

January 2024
Bachelor of Hotel Management (BHM) Examination

IV Semester
FRENCH

Time 3 Hours]

[Max. Marks 45

Note : All questions are compulsory.

1. Conjuguez les verbes au present :
 - (a) Il (dire) de ne pas nous inquiéter.
 - (b) Vous (prendre) le bus.
 - (c) Je (manger) beaucoup de fromage.
 - (d) Nous (être) malades ce matin.
 - (e) Je (aller) au cinéma hier soir.
 - (f) Nous (venir) en taxi aujourd' hui.
 - (g) Il (aller) voir le directeur.
 - (h) Vous (entrer) dans le magasin ?
 - (i) Nous (descendre) dans le jardin.
 - (j) Elle (sortir) en pleurant. 5
2. Mettez les verbes au future simple :
 - (a) Je (visiter) paris cet été.
 - (b) Les lebrun (déménager) la semaine prochaine.
 - (c) Nous (finir) à quelle heure ?
 - (d) Il (ouvrir) la lettre devant tous.
 - (e) Tu (fredre) tes médicaments demain ? 5
3. Complétez avec les adjectifs possessif :
 - (a) J'ai une idée : c'est idées.
 - (b) J'aime chambre et marbles.
 - (c) Je donne livre à cofine.
 - (d) Mets-tu manteaux dans armoire ?
 - (e) Marie part - Elle met vêtements dans valise. 5
4. Mettez les verbes à l'impératif : (any two)
 - (a) Venir
 - (b) se raser
 - (c) re pas savoir
 - (d) ne pas se lever. 5
5. Remplacez les noms en caractères gras par le pronom complement d'objet direct qui convient:
 - (a) Dites la vérité !
 - (b) Ne prends pas ces chocolats !
 - (c) Ils se lavent les mains.
 - (d) Voulez - vous donner les réponses ?
 - (e) Étudiez la leçon de français ! 5

P. T. O.

6. Remplacez les noms en caractères gras par le pronom complément d'objet indirect :
- Elle ne va pas lire la lettre à **Robert et Yves**.
 - As-tu offert des bonbons à ta **petite soeur** ?
 - J'écirai **aux copains du lycée** ?
 - Ne prête pas d'argent à **Paul** !
 - Racmte le conte à **Marc** !
- 5
7. Mettez les verbes au passé composé :
- Nous notre maison. (peindre)
 - Oui cette région ? (découvrir)
 - tu ta leçon ? (Apprendre)
 - Henre la clé en place. (ne pas remettre)
 - Elle pour arrive à l' heure. (se dépêcher)
 - Vous (rester) ici jusqu' à quelle heure ?
 - Il (pleavoir) aujourd' hui ?
 - Nous (S'amuser) beaucoup pendant la fête de Noël.
 - Heir, je (regarder) la television.
 - Jean (S'asseoir) à côté d' Arne.
- 5
8. Complétez avec les articles contractés en utilisant à ou de :
- On a un rendez - vous aéroport.
 - Ta soeur, rentrer - t - elle lycée ou université ?
 - Mon mari est resté bureau mais je suis allé concert.
 - Le maire ville parle gens.
 - Si vous jouez cartes, je serai heure.
- 5
9. Complétez avec les prepositions (de lieu à et de) :
- Nous allons en vacances porto, portugal.
 - Vas-tu passer un mois Mozambique ou Antilles ?
 - Je suis Trouville France.
 - Nous rentrons Phillipines et elle retne Hollande.
 - Il faut passer lyon pour aller paris Mauseille.
- 5

January 2024
Bachelor of Hotel Management (BHM) Examination

IV Semester
UTILITY MANAGEMENT

Time 3 Hours]

[Max. Marks 45

Note : Attempt any five questions. All questions carry equal marks.

