

Total No. of Questions : 09

Total No. of Pages : 02

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

Subject Code : BH-415

M.Code : 14581

Date of Examination : 25-11-2024

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. Describe in brief :
 - a. Foam Extinguishers
 - b. Fire Hydrants
 - c. Public Areas
 - d. Accommodation Operation Areas
 - e. Time Office Operations
 - f. CPR
 - g. Mask Ventilation
 - h. Diaphragm
 - i. Scalds
 - j. Hairline fracture.

SECTION-B

2. What are the steps that need to be taken to prevent accidents in a hotel?
3. Outline the lost and found procedure followed in a hotel.
4. What is shock and how do you manage it in a first aid situation?
5. What are the characteristics of a good dressing and bandage?
6. How can heat stroke be prevented, especially in hot weather conditions?

SECTION-C

7. What are the different types and kinds of keys used in a hotel, and how are they issued and handled?
8. What is Skeleton system? How can the knowledge of the skeletal system be useful in providing First Aid?
9. Name the different medical conditions included in MASC and how can you help someone experiencing an epileptic fit?

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Total No. of Questions : 09

Total No. of Pages : 03

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

Subject Code : BH-413

M.Code : 14580

Date of Examination : 28-11-2024

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 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 English :
- Sel et Poivre
 - Vin Especial
 - Sommelier
 - Absolument
 - Bôn Apétit
 - Le serveur
 - Le menu, s'il vous plaît
 - Oeuf Florentine
 - Café Frappé
 - Lés restaurants indiens.

SECTION-B

2. **Make sentences with the following words :**
- a. La cuisine
 - b. Madame
3. **Complete the following with pronoms relatifs :**
- a. C'est l'homme _____ elle a rencontré hier.
 - b. Le sac _____ est sur la table est à moi.
4. **Complete the following with pronoms interrogatives:**
- a. _____ est donc cette jeune fille?
 - b. _____ langue parle-t-elle?
5. **Complete the following with pronoms demonstratives:**
- a. _____ ne m'intéresse pas.
 - b. Voici mes cahiers et _____ de Samreen.
6. **Complete the following with pronoms possessives:**
- a. C'est ma soeur et c'est la _____.
 - b. Je n'ai pas trouver _____ voiture.

SECTION-C

7. Complete the following with < y > ou < en > :
- a. Tu penses a ton livre. Oui, j'_____ penses.
- b. Il a besoin d'une biere? Non, il n'_____ a pas besoin.

8. **Form sentences with the following :**

- a. Elle voudrait
- b. Je vous prie d'agréer

9. **Read the passage and answer the following questions :**

La serveuse : Bonjour, Madames

Sarah : Bonjour, Vidya! Nous voudrions déjeuner. Que recommandez-vous?

La serveuse : Tout est bien aujourd'hui! Que voulez-vous comme potages, madames?

Ophelie : Apportez-nous soupe minestrone, s'il vous plaît.

Sarah : Après, je prendrai un sandwich au poulet grillé! Et apportez à mon amie un pizza mozzarella.

Ophelie : Merci Sarah. Aussi, nous voudrions des brownies comme dessert.

Sarah : Non Ophelie, je suis en regime. Je ne peux pas manger des brownies.

Ophelie : Seulement pour aujourd'hui Sarah, s'il te plaît?

Sarah : D'accord, mais un petit morceau.

La serveuse : Bien sure. C'est tout, madames?

Sarah : Ah oui, Vidya! Merci beaucoup.

La serveuse : Merci madames.

- a. Combien des personnes sont dans ce dialogue?
- b. La serveuse, comment il s'appelle?
- c. Qui est en regime?
- d. Qu'est-ce que Ophelie mange pour le déjeuner?
- e. Sarah prend un petit morceau de quoi?

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Total No. of Questions : 09

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BHMCT (Sem.-7)
FACILITY PLANNING
Subject Code : BH-411
M.Code : 14579
Date of Examination : 02-12-2024

Time : 3 Hrs.

Max. Marks : 30

INSTRUCTION TO CANDIDATES :

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

SECTION-A

1. Write short notes on:
- a) Licence
 - b) Concrete
 - c) Plinth area
 - d) Mezenin floor
 - e) Feeding
 - f) Star Classification
 - g) Tariff
 - h) Cost estimation
 - i) Rental services
 - j) Flow diagram.

SECTION-B

2. Discuss the different architectural consideration while designing a hotel.
3. Mention the factors to be kept in mind while designing a facade hotel.
4. Explain the features and facilities of a 4 Star hotel.
5. Explain the role of maintenance department in a hotel.
6. Elucidate Carpet area.

SECTION-C

7. What are different licenses required for operating of a hotel?
8. Elucidate different points to be kept in mind while designing an Executive Chef's office.
9. Explain different thumb rules while considering hotel design.

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

M.Code : 14582
Date of Examination : 09-12-2024

Time : 3 Hrs.

Max. Marks : 30

INSTRUCTIONS TO CANDIDATES :

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1. SECTION-A is **COMPULSORY** consisting of **TEN** questions carrying **ONE** mark each.
 2. SECTION-B contains **FIVE** questions carrying **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. Landscaping
- b. MICE
- c. Capital Investment
- d. Condominium
- e. Mega Resorts
- f. Leisure travellers
- g. Eco tourism
- h. Group checkins
- i. Self checkout
- j. Resort financing.

