

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

IV Semester  
**FOOD AND BEVERAGE SERVICE**

Time 3 Hours]

[Max. Marks 105

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

1. What are the advantages and disadvantages of Gueridon Service. Mention the points that needs to be considered while performing Gueridon Service. 10+11=21
2. What are different types of Banquet ? Explain different banquet seating arrangements in detail with the help of diagram. 10+11=21
3. Mention the points that needs to be considered while costing and pricing an Outdoor Catering Event. Enlist the equipments that is used for an Outdoor Catering Event. -15+6=21
4. Write down the points that needs to be considered while planning a Buffet Menu. Mention the advantages and disadvantages of Buffet Service. 11+10=21
5. Write the different types of Events. How will you operate and manage a Business Event ? 10+11=21
6. Explain the manufacturing process of Liqueurs. Name any 10 liqueur along with their origin, flavor and base spirit. 11+10=21
7. Write down the production of Vermouth. Mention different types of vermouth. Enlist the brand names of vermouth and bitter. 8+7+6=21

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Bachelor of Hotel Management (BHM) Examination

IV Semester .  
COMPUTER APPLICATION

Time 3 Hours]

[Max. Marks 70

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

1. (a) Explain the advantages of Electronic Spreadsheets.  
(b) Explain the application of Spreadsheet in Hotel Management.
2. (a) How Fill Data using Fill Series ? Explain steps.  
(b) Explain Screen Components of MS Excel.
3. (a) Explain any five text function in Excel.  
(b) What do you mean by Referencing Cells in Worksheet ?
4. (a) Write steps to import data in MS Excel.  
(b) Write steps to add validations in Column OR Cell.
5. (a) How Custom Sorting is used in MS Excel ?  
(b) Write notes on the following :
  - (i) Freeze Panes.
  - (ii) Macro.
6. (a) Write steps to create a database in MS Access and add a Table in Database.  
(b) How MS Access is different from MS Excel ?
7. (a) Explain types of relationship between Data.  
(b) Write steps to create Report in MS Access.

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

Fourth Semester  
HOTEL HOUSE-KEEPING MANAGEMENT

Time 3 Hours]

[Max. Marks 105

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

1. (a) List down the basic guidelines followed for prevention of Accidents. 10  
(b) Describe the procedure followed for any emergency such as dealing with Terrorism. 11
2. (a) With the help of Prang's Colour Wheel, explain the different types of Colour Schemes. 14  
(b) Describe the various types of Lighting used in Hotels. 7
3. (a) Explain the basic steps in Gardening alongwith the different equipments used for the same. 10  
(b) Describe any 5 shapes of Flower Arrangements. 11
4. (a) What are the various Spring Cleaning Tasks carried out in Hotels ? Explain with the help of Spring Cleaning Schedule made for a Hotel. 11  
(b) What are the Principles of First Aid ? 10
5. Describe the Daily Cleaning, Weekly Cleaning and Spring Cleaning Procedures for Carpets, Upholstery and Draperies in detail. 21
6. What are the Common Pests occurring in various Hotel areas ? Explain the Pest Control Methods used for each of the Pests. 21
7. Write short notes on how to deal with the following Sick Guests :
  - (a) Burns and Scalds. 6
  - (b) Electric Shock. 5
  - (c) Convulsions. 5
  - (d) Choking. 5

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

IV Semester  
FRENCH

Time 3 Hours]

[Max. Marks 45

**Note : All questions are compulsory.**

1. Conjuguez les verbes : (any 10)  
(a) Se taire (b) Prendre (c) Aller (d) Finir  
(e) Avoir (f) Habiter (g) Lire (h) Se raser  
(i) Envoyer (j) Devenir (k) Faire (l) Apprendre  
(m) Voyager (n) Dire. 10
2. Mettez les phrases a la interrogatifs aux trios formes :  
(a) Elle va a la boulangerie.  
(b) Nous avons deux chats.  
(c) Il a une grande maison.  
(d) Tu manges beaucoup de sucre. 4
3. Ecrivez les noms de pays et nationalites :  
(a) India (b) Russia (c) Germany (d) Spain. 4
4. Mettez au negative :  
(a) Pauline est francaise.  
(b) Il y a une maison a cote du cinema.  
(c) Je bois du lait.  
(d) Ce sont des bonbons.  
(e) J'ai le stylo de Ria.  
(f) L'enfant donne un signe amical.  
(g) Le bebe dort dans le berceau.  
(h) Il y a un grandclou sur le mur. 4
5. Mettez les verbs au passé compose :  
(a) Nous (aller) au cinema hier soir.  
(b) Elle (manger) tout de suite.  
(c) Tu (descendre) a quelle heure ?  
(d) Je (vouloir) pour vous parler.  
(e) Je (tomber) dans l'escalier. 5
6. Changez au future simple :  
(a) Nous allons a Paris.  
(b) Ils viennent du college.  
(c) Tu as de la chance.  
(d) Vous ecrivez la lettre.  
(e) Manuel aime nager. 5
7. Ecrivez la conversation entre le client et la receptionist pour reservation les chambers de l'hotel. 10
8. Mettez les phrases au negative :  
(a) Vous prenez du vin ?  
(b) Andre a assez de crayons.  
(c) Nous avons beaucoup de choses a faire. 3

