

Roll No. _____

Total No. of Questions : 09

Total No. of Pages : 02

BHMT (Sem-7)
HUMAN RESOURCE MANAGEMENT
Subject Code : BH-409
M.Code : 14578

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. Write short note on the following :

- a) Importance of manpower planning
- b) Job specification
- c) Job design
- d) HRM record system
- e) Levels of teaching
- f) Career
- g) Internal recruitment
- h) Definition of performance appraisal
- i) Human Resource Development
- j) Mentoring.

**SECTION-B**

2. Explain the concept of job enrichment
3. Discuss the process of manpower planning.
4. How can managers assess the need for training?
5. Explain the role of organisation in career development.
6. Discuss the various kinds of reward policies in Indian organisations.

SECTION-C

7. Discuss the methods of collecting job analysis data.
8. Discuss the principles of learning.
9. Explain the problems in performance appraisal.

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Roll No.

Total No. of Pages : 02

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BHMCT (Sem.-7)
SECURITY, SAFETY & FIRST AID

Subject Code : BH-415

M.Code : 14581

Date of Examination : 04-01-2023

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 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 accident.
- b) What is a Shock?
- c) What is Dressing
- d) What is hemorrhage?
- e) What are scalds?
- f) What is fire system?
- g) What is operation area?
- h) What are pressure points?
- i) What is Anatomy?
- j) What is blood circulation?



SECTION-B

2. Discuss the importance of security.
3. Pen down the different types of locks.
4. Discuss the ways to handle drunkard guest.
5. Discuss the various types of shocks & its treatments.
6. Pen down the process to provide Artificial Respiration.

SECTION-C

7. Discuss the ways to prevent fire accident and fire fighting systems.
8. Discuss the ways of security in accommodation area.
9. What is first aid? Discuss the importance, rules and duties of first aid provider.

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Roll No.

Total No. of Pages : 02

Total No. of Questions : 18

BHMCT (E-I) (Sem.-7)
HOUSE KEEPING OPERATIONS-III
Subject Code : BH-401
M.Code : 14574

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

Write short notes on :

1. Tint of a colour
2. Valances
3. HPSV lamps
4. Diffused lighting
5. On the job training
6. Size of a king size bed
7. Buddy System
8. Vanity counter
9. Facade of a hotel
10. Laissez-faire management style



SECTION-B

11. Draw and explain Prang's colour wheel system and its use.
12. Explain the pros and cons of natural ventilation in a building.
13. Describe any five ways that a manager can undertake to develop his staff for future responsibilities.
14. What are the factors one must consider while planning a conference room with respect to building and interior decoration.
15. Write the steps employed in problem solving by a manager.

SECTION-C

16. Describe various elements of design used in interior decoration of hotels.
17. Draw and explain the layout of a standard double bed guest room explaining the placement of furniture and fixtures.
18. Discuss the qualities of a Housekeeping manager. How can one develop these qualities?

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BHMCT (E-II) (Sem.-7)
FRONT OFFICE OPERATIONS-VI
Subject Code : BH-405
M.Code : 14576

Time : 3 Hrs.

Max. Marks : 30

INSTRUCTION TO CANDIDATES :

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

SECTION-A

Write short notes on :

1. Message slip
2. Lobby control sheet
3. Junior Suite
4. Internal control
5. Night audit
6. Reservation form
7. Rack rate
8. Bermuda Plan
9. Cash Sheet
10. Day basis

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SECTION-B

11. Explain Room key control sheet.
12. Describe different basis of charging room rent.
13. How drunken guests are handled in hotel?
14. List the importance of Guest History Card.
15. Write a short note on Room and Rate Assignment.

SECTION-C

16. Draw a neat format of Guest Registration Card.
17. List and explain any 5 different types of rooms in a five star hotel.
18. List and explain the information obtained in a tariff card.

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BHMCT (Sem.-7)
ORGANIZATION & CONSUMER BEHAVIOUR
Subject Code : BH-419
M.Code : 14583

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 2¹/₂ (Two and Half) marks each and students has to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying FIVE marks each and students have to attempt any TWO questions.

SECTION-A

Write Short notes on :

1. Perception
2. Skills
3. Motivation
4. Group
5. Leadership
6. Barriers
7. Organization
8. Stress
9. Effective leadership
10. Communication

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SECTION-B

11. What are different causes of stress?
12. Write a short note on Group dynamics.
13. What are different forms of Organization structure?
14. Explain the process of perception.
15. What are the factors in Organization climate?

SECTION-C

16. Define Organization Behavior and state different concept of Organization Behavior.
17. What is Personality? Explain determinants with example.
18. Discuss different leadership styles in Indian organization.

