Roll No. .....
300 -/5/-/5

N-723

June 2019

Bachelor of Hotel Management (BHM) Examination

IInd Semester

FOOD PRODUCTION AND PATISSERIES

Time 3 Hours] [Max. Marks 105

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

1. What is Menu Planning ? Explain what points should be kept in mind while plan a menu for a restaurant. What is the role of standard Recipes in Food Cost Control ? 3×7=21

2. Write and explain with the help of diagram the different cuts of Pork. Write down the steps while selecting and storing of Pork. 15+6=21

3. Describe composition and storage of milk in a five star hotels :
   (a) Fresh Milk.
   (b) Pasteurized Milk. 21

4. Write down the different bread faults while preparing it. What are the various Bread Diseases ? Explain briefly. 11+10=21

5. Write short notes on any three of the following :
   (a) Salt Delayed Method
   (b) Flour Batter Method
   (c) Standard Recipe
   (d) Yeast
   (e) Straight Dough Method. 3×7=21

6. Describe composition of Eggs. Describe five different methods of cooking of eggs. What is the function of egg in Cake Making ? 3×7=21

7. Write notes on short crust pastry. Give two recipe of the short crust pastry. 3×7=21

Roll No. .....
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N-724

June 2019

Bachelor of Hotel Management (BHM) Examination

IInd Semester

FOOD AND BEVERAGE SERVICE

Time 3 Hours] [Max. Marks 105

Note : Attempt any five questions.

1. What is the necessity of good control system in restaurant operation ? Explain also how the orders are taken and bills are presented in high class restaurant to the guest.
2. Explain the processing and manufacturing of cigarette with its service procedure, give any five international brand name of cigarette.
3. What are the different types of coffee and explain how the coffee is manufactured ?
4. Write short notes on the following : (any three)
   (a) Milk Based Drink
   (b) Mise en Place
   (c) Storage of Cigar
   (d) Draught Beer.
5. Explain briefly : (any three)
   (a) Volume fore casting
   (b) Duplicate and Triplicate System
   (c) Types of Beer
   (d) Brewing Process.
6. Differentiate between the following :
   (a) Mineral Water and Tonic Water.
   (b) Top Fermentation and Bottom Fermentation.
7. Explain in one or two lines :

(a) Expresso	(b) De caffeinate coffee	(c) Nector
(d) Filter	(e) ASAP	(f) Dummy Waiter
(g) Hot Plate	(h) Entremets	(i) Whey
(j) Butter Milk	(k) Ice Tea	(l) Ale
(m) Hopes	(n) Serviette	(o) Slip Cloth
(p) Napron	(q) Malt	(r) Credit Sales
(s) Casein	(t) Smoky Aroma	(u) Tobacco Leaf.

Roll No. .....
300 -/5/-/5

N-725

June 2019

Bachelor of Hotel Management (BHM) Examination

IInd Semester

HOTEL HOUSEKEEPING

Time 3 Hours] [Max. Marks 105

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

1. Describe 'STEP-BY-STEP' special cleaning procedure of LOBBY of a busy Hotel with all precautions.
2. Describe Step by Step procedure of cleaning, checking and preparation of Check-out-Room.
3. Brief procedure of care and cleaning of following :
   (a) Leather Furniture.
   (b) Wood Flooring.
   (c) Lobby Glass Door.
4. Describe advantages and disadvantages of using Wall paper in :
   (a) Lobby
   (b) Guest Rooms
   (c) Office Area.
5. How to 'check and control' daily activities of following areas of H/K Dept. :
   (a) Control Desk
   (b) Staff Allocation
   (c) Key Areas.
6. Write short note on any two of the following :
   (a) Check-List (Advantages) for Ready Rooms.
   (b) Floor Finishes
   (c) Various Records Maintained by H/K.

Roll No. .....
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N-726

June 2019

Bachelor of Hotel Management (BHM) Examination

IInd Semester

FRONT OFFICE OPERATIONS

Time 3 Hours] [Max. Marks 105

Note : Group A is compulsory. Attempt any five questions from Group B.

