

Total No. of Questions : 09

Total No. of Pages : 02

BHMCT (Sem.-7,8)
CONFERENCE & CONVENTION MANAGEMENT

Subject Code : BH/418

M.Code : 14597

Date of Examination : 20-05-2024

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) Define Conference.
 - (b) What is MICE?
 - (c) What is Fixed Cost?
 - (d) What is Cash flow?
 - (e) What are Trade Shows?
 - (f) What is Cargo Transportation?
 - (g) What is Joint Publicity?
 - (h) What are Direct sales?
 - (i) What is Teleconferencing?
 - (j) Who are meeting planners?



SECTION-B

2. Pen down the economic significance of conventions.
3. Discuss the benefits and different types of shows.
4. Discuss the role and importance of subsidies and sponsorship in planning a conference.
5. Discuss the various ways for the advertising of the conference.
6. Explain the impacts of convention on local and national communities.

SECTION-C

7. Discuss the nature of Conference Markets and demand for conference facilities.
8. Discuss the types and major attributes of meeting planners.
9. Prepare a budget for a conference by estimating cash flow as well as fixed and variable cost with dummy figures.

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BHMCT (Sem.-7 & 8)
SALE AND MARKETING MANAGEMENT

Subject Code : BH-416

M.Code : 14596

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 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 globalisation?
- b) What is segmentation?
- c) Define Marketing.
- d) What is positioning?
- e) What is employee orientation?
- f) What is legalised gambling?
- g) What is relationship marketing?
- h) What is marketing mix?
- i) What do you understand by employee union?
- j) What do you understand by a training program?



SECTION-B

2. What do you understand by media planning?
3. Discuss marketing vs sales.
4. What do you understand Segmentation targeting and positioning in marketing?
5. Write down the important steps of orientation program.
6. How employee become unionised?

SECTION-C

7. What is the role of management in the marketing and sales?
8. Why good labour relations are essential for the success of a business?
9. What is importance of training and how a training program is designed for marketing and sales?

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BHMCT (Sem.-7,8)
PURCHASING & RECORD (STORES)

Subject Code : BH/412

M.Code : 14594

Date of Examination : 09-05-2024

Time : 3 Hrs.

Max. Marks : 30

INSTRUCTIONS TO CANDIDATES :

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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) Purchasing
- b) Standing Order
- c) Meat tag
- d) Requisition
- e) Blind Receiving
- f) Open market purchase
- g) SPS
- h) UFO
- i) Storage
- j) Receiving.



SECTION-B

2. Write a note on training staff.
3. Discuss the duties of purchase officers.
4. Explain "opportunity purchase".
5. What is minimum maximum method?
6. Narrate the organisation structure of purchasing department.

SECTION-C

7. Write in details about different types of fraud by suppliers and receiving clerks.
8. Write about different types of records maintained by stores.
9. Discuss in details selection of suppliers for hotels.

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BHMCT (Sem-7,8)
FOREIGN LANGUAGE (FRENCH) – IV
Subject Code : BH/414
M.Code : 14595

Date of Examination : 07-05-2024

Time : 3 Hrs.

Max. Marks : 30

INSTRUCTION TO CANDIDATES :

- 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. Traduire les phrase:

- i. Les assiettes
- ii. Sur madame
- iii. Directeur de l'hotel
- iv. C'est interdit de fumer!
- v. Cuisiner
- vi. De rien
- vii. Bienvenue
- viii. Piscine est la bas
- ix. Reservez une chambre
- x. Excusez moi Monsieur



SECTION-B

2. Utilisez ces mots dans une phrase :
- Depuis
 - Il y a
3. Complétez les phrases suivants avec pronoms indéfinis:
- Manpreet va au marché, tu as besoin de _____ ?
 - Himani, tout le monde est là ? - Non, il manque encore _____ ?
4. Conjugez les verbes au plus que parfait:
- Elle _____ (manager) quand nous sommes arrivés au restaurant.
 - Il _____ (écrire) une lettre à sa famille avant de partir en voyage.
5. Formes des phrases avec:
- Devant
 - Dérrière
6. Faites l'accords avec des adjectifs:
- Ces garçons sont _____. (sportif)
 - Mes amies sont toujours _____. (amusant)

SECTION-C

7. Formes des phrases avec:
- i. Jusqu'a
 - ii. Done

8. Lisez le dialogue et répondez aux questions :-

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

La receptionniste : Bonjour, Monsieur ! Oui, il y a deux chambres libres pour cinq nuits, pour une seule personne.