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BHMCT (Sem.-7)
RESORT MANAGEMENT
Subject Code : BH-417
M.Code : 14582

Time : 3 Hrs.

Max. Marks : 30

INSTRUCTION TO CANDIDATES :

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SECTION-A

Write short notes on :

1. Condominium
2. Market segmentation
3. Eco resorts
4. Shared ownership.
5. Seasonality in resort operations
6. Competitive analysis
7. Mega resorts
8. Entertainment as an element of resort complex
9. Resorts
10. Time share



SECTION-B

11. How can community resources be used in developing resort complex?
12. Discuss different types of resort ownerships.
13. Competitive analysis is an integral part of planning and development of resort complex. Elaborate.
14. Discuss in detail the shared ownership concepts.
15. What are the common family oriented services present in resorts?

SECTION-C

16. What are the different factors leading to growth in leisure tourist market?
17. Discuss the Characteristics of resort management.
18. Discuss the socio economic impact of resort development.

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BHMCT (Sem.-7)
SECURITY, SAFETY & FIRST AID
Subject Code : BH-415
M.Code : 14581

Time : 3 Hrs.

Max. Marks : 30

INSTRUCTIONS TO CANDIDATES :

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SECTION-A

Write short notes on :

1. Smoke detectors
2. Grand Master Key
3. Roller bandage
4. Pulse rate
5. Scalding & its first-aid
6. CO₂ extinguisher
7. Security monitoring
8. Pressure points
9. First aid for electric shock
10. Stable fracture



SECTION-B

11. Describe the Holger Neilson method of artificial respiration.
12. Classify fire and suggest suitable extinguisher for each type.
13. List the duties of a First - Aid provider.
14. What are various types of bandages? Where are they used?
15. Explain the measures taken at Time Office in view of safety and security of the hotel.

SECTION-C

16. '*Key control plays an important role in security of hotel.*' What are different types of keys used in a hotel? Describe the processes and formats through which key control is exercised in a hotel.
17. Explain any five different types of fractures. How should they be treated by First aid provider?
18. Discuss the entire fire fighting system put in place in a hotel for safety.

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SECTION-B

11. Make sentence with the following words :
 - a) Qui
 - b) Alors que
12. Give the opposite of the following words :
 - a) Madame
 - b) Bien
13. Complete the sentences using interrogative pronouns :
 - a) _____ a jeté le ballon?
 - b) _____ préférez-vous, du café ou du thé?
14. Identify the demonstrative pronoun in the following sentences :
 - a) Les oranges de Californie coûtent moins cher que celles de Floride.
 - b) Ce roman est trop court, et celui-ci est trop long.
15. Make two sentences with possessive pronouns and identify the possessive pronouns used.

SECTION-C

16. Write a conversation in French between a guest and a waiter in the restaurant about order for breakfast.
17. Convert the following sentences in passive form :
 - a) Il m'a frappé avec sa voiture.
 - b) Il l'a frappée avec sa voiture.
18. Read the passage and answer the following questions :

Réceptionniste: Bonjour monsieur

Invité: Bonjour Mme May. J'ai une réservation.

Réceptionniste : Puis-je avoir votre numéro de réservation, monsieur?

Invité: Bien sûr.

L'Invité présente son papier de réservation.

La réceptionniste récupère la réservation.

Réceptionniste: Merci M. Hudson. Nous avons votre chambre prête selon vos besoins.

Invité: Merci beaucoup. Le plus apprécié.

Réceptionniste: Veuillez signer sur cette carte d'inscription, et nous avons déjà reçu le montant de l'avance pour la totalité de votre séjour.

Invité: Bon! Cela a été organisé par ma société.

Réceptionniste: Votre chambre est au 5ème étage et Harry ici vous accompagnera jusqu'à votre chambre.

Invité: Merci. Salut Harry.

Harry: Bonjour monsieur Hudson.

Réceptionniste: Vos bagages seront envoyés directement dans votre chambre. Je vous souhaite un agréable séjour avec nous M. Hudson.

Invité: Merci beaucoup Mme May.

- a) Combien de personnes sont dans ce dialogue?
- b) Quel est le nom de la réceptionniste?
- c) Que cherchait l'invité?
- d) Qui a payé l'avance pour le séjour du client?
- e) La chambre de M. Hudson était à quel étage?



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SECTION-B

11. Make sentence with the following words :
 - a) Qui
 - b) Alors que
12. Give the opposite of the following words :
 - a) Madame
 - b) Bien
13. Complete the sentences using interrogative pronouns :
 - a) _____ a jeté le ballon?
 - b) _____ préférez-vous, du café ou du thé?
14. Identify the demonstrative pronoun in the following sentences :
 - a) Les oranges de Californie coûtent moins cher que celles de Floride.
 - b) Ce roman est trop court, et celui-ci est trop long.
15. Make two sentences with possessive pronouns and identify the possessive pronouns used.