Group A

1. Explain the terms in brief :
   (a) Pre-Arrival
   (b) VIP Group
   (c) Allotment of Rooms
   (d) Post Arrival Activities. 5×1=5

2. Give formula of the following :
   (a) Average Room Rate
   (b) Double Occupancy Percentage
   (c) Occupancy Percentage
   (d) House Count
   (e) Foreigner's Occupancy Percentage. 5×2=10

Group B

3. What do you understand by Registration ? Explain various types of Registration with their advantages and disadvantages. 18

4. Draw the formats of any three of the following :
   (a) Front Desk Log Book
   (b) Form 'C'
   (c) Guest History Card
   (d) Group / Crew Sheet
   (e) Guest Registration Card 6×3=18

5. Write short notes on any three of the following :
   (a) Features of a Night Clerk's Report
   (b) Benefits of Registration Card
   (c) Duties of Morning Shift Receptionist
   (d) Purpose of an Arrival and Departure Register
   (e) Duties of Night Receptionist. 6×3=18

6. What is meant by Transcript ? How it is prepared ? Describe in detail. 18

7. What is the meaning of forecasting in the Front Office ? How would you plan for next days guest arrival and departures movements. 18

8. Explain in details job, duties and responsibility of a Night Auditors ? What are the reports and statistics are prepared by the Night Auditor ? 18

Roll No. .....
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N-727

June 2019

Bachelor of Hotel Management (BHM) Examination

IInd Semester

FRENCH

Time 3 Hours] [Max. Marks 45

Note : Attempt all questions.

1. (a) Completez avec un, une, des : (any five)

..... the,	..... maison,
..... filles,	..... theatre,
..... ami,	..... fils,
..... vin,	..... musicien,
..... stylos,	..... gateau.

2.5

(b) Completez avec le, la, les, l' : (any five)

..... amis,	..... hotel,
..... etudiante,	..... cartable,
..... cahier,	..... piscine,
..... infirmier,	..... livre,
..... soeur,	..... frere.

2.5

2. Complétez les phrases suivantes avec le comparatif ou le superlatif :
   (a) L'avion est ..... rapide que le train. (plus / moins / aussi)
   (b) Ce gâteau est ..... de tous les gâteaux que j'ai goûtés ! (le meilleur / le plus bon / le mieux)
   (c) Paul a ..... de voitures que Marc. (plus / aussi de / moins aue)
   (d) Ma mère chante ..... parmi toutes ces femmes. (la meilleure / le plus bien / le mieux)
   (e) Les filles parient ..... que les garçons. (plus / aussi / moins de) 5

3. Quelle heure est-il :
   (a) 10:30 pm (b) 22:00 (c) 19:10 (d) 24:00 (e) 18:00. 5

4. Mettez au verbes convenable : (any five)
   (1) Je ..... (parler) francais.
   (2) Nous ..... (manger) le gateau.
   (3) Vous ..... (vendre)votre maison.
   (4) Ils ..... (aller) a Paris.
   (5) Tu ..... (etre) indien ?
   (6) Elle ..... (apprendre) danser.
   (7) Manuel ..... (dire) bonjour au professeur. 5

5. Ectivez les dates : (any five)
   (a) Mon 22/7/1974 (b) Thurs 13/2/1999 (c) Sat 25/12/2012
   (d) Tue 5/5/2005 (e) Sun 10/01/2000 (f) Wed 1/1/20. 5

6. Completez vavec 'a, en, au, aux' :
   (1) Mes grands-parents habitent ..... Chennai ..... Inde.
   (2) Paul vit ..... Lisbonne ..... Portugal.
   (3) Elle habite ..... Angleterre mais sa famille est ..... Allemagne.
   (4) Caroline visite ses cousins ..... Belgiuque.
   (5) Je vais ..... Pays-Bas pour la fete. 5

P. T. O.

7. Mettez au pluriel :
   (1) J'al un voisin mexicain.
   (2) Le mur est bas et epais.
   (3) Il a un ami canadien.
   (4) L'enfant de M. Lacroix est intelligent et amusant.
   (5) Voici un chapeau rouge. 5

8. Conjuguez les verbs :

(1) Acheter	(2) Commencer	(3) Voyager	(4) Regarder
(5) Grandir	(6) Finir	(7) Aller	(8) Choisir
(9) Manger	(10) Jeter.		10

Roll No. .....
300 -/5/-/5

N-728

June - July 2019

Bachelor of Hotel Management (BHM) Examination

Second Semester

ACCOUNTS

Time 3 Hours] [Max. Marks 45

Note : Attempt all the five questions. All questions carry equal marks.