Les clients : Non, pour deux personnes?

La receptionniste : Alors, je vais vérifier. Non Monsieur, il reste une seule chambre avec un lit pour deux personnes.

Le client : Ah, bien ! Réservez cette chambre pour nous, mademoiselle.

La receptionniste : Bien sur Monsieur.

i. Que desire le client?

ii. Est-il seul ?

9. Utilisez ces mots dans une phrase :

i. Les clés

ii. Voiture

iii. Café

iv. Fromage

v. Mademoiselle

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Total No. of Questions : 09

BHMCT (Sem.-7,8)
FOOD & BEVERAGE PRODUCTION- VII

Subject Code : BH-404

M.Code : 14590

Date of Examination : 27-04-2024

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 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) Barding
- b) Ham
- c) Carver
- d) Danapes
- e) German sausages
- f) Essence
- g) Aspic
- h) Casing
- i) Pasteurisation
- j) Lard.



SECTION-B

2. What are the selection and purchasing criteria for meats.
3. Differentiate between Terrine and Pate.
4. Write in detail about types of milk and special features.
5. Draw the neat dissection of pork.
6. Explain in step wise about the carving of chicken.

SECTION-C

7. *"Fast food is growing market".* Justify the statement and do write the top 10 fast food companies.
8. Write in detail about the salient features of German cuisine.
9. What do you understand by accompaniments and write at list 10 classical dishes and their standard accompaniments.

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BHMCT (Sem.-7,8)
FOOD & BEVERAGE SERVICE-VII
Subject Code : BH-408
M.Code : 14592
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 2½ (Two and Half) marks each and students has to attempt any FOUR questions.
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SECTION-A

1. Write short notes on :

- a) Jigger
- b) Flambe service
- c) Optic pourer
- d) Dispense bar
- e) Back bar
- f) Pubs
- g) Cocktail bar
- h) Function catering
- i) Buffet
- j) Duties of Bartender.



SECTION-B

2. What is Carving? Name the dishes suitable for carving.
3. Discuss the duties of Bar Manager.
4. What do you understand by Lounge service and Butler service?
5. What are the steps in planning of 200 cover specialty restaurant?
6. What are the various methods of Bar inventory control?

SECTION-C

7. What are the points need to be considered in the selection of restaurant equipment's?
8. Differentiate between formal and informal banquet.
9. What are the various parts of Bar? Explain.

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Date of Examination: 06-05-2024

Time : 3 Hrs.:

Max. Marks : 30

INSTRUCTIONS TO CANDIDATES :

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SECTION-A

1. Explain the following :
 - a) Explain any two definitions in MIS.
 - b) Explain RDBMS.
 - c) Explain Bus topology.
 - d) Define Computer Network.
 - e) What do you understand by primary key?
 - f) Write note on data and information.
 - g) What are different database models?
 - h) What are the objectives of ERP?
 - i) Define System.
 - j) Discuss the features of LAN.



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SECTION-B

2. What is the relation between MIS & Enterprise Resource Planning?
3. How do management decisions can be taken?
4. Write down the differences between public and private information system.
5. What are the customer expectations from ERP packages?
6. Explain MIS Office automation.

SECTION-C

7. Explain about software life cycle models.
8. Explain the application of MIS in Hospitality Industry.
9. What are the types of information system control? Explain.

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Total No. of Pages : 03

Total No. of Questions : 09

BHMCT (Sem.-7, 8)
FINANCIAL MANAGEMENT

Subject Code : BH-420

M.Code : 14598

Date of Examination : 23-05-2024

Time : 3 Hrs.

