SEMESTER-7

Roll No.

Total No. of Questions : 09

Total No. of Pages: 02

# BHMCT (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 :

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

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

## SECTION-C

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

Total No. of Pages: 02

Total No. of Questions: 09

### 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
- 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 :
  - 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?



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#### SECTION-B

- 2. Discuss the importance of security.
- Pen down the different types of locks.
- Discuss the ways to handle drunkard guest.
- Discuss the various types of shocks & its treatments.
- 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.
- What is first aid? Discuss the importance, rules and duties of first aid provider.

Total No. of Questions: 18

Total No. of Pages: 02

# 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:

- 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

## 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



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- Draw and explain Prang's colour wheel system and its use.
- 12. Explain the pros and cons of natural ventilation in a building.
- 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?

Total No. of Questions: 18

Total No. of Pages: 02

# 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
- SECTION-B contains FIVE questions carrying 2<sup>1</sup>/<sub>2</sub> (Two and Half) marks each
   SECTION 0
- 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
- Night audit
- 6. Reservation form
- 7. Rack rate
- 8. Bermuda Plan
- 9. Cash Sheet
- 10. Day basis



1 M-14576

(S5)-620

- 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.

Total No. of Questions: 18

Total No. of Pages: 02

# 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  $2^{1}/_{2}$  (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 have to attempt any TWO questions.

## SECTION-A

## Write Short notes on:

- 1. Perception
- 2. Skills

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- 3. Motivation
- 4. Group
- 5. Leadership
- 6. Barriers
- 7. Organization
- 8. Stress
- 9. Effective leadership
- 10. Communication
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- 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.

Total No. of Questions: 18

Total No. of Pages: 02

# BHMCT (Sem.-7) RESORT MANAGEMENT

Subject Code: BH-417 M.Code: 14582

Time: 3 Hrs.

Max. Marks: 30

# INSTRUCTION TO CANDIDATES:

- SECTION-A is COMPULSORY consisting of TEN questions carrying ONE mark each.
- 2. SECTION-B contains FIVE questions carrying 2<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**

## Write short notes on:

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



- 11. How can com nunity 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.

Total No. of Questions: 18

Total No. of Pages: 02

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

Subject Code: BH-415 M.Code: 14581

Time: 3 Hrs.

Max. Marks: 30

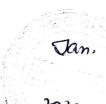
# INSTRUCTIONS TO CANDIDATES:

- 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 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:

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



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- 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.

Total No. of Pages: 03

Total No. of Questions: 18

# BHMCT (Sem.-7) FOREIGN LANGUAGE (FRENCH-III)

Subject Code: BH-413 M.Code: 14580

Time: 3 Hrs.

Max. Marks: 30

## INSTRUCTIONS TO CANDIDATES:

- SECTION-A is COMPULSORY consisting of TEN questions carrying ONE mark each.
- 2. SECTION-B contains FIVE questions carrying  $2^{1}/_{2}$  (Two and Half) marks each and students 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**

# Describe the following in 1 to 2 lines:

- 1. Mise-en-place
- 2. Vin
- 3. Rôti
- 4. Serveurs
- 5. L'eau
- 6. Café
- 7. Hôtel
- 8. à bientôt
- 9. Blanc
- 10. Nuit



1	1. Make sentence with the follo	wing words:
	a) Qui	b) Alors que
1	2. Give the opposite of the follo	-
	a) Madame	b) Bien
1.	3. Complete the sentences using	
	a)a jeté le b	
	b)préférez-v	'ous, du café ou du thé?
14		onoun 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.		essive 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.	
	ioi bieakiast.	between a guest and a waiter in the restaurant about order
17.	Convert the following sentences	
17.		s in passive form :
17.	Convert the following sentences	s in passive form:
17.	Convert the following sentences  a) Il m'a frappé avec sa voiture  b) Il l'a frappée avec sa voiture	s in passive form :
	Convert the following sentences  a) Il m'a frappé avec sa voiture	s in passive form :  c. c. c following questions :
	Convert the following sentences  a) Il m'a frappé avec sa voiture  b) Il l'a frappée avec sa voiture  Read the passage and answer the	s in passive form :  c. c following questions :
18.	Convert the following sentences  a) Il m'a frappé avec sa voiture  b) Il l'a frappée avec sa voiture  Read the passage and answer the  Réceptionniste: Bonjour monsieu  Invité: Bonjour Mme May. J'ai u	s in passive form :  c. c following questions :

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?



Total No. of Pages: 03

Total No. of Questions: 18

# BHMCT (Sem.-7) FOREIGN LANGUAGE (FRENCH-III)

Subject Code: BH-413 M.Code: 14580

Time: 3 Hrs.