1. From the following Trial Balance, prepare Departmental Trading and Profit and Loss Accounts for the Year Ended 31st March, 2019 and Balance Sheet as on the same date :

Trial Balance As on 31st March 2019

Particulars	Dr. Rs.	Cr. Rs.
Stock 1 April, 2018 :		
P Department	30,000	
Q Department	21,500	
Purchases :		
P Department	45,000	
Q Department	40,600	
Sales :		
P Department		90,000
Q Department		70,000
Wages :		
P Department	6,900	
Q Department	1,000	
Rent, Rates, Taxes and Insurance	9,300	
Sundry Expenses	3,690	
Salaries	3,000	
Electricity Expenses	2,100	
Discount Allowed	2,220	
Discount Received		700
Advertising	3,680	
Carriage Inward	2,340	
Furniture and Fittings	4,000	
Plant and Machinery	20,000	
Sundry Debtors	17,000	
Drawings	4,560	
Sundry Creditors		18,660
Capital		47,600
Cash at Bank	9,970	
Cash in Hand	100	
Total	2,26,960	2,26,960

The following information is also provided :

(1) Transfer of goods from P Department to Q Department amounted to Rs. 540.

(2) Advertising to be apportioned in the ratio of sales.

(3) Rent, Rates, Taxes and Insurance, Sundry Expenses, Electricity Expenses, Salaries and Carriage Inwards are to be apportioned to P and T department as 2:1.5.

(4) Discounts are to be apportioned on the basis of Departmental Sales and Purchases (Excluding Transfers).

(5) Depreciation is charged at 12% p.a. on Furniture and Fittings and on Plant and Machinery, apportioned to P and T Department as 3:2.

(6) The Stock at 31st March 2019 : P Department Rs. 18,000 and Q Department Rs. 16,000.

(7) Outstanding Carriage Inward is Rs. 660.

2. What do you understand by Department Accounting ? What are the benefits of maintaining Department Accounting in Hotel Industry ? Explain.

3. Explain the meaning of Uniform System of Accounting ? Why it is necessary for Hotel Industry of India ? Explain.

4. (a) Suggest an effective system of Cash Receipts Maintenance and Small and Petty Payments in a big hotel.
   (b) What do you mean Income Statement ? How are they prepared ? Explain.

5. What is the role of Internal Audit in a big Hotel ? Is mere internal Audit enough ? Explain.

Roll No. .....
300 -/5/-/5

N-729

June 2019

Bachelor of Hotel Management (BHM) Examination

Second Semester

INTRODUCTION TO MANAGEMENT CONCEPTS

Time 3 Hours] [Max. Marks 45

Note : Attempt any three questions from Section A. All questions carry equal marks (10). Section B is compulsory and carries 15 marks.

Section A

1. Define Management. Explain different functional areas of management.
2. Explain Max Weber's contribution to classical management thought.
3. What is meant by Planning ? What are universal steps involved in planning process ?
4. What is Organisational Structure ? Explain its types and advantages of each structure.
5. Write short note on the following :
   (a) Line and Staff Conflict and their Solution.
   (b) Leadership and Various Leadership Styles.

Section B

6. Read the case and answer the question at the end :

An Indian IT chief who's really made it big without dropping his ethical precepts by the wayside is Nagawari Ramarao Narayana Murthy, Chairman of Infosys Born in 1946, Murthy's father was school teacher in Kolar district, Karnataka, India. A bright student, Murthy went to acquire a degree in Electrical Engineering from Mysore University and later studied Computer Science at the IIT, Kanpur, India.

The Infosys legend began in 1981 when Narayana Murthy dreamt of forming his own company, along with six friends. There was a minor hitch, though-he didn't have any seed money. Luckily, like many Indian women who save secretly without their husband's knowledge, his wife Sudha-then an engineer with Tatas-had saved Rs. 10,000. This was Murthy's first big break.

The decade until 1991 was a tough period when the couple lived in a one-room house. The second break came in 1991 when Indian doors to liberalization were flung open. Murthy grabbed the opportunity with both hands and never looked back ever sine. Today, Infosys is the first Indian company to be listed on the US NASDAQ.

While working in France in the 1970s, Murthy was strongly influenced by socialism. The bubble was pricked, however, when he was arrested in Bulgaria on espionage charges. Today, he says: "I'm a capitalist in mind, a socialist at heart." It was this belief in the distribution of wealth that made infosys one of the first Indian companies to offer employees stock-option plans. Infosys now has 400 employees who are dollar millionaires.