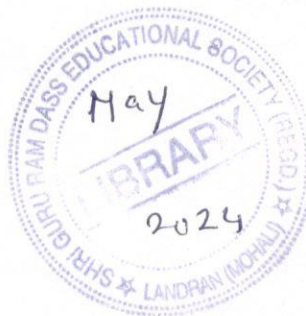
Max. Marks : 30

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SECTION-A

1. Answer briefly :
- Financial management
 - What is the role of Financial Manager in business?
 - What is master budget?
 - What is financial analysis?
 - What is cash flow statement?
 - What is net working capital?
 - What is meant by an appropriate capital structure?
 - Middle term sources of finance.
 - EBIT/EPS analysis.
 - Liquidity ratio.
- 



SECTION-B

2. Why is maximizing wealth a better goal than maximising profit?
3. Give a critical appraisal of the traditional approach and Modigliani-Millers approach to the problem of capital structure.
4. Describe the need and determinants of working capital in a business.
5. Calculate current ratio, when inventory is Rs. 80,000, prepaid expenses are Rs. 2,000; quick ratio is 2.5:1 and current liabilities are Rs. 50,000.
6.
 - a. What are the sources of funds in fund flow statement?
 - b. What are the applications of funds?

SECTION-C

7. Draw the format of cash flow statement with the help of imaginary figures.
8. What is budgetary control? State the main objectives of budgetary control. What are the main steps in budgetary control?
9. What do you understand by the analysis and interpretation of financial statements? Discuss their utility and significance to the management and others who are interested in the business.

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Total No. of Pages : 02

BHMCT (Sem.-8)
HOUSEKEEPING OPERATIONS-IV

Subject Code : BH/402

M.Code : 14589

Date of Examination : 24-04-2024

Time : 3 Hrs.

Max. Marks : 30

INSTRUCTION TO CANDIDATES :

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SECTION-A

1. Write short notes on :
- a) R9
 - b) Soft Broom
 - c) Standard size of twin bed sheet
 - d) Standard Size of King Bed
 - e) Pre-operating budget
 - f) Disposition of Spares
 - g) Material Budget
 - h) Staffing
 - i) Hard Broom
 - j) Standard size of Guest Room.



SECTION-B

2. What are the different types of Manual Equipments used in hotels by housekeeping staff?
3. What is soft flooring and what are its types?
4. What do you understand by wood paneling? Where this type of covering can be done?
5. Give the importance of Inventory Control for housekeeping department.
6. Briefly describe any five laundry equipments of your choice.

SECTION-C

7. Give the meaning of the term hard water. Which methods will you use to make it soft?
8. Briefly explain about Capital and Operating Budget.
9. What is a hard floor? What are its types?

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Total No. of Questions : 09

Total No. of Pages : 02

BHMCT (Sem.-8)
FRONT OFFICE OPERATIONS-VII
Subject Code : BH-406
M.Code : 14591
Date of Examination : 29-04-2024

Time : 3 Hrs.

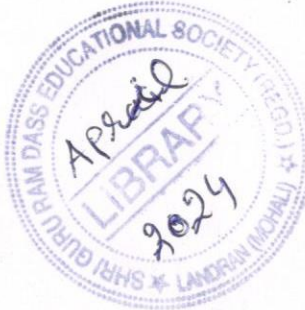
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SECTION-A

1. Write short notes on :
- a) City Accounts
 - b) EPABX
 - c) Up-selling
 - d) VTL
 - e) Role of PBX
 - f) Name 4 famous brand names of PMS
 - g) Draw Luggage Tag
 - h) High balance report
 - i) Accounts correction
 - j) Density Control Chart.



SECTION-B

2. What role does Cash and Credit control plays in tracking transactions?
3. What are various modes of reservations?
4. What is Reservation? Brief about the general procedure followed by the reservation agents during a room reservation enquiry.
5. Write down the role of telephone exchange in hotels.
6. What are the various duties and responsibilities of Duty Manager?

SECTION-C

7. Discuss about the vouchers used by front office with their functions and formats.
8. Define Night Auditing and explain its process in detail.
9. Explain Whitney system of reservation and discuss its advantages and disadvantages.

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