

Roll No.....  
300 -/4/5/-

DN-61

**January 2020**  
Bachelor of Hotel Management (BHM) (4 Y. D. C.) Main/Repeat Examination

First Semester  
**FOOD PRODUCTION**

[Max. Marks: 105]

Time 3 hours]

Note : Attempt any seven questions.

1. What are the basic mother sauces? Give atleast three derivatives of each. 15  
3 x 5 = 15
2. Write short notes on any three of the following: 15  
(a) Garnishes and accompaniments  
(b) Personal hygiene  
(c) Garbage disposal  
(d) Types of cheeses  
(e) Raising agent
3. Draw an organisational chart for a modern kitchen bridge. Write duties and responsibilities of executive chef. 15
4. Explain how equipments and tools are important in kitchen and give ten name of bakery equipments? 15
5. What are the different modes of heat transfer? Briefly explain different cooking methods and give recipe of tomato soup. 15  
3 x 5 = 15
6. Write short notes on any three: 15  
(a) Function of salt  
(b) Sweetners used in kitchen  
(c) Fats and Oil  
(d) Thickening and binding agent  
(e) Liquids use in kitchen
7. Define and classify stock. List the precautions to be taken in preparing stocks. 15
8. How are vegetables classified? Discuss the effect of heat on vegetables. 15
9. What are the different level of skill needed in Kitchen personnel? What are the skills requiste of CDP? 15

**January 2020**  
**Bachelor of Hotel Management (BHM) (4 Y. D. C.) Main/Repeat Examination**  
**First Semester**  
**FOOD AND BEVERAGE SERVICE**

Time 3 hours]

[Max. Marks: 105

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

1. Explain in detail about the evolution of catering industry? What are the various types of catering establishments. Explain its nature of operations and profile of target customers for each of them. 21
2. Draw organization chart for F & B department of a 5 star category hotel. How is F & B Service department related with other departments of the hotel? 21
3. Describe the different types of room service. What are the house rules of room service waiter? 21
4. Draw sketch of table layout for American Breakfast menu? What are the rules of service at a table. 21
5. Give classification of restaurant equipments? Also, explain its specifications and usages With neat diagram? 21
6. What are the fundamentals of menu planning? Explain the various courses of French Classical menu. 21
7. Distinguish between:- 3 x 7 = 21
  - (a) Table d' hôte and a la carte.
  - (b) English and American Breakfast
  - (c) Centralised and decentralised Room Service
  - (d) Industrial and Institutional Catering establishment
  - (e) Supper and Brunch
  - (f) Flatware and Hollow ware
  - (g) Pantry and still room .

**January 2020**  
**Bachelor of Hotel Management (BHM) (4 Y. D. C.) Main/Repeat Examination**  
**First Semester**  
**HOTEL HOUSEKEEPING**

Time 3 hours]

[Max. Marks: 105

**Note : Section A is compulsory. Attempt any three questions from Section B.**

**Section - A**

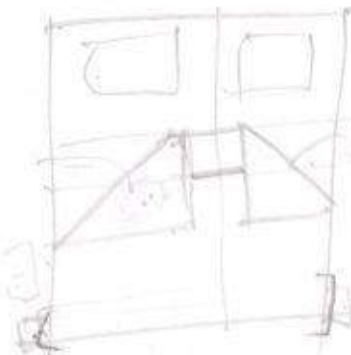
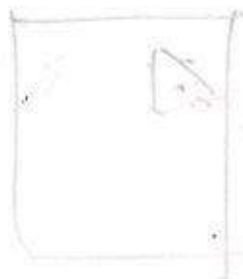
1. (a) Explain Systemetic Cooperation and Coordination of Housekeeping with various Departments in hotel having more than 300 Rooms rated 5 star. 15  
(b) With suitable Layout Explain different sections of Housekeeping departments. 10
2. Draw Organizational structure of Housekeeping department of a Hotel having more than 400 Rooms. 20

**Section - B**

1. Write down duties and Responsibilities of: 20  
(A) Executive Housekeeper  
(B) Public Area Supervisor  
(C) Night Supervisor  
(D) GRA
2. Write short notes: 20  
(A) Lost and found  
(B) Baby sitting  
(C) Dealing with guests  
(D) Services and facilities offered by various Hotels
3. Write Step by Step process of :- 20  
(A) Clearing of checkout room  
(B) Clearing of occupied room  
(C) Clearing of Vacant Room  
(D) Evening service

OR

Explain different Equipements and clearing Agents used in a Hotel rated 5 star to maintain its standard.



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Bachelor of Hotel Management (BHM) (4 Y. D. C.) Main/Repeat Examination

First Semester

**FRONT OFFICE OPERATION**

Time 3 hours]

[Max. Marks: 105

**Note : Attempt any five questions from Part A. Part B is compulsory. All questions in Part A carries equal marks i.e. 15 marks.**

**Section - A**

1. What is the role of front office operation in success of hotel industry?
2. Classify the hotels on the basis of quality of services. What are star ratings? What are the essential conditions of star ratings?
3. Draw an organization chart of front office. Also explain the responsibilities of various section of front office.
4. (a) What are apartels and how are they different from Rotels ?  
(b) Differentiate between Hotels and Motels.
5. (a) Explain the attributes of front office personnel.  
(b) Explain following term:
  - (i) Valet Services
  - (ii) Night Auditor
  - (iii) Check out Time
  - (iv) Floor Manager
  - (v) Bell Captain
6. Explain about the Coordination process of front office with different departments of the hotel and what are the necessary steps to be taken for Group Reservation ?