In a poll conducted by Asiaweek, the quiet, soft-spoken man was selected one of the 50 most powerful people in Asia for 2000. And 50 per cent of the respondents in an online poll conducted by The Economic times voted him the best CEO of India.

He has been the recipient of numerous awards and honors. In 2000, he was awarded the *Padma Shri*, a civilian award by the *Government of India*. He was the first recipient of the *Indo-French Forum Medal* (in the year 2003), awarded by the *Indo-French Forum*, in recognition of his role in promoting Indo-French ties. He was voted the *World Entrepreneur of the Year - 2003* by *Ernst & Young*. He was one of the two people named as *Asia's Businessmen of the year for 2003* by *Fortune* magazine in 2001, he was named by *TIME / CNN* as one of the twenty-five, most influential global

executives, a group selected for their lasting influence in creating new industries and reshaping markets. He was awarded the *Max Schmidheiny Library 2001 prize (Switzerland)* in recognition of his promotion of individual responsibility and library. In 1999, *Business Week* named him *one of the nine entrepreneurs of the year* and he was also featured in the Business Week's *'The Stars of Asia'* (for three successive years - *1998, 1999 and 2000). In 1998*, the *Indian Institute of Technology, Kanpur*, one of the premier institutes of higher learning in India, conferred on him the *Distinguished Alumnus Award*, and in 1996-97, he was awarded the *JRD Tata Corporate Leadership Award*.

Heading a company with the largest market capitalization hasn't changed Murthy's life-style much. The man still doesn't know how to drive a car. On Saturdays, his driver's weekly off, the Infosys chief is driven to the bus stop by his wife, from where he boards a company bus to work. Incidentally, Sudha Murthy is now chief of the Infosys Foundation, which channels Rs. 50 million into charity every year.

Simplicity, humility and maintaining a low profile are the hallmarks of this supper-rich Bangalorean. Murthy's unprecedented wealth has catapulted him into the public glare. After the kidnapping of Dr. Rajkumar by forest brigand Veerappan, the Home Ministry sounded the local government about providing Z-category security to Murthy and Premji (Managing Director of wipro). Both characteristically turned down the offer.

Questions :

1. Analyse the case in terms of success due to managerial abilities.
2. How can management principles bring success to an organisation ?
3. State the qualities of successful manager that help in making a business successful.

Roll No. .....
300 -/5/-/5

N-730

June 2019

Bachelor of Hotel Management (BHM) Examination

IInd Semester

COMPUTER APPLICATION

Time 3 Hours] [Max. Marks 70

Note : Attempt any five questions. Each question carries equal marks. Give suitable example wherever necessary.

1. Define and Operating System. Explain various components of an OS. What are the features of GUI based OS ?

2. Write a brief note on :
   (a) Window Components of Windows OS
   (b) Utility Tools of Windows OS
   (c) User Setting in Windows OS
   (d) Themes in Windows OS.

3. (a) Write down the features of DOS.
   (b) Perform (syntax 7 output of DOS commands) :
      (i) Create .txt, .bat file
      (ii) Delete files from a directory.

4. (a) What is word processing ? Explain various types of Word Processor.
   (b) Write down the process of :
      (i) Mail Merge
      (ii) Macros.

5. Write a detailed note on Computer Viruses, types and their treatment / management.

6. Give an example of Antivirus with all the features and version of your own choice.

7. Write a short note on any two of the following :
   (a) Note Pad and Word Pad
   (b) Icons, Shortcuts and Pop-up Windows
   (c) Control Panel.

Roll No. .....
300 -/5/-/5

N-731

June 2019

Bachelor of Hotel Management (BHM) Examination

IVth Semester

PATISSERIE AND FOOD PRODUCTION MANAGEMENT

Time 3 Hours] [Max. Marks 105

Note : Question no. 1 is compulsory. Attempt any four more questions.

