

Roll No. ....  
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**OB-70**

**February – March 2024**  
**Bachelor of Hotel Management (BHM) (4 Y. D. C.) Main / Repeat Examination**

**III Semester**  
**FOOD PRODUCTION AND PATISSERIE**

Time 3 Hours]

[Max. Marks 105

**Note : Question no. one is compulsory. Attempt any four more questions. All questions carry equal marks.**

1. Explain the salient features of Punjabi OR Bengali Cuisine with respect to the following factors :
  - (a) Geographical Features.
  - (b) Historical Background.
  - (c) Seasonal Availability.
  - (d) Special Equipment.
  - (e) Staple Diet.
2. Enlist the gravies used in Indian Kitchen. Explain their method of preparation and name atleast two dishes that can be made from each gravy.
3. Explain any 10 of the following in one or two lines :

(a) Sheermal	(b) Potli Masala	(c) Vindalo	(d) Wazwan
(e) Goda Masala	(f) Panch Phoran	(g) Dum Pukth	(h) Dhansak
(i) Short Crust	(j) Lazzat-E-Taam	(k) Galawat	(l) Sponge Cake Method
(m) Nadru Yakni	(n) Hilsa.		
4. (A) State True OR False :
  - (i) Kahwa is from Kashmir.
  - (ii) Appam is also known as Bengali Bread.
  - (iii) Amti is a dish from Gujarat.
  - (iv) Avail is a vegetable preparation from Rajasthani Cuisine.
  - (v) Kachri is a wild variety of Cucumber.
  - (vi) Sole Kadhi is from Punjab.
  - (vii) Bebinca is a sweet from Goa.
  - (viii) Noon Chai is a tea preparation with seasoning of salt.
  - (ix) Rehmi Kebab is prepared with Chicken.
  - (x) Dokala is a fermented, steamed besan batter from Rajasthani.
  - (xi) Phirni is from South Indian Cuisine.

(B) Match the following :

(a) Gustaba	(i) Bengal
(b) Hopper	(ii) Kashmiri
(c) Panch Phoran	(iii) Hyderabad
(d) Makki Ka Roti	(iv) Andhra Pradesh
(e) Goda Masala	(v) Gujarat
(f) Shikampuri	(vi) Kerala
(g) Kaja	(vii) Maharashtra
(h) Kakra	(viii) Rajasthani
(i) Churma Ladoo	(ix) Goan
(j) Sannas	(x) Punjabi
	(xi) Tamil Nadu

5. Explain Cake Faults with their remedies and write down the difference between the Batter Type and Foam Type Cake.
6. "Tandoori dishes are popular in our country." Justify this statement. List three Vegetarian Kabab's and three Non-Vegetarian Kabab's with one line description of each.
7. Draw a Kitchen Layout and also explain factors that affects Kitchen while plan it. And principles for designing Kitchen.
8. Explain in brief :
  - (a) Pickles
  - (b) Chutneys
  - (c) Maurabbas
  - (d) Papad
  - (e) Mouth Freshner.

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

III Semester  
FOOD AND BEVERAGE SERVICE

Time 3 Hours]

[Max. Marks 105

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

1. (a) Write down the manufacturing process of Wine. 15  
(b) Name any 6 Grape Variety of each Red and White Grape. 6
2. (a) Differentiate between the following :  
(i) Pot Still and Patent Still Method.  
(ii) Sherry and Wine.  
(iii) Scotch and Irish Whisky. 15  
(b) Name any 6 International Brands of Vodka with origin. 6
3. (a) Prepare a 5 Course French Menu and pair it with wine. 15  
(b) Name any 6 brand names of Champagne. 6
4. (a) Write down the recipe of any 5 Classic Cocktails in detail. 15  
(b) Write down the precautions that has to be taken while preparing Cocktails. 6
5. (a) Write down the production process of Rum. 10  
(b) Write down different types of Rum. 8  
(c) Name any 6 International Brand Names of Rum. 3
6. Explain in one or two lines :  
(a) Zubrowka (b) Grog (c) Viticulture (d) Mezcal  
(e) Armagnac (f) Abrinthe (g) Vinification (h) DOCG  
(i) Criadera (j) VDP (k) Juniper Berries (l) Single Malt  
(m) Fortified Wine (n) Degorgement (o) Remuage (p) Chaptalization  
(q) Pupiture (r) Dosage (s) Agraffe (t) Fining  
(u) AOC. 1×21=21
7. (a) Write down the process of serving Red Wine. 10  
(b) Write down the methods of making Cocktails. 8  
(c) Write down the three characteristics of Wine. 3

