

August – September 2024
Bachelor of Hotel Management (BHM) Examination

II 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. Operating System is essential component to make interaction between Human and Computer. Why and How ?
2. Write and explain the features and functions of an Operating System.
3. Explain the concept of GUI. Windows OS is GUI based, "Justify" by giving the tools and features of Windows OS.
4. Write brief note on the following :
 - (a) Word Star 4.
 - (b) Word Pad.
5. Explain MS Word as Word Processor. Highlight its important and advance features making it most popular application for Documentation.
6. What are the different types of Viruses ? Explain any latest Antivirus Software and its utility in protection of Computer having Hotel Data.
7. Write short notes on any two of the following :
 - (a) Notepad in MS Windows OS.
 - (b) Macros in MS Word.
 - (c) Wall Paper and Screen Saver.

Roll No. 234430012
100 -11/-5

AC-228-F

August – September 2024
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. M/s Road Auto Garage have three departments, namely (1) Cars and Trucks, (2) Two Wheelers and (3) Servicing. The former two sell spare parts and occupy a godown and a showroom. The servicing department uses a garage adjoining site.

The following particulars are extracted from the books of the business for the year ended 31st March, 1999, from which you are required to prepare :

- (a) A Departmental Trading and Profit and Loss Account,
(b) A General Profit and Loss Account, and
(c) A Balance Sheet.

Trial Balance as at 31st March, 1999

Particulars	Dr. Rs.	Cr. Rs.
Stock 1 April, 1998 :		
Cars and Trucks	1,00,000	--
Two-Wheelers	27,500	--
Purchases :		
Cars and Trucks	3,50,000	--
Two-Wheelers	1,10,000	--
Sales :		
Cars and Trucks	--	6,00,000
Two-Wheelers	--	3,00,000
Servicing	--	1,00,000
Wages of Counter-Salesmen :		
Car and Trucks	30,000	--
Two-Wheelers	12,000	--
Wages of Garage Labour	10,800	--
Office Salaries and Wages	12,000	--
Godown and Showroom Rent	24,000	--
Land and Garage Building	2,72,000	--
Office Expenses	36,000	--
Garage Equipment	1,00,000	--
Bank-Overdraft	--	17,200
Showroom Furniture and Fittings	70,000	--
Office Van	24,000	--
Sundry Debtors	12,000	--
Power and Lighting	36,000	--
Sundry Creditors	--	60,000
Bank Interest	1,000	--
Cash in Hand	900	--
Drawings Account	12,000	--
Proprietor's Capital Account	--	1,63,000
	12,40,200	12,40,200

P. 1/5

The following further information is also available :

- (1) Included in Land and Garage Building the cost of site used by the Servicing Department Rs. 2,00,000.
 - (2) Closing Stock on 31-03-1999 at the Departments :
Cars and Trucks Rs. 90,000
Two-Wheelers Rs. 32,500.
 - (3) 50% of Power and Lighting is to be charged to Servicing Department, the balance equally to the other departments.
 - (4) Rates for Depreciation are :
Building 5%; Garage Equipment 15%; Showroom Furniture, etc. 10%; Office Van 20%.
 - (5) Outstanding Expenses were Interest Rs. 150; Office Expenses Rs. 2,000.
 - (6) Interest and all expenses relating to the office are to be considered common and charged to the General Profit and Loss Account.
 - (7) The departments using the showroom share the space and furniture and fittings equally.
2. What do you know about Department Accounting ? What are the main objectives of maintaining Department Accounting ? Explain.
 3. Conceptualize Uniform System of Accounting. What are the different conditions for adopting Uniform System of Accounting in general and in Hotel Industry ? Explain.
 4. (a) Explain types of Fraud and ways to prevent from Fraud.
(b) Explain types of Error and ways to overcome mistakes.
 5. Explain the role of Internal Auditor in a big Hotel.

August – September 2024
Bachelor of Hotel Management (BHM) Examination

II Semester
HOTEL HOUSEKEEPING

Time 3 Hours]

