Roll No. | | | | | | | | | | | | | Total No. of Pages :02

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BHMCT (Sem.–2)

FOOD SCIENCE AND NUTRITION-II

Subject Code : BH-102

M.Code : 14516

Date of Examination : 08-05-2024

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 $2^1/_2$ (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. **Explain the following :**

   a) Food science.

   b) Paired comparison test.

   c) Any 2 emulsifying agents.

   d) Describe the food flavours in tea.

   e) Balanced diet.

   f) Give examples of foods which come under body building foods.

   g) Ready to eat foods.

   h) Which is the main factor that leads to non-enzymatic browning?

   i) How does high temperature affect food constituents?

   j) Name the different types of colloids.

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SECTION-B

2. What are the objectives of food evaluation?
3. List the various methods of sensory food evaluation.
4. Write a note on the role of emulsifying agents in food emulsions.
5. Discuss the three food group system.
6. Throw light on the new food products being launched in the market.

SECTION-C

7. What are emulsions? Discuss in detail, the types and theory of emulsification.
8. What are colloids? Discuss their application in foods.
9. **Write notes on :**

   a) Any FIVE factors affecting menu planning.

   b) Critical evaluation of fast foods?

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Roll No. | | | | | | | | | | | | Total No. of Pages : 02

Total No. of Questions : 09

BHMCT (Sem.–2)

COMMUNICATION-II

Subject Code : BH/104

M.Code : 14517

Date of Examination : 11-05-2024

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 $2^1/_2$ (Two and Half) marks each and student 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. **Explain the following :**

   a Proxemics

   b Paralanguage

   c Personal space

   d Importance of Speech

   e Drill exercises

   f Facial expressions

   g Telephone skills

   h Importance of pronunciation

   i Verbal communication

   j Non-verbal communication

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SECTION-B

2. *"Communication is the lifeblood of a business organization"*. Comment.
3. Enlist some tips for developing effective telephone skills.
4. *"Face is the index of mind"*. Comment.
5. Enumerate common phonetic difficulties.
6. Explain the communicative use of artefacts like furniture colours etc.

SECTION-C

7. Discuss in detail the nature and importance of telephone activity in hotel industry.
8. Discuss in detail the strategies to improve speech. Explain importance of speech in hotel industry.
9. Discuss in detail the importance of Nonverbal communication. Also discuss its various types.

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Total No. of Pages : 02

Total No. of Questions : 09

BHMCT (Sem.–2)

ACCOUNTS – II

Subject Code : BH/106

M.Code : 14518

Date of Examination : 15-05-2024

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 $2^1/_2$ (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 briefly :**

   a) What is Cash book?

   b) What is Trial Balance?

   c) What is closing stock?

   d) What is depreciation?

   e) What is capital expenditure?

   f) What are outstanding expenses?

   g) What is BRS?

   h) What is opening entry? Give suitable examples to explain the same.

   i) What is Balance Sheet?

   j) What are prepaid expenses?

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SECTION-B

2. Discuss the limitations of Trial Balance.

3. **Pen down the treatment of following adjustments :**

   a) Prepaid expenses

   b) Outstanding expenses

   c) Depreciation.

4. Discuss the role and importance of Balance Sheet.

5. Differentiate between Trading and Profit & Loss account.

6. Pen down the importance of Bank Reconciliation Statement and prepare a dummy statement.

SECTION-C

7. Differentiate between the Capital and Revenue Expenditure.

8. **Prepare Trail Balance as on 31-03-2012 from the following balances of Ms. Maliha Afzal :**

Drawings	Rs. 74,800	Stock (1.04.2011)	Rs. 30,000
Purchase	Rs. 295,700	Capital	Rs. 2,50,000
Bills receivable	Rs. 52,500	Furniture	Rs.33,000
Discount allowed	Rs. 950	Sales	Rs. 335,350
Freight	Rs. 3,500	Rent	Rs. 72, 500
Insurance	Rs. 2,700	Printing Charges	Rs. 1,500
Sundry creditors	75,000	Sundry expenses	Rs. 21,000
Discount received	Rs. 1,000	Bank loan	Rs. 1,20,000
Stock (31.03.2012)	Rs. 17,000	Income tax	Rs. 9,500
Machinery	Rs. 215,400	Bills payable	Rs. 31,700

9. What are final accounts? Differentiate between Trading account, profit& loss account and balance sheet with suitable formats.

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BHMCT (Sem.–2)

FOOD PRODUCTION-II

Subject Code : BH/110

M.Code : 14520

Date of Examination : 22-05-2024

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 $2^1/_2$ (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. Kitchen attire

   b. Salad Dressings

   c. Condiments

   d. Laminated

   e. Short Crust

   f. Creame Soups

   g. Masala

   h. Saddle

   i. Sirloin

   j. Fillet.

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SECTION-B

2. Write down the classification of Soups.

3. Draw the dissection of lamb and explain the right method of cooking applied to cook different cuts.

4. Classify Sauce. Write down the standard recipe of hollandaise sauce

5. Draw the structure of eggs. Do explain different dishes that we can make from an egg.

6. Write down in detail about faults that generally we find while making of breads

SECTION-C

7. What is the role of Masalas in Indian cuisine and write down the different types single and compound masalas of India with standard ingredients?

8. What is hierarchy? Explain the duties and responsibility of a head chef.

9. What are the points one must kept in mind while purchasing and selection of fish? Also, draw neat cuts of fish that extensively used in food industry.

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BHMCT (Sem.–2)

FOOD & BEVERAGE SERVICE–II

Subject Code : BH-112

M.Code : 14521

Date of Examination : 24-05-2024

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 $2^1/_2$ (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 the following :

a) Stimulating beverages

b) Cyclic menu

c) Mocktails

d) Binder

e) Afternoon Tea

f) Elevenies

g) Still water

h) Cocoa

i) Potage

j) BOT's.

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SECTION-B

2. Differentiate between triplicate and duplicate checking system.

3. Explain the different parts of Cigar.

4. Differentiate between A la carte and TDH menu.

5. What do you understand by Mis-en-place and Mis-en-scene?

6. What do you understand by Hi-Tea? Write a menu for Hi-Tea.

SECTION-C

7. Explain the 17 course French Classical menu.

8. Classify Non-Alcoholic Beverages in detail.

9. Write down the cover and accompaniments for the following :

a) Caviar

b) Pate de foie gras

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BHMCT (Sem.–2)

HOTEL ENGINEERING-II

Subject Code : BH/118

M.Code : 14524

Date of Examination : 25-05-2024

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 $2^1/_2$ (Two and Half) marks each and student 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) Fire pyramid

   b) Water pollution

   c) Noise pollution

   d) Relative humidity

   e) Fire detectors

   f) Sewage treatment

   g) One ton of refrigeration

   h) Traps

   i) CCTV

   j) Modem.

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SECTION-B

2. Discuss the essential requirements of contract maintenance.

3. Discuss the various sensors used in different location of a hotel.

4. Explain the economic replacement cycle for suddenly failing equipment.

5. Discuss the importance of segregation in solid waste management.

6. Explain the working of a window type air conditioner.

SECTION-C

7. Discuss about pollution control boards and pollution norms in India.

8. Explain in detail why a timely decision to replace equipment is very important in the hotel Industry?

9. Prepare a table showing different types of extinguishers used in different types of fire.

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BHMCT (Sem.–2)

FRONT OFFICE-II

Subject Code : BH-116

M.Code : 14523

Date of Examination : 27-05-2024

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 $2^1/_2$ (Two and Half) marks each and student 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 a short note on :**

   a. Paging

   b. Move up and Move down

   c. Up selling

   d. Points to consider while handling scanty baggage guest

   e. Layover Passengers

   f. Different modes of reservation

   g. Draw luggage tag

   h. Rack Rate

   i. Translate into French - It is 8:00 AM

   j. Write days of the week in French.

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SECTION-B

2. Draw a neat format of Shannon Slip.
3. Write a short note upon various types of pre registration activities at front desk.
4. Discuss various types of folio.
5. What are the various fundamentals of guest accounting?
6. Explain various sources of the reservations in the hotel.