SECTION-B

2. What do you understand by resort management?
3. What are family oriented services?
4. How competition analysis is conducted?
5. What is shared ownership concept?
6. What are different forms of resort ownership?

SECTION-C

7. List down the elements of resort complex in detail.
8. Discuss the considerations and factors for the development of resort business.
9. What are the advantages and disadvantages of time share?

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BHMCT (Sem.-7)
HUMAN RESOURCE AND MANAGEMENT

Subject Code : BH-409

M.Code : 14578

Date of Examination : 05-12-2024

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 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) Recruitment
 - b) Placement
 - c) HRD
 - d) Job Design
 - e) Reward Policies
 - f) Induction
 - g) Incentives
 - h) Manpower planning
 - i) Transfer
 - j) Promotion.

SECTION-B

2. What are the various factor affecting Human Resource Planning?
3. What do you understand by career development program in HRM?
4. Discuss the need and importance of training in modern business environment.
5. Discuss the features of Performance appraisal.
6. Discuss in detail HRM record system.

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 (Sem.-7)
ORGANIZATION & CONSUMER BEHAVIOUR

Subject Code : BH-419

M.Code : 14583

Date of Examination : 12-12-2024

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 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) Management skills
 - b) Communication
 - c) Group
 - d) Organizational goals
 - e) Autocratic leadership
 - f) Stereotypes
 - g) Decision making
 - h) Hygiene factors in motivation
 - i) Horn effect
 - j) Stress management.

SECTION-B

2. Explain types of organizational goals.
3. Identify the determinants of personality.
4. What is group dynamics?
5. List the barriers in communication.
6. Explain the need to develop a sound organizational climate.

SECTION-C

7. Describe any 2 theories of motivation.
8. Describe various leadership styles in organizations.
9. Write an essay on "*Forms of organization structure*".

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BHMCT (Sem.-7)
FOOD & BEVERAGE PRODUCTION-VI

Subject Code : BH-403

M.Code : 14575

Date of Examination : 16-12-2024

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 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:

- Pinwheel
- Invoice
- Portion Control
- Stock Control
- Sandwich
- Blinis
- Grana Padano
- Purchase order
- Yield
- LIFO

SECTION-B

2. Write a short note on Meat tags.
3. Name at least 10 accompaniments served with various classical dishes.
4. Name 5 international cheese with their country of origin.
5. State different portion control procedures adopted by hotel.
6. '*Standard Purchase Specification plays an important role in maintaining cost*', Explain.

SECTION-C

7. Name and explain the Food Production cost control procedures adopted by the hotel.
8. What are the various types of breads and dressings used in making sandwiches?
9. Giving suitable examples, explain in detail the importance of Food costing in food production operations.

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Total No. of Pages : 02

Bachelor in Hotel Management & Catering Technology (Sem.-7)

HOUSE KEEPING OPERATIONS-III

Subject Code : BH-401

M.Code : 14574

Date of Examination: 17-12-2024

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 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) Miniatures
- b) Hue
- c) Hogarth
- d) Outsourcing
- e) Security
- f) Patio
- g) Clock room
- h) Antiques
- i) Smoke detectors
- j) Fixtures.

SECTION-B

2. Define the term pH scale.
3. What are the features of ideal kenzan?
4. Discuss the standard contents of a guest room in a deluxe hotel.
5. What are quilts and duvets?
6. Write note on bio-fertilizers.

SECTION-C

7. Explain the various types of guest complaints with examples, how should a supervisor handle guest complaint?
8. What is the procedure to be followed in case a guest meets with an accident in the hotel?
9. Discuss the various types of soiling and the methods of removing them.

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Total No. of Questions : 09

Total No. of Pages : 02

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

Subject Code : BH-407

M.Code : 14577

Date of Examination: 19-12-2024

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) Indenting
 - b) Employee evaluation
 - c) Toasting
 - d) Voucher
 - e) Name cards
 - f) Outdoor catering
 - g) Cost control
 - h) Complaint handling
 - i) Cold storage
 - j) Gueridon

SECTION-B

2. Explain in detail about Banquet booking procedure.
3. Explain what guerdon service is? What is the importance of Guerdon service in hospitality industry?
4. Write a note on high tea.
5. Write the purpose of function prospectus.
6. Define table configuration.

SECTION-C

7. Explain garbage disposal in detail.
8. Draw and explain different types of seating plan used in banquets.
9. Write down any 3 dishes that are prepared by gueridon service method in detail.

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Total No. of Pages : 02

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BHMCT (Sem.-7)
FRONT OFFICE OPERATIONS-VI

Subject Code : BH-405

M.Code : 14576

Date of Examination: 20-12-2024

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) GRC
 - b) Vandalism
 - c) Paid out voucher
 - d) Cash sheets
 - e) Guest folio
 - f) Lobby control sheet
 - g) Message slip
 - h) Auditing
 - i) Complaint handling
 - j) Tariff card.

SECTION-B

2. Draw a neat format of c-form.
3. What are the various forms maintained by the front office?
4. Brief about various methods of guest account settlements.
5. Write various important factors needed to be kept in mind for effective cash control.
6. What are the duties and responsibilities of lobby manager?

SECTION-C

7. Draw and write about the format of foreign currency exchange.
8. What are the duties and responsibilities of the night auditor? Discuss the night auditing in detail.
9. What are the various sources of reservation? Discuss the reservation process in case of guest with confirmed room booking.

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