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III Semester  
FRONT OFFICE OPERATION AND MANAGEMENT

[Time 3 Hours]

[Max. Marks 105]

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

1. (a) Describe the mail handling procedure for Hotel and guest mails in the form of a flow chart. 10  
(b) Draw the flow chart of handling Hotel Guest Messages in brief. 11
2. Describe the following information desk functions in brief :  
(a) Do Not Disturb Request.  
(b) Handling Wake up Calls.  
(c) Guest Paging Procedure. 7×3=21
3. (a) What is Black Listing ? Write the procedure to handle Black Listed Guest. 10  
(b) Describe the Guest Room Change Procedure. 11
4. Mention the role of Bell Desk during the Check-in and Check-out Time. 21
5. (a) Explain the following terms :  
(i) Skipper (ii) Sleeper (iii) Scanty Baggage  
(iv) Walk-in Guest (v) Bellhops (vi) Errand Card  
(vii) Left Luggage (viii) EPABX (ix) Room Discrepancy  
(x) Overbooking (xi) No Show. 1×11=11  
(b) Explain dealing procedure with the different personalities of Guest :  
(i) Fussy Guest (ii) Timid Guest  
(iii) Snob Guest (iv) Chatter Guest. 2.5×4=10
6. (a) What are the various categories of Complaints ? Explain. 10  
(b) Explain the steps to be followed for handling Guest Complaints. 11
7. Explain the complete detailed procedure for dealing with Safety Deposit Lockers. 21

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**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) What factors should the Executive Housekeeper consider while purchasing linen for the Hotel ? 7  
(b) Discuss the various uses of discarded Linen. 7  
(c) Draw the Linen Classification Chart of a Hotel. 7
2. (a) Write the purpose of providing uniform to the Staff. 7  
(b) Explain the Wash Cycle of Commercial Laundry. 7  
(c) Mention the criteria for deciding the location of the Linen and Uniform Room. 7
3. What is Dry Cleaning ? Write the process for Industrial Laundry and discuss it in detail. 21
4. (a) Explain different types of Laundry Equipments. 9  
(b) Define the following :  
(i) Stock Taking (ii) Valet Service (iii) Monogramming  
(iv) Linen Chute (v) Duvet (vi) Spotting. 6×2=12
5. (a) Explain the following terms :  
(i) Sanforization (ii) Calendring (iii) Degumming  
(iv) Flocking (v) Mercemerization (vi) Bleaching. 6×2=12  
(b) Write Stain Removal Process for the following Stains :  
(i) Tea (ii) Ink (Blue) (iii) Henna (Mehndi). 3×3=9
6. (a) Draw the layout of an OPL of an Five Star Hotel. Also write the advantages of an OPL. 11  
(b) Write down the activities performed in the Sewing Room. Also write the names of equipments used in Sewing Room. 10

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

III Semester  
FRENCH

Time 3 Hours]