SECTION-C

7. Discuss in how many ways can a guest settle their account in a hotel?
8. Write down step by step procedure of handling registration of foreigner guest.
9. **Write short notes upon :-**

   a. Visitor Tabular Ledger

   b. Mail and Message handling in a hotel.

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Total No. of Pages : 02

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BHMCT (Sem.–2)

HOUSE KEEPING-II

Subject Code : BH-114

M.Code : 14522

Date Of Examination : 09-06-2024

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 $2^1/_2$ (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) Bidet

   b) Computerized key cards

   c) What is facade cleaning?

   d) Loofah

   e) Log book

   f) Guest loan items

   g) Handover records

   h) Room occupancy report

   i) Call register

   j) Minibar.

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SECTION -B

2. Differentiate between Front of the house areas and back of the house areas.

3. Discuss the different types of keys.

4. Discuss the interdepartmental relationship of Housekeeping with maintenance.

5. Draw a neat layout of a standard guest room.

6. Explain special provisions for a VIP room.

SECTION-C

7. What is the importance of guest room inspection and how it should be conducted? Support your answer with relevant format.

8. Prepare the format of a key control sheet. Explain the procedure of key control in Housekeeping Department of a hotel.

9. Write a detailed note on use of computers in Housekeeping department.

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Total No. of Questions : 09

BHMCT (Sem.–4)

FOOD AND BEVERAGE PRODUCTION-IV

Subject Code : BH-202

M.Code : 14544

Date of Examination : 07-05-2024

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 $2^1/_2$ (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. Explain the following :

a) Zarda

b) Basundi

c) Nimish

d) Charizo

e) Dhungar

f) Dum

g) Loab

h) Baghar

i) Gile Hikmat

j) Bisi Bele Bath.

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SECTION-B

2. Define Indian Heritage Cuisine.

3. What are the factors affecting eating habits in India?

4. What is the importance of Accompaniments & Garnishes in Indian food?

5. Define Tandoori Kebab tenderizers.

6. Define Kasha Mangsho.

SECTION-C

7. Mention ten types of popular Indian sweets covering different regions of India. Describe each in one or two lines.

8. List the salient features of Hyderabad cuisine considering the major ingredients used, food habits etc.

9. Differentiate the following :

a) Foogath and Poriyal

b) Pulao and Briyani

c) Phulka and Chapatti

d) Shorba and Saar

e) Potli ka masala and Goda masala.

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Total No. of Pages : 02

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BHMCT (Sem.–4)

ACCOMMODATION OPERATIONS-II

Subject Code : BH/206

M.Code : 14546

Date of Examination : 14-05-2024

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 $2^1/_2$ (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 :**

   i. Sub Master Key

   ii. Hard Flooring

   iii. Cut Pile Carpets

   iv. Polyster

   v. Wood Panelling

   vi. Blinds

   vii. Suds

   viii. Hydro Extractors

   ix. Oasis Foam

   x. Pruning.

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SECTION-B

2. Write down the standard protocols for handling keys in H.K department.
3. What are the factors to be kept in mind while choosing floorings?
4. Classify the different types of carpets based on material and pile types.
5. Which finishes are commonly applied to fabrics?
6. Draw a neat layout of On-Premises laundry in a large hotel.

SECTION-C

7. Outline the characteristics of curtains for different parts of hotel.
8. List the equipment and materials required for flower arrangement.
9. What factors should hotels consider when selecting indoor plants? And how to care for these indoor plants?

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Total No. of Pages : 02

Total No. of Questions : 09

BHMCT (Sem.–4)

FRONT OFFICE-IV

Subject Code : BH-208

M.Code : 14547

Date of Examination : 17-05-2024

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 $2^1/_2$ (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) Message slip

   b) Travelers Cheque

   c) Key Control

   d) VIP List

   e) Paging

   f) Telex

   g) Key Rack

   h) Zero out

   i) Doorman

   j) Security System.

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SECTION-B

2. Write a short note on Front Office and Safety and Security System.
3. What procedure is followed in handling guest mails?
4. What are the general duties of a telephone operator?
5. What are the various functions of night auditing?
6. What would you do in case of a fire at your hotel?

SECTION-C

7. Explain about non-automated and semi automatic audit procedures in detail.
8. Enumerate the various qualities of a telephone operator.
9. In French give the conversation between guest and front office regarding the procedure cleaning of a room.

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Total No. of Questions : 09

BHMCT (Sem.–4)

PRINCIPLES OF MANAGEMENT

Subject Code : BH-210

M.Code : 14548

Date of Examination : 21-05-2024

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 $2^1/_2$ (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. **Answer briefly :**

   a) What is financial management?

   b) What is meant by co-ordination?

   c) What is centralization?

   d) Pen down the social responsibilities of management.

   e) Pen down the need for control.

   f) What is MBO?

   g) What is meant by directing?

   h) What is meant by control by exception?

   i) What are the limitations of planning?

   j) Pen down the line and staff relationship.

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SECTION-B

2. Pen down the decision making process.
3. Discuss the principles of organizing.
4. Pen down the functions of management.
5. Discuss the techniques of direction.
6. Discuss the basic control process.

SECTION-C

7. Discuss the various types of plans and principles of planning.
8. Define management and pen down the evolution of management.
9. Pen down the techniques and principles of controlling.

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 Questions : 09

BHMCT (Sem.–4)

FOREIGN LANGUAGE (FRENCH)-I

Subject Code : BH-212

M.Code : 14549

Date of Examination : 22-05-2024

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 $2^1/_2$ (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. Translate following words in French

(i) Good Evening

(ii) Saturday

(iii) Water

(iv) Fish fork

(v) Station waiter

(vi) Cheese knife

(vii) Turkey

(viii) Spinach

(ix) Cake

(x) August.

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SECTION-B

2. Write down the conjugation of the following verbs in present tense:

i) Finir

ii) Decendre.

3. Write following timings in French:

i) 7:10 am

ii) 14:30 pm

iii) 10:20 am

iv) 17:05 pm

v) 22:15 pm.

4. Write the numbers from 81 - 100 in French.

5. Write any five vegetables in French.

6. Write five expressions of greetings in French.

SECTION-C

7. Introduce your college in French.

8. Write down conversation in French between Client and Receptionist for booking a room.

9. Write any five dishes in French and also write one line explanation of each dish in English.

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Total No. of Questions : 09

BHMCT (Sem.–4)

TOURISM MANAGEMENT

Subject Code : BH/214

M.Code : 14550

Date of Examination : 25-05-2024

Time : 3 Hrs. Max. Marks : 30

INSTRUCTION TO CANDIDATES :

1. SECTION-A is COMPULSORY consisting of TEN questions carrying ONE marks each.
2. SECTION-B contains FIVE questions carrying 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) When can a person be called as a Tourist?

   b) Define Domestic Tourist.

   c) Why is tourism called as an Industry?

   d) What is Tourist Destination?

   e) What is the motive behind people's travel?

   f) Why is a tourist also called as a Consumer?

   g) Write full form of WTO.

   h) What is IATA?

   i) Define the Grand Tour.

   j) What is tourist service?

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SECTION-B

2. How did Tourism progressed after Independence in India?

3. What age fall under middle ages in India? How did tourism progressed in middle ages?

4. What is the use and importance of WTO for Tourism and Hospitality Industry?

5. How can the international tourists be allured/ attracted to Indian destinations?

6. What is the concept of consumption of tourist services?

SECTION-C

7. The Ancient period in Indian tourism was more of religion based. What is the difference between Ancient and Medieval/middle tourism?

8. What is the difference between Domestic and International tourism? How can both be flourished?

9. What is an Industry? Why is tourism regarded as an Industry?

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Roll No. | | | | | | | | | | | | | | Total No. of Pages : 02

Total No. of Questions : 09

BHMCT (Sem.–4)

HYGIENE & SANITATION

Subject Code : BH-216

M.Code : 14551

Date of Examination : 08-06-2024

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 $2^1/_2$ (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 briefly :**

   a) What are hand hygiene?

   b) Define the term and meaning of food poisoning.

   c) Name any two uses of Pest Control.

   d) Explain the term Abrasiver.

   e) What does the "Best Before" date mean?

   f) What is the ideal refrigerator food warming tray temperature?

   g) State any two uses of yeast.

   h) Mention the various kind of borne diseases.

   i) State any two essentials of hygienic food handling.

   j) What do you understand by term waste disposal and its two benefits?