**Section - B**

1. Write short notes on:
  - (a) Density Chart of Reservation
  - (b) Whitney System
  - (c) Advance Letting Chart
  - (d) Importance of Reservation Section
2. Explain the term CRS and which all CRS software are used and installed in India which are popular.
3. Write short note on :
  - (a) Cancellation and amendment procedure
  - (b) Group reservation

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Bachelor of Hotel Management (BHM) (4 Y. D. C.) Main/Repeat Examination

First Semester

FRENCH

Time 3 hours]

[Max. Marks: 45

Note : All questions are compulsory.

1. Quelle heure est - il ? (Any five) 4  
(a) 12h45 (b) 01h10 (c) 10h20 (d) 00h40  
(e) 17h15 (f) 00h15 (g) 11h25
2. (A) La negation : (Any three) 1 ½  
(i) Ramesh aime le tennis (ii) vous faites du ski  
(iii) Nous aimons lire (iv) Ils habitent à Baroda
- (B) L'interrogation: (Any three) 1 ½  
(i) Je suis professeur (ii) Il donne un livre  
(iii) vous finissez le project (iv) Nous avons une classe
3. Répondez aux questions: (Any five) 5  
(i) Quel jour est - ce aujourd'hui ?  
(ii) Comment vous appelez vous ?  
(iii) Avez vous un livre de fransais ?  
(iv) voulez vous du café ?  
(v) parlez vous fransais ?  
(vi) Que aimez vous ?  
(vii) Allez vous au cinema au week end ?  
(viii) hisez vous un journal au matin ?
4. Ecrivez votre fiche d'inscription. 5  
OU  
Présentez votre ami (e).
5. Conjugez les verbes: (Any three) 9  
(i) arriver (ii) être (iii) aller (iv) avoir  
(v) vendre (vi) finir
6. (A) Mettez un, une ou des : (Any eight) 4  
(i) ----- motre  
(ii) ----- tableau  
(iii) ----- rue  
(iv) ----- images  
(v) ----- amis  
(vi) ----- chaise  
(vii) ----- café  
(viii) ----- fille  
(ix) ----- restaurant  
(x) ----- garçon  
(xi) ----- Journal

- (B) Mettez le, le, L', les : (Any eight) 4
- (i) ----- place  
(ii) ----- cadeau  
(iii) ----- livre  
(iv) ----- adresse  
(v) ----- hôtel  
(vi) ----- piscine  
(vii) .... cinéma  
(viii) ----- stylos  
(ix) ----- nom  
(x) ----- frenom  
(xi) ----- étudiant  
(xii) ----- craie
7. Completez avrc les adjectifs possessifs ? 1  
(i) je joue avrc ----- chien  
(ii) vous achetez ----- journaux
8. Completez avrc les adjectifs demonstratifs? 1  
(i) Il restedans - - - restaurant  
(ii) Je porte - - - chapeau
9. (A) completez avrc les pays et les nationalités: 3  
(i) Ali habite au ----- it est ----- (Mexics)  
(ii) Marie et julie habitant au ... elle  
(iii) Aneesh et Mehul habite on ----- Ils sont ----- (India)
- (B) Écrivez les dates: 3  
(a) 05/12/2014 (b) 30/02/1996 (c) 12/01/1857 (d) 15/07/1955  
(e) 21/06/2008 (f) 29/07/2031
10. Complétez avec les adjectifs et professions. (Any 9) 3  
(i) Elle est ----- (nouveau)  
(ii) Elles sont --- (gris)  
(iii) Ils sont ----- (épais)  
(iv) Marie est ..... (gros)  
(v) John est ----- (mauvais)  
(vi) Marie et Julie sont ----- (gentil)  
(vii) John et paul sont ---- (beau)  
(viii) Il est ---- (journaliste)  
(ix) Elles sont ..... (professeur)  
(x) Ils sont ----- (commercant)  
(xi) Elle est ..... (ingenieur)

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Bachelor of Hotel Management (BHM) (4 Y. D. C.) Main / Repeat Examination

Ist Semester  
ACCOUNTS

Time 3 Hours]

[Max. Marks 45

Note : Q. No. one is compulsory. Solve in all five questions (including compulsory question).  
All questions carry equal marks.

1. Sanjiv Sondhi started business on 1<sup>st</sup> April, 2017 with a capital of Rs. 3,00,000. Following Trial Balance was drawn up from his books at the end of the year :

Heads of Accounts	Rs.	Heads of Accounts	Rs.
Drawings	45,000	Capital	4,00,000
Plant and Fixtures	80,000	Sales	16,00,000
Purchases	11,60,000	Sundry Creditors	1,20,000
Carriage Inwards	20,000	Bills Payable	90,000
Returns Inward	40,000		
Wages	80,000		
Salaries	1,00,000		
Printing and Stationery	8,000		
Advertisement	12,000		
Trade Charges	6,000		
Rent and Taxes	14,000		
Sundry Debtors	2,50,000		
Bills Receivable	50,000		
Investments	1,50,000		
Discount	5,000		
Cash at Bank	1,60,000		
Cash in Hand	30,000		
	<u>22,10,000</u>		<u>22,10,000</u>

Value of Stocks as on 31<sup>st</sup> March, 2018 was Rs. 2,60,000.