1. Plan an out door-catering for 60 persons with Indian and Continental Dishes in open garden:
   (a) Suggest the menu. 10
   (b) Plan equipment to be carried in catering-VAN. 5
   (c) Pre-preparations in Main Kitchen. 5
   (d) Staff Requirement in the Kitchen. 5
2. (a) Write the qualities, duties and responsibilities of Receiving Manager of a big hotel. 10
   (b) How the pilfridge to be controlled in receiving area. 10
3. (a) Write a Three Course Chine menu with a classic Main Dish. 10
   (b) Write the recipe of Main Dish. 10
4. (a) Differentiate between Industrial and Institutional Catering. 10
   (b) Explain aim and objective and need for both above catering in the modern-world. 10
5. Explain any four on the following terms :
   (a) Gardeners
   (b) SPS
   (c) PARLOR
   (d) Effective Purchasing
   (e) Holding and Storing Food Material. 5×4
6. Describe any two of the following :
   (a) Airlines Catering
   (b) Fast Food Restaurant
   (c) Kitchen Lay-Out. 2×10

Roll No. .....
300 -/5/-/5

N-732

June 2019

Bachelor of Hotel Management (BHM) Examination

IVth Semester

FOOD AND BEVERAGE SERVICE

Time 3 Hours] [Max. Marks 105

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

1. How Liqueurs are manufactured ? Name any five liqueurs mentioning its base. 11+10=21
2. Classify and describe the methods of production of Aperitifs. 21
3. Define Guoridon. How it is different from other types of service. What are its importance from service point of view ? 4+7+10=21
4. How booking and organization of functions are done ? Discuss in brief. 21
5. Prepare a checklist of major equipments and appliances used in ODC, for preparation, transportation and service. 21
6. What all information you will gather while booking :
   (a) Birthday Party
   (b) Kitty Party
   (c) Fairwell Party of College Students. 3×7=21
7. Plan a state-banquet given in honour of The President of India by The President of Bangaladesh for 40 delegates and highlight on the following aspect :
   (a) Menu
   (b) The Sitting Plan
   (c) Sequence of Service. 3×7=21
8. What are the various types of Business Event ? What special arrangements have to be done for operation and management of these business event ? 5+16=21

Roll No. .....
300 -/5/-/5

N-733

June 2019

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. (a) Draw a Prang's Colour Wheel and explain the various colour schemes. 11
   (b) What is the role of lighting in interior decoration ? Explain with the different types of lightings used in hotels for different areas. 10

2. (a) Discuss the principals of flower arrangement in detail. 11
   (b) Draw and explain the basic shapes of flower arrangement. 10

3. How will you handle the following emergencies :
   (1) Burns and Scalds (2) Marine Stings (3) Asphyxia (4) Drowning
   (5) Epileptic Fits (6) Sun Store (7) Fracture in Limbs. 3×7=21

4. Describe the various pests found in hotels. What are the symptoms to know the existence of pests in the premises ? How will you eradicate them ? 21

5. Explain the following terminologies :

(1) Ikebana	(2) Venetian Blinds	(3) CPR
(4) Foliages	(5) Horticulture	(6) Fertilizers
(7) Mulching	(8) Manurs	(9) Seamstresses
(10) Sauna	(11) Tillinig	(12) Secateures
(13) Tarnish	(14) Oasis	(15) Burnishing
(16) Prong	(17) Murphy Bed	(18) Inventory
(19) Ergonomics	(20) SPATT	(21) Hue.

21

6. Write short notes on :
   (a) In house herb gardening
   (b) Seasonal Flowers
   (c) Role of accessories in Interior. 7×3=21

7. (a) What is First Aid ? Give and describe the use of contents of first aid box. 11
   (b) How you will deal with a guest suffering from HIV infection ? Also mention the sanitization process of guest bedroom. 10

Roll No. .....
300 -/5/-/5

N-734

June 2019

Bachelor of Hotel Management (BHM) Examination

IVth Semester

FRONT OFFICE OPERATIONS AND MANAGEMENT

Time 3 Hours] [Max. Marks 105

Note : All questions are compulsory.

1. Explain the step by step checkout procedure. Explain the various guest account settlement methods during checkout.
2. What are the elements of an effective billing and collection process ? How tracking uncollectible account improve internal control ?
3. What precautions should the front desk cashier take while accepting the following :
   (a) Currency Notes
   (b) Credit Cards
   (c) Traveler's Cheque
   (d) Travel Agent Voucher
   (e) Bill to Company.
4. Discuss the scope and elements of cash and credit control in a five star hotel.
5. Explain the procedure of handling safe deposit lockers. What procedure is adopted for its allocation to the guest and its surrender by the guest ?

Roll No. .....
300 -/5/-/5

N-735

June 2019

Bachelor of Hotel Management (BHM) Examination

IVth Semester

FRENCH

Time 3 Hours] [Max. Marks 45

Note : All questions are compulsory.