Max. Marks: 30

# INSTRUCTIONS TO CANDIDATES:

- SECTION-A is COMPULSORY consisting of TEN questions carrying ONE mark each.
- 2. SECTION-B contains FIVE questions carrying  $2^{1/2}$  (Two and Half) marks each and students 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

# Describe the following in 1 to 2 lines:

- 1. Mise-en-place
- 2. Vin
- 3. Rôti
- 4. Serveurs
- 5. L'eau
- 6. Café
- 7. Hôtel
- 8. à bientôt
- 9. Blanc
- 10. Nuit



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 p	pronouns :
a)a jeté le ballon?	
b)préférez-vous, du café ou	ı du thé?
14. Identify the demonstrative pronoun in the following	
a) Les oranges de Californie coûtent moins c	
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-	$\mathbf{c}$
<ol> <li>Write a conversation in French between a guest for breakfast.</li> </ol>	t and a waiter in the restaurant about order
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 quest	ions :
Réceptionniste: Bonjour monsieur	
Invité: Bonjour Mme May. J'ai une réservation.	
Réceptionniste : Puis-je avoir votre numéro de rése	ervation, 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?



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



- 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.



Total No. of Questions: 18

Total No. of Pages: 02

# BHMCT (Sem.-7)

HUMAN RESOURCE AND MANAGEMENT Subject Code: BH-409

M.Code: BH-40

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**

## 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



- 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.

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



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Total No. of Pages : 02

Total No. of Questions : 09

BHMCT (Sem.-7)
ORGANIZATION & CONSUMER BEHAVIOUR

Subject Code: BH-419 M.Code: 14583

Time: 3 Hrs.

Max. Marks: 30

INSTRUCTIONS TO CANDIDATES :

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

  SECTION-C contains THREE questions carrying FIVE marks each and students have to attempt any TWO questions.

## SECTION-A

- 1. Write Short notes on :
  - a) 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

- Write short notes on organizational behavior.
- 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?
- Explain the concept of organizational structure.

#### SECTION-C

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



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

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Roll No.		
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Total No. of Pages: 02

Total No. of Questions: 09

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

Time: 3 Hrs.

Max. Marks: 30

## INSTRUCTION TO CANDIDATES :

- 1. SECTION-A is COMPULSORY consisting of TEN questions carrying ONE mark
- 2. SECTION-B contains FIVE questions carrying 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

## 1. Write short notes on :

- a) Target marketing
- b) Resort ownership
- c) Brand Loyalty
- d) Marketing Mix
- c) Mass Marketing
- f) Leisure management
- g) Golf Resort
- h) Competition Analysis
- i) Destination Resort
- j) Eco Resort



## SECTION-B

- Why is market segmentation important for the better planning & development of resorts?
- Mention the basic elements of Resort Complex.
- List down the factors leading to the growth of leisure market.
- "Demographic/Socio-Economic Changes in market countries are important for the future of resort business". Justify.
- What is Resort Management?

#### SECTION-C

- Explain why competition analysis is important before planning of resorts.
- Briefly explain the Concepts of Mega Resorts.
- Explain Resort Concept.

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

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Roll No.	Total No. of Pages: 0
Total No. of Questions : 09	
BHMCT (Sen	n.–7)
SECURITY, SAFETY	& FIRST AID
Subject Code : E	3H-415

M.Code: 14581

Time : 3 Hrs.

Max. Marks: 30

## INSTRUCTIONS TO CANDIDATES :

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

  SECTION-C contains THREE questions carrying FIVE marks each and students have to attempt ANY TWO questions.

#### SECTION-A

- 1. Write short notes on :
  - a. BCF extinguisher
  - b. OSHM
  - c. Hazards
  - d. Pass key
  - c. Xiphoid process
  - f. Contingency plan
  - g. Splint
  - h. Crepe bandage
  - i. SB
  - j. Choking



#### SECTION-B

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

#### SECTION-C

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

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

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### Total No. of Pages: 03 2. Conjuguez les verbes veniroufaire au présent. Total No. of Questions: 09 3. Remplacez le tiret avec le pronom 'en' ou 'y': BHMCT (Sem.-7) a) Pense -tu a ton projet ? FOREIGN LANGUAGE (FRENCH-III) Subject Code: BH-413 Oui, J' \_\_\_\_ pense. M.Code: 14580 b) Prends -tu du vin ? Max. Marks: 30 Time: 3 Hrs. Oui, J' \_\_\_\_ prends. INSTRUCTIONS TO CANDIDATES : 1. SECTION-A is COMPULSORY consisting of TEN questions carrying ONE mark c) Tu vas à Paris ? 2. SECTION-B contains FIVE questions carrying 21/2 (Two and Half) marks each Oui, J' vais 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. e) Tu rentres chez toi? SECTION-A Oui, J'\_\_\_\_rentre. 1. Traduisez enfrançais : a) Here is my passport and my visa: a) Vous pouvez fumer. b) No smoking. b) J'aime ia neige. c) He wants to hire a car. c) Il a une voiture. d) I want a single room with a double bed and attached bath. d) Il fait du sport. e) I am very satisfied with my room. e) Cette une bonne excuse. 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.