You are required to prepare his Trading and Profit & Loss Account for the year ended 31<sup>st</sup> March, 2018 and Balance Sheet as at that date after taking the following facts into account :

- Plant and Fixtures are to be depreciated by 10%.
  - Salaries outstanding on 31<sup>st</sup> March, 2018 amounted to Rs. 35,000.
  - Accrued Interest on Investment amounted to Rs. 7,500.
  - Rs. 5,000 are Bad Debts and a Provision for Doubtful Debts is to be created at 5% of the balance of debtors.
2. Explain the following and show in each case what problems may have to be faced, if it is not followed :
- Business Entity Concept
  - Dual Aspect Concept
  - Matching Concept
  - Convention of Conservation.
3. In respect of each of the following balances; show whether it will appear in the Trading A/c, the P & L A/c or the B/S and why :
- Inventory Balance of the previous accounting period.
  - Sales of the current period.
  - Depreciated balance of machinery account at the end.
  - Wages payable a few days after close of the accounting period.
  - Inventory remaining at the end of the current period.
  - Net Profit earned (revenue minus cost) during the period.
  - Cash withdrawn from business by the proprietor.
  - Income Tax Payable.
  - Bad Debts occurred during the year.

4. Prepare Petty Cash Book from the following transactions. The imprest amount is Rs. 2,000 :

2018 January		Rs.
01	Paid Cartage	50
02	STD Charges	40
02	Bus Fare	20
03	Postage	30
04	Refreshment for Employees	80
06	Courier Charges	30
08	Refreshment of Customer	30
10	Cartage	35
15	Tax Fare to Manager	70
18	Stationery	65
20	Bus Fare	10
22	Fax Charges	30
25	Telegrams Charges	35
27	Postage Stamps	200
29	Repair on Furniture	105
30	Laundry Expenses	115
31	Miscellaneous Expenses	100

5. Differentiate :

- (a) Trade Discount and Cash Discount.  
 (b) Purchases Book and Purchases Journal.

6. Define Double Entry System. What is its significance and advantages ?

7. Explain the various errors of Trial Balance.

8. From the following transactions of the month of April, 2001, prepare the Journal Paper of Jindal & Co., a saree dealer, who also maintains Purchases Book, Sales Book, Returns Book and Cash Book:

Date	Transaction
1	Purchased on credit from Goyal Mills, Surat 25 polyester sarees @ Rs. 60 each.
3	Purchased on credit from Bansal & Co., 2 typewriters @ Rs. 2,100 each.
5	Sold on credit to Goyal & Co., 5 polyester sarees @ Rs. 75 each.
6	Returned one typewriter (being defective) @ Rs. 2,100 to Bansal & Co.
8	Sold on credit two old typewriters to Murlu @ Rs. 300 each.
10	Sold for cash to Garg & Co., 20 Kota sarees @ Rs. 30 each.
12	Returned to Goyal Mills, Surat 5 polyester sarees @ Rs. 60 each.
14	Murlu returned one old typewriter @ Rs. 300.
16	Purchased for cash from Kansal & Co., 2 chairs @ Rs. 2,220.
18	Returned one chair (being defective) @ Rs. 2,220.
20	Sold two old chairs to Manohar @ Rs. 300 each.
21	Manohar returned one old chair @ Rs. 300.
22	Goyal & Co. became insolvent and paid only 80 paise in a rupee in full and final settlement.
24	Mr. B. K. Jindal (Proprietor of Jindal & Co.) took away 2 silk sarees (costing Rs. 210 each, sale price, Rs. 420 each) from the shop and presented to her wife on her birthday.
25	A cheque of Rs. 2,100 from Mittal & Co., a customer, endorsed in favour of Bansal & Co., a creditor. On 30-4-2001, the bank informed that this cheque was dishonoured.
30	Rent due to landlord, Ram Rs. 600.
30	Salary due to employee, Shyam Rs. 600.



**January 2020**  
**Bachelor of Hotel Management (BHM) (4 Y. D. C.) Main / Repeat Examination**

Ist Semester  
**NUTRITION**

[Max. Marks 45]

Time 3 Hours]

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

1. Write a note on Balanced Diet and give a sample balanced diet for a pregnant woman keeping the RDI in mind. 3+6=9
2. Discuss in detail about function, classification, sources and deficiency symptoms of Protein. 9
3. What changes occur in Protein and Vitamin content of Food during pre-preparation and cooking of Food? 9
4. What are Water Soluble Vitamins? Write the functions of Vitamin C and Vitamin B<sub>12</sub>. 2+7=9
5. List the nutrients which supply energy to the body and explain the factors which affect the energy needs of the human body? 3+6=9
6. How will you prevent the nutrient losses from the following food stuffs : 2
  - (a) Milk. 2
  - (b) Rajma. 2
  - (c) Lemon. 2
  - (d) Egg. 1
  - (e) Spinach.
7. What are Minerals? Give various sources and functions of human body minerals. 2+7=9

**January 2020**  
**Bachelor of Hotel Management (BHM) Examination**

**Ist Semester**  
**FOOD SCIENCE**

Time 3 Hours]