SECTION-C

16. Write a conversation in French between a guest and a waiter in the restaurant about order for breakfast.
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Réceptionniste : Puis-je avoir votre numéro de réservation, monsieur?

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Harry: Bonjour monsieur Hudson.

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Total No. of Questions : 18

Total No. of Pages : 02

BHMCT (Sem.-7)
FACILITY PLANNING
Subject Code : BH-411
M.Code : 14579

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.
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SECTION-A

Write short notes on :

1. Carpet Area
2. Meeting Room
3. Plinth Area
4. Space Relationship
5. Hotel
6. License
7. Maintenance
8. Concrete
9. Atrium
10. Circulation



SECTION-B

11. List the design considerations while planning a hotel. Explain any four of them in detail.
12. Discuss the utility of flow process diagram.
13. Mention the method of computing room tariff.
14. What criteria to be kept in mind while planning GM's office?
15. Explain the concept of Space relationship.

SECTION-C

16. Discuss the various factors to be considered for determining the room tariff.
17. Mention the various licenses required for starting and running of hotel and catering services.
18. Explain the features and facilities that a hotel should have for obtaining the 5-star classification.



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BHMCT (Sem.-7)
HUMAN RESOURCE AND MANAGEMENT

Subject Code : BH-409

M.Code : 14578

Time : 3 Hrs.

Max. Marks : 30

INSTRUCTIONS TO CANDIDATES :

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SECTION-A

Write briefly :

1. Recruitment
2. Panel Interview
3. Placement
4. Reward Policies
5. Induction
6. Incentives
7. Manpower Development
8. Group Discussion
9. Transfer
10. Promotion



SECTION-B

11. What are the various factor affecting Human Resource Planning?
12. What do you understand by career development program in HRM?
13. Discuss the need and importance of training in modern business environment.
14. Discuss the features of Performance appraisal.
15. Discuss in details HRM record system.

SECTION-C

16. Define Human Resource Management, what are its features?
17. What are the objectives of training? Discuss the need for training in Hotel Industry.
18. Discuss the sources of Recruitment in details.

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BHMCT (Sem.-7)
ORGANIZATION & CONSUMER BEHAVIOUR
Subject Code : BH-419
M.Code : 14583

Time : 3 Hrs.

Max. Marks : 30

INSTRUCTIONS TO CANDIDATES :

1. SECTION-A is COMPULSORY consisting of TEN questions carrying ONE mark each.
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SECTION-A

1. Write Short notes on :
 - a) Autocratic model of OB
 - b) Communication
 - c) Task group
 - d) Virtual team
 - e) Mentoring
 - f) Storming
 - g) Learning organization
 - h) Vertical communication
 - i) Participative style of leadership
 - j) Motivation

SECTION-B

2. Write short notes on organizational behavior.
3. Write in brief about nature of human behavior.
4. What are the various negative aspects of group dynamics?
5. What are the functions of communication in an organization?
6. Explain the concept of organizational structure.

SECTION-C

7. Explain concept and theories of leadership.
8. Define Perception. Explain concept and process of perception.
9. Explain various features and types of groups in an organization.



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BHMCT (Sem.-7)
SECURITY, SAFETY & FIRST AID
Subject Code : BH-415
M.Code : 14581

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. BCF extinguisher
 - b. OSHM
 - c. Hazards
 - d. Pass key
 - e. Xiphoid process
 - f. Contingency plan
 - g. Splint
 - h. Crepe bandage
 - i. SB
 - j. Choking



SECTION-B

2. Classify and briefly discuss various types of key.
3. Write in detail about lost and found procedure.
4. Write principle of first aid.
5. Differentiate between burns and scalds.
6. Write various fire alarming equipment in details.

SECTION-C

7. How do you maintain security of lobby area? Explain.
8. Explain CPR in detail with its process.
9. Classify various types of shock with its sign, symptoms & treatment.

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Roll No.
Total No. of Questions : 09

Total No. of Pages : 03

BHMCT (Sem.-7)
FOREIGN LANGUAGE (FRENCH-III)
Subject Code : BH-413
M.Code : 14580

Time : 3 Hrs.

Max. Marks : 30

INSTRUCTIONS TO CANDIDATES :

1. SECTION-A is COMPULSORY consisting of TEN questions carrying ONE mark each.
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SECTION-A

1. Traduisez en français :

- a) Here is my passport and my visa.
- b) No smoking.
- c) He wants to hire a car.
- d) I want a single room with a double bed and attached bath.
- e) I am very satisfied with my room.

