
- b) What is Job analysis?
- c) State the meaning of "Performance Appraisal".
- d) Define Training.
- e) What is exit Interview?
- f) Define on The Job Training.
- g) Define Employee Wages.
- h) What is employee Induction?
- i) Define Moral.
- j) Define Case Study.



**SECTION-B**

- Q2) Explain the objectives of Human Resource Management.
- Q3) Briefly explain the process of selection.
- Q4) Explain merits and demerits of outsource employee.
- Q5) Discuss the role of Interview in placement.
- Q6) What are the various sources of recruitment?

**SECTION-C**

- Q7) What are the objectives of Man power Planning? What are its limitations?
- Q8) Enumerate the modern methods of performance appraisal.
- Q9) Elaborate the role of Human Resource Manager.

**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.**

Roll No.

Total No. of Questions : 09

Total No. of Pages : 02

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

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 have to attempt any TWO questions.

**SECTION-A**

1. Write short notes on :

- a) Latent demand
- b) Average cost
- c) Cost plus price
- d) Normal goods
- e) Production possibility curve
- f) Personal selling
- g) Penetrating pricing
- h) Trend Projection Method
- i) Central Bank
- j) Credit creation

**SECTION-B**

2. Define Types of commercial Banks.
3. Discuss methods of demand forecasting.
4. Suppose you have suffered loss in your business. What are the techniques you will implement to control the cost? Discuss in detail.
5. Describe the role and responsibilities of managerial economist.
6. What is difference between demand and want? Describe the determinant of demand.

**SECTION-C**

7. What is the difference between short run and long run cost?
8. Discuss in detail traditional theory of economics.
9. Define Perfect Competition. Describe price determination under perfect competition considering equilibrium of firm and equilibrium of industry.

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Roll No.

Total No. of Pages : 02

Total No. of Questions : 09

BHMCT (Sem.-6)  
**MANAGERIAL ECONOMICS**  
Subject Code : BH-312  
Paper ID : [C0340]

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 have to attempt any TWO questions.

**SECTION-A**

1. Write short notes on :

- a) Demand distinction
- b) Advertising
- c) Cost Concept
- d) Perfect competition
- e) Price policies
- f) Cost reduction
- g) Oligopoly
- h) Marginal revenue
- i) Banks
- j) Economic theory

**SECTION-B**

2. Explain the concept of economic theory
3. Write a short note on sales promotion.
4. Describe the methods of cost control and cost reduction
5. Discuss price and output decision under monopoly
6. Differentiate between a public sector and private sector banks

**SECTION-C**

7. Illustrate the nature and scope of managerial economics
8. Describe cost output relationship with the help of a diagram
9. Explain different pricing methods with examples.



Roll No. 1518426

Total No. of Pages: 02

Total No. of Questions: 09

**BHMCT (Sem. – 6)  
MANAGERIAL ECONOMICS**

M Code: 14567

Subject Code: BH-312

Paper ID: [C0340]

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 2.5 (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) Demand
- b) Sales Promotion
- c) Cost Concept
- d) Perfect competition
- e) Pricing decision
- f) Cost reduction
- g) Monopoly
- h) Cost plus pricing
- i) Banks
- j) Economic theory

**SECTION B**

2. Explain the concept of economic theory.
3. Write a short note on advertisement.
4. Describe the methods of cost control and cost reduction.
5. Discuss price and output decision under perfect competition.
6. Differentiate between a public sector and private sector banks.

**SECTION C**

7. Illustrate the nature and scope of managerial economics.
8. Describe the methods of Demand forecasting.
9. Explain different pricing methods with examples.



Roll No.

Total No. of Pages : 02

Total No. of Questions : 09

**BHMCT (Sem.-6)**  
**BUSINESS POLICY & ENVIRONMENT**  
Subject Code : BH-308  
M.Code : 14565

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) Mission
- b) SWOT
- c) Ecology Issue
- d) Strategic Implementation
- e) Corporate Analysis
- f) Strategy Review
- g) Sick Industries
- h) Environment Issue
- i) CSR
- j) Forecasting



**SECTION-B**

2. Why Organization Mission and Objectives is important?
3. Discuss in detail about Securities (Regulation) Act 1969.
4. What are Non Structural issues related to strategy formulation?
5. Discuss the role of strategic Management.
6. What is Privatization? Why it is done?

**SECTION-C**

7. Discuss in detail the techniques of Environmental Analysis.
8. Discuss the significance of Consumer Protection Act 1986.
9. What are the dimensions of business environment? Discuss in detail.

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Roll No.

Total No. of Pages : 02

Total No. of Questions : 09

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

Subject Code : BH-308

M.Code : 14565

Time : 3 Hrs.

Max. Marks : 30

**INSTRUCTION TO CANDIDATES :**

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

**SECTION- A**

Q1. Describe in brief :

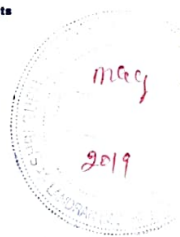
- a) Consumer Protection Act, 1986?
- b) MRTP
- c) Environmental issues
- d) Sick Industries
- e) Mission
- f) Objectives
- g) Forecasting
- h) Competition Act
- i) Globalization
- j) Goals

**SECTION-B**

- Q2) Discuss the social and economic dimension of business environment.
- Q3) What is ecology? Discuss the various energy issues .
- Q4) Discuss the features of SEBI Act .
- Q5) Discuss the steps for the choice of strategy.
- Q6) Discuss the importance of MRTP Act 1969.