[Max. Marks 45

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

1. Describe various sources, symptoms and prevention methods of Water borne diseases. 9
2. What are the major causes of Food Spoilage ? How it can be controlled ? 4+5
3. Explain the common food additives used by Food Processing Industry. 9
4. What is Food Preservation and what are the methods of Food Preservation ? Explain in detail. 3+6
5. What are the different chemical processes involved in Food Preparation ? Explain with suitable examples. 9
6. Describe the methods of preserving perishable foods. 9
7. Write short notes on any three of the following :
  - (a) Coagulation.
  - (b) Anti Oxidants.
  - (c) Coal Tar Dyes.
  - (d) Cross Contamination.3×3=9

**January 2020**  
**Bachelor of Hotel Management (BHM) Examination**  
**First Semester**  
**COMPUTER APPLICATION**

Time 3 hours]

[Max. Marks: 70

**Note : Attempt all questions.**

1. (a) Draw block diagram of computer system. Explain its components by giving sub-components their features, characteristics.  
(b) Write a brief note history of computer languages.
2. (a) Compare DOS with windows operating system  
(b) Differentiate Compiler & Interpreter
3. Draw a detailed flow chart for a Hotel information flow, process and workstation to support its in-house and outdoor operations.
4. What is data processing? Explain various methods/approaches to process the data by giving suitable example.
5. Discuss the concept and need of data communication. What are the latest technologies available and used to support communication for a Hotel of Tier- II cities in India.
6. (a) Write down any 10 applications of Computer to support Hotel Business.  
(b) What are the CVT, UPS and SPIKES ? Give their features, advantages and disadvantages.
7. Write short note on any two:
  - (a) Algorithms
  - (b) Storage devices and Memory
  - (c) Applications softwares

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Bachelor of Hotel Management (BHM) (4 Y. D. C.) Main / Repeat Examination

IIIrd Semester  
FOOD PRODUCTION AND PATISSERIE

Time 3 Hours]

[Max. Marks 105

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

Group A

1. Answer the following short questions :
  - (a) What does Char Magaz consist of ? 2
  - (b) Name the five seeds in Panch Phoran ? 2.5
  - (c) Differentiate between Biryani and Pulao. 3
  - (d) List five besan based India Dessert. 2.5
  - (e) Which part of meat is used in Rogan Josh ? Give its garnishes also. 3
  - (f) How is Tandoor seasoned ? 2
2. Match the following :

(a) Haleem	:	Goa	
(b) Methi Thepla	:	Muglai	
(c) Sorpotel	:	Hyderabad	
(d) Zarda Pulao	:	Gujarati	
(e) Shankarpale	:	Maharashtra	5×1=5
3. Give one word for the following :
  - (a) Fried bread soaked in cardamom flavoured – sweet milk, garnished with nuts and varak.
  - (b) A combination of five dals, vegetables and spices cooked with mutton, served with brown rice.
  - (c) Short crust pastry made up of maida, sugar, milk, cut into diamond shape and deep fried till crisp.
  - (d) Batter made from chana dal, curd, spices – fermented, steamed and then tempered.
  - (e) Chenna balls dropped into boiling sugar syrup, where they are allowed to cook. 5×1=5

Group B

4. Plan and indent a five course Punjabi Menu for Wedding Party of 150 pax. Approximately. 16
5. What are the different methods of Cake Making ? Explain any two methods in brief. 4+12=16
6. Discuss in detail, the ethnic eating habits of the people of Rajasthan. Also enumerate the various factors that have influenced the food habits of the people of Rajasthan. 10+6=16
7. What are the factors which effect Kitchen Layout ? Draw a sample layout sketch of Indian (5-Star Category) Banquet Kitchen ? 8+8=16
8. Write short notes on the following :
  - (a) Indian Breads. 6
  - (b) Indian Sweets. 5
  - (c) Indian Accompaniments. 5
9. Give the comparative study of traditional and modern Indian Cookery. 16
10. Enlist the common Cake faults with their remedies. 16

**January 2020**  
Bachelor of Hotel Management (BHM) (4 Y. D. C.) Main / Repeat Examination

IIIrd Semester  
**FOOD AND BEVERAGE SERVICE**

Time 3 Hours]

[Max. Marks 105

**Note : Attempt any five questions from all.**

1. Why the taste and texture of Wine differ from country to country ? (Write any 10 reasons) 21
2. (a) Write a traditional 4-Course French Menu with accompanying Wines. 15  
(b) How does taste of wine harmonise with the food served ? 6
3. (a) Name any ten popular Cocktails. 6  
(b) Write the Recipe of any two popular Cocktails along with rough diagram. 15
4. Differentiate between the following :  
(a) Brandy : Spirits. 21  
(b) Vodka : Gin.  
(c) Rum : Whiskey.
5. Describe the step-by-step service of Red Wine from Red Wine Bottle. [From Seller to Guest Glasses] to 6-Guests in a Five Star Delux Hotel. 21
6. (a) Write any two Grapes used for preparation of Champagne. 2  
(b) Describe step-by-step procedure of Manufacture of Champagne. 14  
(c) Write any 5 brands of Champagne. 5

January 2020

Bachelor of Hotel Management (BHM) (4 Y. D. C.) Main/Repeat Examination

Third Semester

HOTEL HOUSE KEEPING

Time 3 hours]