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SECTION-B

2. Explain mild food poisoning symptoms.

3. State the main features of food hygiene regulations.

4. Mention the basic requirement for the storage of food.

5. State the uses and advantages of water detergents as a clearing agent.

6. How would you prevent bacteria in high risk food? Explain.

SECTION-C

7. What do you understand by High Risk foods? State the various techniques to prevent containment in high risk food.

8. Describe the various types of cleaning agents, their uses as well as advantages in a brief manner.

9. Explain the various precautions to be taken for storage of foods.

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Total No. of Questions : 09

BHMCT (Sem.–4)

FOOD & BEVERAGE SERVICE-IV

Subject Code : BH-204

M.Code : 14545

DATE OF Examination : 13-05-2024

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 $2^1/_2$ (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) Jigger

   b) Aperitifs

   c) Name 2 International Brands of Vodka

   d) Agave plant

   e) Juniper Berries.

   f) Margarita

   g) American Proof

   h) Tonic water

   i) 2 rum based cocktails

   j) Cognac.

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SECTION-B

2. Write down step by step procedure of serving whisky on the rocks.
3. Write down the manufacturing process of Rum.
4. Give recipe of any one whisky based cocktails along with glassware.
5. Name 4 liqueurs with their flavor, base and country of origin.
6. Explain various scales used for measuring alcoholic strength of drinks.

SECTION-C

7. Differentiate between Single malt and blended Scotch whisky.
8. Explain the Pot still method of distillation.
9. What are the different parts of the cocktail?

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Total No. of Questions : 09

BHMCT (Sem.–6)

INTERNATIONAL CUISINE-AN EXPLORATION

Subject Code : BHMCT 601-18

M.Code : 79337

Date of Examination : 25-04-2024

Time : 3 Hrs. Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO mark 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 the following in brief :**

   a) Quality Control

   b) Forecasting

   c) Unconventional Garnishes

   d) Flash-Frozen

   e) Conduction

   f) Ravioli

   g) Baklava

   h) Chinese Clever

   i) Offals

   j) Carbohydrates.

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SECTION-B

2. Discuss about the popularity of French cuisine around the world.

3. Write a brief note on Food Trails.

4. Plan a 7 day Duty Roaster for a kitchen of five star hotel.

5. Explain in brief about Production Planning.

6. Explain the role, use and importance of Garnishes in for a chef.

SECTION-C

7. What are the regional cooking styles of China? Discuss in detail. Briefly explain one popular dish from each region.

8. What do you understand by the term Kitchen Organization? What are the factors on which kitchen organization is based?

9. Explain in brief about Molecular Gastronomy focusing on its history and development

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BHMCT (Sem.–6)

FOOD AND BEVERAGE SERVICE-V

Subject Code : BH/304

M.Code : 14563

Date of Examination : 03-05-2024

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 $2^1/_2$ (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) Hospital service

   b) Airline catering

   c) Inventory

   d) Bar licenses

   e) Aboyer

   f) Briefing

   g) Bar internal control

   h) Discipline

   i) Publicity

   j) Spirits used for flambé.

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SECTION-B

2. What is carving? What knowledge should a carver have?

3. How will you handle a talkative guest?

4. Briefly describe any 5 bar equipments.

5. Explain the importance of customer relation.

6. Write a note on Bar display.

SECTION-C

7. Describe the significance of HRM in F&B Service.

8. Draw a Carving Trolley and explain its functioning.

9. Enlist and explain qualities of a Supervisor.

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Total No. of Questions : 09

BHMCT (Sem.–6)

FOOD AND BEVERAGE PRODUCTION–V

Subject Code : BH/302

M.Code : 14562

Date of Examination : 06-05-2024

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 $2^1/_2$ (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) Whipped Cream

   b) Conching

   c) Larder

   d) Garde Manger

   e) Sandwiches

   f) Force meat

   g) Casing

   h) Icings

   i) Toppings

   j) Spreads.

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SECTION-B

2. Explain tempering of chocolate.
3. What are the various types of Icings and Toppings used in cake making?
4. Enlist the various components of sandwich.
5. Give the duties and responsibilities of Larder Chef.
6. Give the importance of Larder Control.

SECTION-C

7. What are the different types of casing? Explain.
8. List major heavy equipments in Larder department.
9. What are the different components of forcemeat?

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Total No. of Questions : 09

Total No. of Pages : 03

BHMCT (Sem.–6,7)

FOREIGN LANGUAGE (FRENCH-III)

Subject Code : BH/413

M.Code : 14580

Date of Examination : 09-05-2024

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 $2^1/_2$ (Two and Half) marks each and student 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. **Explain the following :**
   - i. Table d'hote
   - ii. Bon Voyage
   - iii. Mâitre d'hôtel
   - iv. Excusez-moi
   - v. Petite- Dêjeuner
   - vi. Salle de bains
   - vii. Trés bien
   - viii. Apellez un taxi
   - ix. Café au lait
   - x. Les enfants.

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SECTION-B

2. Make sentences with the following words :
   - i. Vin
   - ii. Madame
3. Complete the following with pronoms rélatives :
   - i. Ce sont des livres _____ il faut bien lire.
   - ii. Les gateaux _____ j'ai fait en la cuisine sont pour toi.
4. Complete the following with pronoms intérrogatives:
   - i. _____ voulez vous?
   - ii. _____ ferras-tu samedi prochain?
5. Complete the following with pronoms demonstratives :
   - i. Le livre de Pierre est bleu, _____ de Paul est rouge.
   - ii. Mon appartement est plus grand que _____ de ma socur.
6. Complete the following with possessives :
   - i. Ma soeur est petite et _____ freres sont grands.
   - ii. C'est la voiture de Rahul?' - 'Oui, c'est _____.

SECTION-C

7. Complete the following with < y > ou < en> :
   - i. Vous prenez de la creme. Oui, j'_____ prends
   - ii. Il va á Montréal. Il _____ va.
8. Form sentences with the following:
   - i. S'il vous plait
   - ii. Je voudrais

9. Read the passage and answer the following questions :

Le serveu : Bonjour, Monsieurs !

Sahil : Bonjour, Vijay! Nous voudrions déjeuner. Que recommandez-vous ?

Le serveur : Vous pouvez recommander ce que vous voulez ! Tout est bien aujourd'hui! Que voulez-vous comme potages, Monsieur ?

Himanshu : Apportez-nous soupe mulligatwany, s'il vous plait.

Sahil : Aprés, je prendrai un sandwich au fromage. Etapportezà mon ami une pizza hawaiien.

Himanshu : Merci Sahil. Aussi, nous voudrions des pains aux chocolats comme dessert.

Sahil : Non Himanshu, je suis en régime. Je ne peux pas manger des pains aux chocolats.

Himanshu : Seulemerit pour aujourd'hui Sahil, s'il te plaît ?

Sahil : D'accord, mais un petit morceau.

Le serveur : Bien sur. C'est tout, monsieurs ?

Sahil : Ah oui, Vijay ! Merci beaucoup.

Le serveur : Merci monsieur.

i. Combien des personnes sont dans ce dialogue ?

ii. Le serveur, comment il s'appelle ?

iii. Qui esten.régime ?

iv. Qu'est-ce que Himanshu mange pour le dejeuner?

v. Sahil prend un petit morceau de quoi?

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BHMCT (Sem.–6)

BUSINESS POLICY & ENVIRONMENT

Subject Code : BH-308

M.Code : 14565

Date of Examination : 16-05-2024

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 $2^1/_2$ (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 has to attempt any TWO questions.