1. Compl'etez avec les articles incléfinis :
   (a) ..... homme (b) ..... mère (c) ..... livre (d) ..... fleur
   (e) ..... table (f) ..... filles (g) ..... professeur (h) ..... frère
   (i) ..... cadeaux (j) ..... horloge. 5

2. Accordez des adjectifs :
   (a) La ..... maison (grand).
   (b) La ..... chambre (petit).
   (c) Les ..... garçons (intelligent).
   (d) Les ..... etudiantes (gentil).
   (e) La ..... cravate (joli). 5

3. Mettez les préposition :
   (a) Les chaises sont ..... la table.
   (b) Les arbres sont ..... le jardin.
   (c) Les livres sont ..... la table.
   (d) Le chien est ..... la chaise.
   (e) Le cinéma est ..... la maison. 5

4. Mettez les verbes au present : (any five)
   (a) Elle ..... (partir) pour la maison.
   (b) Nous ..... (être) dans la classe.
   (c) Vous ..... (avoir) quatre livres.
   (d) Ils ..... (vendre) to voiture.
   (e) Je ..... (voir) un bon film.
   (f) Tu ..... (finir) le travail.
   (g) Vous ..... (faire) votre devoir. 5

5. Mettez les phrases au passé composé : (any five)
   (a) Il prepare le dîner.
   (b) Nous finissons la leçon.
   (c) Il achète cure robe.
   (d) Mes amis restent à l'hotel.
   (e) Ils visitent à Mumbai.
   (f) Nous allons au concert avec mes parents.
   (g) Je trouve un bracelet en or. 5

6. Mettez les phrases au futur : (any five)
   (a) Je montre la rue à Jean.
   (b) Vous ne partez pas.
   (c) Elle announce la nóunclle.
   (d) Je pars avec ma mère.
   (e) Elle rentre dans 5 minutes.
   (f) Nous faisons nos devoir.
   (g) Tu vois ta mère. 5

7. Complétez avec les adjectifs demonstratifs :
   (a) ..... voitures blanches.
   (b) ..... homme gentil.
   (c) ..... famille canadienne.
   (d) ..... garçon mecliant.
   (e) ..... fille jolie. 5

8. Complètez avec les adjectifs possessifs :
   (a) Paul et Pierre achitent ..... livres.
   (b) ..... dictionnaire est êpais.
   (c) ..... enfant n'est pas stupide.
   (d) Vous finissez ..... leçon.
   (e) J'habite avec ..... parents. 5

9. Ecrivez une recette d' Inde. 5

Roll No. .....
300 -/5/-/5

N-736

June 2019

Bachelor of Hotel Management (BHM) Examination

IVth Semester

COMPUTER APPLICATION

Time 3 Hours] [Max. Marks 70

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

1. (a) What is electronic spreadsheet ? Explain features and advance tools of good spreadsheet software.
   (b) Write down applications, advantages and disadvantages of spreadsheet software in Hotel Management.
2. Write a brief note on :
   (a) Types of Entry in a Cell
   (b) Types of Errors in a Cell
   (c) Types of Cell Alignment.
   (d) Cell Merge Option.
3. Write down the process of :
   (a) Sorting and Filter
   (b) Insert Graphs / Charts
4. Explain :
   (a) Data, Database and Database Management System.
   (b) MS Access as DBMS.
5. (a) Write down the advance features of relational data base.
   (b) Compare MS-Excel and MS-Access.
6. Write down a process of creating a database for Hotel Management with atleast five table in MS-Access (Give suitable elements / records / relationships, etc.)
7. Write a short note on any two of the following :
   (a) Pivote Table in MS-Excel
   (b) SQL in MS Access
   (c) Import and Export Data in MS Excel.

———

Roll No. .....
300 -/5/-/5

N-738

June 2019

Bachelor of Hotel Management (BHM) Examination

IVth Semester

UTILITY MANAGEMENT

Time 3 Hours] [Max. Marks 45

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

1. Define the managerial operations of Cold and Hot water in Hotel Industry. Also, explain the various methods of treating hard and soft water with example.
2. Explain with example the basic principles of refrigeration and air conditioning.
3. Explain the various types of refrigeration system with example ? Also, define the concept of boiling point and latent heat.
4. Define the various Energy Conservation method in hotel industry. Also, state an example to develop and manage energy conservation programs in a hotel.
5. Explain with diagram the working of sewage treatment plant. Also, describe the various methods for disposal of wastes in a Hotel.
6. Differentiate between the following :
   (a) Window, Split and Centralise Air Conditioning.
   (b) Water Cisterns / taps and closed management flushing.
7. Write short notes on any four of the following :
   (a) Deforestation.
   (b) Replacement policy for items which gradually deteriorates.
   (c) Water pollution.
   (d) Air pollution.
   (e) Water softening – Based Exchange method.