[Max. Marks: 105

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

1. (A) Classify Hotel Linen on the basis of their characteristics. 11  
(B) Draw Layout of Uniform Room with brief explanation. 10
2. (A) Draw Layout of Linen Room with brief explanation about different equipments used, its location and their way of functioning. 12  
(B) Shed light on Activities carried out and equipments used in the Sewing Room. 9
3. (A) Throw light on Flow Process of industrial laundry in a separate format that includes Hotel laundry and guest laundry 12  
(B) White duties and Responsibilities of 6  
(i) Laundry Manager  
(ii) Valet  
(iii) Laundry Supervisor  
(C) What is dry cleaning? 3
4. (A) Highlights name of chemicals and scientific process of Removing stains of the following nature:- 12  
(i) Coffee  
(ii) Red Wine  
(iii) Chocolate  
(iv) Ink  
(v) Perspiration  
(vi) Chewing gum  
(B) Classify Fibres and Frabrics. 9
5. (A) Briefly explain characteristics of the following : 12  
(i) Cotton  
(ii) Linen  
(iii) Silk  
(iv) Polyester  
(v) Nylon  
(vi) Arylic  
(B) Write Advantages and disadvantages of OPL. 3  
(C) Shed light using flow chart about different stages of working process. 6
6. (A) Write short notes on: 12  
(i) Flocking  
(ii) Printing  
(iii) Bleaching  
(iv) Dyeing  
(v) Napping  
(vi) Calendering  
(B) Define Finishes and write its use. 6  
(C) What is stocktaking? 3

January 2020

Bachelor of Hotel Management (BHM) (4 Y. D. C.) Main / Repeat Examination

IIIrd Semester

FRONT OFFICE OPERATION AND MANAGEMENT

Time 3 Hours]

[Max. Marks 105

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

1. Explain about the enquiries which are posted by Customers to Hotel Management. How are those settled ?
2. Write short notes on any two of the following :
  - (a) Handling Guest Mails and Messages.
  - (b) Room Key Management.
  - (c) Operational Problem and managing them.
3. What is the procedure and criterion for Black Listing the Guests ? Explain in detail.
4. Write short notes on any two of the following :
  - (a) Duties of a Bell Captain.
  - (b) Check in / Check out.
  - (c) Procedure for Handling Left Baggage.
5. Outdoor area management is an important part of Front Office Management. Discuss and also explain about the following :
  - (a) Public Address.
  - (b) Duties of Packing Attendant.
  - (c) Airport Representative.
6. Write short notes on the following :
  - (a) E. P. A. B. X.
  - (b) Hire a Car Procedure.
7. Explain the following :
  - (a) Guest satisfaction is very important but customer delight is to be plotted. Discuss and explain the above statement in reference to Hotel Industry.
  - (b) How to handle overlooking situation ?
8. What would be the procedure to handle the following types of Guest :
  - (a) Fussy Guest.
  - (b) Irate Guest.
  - (c) Timid Guest.

January 2020

Bachelor of Hotel Management (BHM) (4 Y. D. C.) Examination

Third Semester

FRENCH

Time 3 hours]

[Max. Marks: 45

Note : Attempt all questions.

1. Ecrivez les profession: 5  
Journalist, Engineer, Doctor, Vendor, Writer
2. Mettez au pluriel: 5  
(a) Il y a un arbre dans le parc  
(b) C'est l'acteur d'un film  
(c) Voice la chamber et la cuisine  
(d) Il prend un grand gateau  
(f) Je vais au cinema
3. Conjuguez les verbes au passé compose:- Reussir, Boire, Etre, Avoir, Aller, Vendre 5
4. Mettez au verbes au future simple: 5  
(a) Demain, J' ---- (aller) a l'ecole.  
(b) Le voyageur----- (pouvoir) gouter des specialities  
(c) Nous ---- (repondre) a cette question avant de terminer  
(d) Vous ---- (aimer) voyager aux etats-unis  
(f) Je ---- (rappeler) plus tard
5. Quelle heure est-il? (Any 5) 5  
(a) 23:00 (b) 15:15 (c) 9:30 (d) 16:00 (f) 24:00 (g) 22:10
6. Ecrivez en francais (any 5) 5  
Milk, Juice, cake, water, butter, cheese, wine, tea, coffee
7. Conjuguez au affirmative (any 5) 5  
Etre, Aller, Finir, apprendre, Lire, Dire, Acheter.
8. Traduiez en anglais 5  
(a) Je peux parler francais  
(b) Nous venons de Paris  
(c) Vous ecrivezune letter  
(d) Ils mettent les verres  
(e) Tu obeys tes parents
9. Traduiez en francais: 5  
(a) We finish the homework  
(b) They wish a big house  
(c) He reads a novel  
(d) I obey my parents  
(e) She waits for bus



**January 2020**  
Bachelor of Hotel Management (BHM) (4 Y. D. C.) Main/Repeat Examination  
Third Semester  
**COMPUTER APPLICATION**

Time 3 hours]

[Max. Marks: 70

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

1. (a) Explain the process of creating and inserting a table in document. Also explain auto fit feature of tables.  
(b) Explain the procedure of (i) inserting a picture in a word document (ii) background image insertion.
2. (a) What is track changes ? What are the uses of track changes in hotel management?  
(b) Explain auto formatting feature of MS Word.
3. (a) Write the differences between presentation and documents.  
(b) Write down any five applications of presentation in hotel management.
4. (a) What is Internet ? Write the applications of Internet.  
(b) Write the procedure of viewing, sending and joining E-mail.
5. (a) Write the features of :  
(i) Bold (ii) Italic (iii) Underline  
in a document.  
(b) Write the difference between chat and e-mail.
6. Write short notes on :  
(a) Webportal and Website  
(b) Custom slideshow
7. Briefly describe any two of following:  
(a) Inserting a row and a column in table  
(b) Mail merge  
(c) Creating presentation using wizard

