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Total No. of Pages : 02

Total No. of Questions : 09

MHMCT (Sem.-1)
PRINCIPLE OF MANAGEMENT
Subject Code : MHM-106-18
M.Code : 75148
Date of Examination: 16-12-2024

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. Planning
 - b. Management
 - c. Span of control
 - d. Positive motivation
 - e. Leadership
 - f. Difference between policies and procedures.
 - g. Communication
 - h. Forecasting
 - i. Controlling
 - j. Coordinating

SECTION-B

2. *Management is art or science?* Discuss.
3. Pen down the different types of plans and structure.
4. Discuss the importance of coordination.
5. List the main features of Maslow Need Hierarchy theory.
6. Discuss the process of coordination.

SECTION-C

7. With the help of a flow chart discuss the steps involved in planning process.
8. *"Motivation means the process of stimulating people to actions to accomplish desired goals"*. Explain with the help of Maslow's Theory and Herzberg Theory.
9. State and elaborate the various managerial functions.

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MHMCT (Sem.-1)

ACCOMMODATION OPERATION-I

Subject Code : MHM-104-18

M.Code : 75146

Date of Examination :18-12-2024

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

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

SECTION-A

1. Define the following:
 - a. Maids Cart
 - b. Section Key
 - c. Briefing
 - d. Cabana
 - e. Fixtures
 - f. Stain Removal
 - g. Mechanical equipments
 - h. Maintenance department
 - i. Room Boy
 - j. Gate Pass

SECTION-B

2. What is housekeeping? What is the importance of housekeeping department in guest satisfaction and repeat business?
3. What is Control Desk, what is its importance during emergency situation?
4. Discuss the procedure to handle lost and found articles in hotels.
5. What points would you keep in mind for storage upkeep and maintenance of cleaning equipments?
6. In brief explain about the different parts of a bed.

SECTION-C

7. What are the different types of mattresses that are used in a star category hotel?
8. What are the different types of guest rooms found in a hotel explain each in brief?
9. Describe about the different types of cleaning equipments that are used by housekeeping professional of a five star hotel ten.

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MHMCT (Sem.-1)
HEALTHY LIVING & FITNESS
Subject Code: 110101

Subject Code : MHM-105-18

M.Code : 75147

Date of Examination: 20-12-2024

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 short notes on the following:
 - a) Mention any two disadvantages of junk food.
 - b) What are two principle types of fat?
 - c) Define the term health related to physical fitness.
 - d) State the importance of healthy positive life-style.
 - e) Mention the components of physical fitness.
 - f) Define the term CPR procedure.
 - g) Why is carbohydrate important for exercise?
 - h) Define the term second degree burn.
 - i) State any two reasons for depression.
 - j) Mention any two harmful effects of Junk food.

SECTION-B

2. What is the role of protein in the body?
3. Explain the health benefits of regular exercise.
4. What is the danger of obesity? Explain.
5. State any five benefits of yoga and exercise.
6. How would you aware the people regarding the commonly encountered disease elements? Explain.

SECTION-C

7. Explain the aims and objectives of First Aid. Also explain the Importance of First Aid awareness in the educational institute.
8. Discuss the need and importance of awareness of vital body organs, their location and broad functions.
9. What are the main reasons of Addictions i.e. drinking and smoking? Suggest the remedies one should overcome it.

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Total No. of Questions : 09

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MHMCT (Sem.-1)

FRONT OFFICE OPERATION FOUNDATION-I

Subject Code : MHM-103-18

M.Code : 75145

Date of Examination : 23-12-2024

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 short notes on:
- a) Quad Room
 - b) European Plan
 - c) VTL
 - d) Guaranteed Reservation
 - e) Overbooking
 - f) Mail Handling Procedure
 - g) FIT
 - h) Guest Weekly Bill
 - i) Travel Agent
 - j) Rack Rate

SECTION-B

2. What is Guest Cycle? Explain each stage with activities involved.
3. Define guest history. How does it help in generating repeat business?
4. Briefly describe the various sources of reservation.
5. Explain about various modes of payment by the guest in hotels.
6. Enlist the various equipment used in automated front office department.

SECTION-C

7. Draw the organization chart of front office department and write the duties and responsibilities of a front desk agent.
8. Explain the various functions of bell desk area (any ten).
9. Give ten essential personality traits of a front office staff.

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MHMCT (Sem.-1)

FOOD AND BEVERAGE SERVICE OPERATION-I

Subject Code : MHM-102-18

M.Code : 75144

Date of Examination : 02-01-2025

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. Explain in 1-2 lines:
- a) Take Away
 - b) Linen
 - c) China Ware
 - d) American Service
 - e) Dummy Waiter
 - f) Coffee Plungers
 - g) Buffet
 - h) Napkins
 - i) Single point service
 - j) Casino

SECTION-B

2. Explain the various attributes of a Waiter.
3. With examples, explain what are Mise-en-place and Mise-en-Scene?
4. What is a vending machine? Where are they usually found?
5. Enlist the various tools and equipment's used in food and beverage service operations.
6. In brief, explain what is a Bar and what is its importance.

SECTION-C

7. Explain the various types of restaurant and their characteristics.
8. Draw a neat sketch of Dummy Waiter and its uses in restaurant.
9. Explain the various duties and responsibilities of Food & Beverage Manager in the hotel.