Complétez avec un adjectif possessif :

- f) Vous avez _____ papiers ?
- g) Je vous présente _____ mari.
- h) Il cherche _____ lunettes.

Mettez les phrases au pluriel :

- i) C'est un journal allemand.
- j) Le nouveau médecin travaille à l'hôpital.

SECTION-B

2. Conjuguez les verbes ventroulraire au présent.
3. Remplacez le tiret avec le pronom 'en' ou 'y' :

a) Pense -tu a,ton projet ?

Oui, J' _____ pense.

b) Prends -tu du vin ?

Oui, J' _____ prends.

c) Tu vas à Paris ?

Oui, J' _____ vais

d) Tu manges beaucoup de viande ?

Oui, J' _____ mange beaucoup.

e) Tu rentres chez toi ?

Oui, J' _____ rentre.

4. Mettez les phrases à la forme négative :

a) Vous pouvez fumer.

b) J'aime la neige.

c) Il a une voiture.

d) Il fait du sport.

e) Cette une bonne excuse.

5. Nommez cinq vins de 'Cote Du Rhône' région.

6. Complétez les phrases suivantes par 'dont', qui, que, où :

a) Le prisonnier _____ je t' ai parlé s' est évadé.

b) La ville _____ j' habite est très belle.

c) Au cinéma, j'ai vu un film _____ m'a beaucoup plu.

d) Nous avons passé les vacances dans le village _____ je suis née.

e) Vous verrez des choses _____ vous serez très fiers.



SECTION-C

7. Imaginez et écrivez les dialogues (10 lignes)

Le client veut dîner, mais le restaurant est fermé. Que va faire le maître de l'hôtel ?
Écrivez les dialogues.

8. **Donnez la voix passive :**

- a) Ma mère prépare la tarte.
- b) La fille a porté la robe.
- c) L'élève chante la chanson.
- d) Les professeurs distribueront les copies.
- e) Arthur conduira la voiture.

9. **Mettez les verbes entre parenthèses au présent du subjonctif :**

- a) Afin que nous (pouvoir) _____ nous voir, venez tôt.
- b) Je tiens à ce que vous (avoir) _____ une récompense.
- c) Pour que les moissons (être) _____ riches, il faut que été soit beau.
- d) Nous souhaitons qu'il (réussir) _____.
- e) Il est tard, il faut que nous (étudier) _____.

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BHMCT (E-I) (Sem.-7)
FOOD & BEVERAGE PRODUCTION-VI
Subject Code : BH-403
M.Code : 14575

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.
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SECTION-A

1. Write short notes on :

- a) Soft cheese
- b) Purchase order
- c) Standard recipe
- d) Lead time
- e) Goods direct
- f) FIFO
- g) Club sandwich
- h) Parmesan cheese
- i) Portion control
- j) Standard yield

SECTION-B

2. Write a brief note on Standard Purchase Specification
3. What are the objectives of storing control?
4. Briefly explain and draw the format of bin card
5. List down five fruits with their appropriate accompaniments.
6. Explain the uses of any 3 equipments used for portion control.

SECTION-C

7. What are the various parts of a sandwich? Explain the importance of each part giving suitable examples
8. Discuss the role of Standard Recipe in the food industry.
9. Explain the types of Cheese and its uses in hotels.



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HUMAN RESOURCE MANAGEMENT
Subject Code : BH-409
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SECTION-A

1. Write short notes on :
 - a) Promotion
 - b) Reward Policy
 - c) Training
 - d) Salary
 - e) Job Design
 - f) HRM
 - g) Selection
 - h) Performance evaluation
 - i) Development
 - j) Grievance handling



SECTION-B

2. Differentiate between Job analysis and Job design
3. Write a brief note on principles of learning
4. Describe the process for salary administration
5. What is the importance of maintaining good employer-employee relations?
6. List different training and development techniques

SECTION-C

7. Describe different methods of Performance appraisal.
8. Write an essay on Human resource planning for new establishments.
9. Describe the significance of career development programmes.

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BHMCT (E-II) (Sem.-7)
FRONT OFFICE OPERATIONS-VI
Subject Code : BH-405
M.Code : 14576

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) Room key record
- b) Allowance voucher
- c) Vandalism
- d) Internal control
- e) Night audit
- f) Paid out voucher
- g) Suite
- h) Bermuda Plan
- i) Cash Sheet
- j) Night spent basis

SECTION-B

2. Explain departure intimation control sheet
3. Describe different types of food plans
4. How allowance voucher is processed in Front office?
5. List the procedure to handle vandalism in hotel.
6. Write a short note on Room and rate assignment

SECTION-C

7. Draw a neat format of Night Clerk's Report
8. List and explain any 5 different types of rooms in a five star hotel.
9. List and explain the procedure of Night audit in Front office department.



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.