Roll No.....  
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DN-76

**January 2020**  
Bachelor of Hotel Management (BHM) (4 Y. D. C.) Main/Repeat Examination  
Third Semester  
**PRINCIPLES OF MAINTENANCE**

[Max. Marks: 45

Time 3 hours]

**Note : Question no. one is compulsory. Attempt any seven from remaining.**

1. How the maintenance department is responsible towards other departments of hotel? Discuss the services provided by the departments to house keeping and front office departments.
2. Discuss the various types of maintenance contract in brief.
3. Discuss various quality of fuels with their utility.
4. Write short notes on :-  
(i) DC and AC  
(ii) Open and Close electric circuits
5. Write various precaution to be taken with the use of energy.
6. Discuss the importance of lighting management in a hotel. How the lamps are selected for various places.
7. What are the various components in a fire extinguisher unit? Give the precaution to be taken in the absence of extinguisher.
8. What are the various things to be considered while wall finishing? Discuss in brief.
9. Write short notes on :  
(i) Insulator (ii) Temperature and Heat
10. Discuss the following :  
(i) Principle of Bunsen Burner  
(ii) Maintenance of Equipments

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DN-75

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**January 2020**  
**Bachelor of Hotel Management (BHM) (4 Y. D. C.) Main/Repeat Examination**  
**Third Semester**  
**HOTEL LAW**

[Max. Marks: 45]

Time 3 hours]

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

1. List down the various legal formalities required to operate hotel and restaurant respectively 9
2. Define 'Sales' as per sales of goods act ? Differentiate between 'agreement of sale' and 'Sale' ? 4+5=9
3. Define and distinguish between Gaurantee and Warranty. 9
4. What are the powers and duties of Food Inspector? 9
5. Write down five rights and five duties of a partner. On what grounds a firm may be dissolved? 6+3=9
6. What are the disputes under Industrial Dispute Act? Limit your answer in the light of hotel industry. 9
7. Write short notes on any three:  
(a) Partnership Act  
(b) Contract of Bailment and Pledga  
(c) Minimum Wages Act  
(d) Valid Contract 9

January 2020

Bachelor of Hotel Management (BHM) (4 Y. D. C.) Main/Repeat Examination

Vth Semester

FOOD AND BEVERAGE MANAGEMENT

Time 3 hours]

[Max. Marks: 105

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

1. With the help of a flow chart, explain the flour milling process. 21
2. Explain the scope, objectives and constraints of Food and Beverage Management. 21
3. What do you mean by F and B Control Cycle? Explain in detail. 21
4. Write short notes on: - 7x3=21
  - (a) Sausages
  - (b) Galantine
  - (c) Meat Tag
  - (d) Enzymes used in bakery
  - (f) Emulsifiers
  - (g) Yield Testing
  - (h) Aspic and Chand froid
5. Discuss the steps and process involved in set-up of a new bakery in your city. 21
6. What do you mean by force meat? What are the various preparations based on force meat? Explain each in brief. 21
7. In spite of being India second largest in population, the states of bakery industry in India is not satisfactory. Explain the causes and suggest some measures to improve its states. 21
8. Give example of :- 21
  - (a) Any five cold hors d' oeuvres
  - (b) Any four hot hors d' oeuvres
  - (c) Any four sandwiches
  - (d) Any two sauce used in cold food presentation
  - (e) Any three emulsifier used in cake making
  - (f) Any three enzymes used in bakery

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Bachelor of Hotel Management (BHM) (4 Y. D. C.) Main/Repeat Examination

Vth Semester

## ACCOMMODATION MANAGEMENT

Time 3 hours]

[Max. Marks: 105

Note : Attempt any five questions.

1. Explain the following: (any three)
 

(a) Physical Survey	(b) Snag List	(c) Work schedule
(d) Time and Motion Study	(f) FAM Tours	
  
  2. Explain the different methods of purchase in the hotel. What are the various principles of purchasing? 21
  
  3. (a) What are the various factors one should look into before awarding a contract job for the house keeping department of a hotel? 11  
 (b) Write the advantages and disadvantages of contract cleaning. 10
  
  4. What are the various preventive measures hotels can adopt to minimise the crisis situation in hotel premises? 21
- OR
- How loss prevention could be managed during crisis management? What is recovery marketing?
5. Draw the following formats (any 3) 3x7=21

(a) Linen Control Form	(b) Store Indent cum Issue Note
(c) Linen Discard Register	(d) Master inventory control chart
  
  6. (a) Explain the following terms 11x1=11
    - (1) Spatt guest
    - (2) Refurbish
    - (3) Perpetual Inventory
    - (4) ABC Analysis
    - (5) Swab Cloth
    - (6) Graveyard Shift
    - (7) Murphy Bed
    - (8) Lead Time
    - (9) Contingency Planning
    - (10) Lock out
    - (11) T. D. S.
  
  - (b) Give reasons (any two) 2x5=10
    - (1) Why stock taking and inventory is necessary in stores?
    - (2) Why there is a constant demand for supplementary accommodation despite of 5 star hotel accommodation?
    - (3) Why room inspection checklist records are maintained control desk.
  