[Max. Marks 105

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

1. (a) Enlist all the tasks performed for the Spring Cleaning of a Guestroom. 10
(b) What is the importance of Spring Cleaning Schedule of a Hotel ? 11
2. (a) Classify and explain different types of Floor Finishes. 15
(b) Write the selection criteria for the Floor Finishes in the Hotel. 6
3. Describe the various types of Wall Coverings used in Hotels alongwith its advantages and disadvantages. 21
4. (a) What is the importance and functions of Housekeeping Control Desk ? 11
(b) Explain Duty Roster and its advantages with the help of a Sample Duty Roster. 10
5. (a) Describe the Lost and Found Procedure for Perishable and Non-Perishable Products. 11
(b) Explain the importance of Following Registers :
(i) Carpet Shampoo Register.
(ii) Accident Form.
(iii) Key Control Register.
(iv) Maintenance Register. $2\frac{1}{2} \times 4 = 10$
6. (a) What is a Guest Room Inspection Checklist ? Explain the same with modules and its importance. 10
(b) Describe the Room Cleaning Procedure for a Check Out Room. 11
7. Write the step by step procedure of care, cleaning and maintenance of any three of the following :
(a) Brass.
(b) Silver.
(c) Leather.
(d) White Marble.
(e) Wood. $7 \times 3 = 21$

August – September 2024
Bachelor of Hotel Management (BHM) Examination

I Semester
FOOD AND BEVERAGE SERVICE

[Max. Marks 105]

Time 3 Hours]

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

1. Discuss the various steps used in the processing and manufacturing of Cigarettes. Mention how you would do the Service of Cigarettes ? 15+6=21
2. Illustrate the Restaurant Control Cycle using the Triplicate Checking System, with the help of Flow Chart and explain it. 21
3. Explain the difference between Ale Beer, Draught Beer and Lager Beer. Name five countries producing good quality Beer. 16+5=21
4. What is the difference in manufacture of Instant Coffee and South Indian Coffee ? Why South Indian Coffee is preferred over Instant Coffee ? 14+7=21
5. What are the various types of Natural Mineral Waters available ? Give their source of origin. 15+6=21
6. Describe the various Brewing Processes of Beer. Give five brand names of each Indian and Foreign Beer. 11+10=21
7. Write step-by-step procedure of Service of Cigar. Draw and label the Service-tray of Fresh Lime Soda and Fruit Punch. 7+14=21

August – September 2024
Bachelor of Hotel Management (BHM) Examination

II Semester
FOOD PRODUCTION AND PATISSERIES

Time 3 Hours]

[Max. Marks 105

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

1. List down the factors affecting Menu Planning. 21
2. (a) What are the benefits to follow Standard Recipe ? 7
(b) Write down the Standard Recipe for Hariyali-Murg and Kadhai Paneer in an appropriate format. 14
3. What are the various methods of Break Making ? Explain each one of them. 21
4. Plan an English Breakfast Menu with an Accompaniments, also give short description of each dish. 21
5. With the help of Chart, classify Fish and suggest selection criteria for Salmon and Lobster. 21
6. Draw a neat diagram of Lamb Carcass dictating various primary cuts. Also suggest its selection criteria. 21
7. Write down the role of ingredients in Cake Making, also list down the steps involved in following Cake Making Methods :
(a) Flour Batter Method.
(b) Sugar Water Method.
(c) Blending Method. 21
8. What are the advantages and disadvantages of Cyclic Menu ? Prepare two different Cyclic Menu for Hostel Mess serving food to 500 students. 21
9. Explain different types of Cake Faults with their remedies. 21
10. Write short notes on any seven of the following : (2 – 3 lines)
(a) Laminated Pastry.
(b) Gluten.
(c) Muesli.
(d) Aspic.
(e) Knock Back.
(f) Over Fermentation.
(g) Bacon.
(h) Sour Dough.
(i) Caviar.
(j) Bagel.
(k) Brioche.
(l) Challah. 3×7=21

August – September 2024
Bachelor of Hotel Management (BHM) Examination

II Semester
FRENCH

Time 3 Hours]

[Max. Marks 45

Note : All questions are compulsory.

1. Put the verbs accordingly :
 - (a) Je (aimer) manger la glace.
 - (b) Vous (commencer) le travail.
 - (c) Nous (demander) la question.
 - (d) Ils (gagner) beaucoup d'argent.
 - (e) Sophie (danser) bien.
 - (f) Elle (balayer) sa maison.
 - (g) Ma mere (adorer) la musique classique.
 - (h) Tu (payer) a la caisse.
 - (i) Il (voyager) beaucoup.
 - (j) Les Kapoors (placer) en France. 5
2. Mettez au verbe convenable :
 - (a) Il (vouloir) une grande maison.
 - (b) Tu (obeir) ton professeur.
 - (c) Vous (revenir) demain ?
 - (d) Je (pouvoir) lire francais.
 - (e) Les Kapoors (sortir) cet ete.
 - (f) Marc au revoir a sa famille avant de partir. (dire)
 - (g) Est-ce que tu Jouer au foot (savoir).
 - (h) Vous vos lecons en francais. (apprendre)
 - (i) Est-ce que vous La famille de Vincent ? (connaitre)
 - (j) Tu cette bouteille d'eau. (boire) 5
3. Mettez au comparatif :
 - (a) Ton frere (+grand) ta soeur.
 - (b) Le cahier (-epais) livre.
 - (c) Ma maison (=petit) sa maison. 3
4. Mettez au superlative :
 - (a) Cette chemise (++) cher.
 - (b) Le garcon (-) mechant.
 - (c) Sa fille (++) belle. 4
5. Ecrivez comparative et superlatif des adjectives/ adverbs :
 - (a) Bonne (b) Bien (c) Mauvais(e). 3
6. Changez au imperative :
 - (a) Vous aimez la football.
 - (b) N'allez-vous pas souvent au restaurant.
 - (c) Vous voulez aller en France.
 - (d) Tu comprends le chinois ?
 - (e) Tu as de la chance.
 - (f) Tu travailles a la maison. 7