Roll No. .....
300 -/5/-/5

N-737

June 2019

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, also explain types and forms of tourism in India. Give example of inbound outbound tourist. What are the advantages of tourism activity for the Economy ?

2. Write short notes on the following :
   (a) Role of travel (air, road and airlines) in Boosting Tourism.
   (b) Special Interest Tourism.
   (c) Types of Accommodation.

3. Write short notes on any three of the following :
   (a) WTO (b) IATA (c) ITDC (d) NTO.

4. Explain product development with reference to tourism industry ? Also explain the importance of CIT's and FIT's in tourism industry.

5. What do you understand by marketing mix in reference to tourism industry ? Explain product development with reference to tourism industry.

6. Write short note on any three of the following :
   (a) Role of travel agencies in tourism development.
   (b) Festival of India.
   (c) Destination India.
   (d) Role of trade-fair and developing tourism.

7. Explain about any two of the following tourist destination in India :
   (a) Adventure Tourist Plans.
   (b) MICE to Destination.
   (c) Religious Tourist Destination.

Roll No. .....
300 -/5/-/5

N-739

June 2019

Bachelor of Hotel Management (BHM) Examination

Sixth Semester

FOOD AND BEVERAGE MANAGEMENT

Time 3 Hours] [Max. Marks 105

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

1. What do you understand by New Recipes ? Describe the standardization cycle.
2. Write down the various activities in sequence which are responsible for executing Food and Beverage Project in detail.
3. Write short notes on any three of the following :
   (a) Sales History.
   (b) Scatter Sheet.
   (c) Invalid Diet Management.
   (d) Recipe Modification.
   (e) Staff Analysis.
4. Discuss the characteristics and features of Oriental and European Cuisine with atleast any five dishes of each.
5. How five 'P's play an important role in Kitchen Management ? Describe its importance.
6. Define the component of cost. Find what factors affecting food and beverage operational cost control ?
7. While designing menu card for upcoming new property. What factors should keep in mind ? Write in detail.

Roll No. .....
300 -/5/-/5

N-740

June 2019

Bachelor of Hotel Management (BHM) Examination

Sixth Semester

ACCOMMODATION MANAGEMENT

Time 3 Hours] [Max. Marks 105

Note : Question no. one is compulsory. Attempt any other four questions.

1. (a) What are the function of travel agency ? How is it related to growth of tourism industry?
   (b) How many types of tour package are there ? Explain the briefly.
   (c) Promotion strategies are the care to generate sales, describe about the promotional strategies employed by travel agencies.
2. Define the term hotel and what is the difference and types of accommodation prevent under each category ?
3. What do you understand by occupancy rate ? What is the process of forecasting occupancy rate, what is considered to be a healthy occupancy rate ? Explain in detail.
4. "Franchising is the process of Expansion." Comment in reference to above statement. Also, explain the process of franchising and write about the advantages and disadvantages of franchising.
5. Write short notes on any two of the following :
   (a) Health Club management.
   (b) Amusement and entertainment management.
   (c) Adventure Sports.
6. Human resource planning is they to the success of Hotel Industry. What are the point to be taken care of while recruiting Human Resource in Accommodation Industry ?
7. Write short notes on any two of the following :
   (a) Modern trends and norms in general facility planning.
   (b) Budget and budgetary Control.
   (c) Types of Tariff and Basic of their charges.

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Roll No. .....
300 -/5/-/5

N-741

June 2019

Bachelor of Hotel Management (BHM) Examination

VIth Semester

TOTAL QUALITY MANAGEMENT

Time 3 Hours] [Max. Marks 45

Note : Attempt all questions. All questions carry equal marks.

1. Describe the four major categories of costs associated with quality management. How 'Costs of Quality' can be reduced ?
2. Discuss the salient features and also the scope of TQM approach.
3. "Quality is meeting or exceeding customer expectations." Comment.
4. (a) Define the term 'statistical process control' and discus sits advantages.
   (b) What are the various reasons of failure of control charts in organizations ?
5. Write short notes on any two of the following :
   (a) ISO-9000 Standards.
   (b) Zero Defect Concept.
   (c) Application of Quality in Hospitality Industry.