1. Explain procedure for maintain and storing :
 - (a) Cold and Hot Water System.
 - (b) Hardness and Softeners of Water.
(Explain with diagram Base Exchange Method)
2. Explain principle of Refrigeration in Hotels. Explain with diagram methodology of compression types of Refrigeration System.
3. Explain process of maintenance of Air Conditioning System in Hotels. Explain difference between Window, Split and Central Air Conditioning System installed in Hotels.
4. Explain different types of (with examples) :
 - (a) Replacement Policies in Hotel Industry.
 - (b) Purchase Policies in Hotels.
5. Discuss various methods for Disposable of Waste. How Sewage Treatment Plant works ?
6. Explain different types of Energy Conservational Methods (both conventional and non-conventional) applied in Hotels.
7. Write notes on the following : (with examples) w. r. t. Hotel Industry
 - (a) Types of Pollution and its remedies in Hotels.
 - (b) Utility Optimisation Techniques.
 - (c) Deforestation.

January 2024
Bachelor of Hotel Management (BHM) Examination

IV Semester
FOOD AND BEVERAGE SERVICE

Time 3 Hours]

[Max. Marks 105

Note : Attempt any five questions. All questions carry equal marks.

1. What is Liqueur ? How it is different from other Spirits ? Also name five Herbs Flavours Liqueur. 5+5+11=21
2. Define Gueridon Service. Also name the equipments used on the trolley and their maintenance. Name two dishes for Gueridon Service. 5+10+6=21
3. Define Aperitif. How Aperitif are classified and draw the classification chart of Alcoholic Beverages. 5+10+6=21
4. What are the different types of Buffets ? Draw a specimen of Buffet Booking. Prepare a check-list for Buffet Operational Control. 6+7½+7½=21
5. Prepare a Wedding Plan for 500 Pax with space requirement, menu, logistic details and costing details with Five Course Menu with Welcome Snacks and terms and conditions. Also list the equipments, crockery, cutlery required to organize the Wedding. 5+5+5+3+3=21
6. What do you mean by Supervisory Functions ? Explain any three Supervisory Functions in Food and Beverage Operations. 21
7. Write short notes on any four of the following :
 - (a) Menu Balancing.
 - (b) Business Event Plan.
 - (c) Memorandum.
 - (d) Formal Banquet.
 - (e) Cocktail Party.
 - (f) Food Purchasing Process. 5¼×4=21
8. Explain any ten of the following :

(a) Warm Wood	(b) Margin of Safety
(c) Gross Profit	(d) Break Even Point
(e) Overhead Cost	(f) Wine List
(g) Wort	(h) Doppel Bock
(i) Lager	(j) Angastra Bitter
(k) KALHUA	(l) Theatre Style
(m) Tent Card	(n) Vermouth. 2.1×10=21

January 2024
Bachelor of Hotel Management (BHM) Examination

Fourth Semester
TOURISM

Time 3 Hours]

[Max. Marks 45

Note : Attempt any five questions. All questions carry equal marks.

1. Define Tourism. Differentiate it with Excursionist. Which among INBOUND and OUTBOUND Tourism is beneficial for the economy ? How.
2. Explain about the following components of Tourism Industry :
 - (a) DESTINATION. (Explain any one)
 - (b) TRANSPORT. (Explain any one)
 - (c) Special Interest Tourism.
3. Write short notes on any three of the following :
 - (a) LATA.
 - (b) WTO.
 - (c) PATA.
 - (d) State Tourism Development Department.
4. Explain New Product Development with reference to Tourism.
5. Explain the role of Thomas-Cook and SITA in Organized Tourism.
6. Explain Festivals of India. Festivals are celebrated in different states. Explain in this reference.
7. Explain India as a Adventure and Wild Life Tourist Destination.

January 2024
Bachelor of Hotel Management (BHM) Examination

IV Semester
FRONT OFFICE OPERATIONS AND MANAGEMENT

Time 3 Hours]

[Max. Marks 105

Note : All questions are compulsory. All questions carry equal marks.

1. Explain CHECK-IN and CHECK-OUT procedure of a Hotel. Highlight on Front Office Operations in Hotel.
2. How will you manage MASTER-FOLIO in accounting for operations in a Hotel ?
3. Explain procedure for Receiving, Setting of Bills for Guests and Customers.
4. Explain Foreign Exchange Encashment Procedure in a Hotel Industry.
5. Write short notes on any two of the following with example :
 - (a) Managing Safety Lockers in Hotel.
 - (b) Managing Work-Shifts in Front Office.
 - (c) Interdepartment Communication and Coordination in Hotel.