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SECTION-B

d) Tu manges beaucoup de viande? Oui, J' \_\_\_\_ mange beaucoup. 4. Mettez les phrases à la forme négative : 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. 2 | M - 14580

## SECTION-C

7	Imaginez et convez les dialogues (10 lignes)
	Le client veut diner, mais le restaurant est fermé. Que va faire le maître de l'hôtel ? Ectivez les dialogues.
8	Donnez ta voix passive :
	a) Ma mère prépare la tarte.
	b) La fille a porté la robe.
	c) L'éfève chante la chanson.
	d) Les professeurs distribueront les copies.
	c) 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 fait que été soit beau.
	d) Nous souhaitons qu'il (réussir)
	e) Il est tard, il faut que nous (étudier)

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31

Total No. of Pages: 02

Total No. of Questions : 09

### 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 :

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

## SECTION-A

- 1) Write short notes on :
  - a. Intensity of colour
  - b. Participative leadership
  - c. HPSV
  - d. Indirect lighting
  - c. Vestibule Training
  - f. Vanity Counter
  - g. Buddy System
  - h. Mortise & Tenon
  - i. Standard size of a Single room
  - j. Standard size of writing table

#### SECTION-B

- What are the points to be taken into consideration while planning the lighting for a guestroom?
- Explain the latest trends in hotel planning.
- 4. Explain the monochromatic colour scheme in detail.
- 5. What is training? What are its benefits for the employees and the hotel?
- 6. What are warm and cool colours? How are they used in interiors?

#### SECTION-C

- Enumerate the items of furniture found in the guestroom. Write a note on their selection.
- Discuss with the help of a flowchart the problem solving procedure that can be followed by a Housekeeping Manager.
- 9. Elaborate on the various elements of design used in interior decoration of hotels.



Total No. of Pages: 02

Total No. of Questions: 09

# 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
- SECTION-B contains FIVE questions carrying 2<sup>1</sup>/<sub>2</sub> (Two and Half) marks each and students have to attempt any FOUR questions.
- SECTION-C contains THREE questions carrying FIVE marks each and students have to attempt any TWO questions.

#### SECTION-A

- 1. 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

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#### SECTION-B

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

#### SECTION-C

- 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.



Total No. of Pages: 02

Total No. of Questions: 09

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
- SECTION-B contains FIVE questions carrying 2<sup>1</sup>/<sub>2</sub> (Two and Half) marks each and students has to attempt any FOUR questions.
- SECTION-C contains THREE questions carrying FIVE marks each and students have to attempt any TWO questions.

### SECTION-A

- 1. Write short notes on :
  - a) Space Allocation
  - b) Feeding
  - c) Class room exercises
  - d) Plinth area
  - c) Carpet area
  - f) Architectural consideration
  - g) Feasibility Report
  - h) Local Area Evaluation
  - i) Financial Analysis
  - j) Function Space

## SECTION-B

- What is the difference between Flow Process and Flow Diagram?
- 3. What are the factors to be considered while designing a hotel Kitchen?
- 4. What are the thumb rules in Hotel design?
- 5. What is Hotel Facility Planning? Also explain the importance of an effective plan?
- 6. What should be the ideal area for a Hotel Generals Manager's room? What factors are considered while designing it?

#### SECTION-C

- 7. What are the different methods for computing room tariff of the hotel?
- 8. Mention in detail the various licenses required for starting up a fine dining restaurant.
- 9. What are the planning considerations for designing Management Areas and staff facilities in the hotel?



Total No. of Pages: 02

Total No. of Questions: 09

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

Time: 3 Hrs.

Max. Marks: 30

## INSTRUCTIONS TO CANDIDATES :

- SECTION-A is COMPULSORY consisting of TEN questions carrying ONE mark each.
- SECTION-8 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) 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.
- 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.

Total No. of Pages: 02

Total No. of Questions : 09

## 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 :

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

#### SECTION-A

- 1. Write short notes on :
  - a) Room key record
  - b) Allowance voucher
  - c) Vandalism
  - d) Internal control
  - c) 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
- How allowance voucher is processed in Front office?
- 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.



Roll No. Total No. of Questions		Total No. of Pages :	02
FOO	BHMCT (E-II) (Sem7)  & BEVERAGE SERVI	CE-VI	

## FOOD & BEVERAGE SERVICE-V Subject Code: BH-407 M.Code: 14577

Time: 3 Hrs.

Max. Marks: 30

## INSTRUCTIONS TO CANDIDATES :

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

#### SECTION-A

- 1. Write short notes on :
  - a) Toasting.
  - b) Garbage Disposal
  - c) Workshops
  - d) SOP
  - e) ODC
  - f) No Charge
  - g) Calor Gas
  - h) Employee Training
  - i) Conference
  - j) Par stock



#### SECTION-R

- 2 Draw and explain any two scating plans used in banquets
- 3. Write a brief note on Billing methods
- 4. Describe the significance of Training Programmes in hotels.
- 5. Differentiate between Formal and Informal buffets
- 6. List and explain various selling techniques in F&B outlets

#### SECTION-C

- 7. Write the recipe of any two dishes prepared in a Gueridon Trolley.
- 8. List step by step process of booking a banquet function.
- Describe the significance of Cost Control in F&B outlets.

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