7. Transformez les phrases a la forme negative :
- Marc va quelque fois voir ses cousins.
 - Tout reste la meme.
 - Il a encore envie de danser.
 - Sa fille ainee a bu du the et de l'eau.
 - Suzanne est déjà arrive de l'ecole.
8. Completez avec l'adjectif possessif :
- J'aime chambre et meubles.
 - Marie part. Elle met vetements dans valise.
 - Je donne livre a copine.
 - Les Legrand vont avec amis dans maison de champagne.
 - Mets-tu manteaux dans armoire ?
9. Trouvez la question :
- Nous allons a Paris.
 - J'ai 15 ans.
 - Il ya sept jours dans une semaine.
10. Completez avec l'article define ou partitif :
- Je mange frites.
 - Tu prefers pizza ou burger ?
 - chien de Louis s'appelle Moustique.
 - enfants mangent bonbons.
 - Je ne bois pas coca. Je bois eau.

August – September 2024
Bachelor of Hotel Management (BHM) Examination

II Semester
FRONT OFFICE OPERATIONS

[Max. Marks 105]

Time 3 Hours]

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

1. What are the different types of Registration Process being adopted by various Hotels ?
Comment of the individual registration card being adopted by different hotels. 11+10=21
2. Describe the Check-in Procedure for a Foreigner Guest. What is the role of Bell-Boy in the
Check-in Procedure ? 13+8=21
3. Explain the procedure for a Room Change in brief. Mention the conditions under which the
Room Change is facilitated ? 14+7=21
4. Explain the Night Audit Process in detail. What are the duties and responsibilities of a Night
Auditor ? 14+7=21
5. (a) How will you start your Work Shift in the Reception and how will you end it ? 11
Discuss. 10
(b) What are the various reports that are generated in the Reception during the Night ? 8
6. (a) What about different types of Groups ? 13
(b) Explain the Check-in Procedure for Group.
7. Draw the formats for the following :
(a) C – Form.
(b) Group Rooming List.
(c) Arrival Notification Slip.
(d) Guest Folio. 21
(e) Bell Captain Control Sheet.

OR

Write short notes on the following :

- (a) Forecasting.
- (b) Greeting of Guest.
- (c) Purpose of Registration.
- (d) Luggage Tag. 21
- (e) Average Room Rate.

Roll No.
100 -/1/-5

AC-225-F

August – September 2024
Bachelor of Hotel Management (BHM) Examination

II Semester
HOTEL HOUSEKEEPING

Time 3 Hours]

[Max. Marks 105

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

1. (a) Enlist all the tasks performed for the Spring Cleaning of a Guestroom. 10
(b) What is the importance of Spring Cleaning Schedule of a Hotel ? 11
2. (a) Classify and explain different types of Floor Finishes. 15
(b) Write the selection criteria for the Floor Finishes in the Hotel. 6
3. Describe the various types of Wall Coverings used in Hotels alongwith its advantages and disadvantages. 21
4. (a) What is the importance and functions of Housekeeping Control Desk ? 11
(b) Explain Duty Roster and its advantages with the help of a Sample Duty Roster. 10
5. (a) Describe the Lost and Found Procedure for Perishable and Non-Perishable Products. 11
(b) Explain the importance of Following Registers :
(i) Carpet Shampoo Register.
(ii) Accident Form.
(iii) Key Control Register.
(iv) Maintenance Register. $2\frac{1}{2} \times 4 = 10$
6. (a) What is a Guest Room Inspection Checklist ? Explain the same with modules and its importance. 10
(b) Describe the Room Cleaning Procedure for a Check Out Room. 11
7. Write the step by step procedure of care, cleaning and maintenance of any three of the following :
(a) Brass.
(b) Silver.
(c) Leather.
(d) White Marble.
(e) Wood. $7 \times 3 = 21$