**SECTION-C**

- Q7) Discuss the techniques of Environment Forecasting .
- Q8) Discuss the features of Environment Protection Act .
- Q9) What are non structural issues? Discuss the process of strategy review and its control.



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Roll No. 15111426

Total No. of Pages: 02

Total No. of Questions: 09

**BHMCT (Sem. - 6)  
BUSINESS POLICY AND ENVIRONMENT**

M Code: 14565

Subject Code: BH-308

Paper ID: [C0338]

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 2.5 (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. Describe in brief:
  - a) SEBI Act
  - b) Policy
  - c) Expansion strategy
  - d) Globalization
  - e) CSR
  - f) Sick factories
  - g) Goal
  - h) Strategic planning
  - i) Trade policy reforms
  - j) Vision statement

**SECTION B**

2. Write a note on SWOT analysis.
3. Define strategy. What is the role of strategic management?
4. Explain the consumer protection act of 1986.
5. Write a brief about the privatization process.
6. Explain the dimensions of business environment.

**SECTION C**

7. Define mission. Describe the components and importance of mission.
8. Elaborate on the important aspects of the Environment Protection Act of 1986.
9. What do you understand by strategy formulation, implementation and evaluation? Explain each stage in brief.



2018

Roll No.   
Total No. of Questions : 09

Total No. of Pages : 02

BHMCT (Sem.-6)  
HOTEL LAWS  
Subject Code : BH-310  
M.Code : 14566

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) Amalgamation
  - b) Tenant
  - c) Indemnity
  - d) Fire Safety Permit
  - e) VAT
  - f) Promissory Note
  - g) Suspension of license
  - h) Accommodation Refusal
  - i) Food Poisoning
  - j) Industrial Dispute Lay-off



**SECTION-B**

2. Discuss the role of Central committee for Food standards in prevention of food from adulteration.
3. Enlist 5 major commodities covered under the essential commodities act.
4. Explain the role of credit instruments in the hotels.
5. Under what circumstances hotel license can be terminated?
6. Write short note on the provision of the Trade Union Act-1926.

**SECTION-C**

7. Under what circumstances a strike or a lock-out shall be illegal?
8. Enumerate the main provision of the contract of Insurance act.
9. Discuss the essential elements of contract of sale.

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Roll No.  :   
Total No. of Questions : 09

Total No. of Pages : 02

**BHMCT (Sem.-6)**  
**FRONT OFFICE OPERATIONS - V**  
Subject Code : BH-306  
M.Code : 14564

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 have to attempt any TWO questions.

**SECTION-A**

1. Write short notes on :

- a) Market Segmentation Report
- b) Yield statistic
- c) PBX
- d) Local Occupancy percentage
- e) Wake up call
- f) Occupancy percentage
- g) Elasticity of demand
- h) Forecast formula
- i) Magic words
- j) Duration control



**SECTION-B**

2. Explain the concept of Capacity management.
3. Describe the role of telephone exchange in hotel.
4. What are the barriers to effective communication?
5. List few skills required to handle guest problems effectively.
6. Write and explain any three formulas used in measuring yield.

**SECTION-C**

7. Explain different reports generated from Yield management software.
8. Describe the importance of Yield Management team.
9. List and explain the qualities and role of a telephone operator.

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Roll No.

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

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 have to attempt ANY TWO questions.

**SECTION-A**

**I. Write short notes on :**

- a) Discipline
- b) Dessert Trolley
- c) Hot Plate
- d) Guest Relations
- e) Grooming
- f) Cocktail Shaker
- g) Impulse Buying
- h) Training
- i) Jigger
- j) Liquor Trolley



**SECTION-B**

2. Enlist the duties of a supervisor.
3. Define HRM with quality management.
4. Write a note on Airline Catering Service.
5. Explain Quality Management.
6. Who is a Trancheur? Describe his skill set requirement.

**SECTION-C**

7. Describe various Bar Licences required for smooth functioning in a hotel.
8. Define Gueridon. Give recipe, method for any Flambe dish.
9. How would you handle the following situation :
  - a) Complaining Guest
  - b) Drunk Guest

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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

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 have to attempt any **TWO** questions.

**SECTION-A**

**I. Write briefly :**

- a) Mandolin
- b) Yield
- c) Sections of a Larder
- d) Chorizo
- e) Binding Agents in a Forcemeat
- f) Pinwheel sandwich
- g) Marzipan
- h) White chocolate
- i) Caul
- j) Buttercream icing

**SECTION-B**

2. List any five equipments used in Larder and write their use.
3. Explain the hierarchy of Larder staff using a flow chart.
4. What are various components in a Forcemeat? What are their uses?
5. Name the parts of a sandwich and explain their role in preparation of sandwich.
6. Differentiate between Icings and Toppings.

**SECTION-C**

7. What is Larder Control? How is it important? What are the essentials of Larder Control?
8. Describe various types of Casings used in preparation of Sausages. What are their advantages and shortcomings?
9. Explain the process of manufacturing & processing of chocolate using a neat flowchart.



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