[Max. Marks 45

**Note : Attempt all questions.**

1. Conjuguez les verbes au future :  
Venir, Se brosser, Déuire, Quer, Prendre, Faire. 6
2. Conjuguez aux phrases au passé compose :  
(a) Il ne ..... pas faire le devoir. (pouvoir)  
(b) Ils ..... De paris ce soir. (venir)  
(c) Nous ..... à 6 h sovent. (se brosser)  
(d) Paul ..... Son devoir. (fair)  
(e) Elle ..... à paris. (aller)  
(f) Les élèves ..... dans la clasec. (étudier) 6
3. Complétez ces phrases avec L'auxillaire être ou avoir :  
(a) Je ..... arrive à l'école.  
(b) Nous ..... vendu notre chien.  
(c) Ils ..... partis en vacances.  
(d) Claudé ..... essay é de fare ses devoirs.  
(e) Quand est-se qu to ..... Éuit ton examer ? 5
4. Conjuguez les verbs :  
S'habiller, Se raser, Se taire. 3
5. Transformez les questions inversion :  
(a) Tu regardes la télé.  
(b) Maria et sophie sont italiennes.  
(c) Vous allez au marché.  
(d) Elle vient le soil.  
(e) Ils ne prennert pas le petit déjeuner.  
(f) Pablo apprend le japonais. 6
6. Écrivez les dialogue dans le restaurant. (entre le client et le serveur) 10
7. Écrivez à le forme negative :  
(a) Il a regardé les dessnes animés.  
(b) Didé a naidu le chien.  
(c) Nous avons choisi de rus pour le dime.  
(d) Elle a vender ses cahier do francais poar 200 \$.  
(e) Elles ont fait de la leclte dans la boue. 5
8. Complétez avec les verbes dajnés au present :  
(a) Vous ..... (sortir) souvent le soir.  
(b) Elle ..... (partir) en vacances.  
(c) Nous ..... (faire) les devairs.  
(d) Manuel et coroline ..... (manger) das fruits. 4

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**OB-76**

**February – March 2024**  
Bachelor of Hotel Management (BHIM) (4 Y. D. C.) Main / Repeat Examination

Third Semester  
**PRINCIPLES OF MAINTENANCE**

Time 3 Hours]

[Max. Marks 45

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

1. Prepare Organizational Chart of the Maintenance Department. Explain duties and responsibilities of Head of the Department in light of Hotel Industry.
2. Differentiate between Preventive Vs Breakdown Maintenance.
3. What are various fuels available for Catering Industry ? List out basic properties of ideal fuel.
4. Explain the following :
  - (a) Insulators and Condensers.
  - (b) Single Phase and Three Phase Connection.
  - (c) Open and Close Electric Circuit.
  - (d) Fuses and Switches.
5. Compare natural and artificial lighting for Hotel. What are the types of lighting used in various areas of a Hotel ?
6. List out advantages and disadvantages of using LPG and PNG. Give their safety measures used in a Hotel.
7. Write down the steps to make Hotel Fire Safe. What are the legal requirements of Fire Safety ? Explain.
8. Explain the procedure of repair and maintenance of Walls in light of Hotel located in Mountain Area.
9. What are the factors considered for Replacement of Equipments.
10. Write short notes on any two of the following :
  - (a) Types of Contract.
  - (b) Calculation of Cost of Fuel Requirement / Usage.
  - (c) Types of Maintenance.

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**Third Semester**  
**COMPUTER APPLICATION**

Time 3 Hours]

[Max. Marks 70

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

1. (a) Write and explain various ways of using Graphics in Word Document.  
(b) Explain various features provided to manipulate tables in MS-Word.
2. (a) What are the uses of Macros ? How to create them in MS-Word ?  
(b) Explain the Mail-Merge and its uses in MS-Word.
3. Explain how MS-PowerPoint can be helpful in Hotel Management.
4. (a) What are the differences between Presentation and Documents ?  
(b) What are the advantages and disadvantages of creating presentation using Wizard over creating it manually ?
5. Explain how various services of Internet and its applications can be useful in Hotel Management, when chain of these hotels are spread worldwide.
6. Explain any two of the following :
  - (a) Home Page.
  - (b) Internet Explorer.
  - (c) Chatting on Internet.
7. Write short notes on any two of the following ;
  - (a) e-mail.
  - (b) Hyperlink.
  - (c) Cut, Copy and Paste.



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