  7. What are the variables executive house keeper needs to consider while opening a new house keeping department in a hotel? 21

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Bachelor of Hotel Management (BHM) (4 Y. D. C.) Main/Repeat Examination

Vth Semester

COMPUTER APPLICATION

Time 3 hours]

[Max. Marks: 70

**Note : Answer any five questions. All questions carry equal marks.**

1. Why Fox Pro is used for managing data. Explain its features. Explain its applications and functions. Hotel Industry to manage fields, records, files database and reports with examples.
2. Explain different data types available in Foxpro? Explain different rules for naming fields? Write different syntax and commands to manage fields, files and records with example.
3. What are Input and Output statements in Foxpro? Write syntax statement using @ to display data. Also write picture clause and function clause using @ to control display of data? write code also.
4. Write different control structures used in Fox Pro statements? write code using case statement to display days from SUN to SAT by taking 1 to 7 numbers as inputs.
5. (a) Write a program in Forpro for Journal Entry displaying Date, particulars, Debit and Credit and narration.  
(b) Write a program in Foxpro to display Trial Balance showing S.No. A/C name, Debit (Rs.), Credit (Rs.) and suspense account.
6. Write different types of numeric functions used in Foxpro with their description and output with examples.
7. Write notes on with (exmaples): (Any three)
  - (i) Modifying data in FoxPro
  - (ii) Indexes and expressions used in Foxpro
  - (iii) Handling multiple database files
  - (iv) Generating Reports and mailing labels

**January 2020**  
Bachelor of Hotel Management (BHM) (4 Y. D. C.) Main/Repeat Examination  
Vth Semester  
**ENTREPRENEURSHIP**

Time 3 hours]

[Max. Marks: 45

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

1. What do you understand by the term entrepreneurial competency? Can they be acquired?
2. How an entrepreneur can analyse the competitive situation and understand the current business practices?
3. Discuss the support provided by the national small industries corporation Ltd. to small scale industries in the country.
4. What is need for and significance of the preparation of a project report for a small scale entrepreneur? Explain with example.
5. Discuss the various types of growth strategies adopted by business firms.
6. What is meant by market assessment? Why is it needed? What are the common methods used for market assessment?
7. Define market segmentation. What are the different methods of market segmentation?

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Bachelor of Hotel Management (BHM) (4 Y. D. C.) Main/Repeat Examination

Vth Semester

MANAGERIAL COMMUNICATION

Time 3 hours]

[Max. Marks: 45

Note : Attempt any five questions and all questions carry equal marks. Draw appropriate models, where applicable and be specific.

1. "The single most significant characteristics of the human male is the ability to communicate". Discuss.
2. Explain any two methods of formal communication.
3. Why does an organization need multiple channels of communication? Discuss.
4. Explain in detail (any two) :  
(a) Grapevine Communication  
(b) Public speaker  
(c) Communication barrier
5. Assume yourself as a CRM (Customer Relationship Manager) of a bank. You have received a complaint against one of your employee's rude behaviour with the customer. Now, write a letter to convince your precious customer.
6. Explain the importance of today language and etiquettes in various format and informal situations.
7. Write short note on (any two) :  
(a) Group discussion  
(b) Report writing  
(c) Business vocabulary development



January 2020

Bachelor of Hotel Management (BHM) (4 Y. D. C.) Main/Repeat Examination

Vth Semester

## DECISION MAKING SKILLS

Time 3 hours]

[Max. Marks: 45

Note : Attempt any three questions from Section A. Each question carries 10 marks. Section B is compulsory and carries 15 marks.

## Section A

1. What is managerial decision making? Explain its various phases. Is decision making a rational process? Why or why not?
2. Discuss any two models of decision making cite examples from the organizational scenario to support your answer.
3. Distinguish between individual and group decision making. Explain the advantages and disadvantages of group decision making.
4. 'Administration essentially is a decision making process'. Elucidate this statement and explain the various types of decisions which are generally taken by business executives.
5. Write short notes on (any two) :-
 

(i) Minimax Regret	(ii) Devil's advocacy
(iii) Nominal group technique of decision making	(iv) Environment of decision making

## Section B

6. Analyze the given case:

## 1. Choice of Location for the New Plant

Harish Bhatt, a very bright and ambitious young executive, was born and raised in Jaipur. He graduated from a local college and married a girl who was his classmate. Harish then went to Mumbai where he received an M.B.A. He was now in the seventh year with Birla Steel Ltd., which was located in Jaipur.

As part of an extension programme, the Board of Directors of Birla Steel decided to build a new branch plant. Bhatt was selected to be the manager at the new plant. He was also informed that if the new plant is a success he would be promoted to a higher post. The location of the new plant was to be decided by an ad hoc committee of which Bhatt was made the chairman. In the committee's first meeting Bhatt explained to the members the ideal requirements for the new plant and gave them one month to come up with three choice locations.

When after a month the committee re-met, it recommended the following cities in order of preference: Gurgaon, Chennai, and Indore. Bhatt thanked the committee members for their fine job and told them he would like to study the report in more depth before he made his final decision.