SECTION- A

1. **Write short notes :**

   i. Social Environment

   ii. Internal Analysis

   iii. SEBI

   iv. PESTEL Analysis

   v. Bankruptcy

   vi. Organizational Objectives

   vii. Globalization

   viii. Non-Structural Issues

   ix. Policy *vs* Strategy

   x. SWOT Analysis

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SECTION-B

2. What is strategic planning and why it is important?

3. Describe the key steps involved in the strategic management process.

4. Explain the significance of conducting a corporate analysis.

5. What does MRTP stand for, and what was the main objective of the MRTP Act 1969?

6. Discuss the role of government policies in addressing environmental issues.

SECTION-C

7. Explain legal dimension of business environment and What legal considerations should businesses take into account when expanding into new markets or launching new products?

8. Outline the major provisions in the Consumer Protection Act of 1986, and how does it keep consumers safe in India?

9. What are the potential benefits and challenges for businesses operating in a globalized environment?

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BHMCT (Sem.–6)

HOTEL LAWS

Subject Code : BH/310

M.Code : 14566

Date of Examination : 20-05-2024

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 $2^1/_2$ (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 the followings:**

   a) GST

   b) Time Share resort

   c) HRACC

   d) Central food laboratory

   e) FSSAI

   f) Foreign Exchange management act

   g) Trade dispute

   h) Rights of person with disabilities act

   i) Excise act

   j) CLRA.

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SECTION-B

2. *There are specific regulations governing sales and service of alcohol in Indian hotels.* Elaborate.

3. What are the main features of essential commodities act?

4. Write down a short note on HRACC.

5. Discuss in brief about credit instruments.

6. What are the different licenses and permits required for hotel operations?

SECTION-C

7. What are the regulations regarding food safety and hygiene in India?

8. Under the Arbitration and Conciliation act, what are the procedures for resolving disputes between hotel owners and guests through arbitration?

9. What are the duties of a food inspector?

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Total No. of Questions : 09

BHMCT (Sem.–6)

MANAGERIAL ECONOMICS

Subject Code : BH-312

M.Code : 14567

Date of Examination : 23-05-2024

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 $2^1/_2$ (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. Macro Economics.

   b. marginal cost.

   c. Cost reduction.

   d. Advertising.

   e. Average and Marginal production.

   f. Monopoly Competition.

   g. Commercial banks.

   h. Demand of a product.

   i. Giffen Goods.

   j. Personal selling.

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SECTION-B

2. How the cost can be controlled?

3. What are the various types of commercial banks?

4. Discuss the various pricing strategies.

5. What is want? What are the various determinants of demand?

6. "*Advertisement helps in increasing the demand of a product.*" How?

SECTION-C

7. Difference between short run and long run costs. Discuss the relationship between various costs.

8. Discuss the price and output decision under monopoly competition.

9. Discuss the various techniques of demand forecasting.

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Total No. of Pages : 02

Total No. of Questions : 09

BHMCT (Sem.–6)

FRONT OFFICE OPERATIONS - V

Subject Code : BH/306

M.Code : 14564

Date of Examination : 24-05-2024

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 $2^1/_2$ (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) Duration Control

   b) Yield

   c) EPABX

   d) Double occupancy percentage

   e) Effective communication

   f) Average Daily rate

   g) Selective overbooking

   h) Room availability position

   i) Communication skills

   j) Discount Allocation.

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SECTION-B

2. Explain the concept and importance of Yield management.
3. List the qualities of a telephone operator.
4. Write a short note on Forecasting techniques.
5. List the courses of action to be taken while handling guest complaints.
6. Explain Forecast Formula with examples.

SECTION-C

7. Explain the barriers of communication in hotel industry.
8. Describe the significance of Yield management team in hotels.
9. Write and explain any five formulas used in measuring yield.

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Total No. of Pages : 03

Total No. of Questions : 09

B.H.M.C.T. (Sem.–6)

FOREIGN LANGUAGE (FRENCH)-II

Subject Code : BH-314

M.Code : 14568

Date of Examination : 27-05-2024

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 $2^1/_2$ (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 the following words in french :**

   (i) Black

   (ii) Winter

   (iii) Glass

   (iv) One Hour

   (v) Hundred

   (vi) Monday

   (vii) Good Evening

   (viii) Head waiter

   (ix) Soup spoon

   (x) August.

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SECTION-B

2. **Write down the plurals of the following words :**

   a) Monsieur b) Madame c) Mademoiselle d) Yieux e) Beau

3. **Write down the Feminine of the following words :**

   a) Infirmier b) Garcon c) Medecin d) Boulanger e) Vieux

4. **Fill in the blank with demonstrative adjectives :**

   a) I 11 n'aime pas_____blouson.

   b) Qui est _____dome?

   c) _____hotel a dix chambers.

   d) _____artistes sont vieux.

   e) _____retements sont eux enfants.

5. Introduce yourself in French language.

6. Write expression of greetings in French.

SECTION-C

7. **Translate into English :**

   a) Comment allez-vous?

   b) Quel jours est on?

   c) Bien venue a'l'hotel.

   d) Chmbre poux deux personnes.

   e) Belle dame.

8. Match the French words in the left column with their correct meaning in the right

a)	Logement	i)	Identity card
b)	Reclamation	ii)	Expensive
c)	Cours	iii)	Accommodation
d)	Carte d' identite'	iv)	Complaint
e)	Cher	v)	Exchange Rate

9. Explain the following terms in English :

a) Etre re'veille' a huit heurs.

b) Premier e'tage.

c) L'addition n'est pas correcte.

d) Quelle est l'heure limite d' occupation?

e) A' deux lits.

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Total No. of Questions : 09

BHMCT (Sem.–6)

HOUSEKEEPING OPERATIONS-III

Subject Code : BH-316

M.Code : 14569

Date of Examination : 07-06-2024

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 $2^1/_2$ (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. CPR

   b. Algae

   c. Job list

   d. First Aid

   e. Employee Requisition Form

   f. Ergonomics

   g Spa

   h. Facility Manager

   i. SOP

   j. OHSM.

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SECTION-B

2. Develop job specification for floor Supervisor.
3. Discuss in brief about water treatment methods.
4. Discuss in brief about complaint and its types.
5. Classify various types of fire extinguisher used in a hotel.
6. What is Grievance Record system? Explain.

SECTION-C

7. Calculate the number of staff required in Housekeeping department for a 300 room hotel when the occupancy is 75% for the day and hotel is having 20 room stands OOO.
8. Draw the layout of pool side area for a 5-star hotel.
9. What first aid you will provide in case of :

   a. Burn

   b. Choking.

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Total No. of Questions : 09

Total No. of Pages : 02

BHMCT (Sem.–7,8)

CONFERENCE & CONVENTION MANAGEMENT

Subject Code : BH/418

M.Code : 14597

Date of Examination : 20-05-2024

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 $2^1/_2$ (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) Define Conference.

   (b) What is MICE?

   (c) What is Fixed Cost?

   (d) What is Cash flow?

   (e) What are Trade Shows?

   (f) What is Cargo Transportation?

   (g) What is Joint Publicity?

   (h) What are Direct sales?

   (i) What is Teleconferencing?

   (j) Who are meeting planners?

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SECTION-B

2. Pen down the economic significance of conventions.
3. Discuss the benefits and different types of shows.
4. Discuss the role and importance of subsidies and sponsorship in planning a conference.
5. Discuss the various ways for the advertising of the conference.
6. Explain the impacts of convention on local and national communities.

SECTION-C

7. Discuss the nature of Conference Markets and demand for conference facilities.
8. Discuss the types and major attributes of meeting planners.
9. Prepare a budget for a conference by estimating cash flow as well as fixed and variable cost with dummy figures.

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Total No. of Questions : 09

BHMCT (Sem.–7 & 8)

SALE AND MARKETING MANAGEMENT

Subject Code : BH-416

M.Code : 14596

Date of Examination : 16-05-2024

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 $2^1/_2$ (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) What is globalisation?

   b) What is segmentation?

   c) Define Marketing.

   d) What is positioning?

   e) What is employee orientation?

   f) What is legalised gambling?

   g) What is relationship marketing?

   h) What is marketing mix?

   i) What do you understand by employee union?

   j) What do you understand by a training program?