January 2024
Bachelor of Hotel Management (BHM) Examination

Fourth Semester
HOTEL HOUSE-KEEPING MANAGEMENT

Time 3 Hours]

[Max. Marks 105

Note : Answer any five questions. All questions carry equal marks. Draw diagrams and formats wherever necessary.

1. Write short notes on the following :
 - (a) Dealing with Fire Emergency. 6
 - (b) First Aid for Burns and Scalds. 5
 - (c) First Aid for Electric Shock. 5
 - (d) Dealing with Bomb Threats. 5
2.
 - (a) Describe the various Colour Schemes using Prang's Colour Wheel. 11
 - (b) Describe the various types of Lighting used in Hotels. 10
3.
 - (a) What is Horticulture ? Describe various tools and equipments used in Gardening alongwith Pest Control. 11
 - (b) Write the various techniques of Cutting and Preserving Flowers. 10
4.
 - (a) Explain the Principles of Flower Arrangements in detail. 11
 - (b) Describe any five shapes of Flower Arrangements. 10
5. Explain Spring Cleaning alongwith its importance. Also, explain the schedule of spring cleaning of a Hotel Guest Room with format. 21
6.
 - (a) What are the common types of Pests found in Hotels ? Write the control method for Pests. 15
 - (b) Draw a Sample Pest Control Schedule Chart of a Hotel. 6
7. Explain daily, weekly and spring cleaning of Carpets and Upholstery. 21

January 2024
Bachelor of Hotel Management (BHM) Examination

IV Semester
COMPUTER APPLICATION

Time 3 Hours]

[Max. Marks 70

Note : Attempt any five questions. All questions carry equal marks.

1. What do you understand by Electronic Spreadsheet ? Why it is called Data Visualization Application ? Explain by giving relevant features.
2. Describe the various components of Ribbon of MS Excel Software (MS Button, File and other Tabs, their Pane and Tools in each Pane).
3. What is a Cell ? Give the properties and functions of Cell to receive the data in different form (Label, Value, Formula, etc.)
4. (a) List out and explain errors occurred in a cell due to different types of mistakes.
(b) What are the Cell Address and Relative Cell Address ?
5. Explain MS-Access as a Database Management System by giving its key features.
6. Write and explain different queries used in MS-Access by giving proper examples.
7. (a) What do you mean by Lookup Field in MS-Access ?
(b) List out data types and their properties to be used in MS-Access.
8. (a) Write down the steps to import data into MS-Access from external data source.
(b) Write short note on any one of the following :
 - (i) Report in MS-Access.
 - (ii) Freez Pane in MS-Excel.
 - (iii) Pivot Tables and Pivot Charts.

January 2024
Bachelor of Hotel Management (BHM) Examination
IV Semester
PATISSERIE AND FOOD PRODUCTION MANAGEMENT

Time 3 Hours]

[Max. Marks 105

Note : Attempt any five questions. All questions carry equal marks.

1. What are different types of Catering Establishments ? Explain each of them in detail. Also prepare a Menu for Hospital Catering.
2. Draw a Kitchen Organization Chart of a Five Star Hotel and explain the duties and responsibilities of Executive Chef.
3. Explain various principles of designing a Kitchen. Draw a Layout (Kitchen) of different Sections.
4. What is a Menu ? Prepare Cyclic Menu (Indian) for three days. Also calculate the Menu Selling Price.
5. Explain the various steps in formulating Standard Recipe. How does it helps in Standardising and Cost Control ?
6. Discuss the various principles of Chinese Cookery. What are the equipments used in Chinese Cookery ? Also name of Five Chinese Classical Dishes.
7. Write short notes on any four of the following :
(a) Railway Catering (b) Outdoor Catering (c) Indenting and Costing
(d) Airlines Catering (e) Pilferage Control (f) Methods of Purchase.
8. Explain any ten of the following terms :
(a) Disposables (b) Bain-Marie
(c) Salamander (d) Chilled Storage
(e) Convection (f) Danger Zone
(g) Stocks turn Cloudy (Give reason) (h) Blue Rings on Boiled Eggs (Give reason)
(i) Bouquet-Garni (j) A' la Carte
(k) Ambient (l) Basting.