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Total No. of Questions : 09

Total No. of Pages : 02

MHMCT (Sem.-1)

FOOD PRODUCTION OPERATIONS-I

Subject Code : MHM-101-18

M.Code : 75143

Date of Examination : 04-01-2025

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. Mise en place
 - b. Personal hygiene
 - c. Bouquet garni
 - d. Fumet
 - e. Balance diet
 - f. Stock
 - g. Ounce
 - h. Consommé
 - i. Gravies
 - j. Poeling

SECTION-B

2. Explain in detail about the principle of baking.
3. Explain method of cooking in detail.
4. What are the qualities that one has to develop to become a professional chef?
5. Describe different variety meats used in culinary world.
6. Describe fuels along with advantages and disadvantages of each fuel.

SECTION-C

7. What are the aims and objectives of cooking and explain effect of heat on proteins?
8. Explain kitchen hierarchy in detail.
9. Write in detail about the various texture, consistency and pigmentation in food.

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MHMCT (Sem.-1)
PRINCIPLES OF MANAGEMENT

Subject Code : MHM/106/18

M.Code : S75148

Date of Examination: 16-01-2025

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

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

SECTION-A

1. Write briefly:
 - a. Line & Staff organisation
 - b. Centralisation of authority
 - c. Scalar chain
 - d. Espirit de corps
 - e. Staffing
 - f. Coordination
 - g. Communication loop
 - h. Matrix organisation
 - i. Feedforward control
 - j. Zero based budgeting.

SECTION-B

2. What are principles of Taylor's scientific management theory?
3. What do you mean by organizing? Differentiate between formal and informal organization.
4. Discuss the process of communication. How can communication be made effective?
5. Discuss the various factors affecting staffing.
6. Discuss the techniques of effective coordination.

SECTION-C

7. Discuss the process & various techniques of control.
8. Discuss the barriers to effective communication.
9. What are the blocks to effective delegation? What measures can be taken for effective delegation?

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MHMCT (Sem.-1)
ACCOMODATION OPERATION-I
 Subject Code : MHM-104-18
 M.Code : S75146
 Date of Examination: 18-01-2025

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

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

SECTION-A

1. Define the following:
 - a) Night report
 - b) Master key
 - c) PH scale
 - d) Inventory
 - e) Lacquer
 - f) Upholstery
 - g) Abrasive
 - h) Occupancy report
 - i) EPNS
 - j) Soft furnishings.

SECTION-B

2. Differentiate between job description and job specification.
3. What is the importance of gate pass?
4. Why is control desk crucial to housekeeping department?
5. Write characteristics of a good cleaning agent.
6. How is safety glass manufactured?

SECTION-C

7. What are the forms in which wood is used in hotels? Write a note on the cleaning of wooden surfaces.
8. Discuss the inter-departmental co-ordination of housekeeping with front office and maintenance.
9. *'Home away from home'* elaborates and explains with different types of rooms along with layout of the same.

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MHMCT (Sem.-1)
HEALTHY LIVING & FITNESS
Subject Code : MHM-105-18
M.Code : S75147
Date of Examination: 20-01-2025

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

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

SECTION-A

1. Write short notes on:
 - a) Discuss the significance of awareness about common diseases and ailments in promoting public health.
 - b) Explain the importance of fruits in the diet and their role in providing essential vitamins and minerals.
 - c) Define addiction and discuss the harmful effects of drinking on physical and mental health.
 - d) Describe the major benefits of regular exercise for overall well-being.
 - e) What are the essential nutrients in a balanced diet, and why are they important for health?
 - f) Discuss the dangers associated with obesity and the measures to prevent it.
 - g) Explain the concept of stress management and its relevance in modern-day living.
 - h) List the organs of the human body and briefly explain their functions.
 - i) Discuss the harmful effects of smoking on the respiratory system.
 - j) What are the key principles of first aid, and how can they be applied in emergencies?

SECTION-B

2. Explain the importance of fruits in a balanced diet and their health benefits.
3. Discuss the harmful effects of smoking on overall health.
4. How does regular exercise contribute to the prevention of lifestyle diseases?
5. Describe the process and benefits of stress management techniques.
6. Discuss the role of vitamins and minerals in maintaining good health.

SECTION-C

7. Compare and contrast the effects of chewing, drinking and smoking on health.
8. Discuss the importance of mental health awareness in modern society.
9. Explain the steps of providing first aid in case of common emergencies like burns or fractures.

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MHMCT (Sem.-1)

FRONT OFFICE OPERATION FOUNDATION-I

Subject Code : MHM/103/18

M.Code : S75145

Date of Examination : 24-01-2025

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 short notes on:

- FFIT
- No-show
- Rooming List
- Stay-over
- Handling Room Change Procedure.
- Types of Reservation.
- Layover Passenger.
- Functions of Bell Desk.
- ALC
- MICE

SECTION-B

2. Define Guest Cycle and its various stages.
3. What are the various sources of Reservation?
4. What is the procedure of mail and message handling in hotels?
5. What is the significance of Briefing and Debriefing in the front office?
6. Draw a neat format of Tariff card of 5 star hotel.

SECTION-C

7. Write in details Diary system of reservation with a neat format of Hotel Diary.
8. Discuss in detail the step by step procedure of handling a foreigner guest. With a neat format of C-form.
9. *In order to maintain the quality service, the front office department must coordinate with other departments. Justify.*

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