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SECTION-B

2. What do you understand by media planning?

3. Discuss marketing vs sales.

4. What do you understand Segmentation targeting and positioning in marketing?

5. Write down the important steps of orientation program.

6. How employee become unionised?

SECTION-C

7. What is the role of management in the marketing and sales?

8. Why good labour relations are essential for the success of a business?

9. What is importance of training and how a training program is designed for marketing and sales?

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Total No. of Questions : 09

BHMCT (Sem.–7,8)

PURCHASING & RECORD (STORES)

Subject Code : BH/412

M.Code : 14594

Date of Examination : 09-05-2024

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 $2^1/_2$ (Two and Half) marks each and student 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) Purchasing

   b) Standing Order

   c) Meat tag

   d) Requisition

   e) Blind Receiving

   f) Open market purchase

   g) SPS

   h) UFO

   i) Storage

   j) Receiving.

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SECTION-B

2. Write a note on training staff.

3. Discuss the duties of purchase officers.

4. Explain "opportunity purchase".

5. What is minimum maximum method?

6. Narrate the organisation structure of purchasing department.

SECTION-C

7. Write in details about different types of fraud by suppliers and receiving clerks.

8. Write about different types of records maintained by stores.

9. Discuss in details selection of suppliers for hotels.

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Roll No. [ ][ ][ ][ ][ ][ ][ ][ ][ ][ ] Total No. of Pages : 03

Total No. of Questions : 09

BHMCT (Sem–7,8)

FOREIGN LANGUAGE (FRENCH) – IV

Subject Code : BH/414

M.Code : 14595

Date of Examination : 07-05-2024

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 $2^1/_2$ (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. **Traduire les phrase:**

   i. Les assiettes

   ii. Sur madame

   iii. Directeur de l'hotel

   iv. C'est interdit de fumer!

   v. Cuisiner

   vi. De rien

   vii. Bienvenue

   viii. Piscine est la bas

   ix. Reservez une chambre

   x. Excusez moi Monsieur

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SECTION-B

2. Utilisez ces mots dans une phrase :

   i. Depuis

   ii. Il y a

3. Completez les phrases suivants avec pronoms indifinis:

   i. Manpreet va au marché, tu as besoin de_____?

   ii. Himani, tout le monde est la ? - Non, il manque encore _____?

4. Conjugez les verbs au plus que parfait:

   i. Elle _____ (manager) quand nous sommes arrives au restaurant.

   ii. Il _____ (ecrire) une lettre a sa famille avant de partir en voyage.

5. Formes des phrases avec:

   i. Devant

   ii. Derrier

6. Faites l'accords avec des adjectifs:

   i. Ces garfons sont _____ . (sportif)

   ii. Mes amies sont toujours _____ . (amusant)

SECTION-C

7. Formes des phrases avec:

   i. Jusqu'a

   ii. Done

8. Lisez le dialogue et repondéz aux questions : -

Un client : Bonjour, Mademoiselle....Est ce qu'il vous reste deux chambres, pour cinq nuits?

La receptionniste : Bonjour, Monsieur ! Oui, il y a deux chambres libres pour cinq nuits, pour une seule personne.

Les clients : Non, pour deux personnes?

La receptionniste : Alors, je vais verifier. Non Monsieur, il reste une seule chambre avec unlit pour deux personnes.

Le client : Ah, bien ! Reservez cette chambre pour nous, mademoiselle.

La receptionniste : Bien sur Monsieur.

i. Que desire le client?

ii. Est-il seul ?

9. Utilisez ces mots dans une phrase :

i. Les cles

ii. Voiture

iii. Cafe

iv. Fromage

v. Mademoiselle

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Roll No. | | | | | | | | | | | Total No. of Pages : 02

Total No. of Questions : 09

BHMCT (Sem.–7,8)

FOOD & BEVERAGE PRODUCTION- VII

Subject Code : BH-404

M.Code : 14590

Date of Examination : 27-04-2024

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 TWO AND A 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) Barding

   b) Ham

   c) Carver

   d) Danapes

   e) German sausages

   f) Essence

   g) Aspic

   h) Casing

   i) Pasteurisation

   j) Lard.

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SECTION-B

2. What are the selection and purchasing criteria for meats.

3. Differentiate between Terrine and Pate.

4. Write in detail about types of milk and special features.

5. Draw the neat dissection of pork.

6. Explain in step wise about the carving of chicken.

SECTION-C

7. "*Fast food is growing market*". Justify the statement and do write the top 10 fast food companies.

8. Write in detail about the salient features of German cuisine.

9. What do you understand by accompaniments and write at list 10 classical dishes and their standard accompaniments.

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Roll No. | | | | | | | | | | | | | | Total No. of Pages : 02

Total No. of Questions : 09

BHMCT (Sem.–7,8)

FOOD & BEVERAGE SERVICE-VII

Subject Code : BH-408

M.Code : 14592

Date of Examination : 03-05-2024

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 $2^1/_2$ (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) Jigger

   b) Flambe service

   c) Optic pourer

   d) Dispense bar

   e) Back bar

   f) Pubs

   g) Cocktail bar

   h) Function catering

   i) Buffet

   j) Duties of Bartender.

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SECTION-B

2. What is Carving? Name the dishes suitable for carving.
3. Discuss the duties of Bar Manager.
4. What do you understand by Lounge service and Butler service?
5. What are the steps in planning of 200 cover specialty restaurant?
6. What are the various methods of Bar inventory control?

SECTION-C

7. What are the points need to be considered in the selection of restaurant equipment's?
8. Differentiate between formal and informal banquet.
9. What are the various parts of Bar? Explain.

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Total No. of Questions : 09

BHMCT (Sem.–7,8)

COMPUTER APPLICATIONS AND MIS

Subject Code : BH/410

M.Code : 14593

Date of Examination: 06-05-2024

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 $2^1/_2$ (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. **Explain the following :**

   a) Explain any two definitions in MIS.

   b) Explain RDBMS.

   c) Explain Bus topology.

   d) Define Computer Network.

   e) What do you understand by primary key?

   f) Write note on data and information.

   g) What are different database models?

   h) What are the objectives of ERP?

   i) Define System.

   j) Discuss the features of LAN.

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SECTION-B

2. What is the relation between MIS & Enterprise Resource Planning?
3. How do management decisions can be taken?
4. Write down the differences between public and private information system.
5. What are the customer expectations from ERP packages?
6. Explain MIS Office automation.

SECTION-C

7. Explain about software life cycle models.
8. Explain the application of MIS in Hospitality Industry.
9. What are the types of information system control? Explain.

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Total No. of Pages : 03

Total No. of Questions : 09

BHMCT (Sem.–7, 8)

FINANCIAL MANAGEMENT

Subject Code : BH-420

M.Code : 14598

Date of Examination : 23-05-2024

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 $2^1/_2$ (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. **Answer briefly :**

   a. Financial management

   b. What is the role of Financial Manager in business?

   c. What is master budget?

   d. What is financial analysis?

   e. What is cash flow statement?

   f. What is net working capital?

   g. What is meant by an appropriate capital structure?

   h. Middle term sources of finance.

   i. EBIT/EPS analysis.

   j. Liquidity ratio.

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SECTION-B

2. Why is maximizing wealth a better goal than maximising profit?

3. Give a critical appraisal of the traditional approach and Modigliani-Millers approach to the problem of capital structure.

4. Describe the need and determinants of working capital in a business.

5. Calculate current ratio, when inventory is Rs. 80,000, prepaid expenses are Rs. 2,000; quick ratio is 2.5:1 and current liabilities are Rs. 50,000.

6. a. What are the sources of funds in fund flow statement?

   b. What are the applications of funds?

SECTION-C

7. Draw the format of cash flow statement with the help of imaginary figures.

8. What is budgetary control? State the main objectives of budgetary control. What are the main steps in budgetary control?

9. What do you understand by the analysis and interpretation of financial statements? Discuss their utility and significance to the management and others who are interested in the business.