That evening he asked his lovely wife. "Honey, how would you like to move to Gurgaon?" Her answer was quick and sharp. "Heavens no!" she said. "I have lived in Rajasthan all my life and am not at all inclined to move out to Gurgaon—extension of Delhi. That kind of life is not for me." Bhatt weakly protested by saying that the committee had ranked Gurgaon as the best location for the new plant. The second was Chennai and the third was Indore. His wife thought a moment, then replied, "Well I would consider moving to Indore, but if you insist on Gurgaon, you will have to go by yourself."

The next day, Bhatt called his committee together and said, "Gentlemen, you should all be commended for doing an excellent job on this report. However, after detailed study, I am convinced

P.T.O.

that Indore will meet the needs of our new plant better than Gurgaon or Chennai. Therefore, the decision will be to locate the new plant in Indore. Thank you all again for a job well done"

**Discussion Questions**

- (a) Did Bhatt make a personally rational decision?
- (b) Did he make an organisationally rational decision?

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**DN-82**

**January 2020 .**  
Bachelor of Hotel Management (BHM) (4 Y. D. C.) Main/Repeat Examination  
Vth Semester  
**HOSPITALITY AND MARKETING MANAGEMENT**

[Max. Marks: 45]

Time 3 hours]

**Note : Answer any five questions. All questions carry equal marks.**

1. Write a note on buying decision process.
2. What do you mean by marketing mix? Discuss the elements of hospitality service mix.
3. Define the concept of market survey. Explain the methods for market survey.
4. Discuss various forms of Hospitality marketing channels and other business collaboration.
5. What is marketing communication? Explain the elements of marketing communication.
6. How sales promotion can lead to sales maximisation in hospitality sector.
7. Discuss the policy regarding employee selection / development considering their role in marketing.

January 2020

Bachelor of Hotel Management (BHM) (4 Y. D. C.) Main Examination

VIIIth Semester

RESEARCH METHODS

Time 3 hours]

[Max. Marks: 90

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

1. Explain significance of different Research operations in the management? How they are helpful in managing the activities of Hotel Industry?
2. Explain different stages of statistical Investigation with respect to collection, organization, analysis, presentation and Interpretation of statistical data, helpful for Hotel Management.
3. Why sampling is done? Explain with examples and applications different sampling methods (both probabilistic and non-probabilistic sampling methods)?
4. Explain different objectives and principles of sampling? What are different errors in sampling? Elaborate with example.
5. Explain difference between different survey methods (with examples):  
(i) w.r.t. to Primary and Secondary Data  
(ii) w.r.t. Interview and Questionnaire
6. Write notes on (with examples):  
(i) Methodology and steps of different Research process  
(ii) Different types of Research Designs  
(iii) Parametric and Non-parametric tests to study population w&t samples.
7. Explain concept of Frequency Distribution of a variable? Draw (i) Histogram (ii) Less than and more than ogive and determine mode and median graphically w.r.t. to following data:

X	:	0-10	10-20	20-30	30-40	40-50	50-60	60-70
Frequency	:	2	5	10	15	20	17	6

**January 2020**  
Bachelor of Hotel Management (BHM) (4 Y. D. C.) Main/Repeat Examination

VIIth Semester  
**BUSINESS STATISTICS**

[Max. Marks: 90

Time 3 hours]

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

- Statistical methods are the most dangerous tool in the hands of an inexpert. Examine this statements. How are statistics helpful in business and industry? Explain.
- Explain the concept of regression and point out its usefulness in dealing with business problems.
- Distinguish between trend, seasonal variations and cyclical variation in a time series.
- In a survey of 48 engineering companies, following data was collected:  

Level of profit Rs. In lakh	10	11	12	13	14
No. of companies	3	12	18	12	3

Calculate the variance and standard deviation for the distribution.
- (i) An agriculture farm sells grab bags of flower bulbs. The bags are sold by weight; thus the number of bulbs in each bag can vary depending on the varieties included. Below are the number of bulbs in each of the 20 bags sampled:  
 21, 33, 37, 56, 47, 25, 33, 32, 47, 34, 36, 23, 26, 37, 33, 26, 37, 37, 43, 45.  
 (a) What are the mean and median number of bulbs per bag?  
 (b) Based on your answer, what can you conclude about the shape of the distribution of number of bulbs per bag?  
 (ii) A study of 100 engineering companies gives the following information:  

Profit (Rs. In crore) :	0-10	10-20	20-30	30-40	40-50	50-60
No. of companies :	8	12	20	30	20	10

Calculate standard deviation of the profit earned.
- (i) A financial analyst wanted to find out whether inventory turnover influences any company's earning per share (in %). A random sample of 7 companies listed in a stock exchange were selected and the following data was recorded for each.  

Company	A	B	C	D	E	F	G
Inventory turnover	4	5	7	8	6	3	5
Earnings / Share (%)	11	9	13	7	13	8	8

Calculate Spearman's rank correlation and interpret this finding.
- (ii) Two random variables have the regression equation  
 $3x + 2y - 26 = 0$  &  $6x + y - 31 = 0$   
 (a) Find the mean values of x and y and correlation coefficient.  
 (b) If the variance of x is 25, then find the standard deviation of y.
- The data on prices (Rs. in per kg) of a certain commodity during 2000 to 2004 are given below:  

Quarter	Years				
	2000	2001	2002	2003	2004
I	45	48	49	52	60
II	54	56	63	65	70
III	72	63	70	75	84
IV	60	56	65	72	66
V					

Compare seasonal indexes by the average percentage method.