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Total No. of Pages: 02

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BHMCT (Sem.-6)
FRONT OFFICE MANAGEMENT

Subject Code : BHMCT605/18

M.Code: 79341

Date of Examination: 30-04-2024

Time: 3 Hrs.

Max. Marks: 60

INSTRUCTIONS TO CANDIDATES:

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

SECTION-A

- 1. Write briefly:
 - a) Budget
 - b) Forecasting
 - c) Timeshare
 - d) Condominium
 - e) Master Budget
 - f) Name Five International Airlines
 - g) Define Safety Audit
 - h) Occupancy Percentage
 - i) ARR
 - j) Rev PAR.



SECTION-B

- 2. What do you understand by Capital & Operational Budget?
- 3. Describe various factors affecting budget planning.
- 4. Discuss the difficulties faced in marketing timeshare business.
- 5. Explain Rule of thumb.
- 6 Describe the various safety regulations to be followed in Flight Operations.

SECTION-C

- 7. Explain in detail Hubbart Formula.
- 8. Describe structure of Airline Industry.
- 9. Illustrate effective use of SOP's in Front Office Department.

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Total No. of Pages: 02

Total No. of Questions: 09

BHMCT (Sem.-6) BANQUET AND RESTAURANT OPERATIONS AND MANAGEMENT

Subject Code: BHMCT603/18 M.Code: 79339 Date of Examination: 29-04-2024

Time: 3 Hrs.

Max. Marks: 60

INSTRUCTIONS TO CANDIDATES:

- 1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO mark
- 2. SECTION-B contains FIVE questions carrying FIVE marks each and students
- 3. SECTION-C contains THREE questions carrying TEN marks each and students

SECTION-A

- Write short notes on the following:
 - a) Misc-en-place
 - b) ODC
 - c) MICE
 - d) Furnishing Fixture
 - e) Buffets
 - f) Cold Buffet
 - g) Cultural events
- h) Kitchen Stewarding
- i) Inventory
- j) Types of Glassware.



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SECTION-B

- 2. What are the steps involved in planning and operating various F&B outlets?
- What do you understand by Menu Planning?
- Enlist some duties & responsibilities of Banquet Department.
- What are the key factors for best event management?
- 6. Discuss the importance of Record Maintaining in Kitchen Stewarding.

SECTION-C

- 7. Explain in deep detail about the concept of MICE.
- 8. Discuss the various steps involved in planning and operating various F&B Outlets.
- Discuss the various types of buffets in detail.

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| Roll No. | Total No. of Pages: 02 |
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| Time: 3 Hrs. | Max. Marks: 60 |
| INSTRUCTIONS TO CANDIDATES: SECTION-A is COMPULSORY consisting of 2. SECTION-B contains FIVE questions carry attempt any FOUR questions. SECTION-C contains THREE questions carry attempt any TWO questions. | TEN questions carrying TWO marks each. ying FIVE marks each and students have to rrying TEN marks each and students have to |
| SECTION | DN-A |
| 1. Write briefly: | |
| a) Hue | SSEDUCATION |
| b) Sill | May 8 |
| c) Reduce in waste management | //5/ |
| d) Terrazzo | 5 LIBRARY |
| e) Furniture | 2024 3 |
| f) Value | AMORAN (MOHAL) |
| g) Composting | *************************************** |
| h) Cleaning agents | |
| i) Carpets | |
| j) Guest supplies. | |

SECTION-B

- 2. Discuss the factors kept in mind while selecting carpets.
- 3. Explain the process garbage segregation.
- 4. What is the role of housekeeping in green properties?
- 5. Explain different types of eco-friendly cleaning agents used in ecotels.
- 6. Discuss water conservation in housekeeping operations.

SECTION-C

- 7. Differentiate between incandescent and fluorescent lighting.
- 8. Explain the procedure of certifying ecotels.
- Discuss the new property countdown.

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Total No. of Pages: 02

Total No. of Questions: 09

BHMCT (Sem.-6)

PRINCIPLES OF MANAGEMENT

Subject Code: BHMCT-609-18

M.Code: 79345 Date of Examination: 09-05-2024

Time: 3 Hrs.

Max. Marks: 60

INSTRUCTIONS TO CANDIDATES:

- SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
- SECTION-B contains FIVE questions carrying FIVE marks each and students has to attempt any FOUR questions.
- SECTION-C contains THREE questions carrying TEN marks each and students has to attempt any TWO questions.

SECTION-A

1. Write short notes on:

- a) Management as profession
- b) Unity of command
- c) Strategic planning
- d) Scalar chain
- c) Departmentation
- f) Ego needs
- g) Organisational structure
- h) Leadership styles
- i) Line & Staff Authority
- j) Stages of team building.



SECTION-B

- 2. What are the functions of Management? Discuss the nature & scope of management.
- 3. Illustrate F.W Taylor's contributions to the field of management,
- 4. What is the role of planning in an organisation? Explain the process of planning.
- Explain the process of Decision Making? What are different techniques of decision making?
- What do you mean by Organizing? Differentiate between formal and informal organization.

SECTION-C

- 7. Compare & contrast Maslow's need hierarchy theory & Herzberg's theory of motivation.
- Discuss the process & types of control.
- Write a detailed note on Transactional Analysis.

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