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Total No. of Questions : 09

BHMCT (Sem.–8)

HOUSEKEEPING OPERATIONS-IV

Subject Code : BH/402

M.Code : 14589

Date of Examination : 24-04-2024

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 $2^1/_2$ (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) R9

   b) Soft Broom

   c) Standard size of twin bed sheet

   d) Standard Size of King Bed

   e) Pre-operating budget

   f) Disposition of Spares

   g) Material Budget

   h) Staffing

   i) Hard Broom

   j) Standard size of Guest Room.

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SECTION-B

2. What are the different types of Manual Equipments used in hotels by housekeeping staff?
3. What is soft flooring and what are its types?
4. What do you understand by wood paneling? Where this type of covering can be done?
5. Give the importance of Inventory Control for housekeeping department.
6. Briefly describe any five laundry equipments of your choice.

SECTION-C

7. Give the meaning of the term hard water. Which methods will you use to make it soft?
8. Briefly explain about Capital and Operating Budget.
9. What is a hard floor? What are its types?

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Total No. of Questions : 09

Total No. of Pages : 02

BHMCT (Sem.–8)

FRONT OFFICE OPERATIONS–VII

Subject Code : BH-406

M.Code : 14591

Date of Examination : 29-04-2024

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 TWO AND A 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) City Accounts

   b) EPABX

   c) Up-selling

   d) VTL

   e) Role of PBX

   f) Name 4 famous brand names of PMS

   g) Draw Luggage Tag

   h) High balance report

   i) Accounts correction

   j) Density Control Chart.

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SECTION-B

2. What role does Cash and Credit control plays in tracking transactions?
3. What are various modes of reservations?
4. What is Reservation? Brief about the general procedure followed by the reservation agents during a room reservation enquiry.
5. Write down the role of telephone exchange in hotels.
6. What are the various duties and responsibilities of Duty Manager?

SECTION-C

7. Discuss about the vouchers used by front office with their functions and formats.
8. Define Night Auditing and explain its process in detail.
9. Explain Whitney system of reservation and discuss its advantages and disadvantages.

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BHMCT (Sem.–1)

FRONT OFFICE–I

Subject Code : BH-115

M.Code : 14508

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 $2^1/_2$ (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) Hubbart Formula

   b) Double room

   c) Chain Hotel

   d) Incentive rates

   e) Tourism

   f) Tariff card

   g) Day use basis

   h) Downtown hotels

   i) Special rates

   j) Amenities

SECTION-B

2. Differentiate between independent and chain hotels.
3. Highlight the origin of hospitality industry with examples.
4. Explain different types of guestrooms found in the hotel.
5. List duties and responsibilities of a Duty manager.
6. Describe any 5 special rates offered in a hotel.

SECTION-C

7. Draw and explain any two Front office equipment in hotels.
8. Classify hotel on the basis of location, clientele and facilities.
9. Draw and explain Front office hierarchy in a large hotel.

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Total No. of Questions : 09

BHMCT (Sem.–1)

ACCOUNTS–I

Subject Code : BH-105

M.Code : 14503

Date of Examination:23-12-2024

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 $2^1/_2$ (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. Is accounting a Science or an Art?

   b. Cash basis of accounting.

   c. Net worth.

   d. Contingent Liability.

   e. Accounting Conventions.

   f. Objectives of IFRS.

   g. Need for Journal.

   h. Analytical petty cash book.

   i. Purchase return book.

   j. Invoice.

SECTION-B

2. What is a contra entry and how is it passed?

3. What are main branches of accounting? Examine the relevance and importance of accounting.

4. Distinguish between debit note and credit note.

5. Distinguish between single entry and double entry system.

6. Ananth is a trader dealing in textiles. For the following transactions, pass journal entries for the month of January, 2021:

   - Jan 1 : Commenced business with cash - Rs. 70,000
   - Jan 2 : Purchased goods from X and Co. on credit - Rs. 30,000
   - Jan 3 : Cash deposited into bank - Rs. 40,000
   - Jan 4 : Bought a building from L and Co. on credit - Rs. 95,000
   - Jan 5 : Cash withdrawn from bank for office use - Rs. 5,000

SECTION-C

7. Briefly explain the concepts which form the backbone of accounting.

8. Record the following transactions in three column cash book of Greenwood:

   - Jan 1: Cash in hand - Rs. 50,000
   - Jan 1: Cash at bank - Rs. 90,000
   - Jan 2 : Goods sold on credit to Rohini – Rs. 15,000
   - Jan 5 : Cheque received from Rohini in full settlement and deposited into bank - Rs. 14,500
   - Jan 6 : Cash deposited into bank through cash deposit machine: - Rs. 18,000

- Jan 7: Goods sold to Sridhar for Rs.12,000. He made the payment of Rs.11,800 by debit card in full settlement by availing a cash discount of Rs. 200
- Jan 10: Money withdrawn from bank for office use - Rs. 2,000
- Jan 12: Purchased goods from Raja for Rs. 10,000 and paid through credit card in full settlement by availing a cash discount of Rs. 200 - Rs. 9,800
- Jan 14: Nathiya who owed money made the payment through NEFT - Rs. 18,000 Cheque of Rohini dishonoured.

9. Briefly explain the features and limitations of double entry system.

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Total No. of Pages : 02

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BHMCT (Sem.–1)

HOTEL ENGINEERING–I

Subject Code : BH-117

M.Code : 14509

Date of Examination:02-01-2025

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 has to attempt any TWO questions.

SECTION-A

1. **Write briefly :**

   a. Differentiate between open and closed circuits.

   b. Define water hardness.

   c. Give the uses of water traps.

   d. Name different types of fuses.

   e. What is an insulator?

   f. What principle is applied to Bunsen burner working?

   g. What are sinks and basins?

   h. Different types of manifolds.

   i. Give the difference between AC and DC.

   j. Mention any two duties of the maintenance staff.

SECTION-B

2. Explain the methods to remove water hardness.

3. Explain in detail the safety procedure to be adopted while handling electric equipment.

4. What are the different precautions are to be used while using fuels?

5. Give the meaning of ampere, volt, ohm and their relation with each other.

6. With a neat diagram draw the organisation chart of the maintenance department of a 300 room hotel.

SECTION-C

7. Give the construction of an industrial gas range.

8. Explain in detail the water distribution system in a hotel.

9. Give the general layout of circuits alongwith a neat diagram.

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Total No. of Questions : 09

BHMCT (Sem.–1)

COMMUNICATION-I

Subject Code : BH-103

M.Code : 14502

Date of Examination : 04-01-2025

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 has to attempt any TWO questions.**

SECTION-A

1. **Write short notes on :**

   a. Note taking

   b. Verbal communication

   c. Grapevine communication

   d. Body language

   e. Telephone etiquettes

   f. Kinesics

   g. Cultural barriers

   h. Pretend listening

   i. Downward communication

   j. Feedback.

SECTION-B

2. What are the benefits of effective communication?

3. Discuss listening barriers.

4. Write a short note on communication in hotels & restaurants.

5. What is Linear model of communication?

6. Draw a diagram explaining the communication process.

SECTION-C

7. What are the essential qualities of an effective speaker?

8. What do you mean by audience analysis? How this is important?

9. Explain in detail 7 c's of communication.

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BHMCT (Sem.–1)

COMPUTER–I

Subject Code : BH-107

M.Code : 14504

Date of Examination: 07-01-2025

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

1. **Answer briefly:**

   a) Software.

   b) CPU.

   c) Output devices.

   d) DOS command.

   e) Microcomputers.

   f) Compliers.

   g) Secondary storage.

   h) Interpreter.

   i) Printers.

   j) Operating system.