Roll No. .....
300 -/5/-/5

N-742

June 2019

Bachelor of Hotel Management (BHM) Examination

VIth Semester

HUMAN RESOURCE MANAGEMENT

Time 3 Hours] [Max. Marks 45

Note : (1) Attempt any five questions and all questions carry equal marks that's 9 marks each.

(2) Write in a legible hand and make appropriate models, where applicable.

(3) Be specific and to the point, irrelevant work will led to deduction of marks.

1. Explain the following :
   (a) Human Resource Management as a Profession.
   (b) Status of Personnel Manager in Hotel Management.
2. (a) Explain the process of Procurement of Human Resources in Hotel Industry.
   (b) Design the job description of self of hotel.
3. Design a training program for the newly recruits at the administrative department of the hotel enterprise.
4. What is Job Evaluation ? Explain the quantitative and qualitative methods of job evaluation in hotel industry.
5. Explain the various methods and techniques of performance appraisal, also discuss their utility in hotel industry.
6. (a) Differentiate between transfers and promotions.
   (b) Explain the various types of separations in hotel industry.
7. Write short notes on any three of the following :
   (a) Methods of Wage Payment.
   (b) Retraining.
   (c) Demotion.
   (d) Human Resource Planning.
   (e) Wage Policy in India.

Roll No. .....
300 -/5/-/5

N-743

June 2019

Bachelor of Hotel Management (BHM) Examination

Sixth Semester

HOTEL INFORMATION SYSTEM

Time 3 Hours] [Max. Marks 70

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

1. What do you understand by MIS ? Write down the characteristics of computer based MIS ?
2. "MIS is a backbone of organization." Justify this statement with suitable example.
3. Discuss the important phase of SDLC (Software Development Life Cycle) with suitable example.
4. What do you understand by Computer Network ? Why hotel industry required Computer Network discuss with suitable example.
5. Discuss the steps to convert manual system to computer based system.
6. (a) Discuss the different types of Computer Network and it's Application.
   (b) Discuss different types of Network Topology and its uses.
7. Write a short note :
   (a) OSI Reference Model.
   (b) Information System for Decision Making.

Roll No. .....
300 -/5/-/5

N-744

June 2019

Bachelor of Hotel Management (BHM) Examination

VIth Semester

FINANCE MANAGEMENT

Time 3 Hours] [Max. Marks 45

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

1. Give a hypothetical format of horizontal form of balance sheet with dummy figures.
2. Explain the analysis and interpretation of financial statements.
3. Explain the procedure for preparing a cash flow statement. What are the components of sources and applications of cash ?
4. Define Cost. Detail the scope and advantage of cost concept pertaining to hotel industry.
5. Explain the concept of Budgetary Control. How does it operate as a tool of management control?
6. What is operating cycle concept of working capital ? How will you determine the amount of working capital under this method ? Explain with examples.
7. Sayaji Hotel Pvt. Ltd. places before you the following trading results :

Year	Rent Collected Rs.	Profit Rs.
2016	80,000	4,000
2017	72,000	1,600

Find out :

(a) P/V Ratio.
(b) Fixed Cost.
(c) B. E. P.
(d) The amount of profit if rent collected are Rs. 1,00,000.
(e) Rent collected in Rs. when desired profit is Rs. 3,000.

Roll No. .....
300 -/5/-/5

N-745

June 2019

Bachelor of Hotel Management (BHM) Examination

Eighth Semester

HOTEL PROJECT MANAGEMENT

Time 3 Hours] [Max. Marks 90

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

1. What are the various types of data ? How will you collect the data for the project of a fine-dining setup in Indore ?
2. You are a project manager for the bakery production unit, do to detailed analysis for the equipments. How will you plan the procurement of these equipments ?
3. What do you understand by the financial feasibility and viability ? Write the various sources for raising funds for the project.
4. Why customer segmentation is essential for any business ? Write the process for the customer segmentation of customers for a fast food outlet.
5. Looking at the hotel industry's staff turnover problems how will you deal with the complete process of hiring of staff ?
6. Draft and discuss the various activities involved during the project stage of a 3 star hotel.
7. List down the legal formalities required at the various stages of the hotel project of a 5 delux category.
8. In today's technosavvy world, how will you plan the strategies for purchasing, marketing promotion and sales through technology for your food business.