SECTION-B

2. Differentiate between ALU and CPU.

3. Write about input devices.

4. What is HTML?

5. Draw Block diagrara of computer system.

6. Discuss 4th Generation of computers.

SECTION-C

7. Write about Programming languages of computers.

8. What are the functions of operating system?

9. Discuss about Primary Memory.

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 Questions : 09

BHMCT (Sem.–1)

FOOD & BEVERAGE SERVICE-I

Subject Code : BH-111

M.Code : 14506

Date of Examination : 09-01-2025

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

1. **Write short notes on:**

   a) Cafeteria

   b) Sommelier

   c) Bar

   d) Kitchen Stewarding

   e) Linen Room

   f) Garrison Catering

   g) Sommelier

   h) ITDC

   i) Maître d'hôtel reception

   j) Hotel

SECTION-B

2. Draw a neat and labelled layout of a pantry.

3. Write a note on room service.

4. Describe the job performed by a steward in a restaurant.

5. Write a note on personal hygiene of Food and Beverage service staff.

6. Discuss in brief the role of catering establishment in tourism industry.

SECTION-C

7. Describe the interdepartmental relationship between Food and Beverage Service department and other departments.

8. Classify catering establishment with suitable examples of each. Explain in detail types of transport catering.

9. Explain the various types of Restaurant and their characteristics.

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 Questions : 09

BHMCT (Sem.–1)

HOUSEKEEPING–I

Subject Code : BH-113

M.Code : 14507

Date of Examination : 11-01-2025

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

1. **Write short notes on:**

   a) Floor Pantry

   b) Tarnish

   c) Seamstress

   d) Galvanizing

   e) Rodents

   f) Shellac

   g) Block Cleaning

   h) Surfactants

   i) Termites

   j) Floor Seals

SECTION-B

2. Explain common pests and their control methods.

3. List down the duties and responsibilities of Executive Housekeeper.

4. Explain the points you will consider while selection of cleaning agents.

5. Enlist and explain various ways in which metals can be protected.

6. Write down the step by step procedure of cleaning a Chandelier.

SECTION-C

7. Explain the qualities of a good Housekeeping Staff.

8. What are polishes? Explain the different types of polishes used in hotels.

9. Explain various cleaning principles followed by housekeeping staff.

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BHMCT (Sem.–1)

FOOD PRODUCTION–I

Subject Code : BH-109

M.Code : 14505

Date of Examination: 14-01-2025

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

1. **Write short notes on:**

   a) Brat pans

   b) Plat du jour

   c) Dry milk solid

   d) Flaky texture

   e) Gluten

   f) Homogenisation

   g) Pairing

   h) Rolling-In

   i) Margarine

   j) Buttermilk

SECTION-B

2. Write a short note on types of wheats.

3. Classify cheese on the basis of their "Country of Origin".

4. List co-ordination required with Housekeeping & Front office.

5. Enumerate various uses of Cream.

6. Classify various raising agents with example.

SECTION-C

7. Draw a general layout of a commercial kitchen.

8. Draw, list and indicate use of five main kitchen equipments, also give safety precautions in handling the equipment's.

9. Give hierarchy of kitchen brigade in English, also mention its French equivalents.

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Total No. of Questions : 09

Total No. of Pages : 02

BHMCT (Sem.–1)

FOOD SCIENCE & NUTRITION-I

Subject Code : BH-101

M.Code : 14501

Date of Examination: 16-01-2025

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 $2^1/_2$ (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) Dextrinization

   b) Gelatinization

   c) Autoxidation

   d) Water

   e) Flavour Reversion

   f) BMR

   g) Hydrogenation

   h) Retrogradation

   i) Energy Balance

   j) Malnutrition

SECTION-B

2. Explain the basic structure and properties of proteins.

3. Explain any 5 functions of Fats.

4. Classify fats.

5. What are the effects of excessive intake of carbohydrate in diet?

6. What is the role of water in maintaining health?

SECTION-C

7. Define and classify water and fat soluble vitamins alongwith the food sources of each vitamin.

8. Illustrate the basic structure of proteins. State the properties of proteins that are useful in various food preparations.

9. Explain in detail the significance of dietary fibre in the prevention and treatment of diseases.

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Total No. of Pages : 02

Total No. of Questions : 09

BHMCT (Sem.–1)

FRONT OFFICE–I

Subject Code : BH-115

M.Code : S14508

Date of Examination: 20-01-2025

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

1. **Write short notes on:**

   a) Check-in

   b) Resort

   c) Cashiers

   d) Reservation

   e) Bell Desk

   f) Walk-In

   g) Hubbart Formula

   h) Twin Room

   i) Chain Hotel

   j) Supplementary Accommodation

SECTION-B

2. Write short note on types of meal plans.

3. Explain different types of rooms.

4. Explain personality traits of front office personnel.

5. Write short note on types of discounted tariffs.

6. Explain the concept of guest cycle.

SECTION-C

7. Explain in detail the basis of charging room rents in a hotel.

8. Write a detailed note on star category hotels.

9. With the help of a neat layout, explain the various sections of front office department.

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Roll No. ☐☐☐☐☐☐☐☐☐☐ Total No. of Pages : 03

Total No. of Questions : 09

BHMCT (Sem.–1)

ACCOUNTS–I

Subject Code : BH-105

M.Code : S14503

Date of Examination: 24-01-2025

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

1. **Write short notes on :**

   a) Define *'accounting'*.

   b) Explain capital.

   c) Explain Debtor.

   d) State the meaning of 'credit note'.

   e) Explain Goodwill.

   f) Meaning of Drawings.

   g) What is Liability?

   h) What are direct expenses?

   i) Explain Business Entity Concept.

   j) What do you mean by opening journal entries?

SECTION-B

2. Briefly explain any five accounting concepts and conventions.

3. Explain the different kinds of Cash book with their format.

4. Difference between petty cash book & cash book.

5. Explain the importance of accounting.

6. **State True or False :**

   a) Petty Cash book is called as subsidiary book and ledger account.

   b) Discount allowed is loss.

   c) Real account says debit the receiver credit the giver

   d) Outstanding salary is liability

   e) Every transaction has minimum two accounts.

SECTION-C

7. Explain three types of accounts with examples. Give their respective rules of Journalizing the Transactions.

8. Journalize the Following Transaction in the books of Mohit:

Date2021	Particulars	Amount(inRs.)
May 1	Ram started business with following item Cash Goods Motor Car	 200000 250000 50000
May 2	Deposited into bank	50000
May 3	Received a cheque from Vivek & deposited into bank	10000
May 8	Goods Purchased from Rahim	70000
May 11	Paid to Rahim in full settlement	69500
May 15	Loan given to Ramesh by cheque	50000
May 20	Purchased computer from HCL Computer	45000
May 23	Purchased furniture by paying cheque	25000
May 25	Paid by cheque telephone charges	7000
May 27	Goods taken by Mohit for personal Use	3000

9. Enter the following transactions in Triple column cash book of Hira lal & Sons

2020		Rs.
April 1	Cash in hand	900
3	Cash at bank	4500
7	Cash sales	4000
10	Purchased Goods & Issued Cheque	3500
13	Cash deposited into bank	2000
15	Received from Gupta Discount allowed	1680 20
18	Cash withdrawn for Personal use	2000
20	Paid to Ramesh Kumar in cash Discount allowed by him	3000 20
25	Deposited Cash into Bank	2000

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Total No. of Pages : 02

Total No. of Questions : 09

BHMCT (Sem.–3)

FOOD SAFETY & CONTROL

Subject Code : BH-215

M.Code : 14538

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 $2^1/_2$ (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 note on:**

   a) Contamination

   b) Spores

   c) Vacuum packing

   d) Intoxication

   e) Pasteurisation

   f) Parasites

   g) HACCP

   h) Cook - fridge

   i) Blast chiller

   j) Fermentation.

SECTION-B

2. Explain the different types of food additive.

3. Enlist steps used in canning food.

4. How does brining help in preserving food?

5. Briefly explain the drying method of food preservation.

6. Differentiate between food contamination and spoilage.

SECTION-C

7. What are the intrinsic and extrinsic factors leading to microbial growth in food?

8. Enlist various methods of food preservation.

9. *"Presence and growth of food borne pathogens in our food can be hazardous, it is extremely important to take preventive measures against these"*. Explain.

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Total No. of Questions : 09

Total No. of Pages : 02

BHMCT (Sem.-3)

HOTEL ACCOUNTANCY

Subject Code : BH-213

M.Code : 14537

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 TWO AND A 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. **Answer the following :**

a) Is there any limitation of uniform system of accounts in hotels?

b) Advantages of maintaining uniform system of accounts for hotels.

c) Why expenses statements are necessary to be prepared?

d) What is the difference between gross profit and net profit?

e) Define audit.

f) Internal *vs* external audit.

g) How hotels in these days are preparing departmental accounts?

h) Define apportionment of expenses.

i) What is the basis of allocation of expenses?

j) Define departmental accounts in case of lodging industry.

SECTION-B

2. What do you mean by uniform system of accounts in hotels? Why was it introduced in India?

3. Why does income statements prepared by hotel industry?

4. What difficulties can hotel industry face in ensuring cash control?

5. What are the features of statutory audit?

6. Discuss the basis of apportionment of service expenses among other expenses.

SECTION-C

7. What do you mean by internal control systems in Hotels? Why was it introduced globally?

8. Prepare a balance sheet for Highland restaurant :

Particulars	Amount in T	Particulars	Amount in T
Bills Payable	20,000/-	Depreciation on furniture	500/-
Rent outstanding	1,200/-	Capital	50,000/-
Cash	2,000/-	Bills receivable	16,000/-
Creditors	42,750/-	Drawings	7,500/-
Bad debts	1,100/-	Furniture	6,200/-
Closing Stock	51,700/-	Depreciation on car	3,000/-
Debtors	28,200/-	Net Profit	8,050/-
		Car	15,000/-

9. What is uniform system of accounting? What are the pre-requisites for introducing this system?

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Total No. of Questions : 09

BHMCT (Sem.–3)

FOOD AND BEVERAGE CONTROL

Subject Code : BH-211

M.Code : 14536

Date of Examination : 02-12-2024

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 $2^1/_2$ (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) LIFO

   b) Meat Tag

   c) Standard Recipe

   d) Blind Receiving

   e) Transfer Note

   f) SPS

   g) Invoice

   h) Bin card

   i) E.O.Q.

   j) Standard Yield.

SECTION-B

2. Explain the objectives of Cost Control.

3. What are various Stock Levels maintained in a store.

4. List and explain different documents used in Receiving Department.

5. Write down the Factors to be considered for Fixing Selling Price.

6. Write a note on a Bar Frauds and its prevention.

SECTION-C

7. What is the reason for preparing a Standard Purchase Specification? Draw a standard purchase specification of Tandoori Chicken.

8. Prepare a Job Description of a Purchasing Manager of a five star hotel.

9. Briefly explain different Production Control methods.

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Total No. of Questions : 09

Total No. of Pages : 02

BHMCT (Sem.–3)

FOOD PRODUCTION THEORY–III

Subject Code : BH-203

M.Code : 14532

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 $2^1/_2$ (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) Pulverizer

   b) LIFO

   c) Preventive Maintenance

   d) Bin Card

   e) Lead Time

   f) Central Processing Units (CPU)

   g) Outdoor Catering

   h) Cafeteria

   i) Vegetable processor

   j) Diet Menu.

SECTION-B

2. What do you understand by the term volume cooking?

3. Discuss the characteristic of Airlines Catering.

4. Differentiate between Industrial Catering and Institutional Catering.

5. List 5 kitchen equipments required in bulk cooking and describe their uses.

6. What are the challenges associated with Institutional Catering?

SECTION-C

7. What are the important factors for planning menus for Hospital catering? Explain diet menus.

8. Write in details the process of preparation and service of food in Railway Catering.

9. What are the principles of Indenting for Volume feeding?

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Total No. of Pages : 02

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BHMCT (Sem.–3)

FRONT OFFICE OPERATION-III

Subject Code : BH-207

M.Code : 14534

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 $2^1/_2$ (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) Account correction

   b) Foreign currency

   c) Non-Guest account

   d) Late check out

   e) Paid outs

   f) Fidelio

   g) Charge slip

   h) Trial balance

   i) Check in

   j) Exchange voucher.

SECTION-B

2. Explain the different types of Accounting System.
3. List the steps in handling Foreign Exchange in the hotel.
4. What is the importance of non-guest accounts in hotels?
5. List the modules in Amadeus and explain briefly.
6. With a help of a neat diagram, describe Front office accounting system.

SECTION-C

7. Illustrate the importance of Fidelio PMS in hotels.
8. Describe the system of Express Checkout.
9. Explain the process of Guest paying through credit card at the time of Check out.

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BHMCT (Sem.–3)

FOOD & BEVERAGE SERVICE-III

Subject Code : BH-205

M.Code : 14533

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 $2^1/_2$ (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. **Define the following :**

   a. Flor

   b. Maceration

   c. Blanc De Blanc

   d. Ullage

   e. Agrafe

   f. Fermentation

   g. Terrior

   h. Liqueur d' expedition

   i. Criadera

   j. Chapitalization.

SECTION-B

2. Write an essay on food and wine harmony.

3. Define fortified wine. Explain the process of making Sherry.

4. Write a note on New World Wines from India.

5. List down the steps involved in service of Sparkling Wine.

6. Name and explain the faults in making wine.

SECTION-C

7. Give step by step process of manufacturing red wine. Enlist two brand of Red Wine.

8. Write a detailed note on wine producing region of France.

9. Draw the classification chart of wines. Briefly explain with two examples.

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Total No. of Questions: 09

BHMCT (Sem.–3)

ACCOMMODATION OPERATION-I

Subject Code : BH-209

M.Code : 14535

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 $2^1/_2$ (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 note on the following:**

   a) Drill

   b) Darning

   c) Thimbles

   d) Cut downs

   e) Patching

   f) Thread count

   g) Duvet

   h) Stocktaking

   i) Valet service

   j) Monogramming.

SECTION-B

2. What are all activities carried out in a sewing room of a 5-star category hotel?

3. Enlist two registers with their formats used in the linen room of a large hotel.

4. Explain selection process of bath linen.

5. Explain the concept of Decentralized Linen Room.

6. Enlist the activities of Swing Room.

SECTION-C

7. Explain the step-by-step procedure of Linen Exchange.

8. What are the factors to be considered while designing uniforms for hotel staff?

9. What factors should the executive housekeeper consider while purchasing linen for the hotel?

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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 : 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 $2^1/_2$ (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 Pages : 03

Total No. of Questions : 09

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 $2^1/_2$ (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 :**

   a. Sel et ,Pôivre

   b. Vin Especial

   c. Sommelier

   d. Absolument

   e. Bôn Apétit

   f. Le serveur

   g. Le menu, s'il vous plaît

   h. Oeuf Florentine

   i. Café Frappé

   j. Lés réstaurants indiens.

SECTION-B

2. **Make sentences with the following words :**

   a. La cuisine

   b. Madame

3. **Complete the following with pronoms relatives :**

   a. C'est l'homme _____ elle a rencontré hièr.

   b. Le sac _____ est sur la table est à moi.

4. Complete the following with pronoms intérrogatives:

   a. _____ est done 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 bierre? Non, il n'_____a pas besoin.

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

   a. Elle voudrait

   b. Je vous prie d'agreer

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 plait.

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

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 $2^1/_2$ (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) Lisence

   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.

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 Questions : 09

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 :

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

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?

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)

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 $2^1/_2$ (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 modem 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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Roll No. ☐☐☐☐☐☐☐☐☐☐ Total No. of Pages : 02

Total No. of Questions : 09

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 $2^1/_2$ (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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Total No. of Pages : 02

Total No. of Questions : 09

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 $2^1/_2$ (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. Pinwheel

   b. Invoice

   c. Portion Control

   d. Stock Control

   e. Sandwich

   f. Blinis

   g. Grana Padano

   h. Purchase order

   i. Yield

   j. LIFO.

SECTION-B

2. Write a short note on Meat tags.

3. Name at least 10 accompainments 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 Questions : 09

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 $2^1/_2$ (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 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 $2^1/_2$ (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 guerdon service method in detail.

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Total No. of Questions : 09

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 $2^1/_2$ (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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