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

IV Semester  
PATISSERIE AND FOOD PRODUCTION MANAGEMENT

Time 3 Hours]

[Max. Marks 105

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

1. (a) What are the various regions of Chinese Cookery ? Explain its characteristics. List common equipments used in Chinese Cookery and explain its usage also. 10  
(b) Name any five most running Chinese Dishes along with its brief description. 11
2. (a) What are the various points to be considered while planning a Menu ? Discuss the problems involved in Menu Planning in brief. 11  
(b) How Holding of Food is different from Storage of Food ? 10
3. (a) Write in detail about Fast Food. 10  
(b) How operation and management of Outdoor Catering is performed ? Explain. 11
4. (a) What do you mean by Convenience Products and Standard Purchase Specification ? 10  
(b) Explain different methods of Mass Purchasing applicable for Hotel Industry. 11
5. (a) What do you mean by aims of Effective Receiving ? How is it helpful in control practices ? Suggest some measures to ensure Pilferage Control 11  
(b) Briefly explain the procedure of Goods Receiving ? 10
6. (a) Plan a set of seven days Cyclic Menu for Lunch only for the employees of a factory with 250 staffs indulged in heavy duty work. 11  
(b) Discuss about the Management Policy of Industrial and Institutional Catering. 10
7. (a) What are the common equipments involved in mass production and transportation of F & B Department ? 10  
(b) Give work flow for preparation of Food and explain the needs of pre-preparation in Hotel Industry. 11
8. (a) Write short notes on the following :  
(i) Railway Catering.  
(ii) Standardizing and Formulating Recipes. 3×5=15  
(iii) Reuse of Food Items.  
(b) Draw format for Standard Purchase Specification. 6

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

Fourth Semester  
TOURISM

Time 3 Hours]

[Max. Marks 45

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

1. Define Tourism and also explain about Inbound and Outbound Tourism. Which form of Tourism is beneficial for developing nation like India. 9
2. Write short notes on any three of the following :
  - (a) WTO.
  - (b) PATA.
  - (c) IATA.
  - (d) ITB. 3×3=9
3. What are the classification of Hotels ? Explain the criteria for classification with suitable examples. 9
4. Explain the role played by following sectors in Tourism Industry :
  - (a) Transportation Industry.
  - (b) Accommodation Industry. 9
5. Explain about any two of the following Tourist Destination in India :
  - (a) Religious Places.
  - (b) Historical Places.
  - (c) Archaeological Places. 4½×2=9
6. What are the roles played by Travel Agencies and Tour Operator in development of Tourism in India ? 9
7. Explain the importance of Travel Trade and Fare in promotion of Tourism in India. 9

Roll No. ....  
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August – September 2024  
Bachelor of Hotel Management (BHM) Examination

IV Semester  
UTILITY MANAGEMENT

Time 3 Hours]

[Max. Marks 45

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

1. Explain the management of Cold and Hot Water System in a Hotel. Explain different Treatment Methods.
2. Explain control and regulation of Refrigeration and Air Conditioning. Elaborate different compression types of Refrigeration System.
3. What is need of Equipment Replacements ? Explain different purchase policies for items of Hotel Management.
4. Explain management of Waste Disposal and Pollution Control Techniques applied in Hotels.
5. Explain different Energy Conservation Methods and Techniques Applied in Hotels for improving Productivity and Reduction in Cost.
6. Explain different Utility Optimisation Techniques applied in Hotel Industry, with examples.
7. Write notes on the following : (with examples)
  - (a) Water Regulation Tools.
  - (b) Deforestation.
  - (c) Preventive and Breakdown Maintenance in Hotel.

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

IV Semester  
**FRONT OFFICE OPERATIONS AND MANAGEMENT**

Time 3 Hours]

[Max. Marks 105

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

1. Discuss the detail process of Check-out from a Hotel. Also explain the various methods of Account Settlement during Check-out.
2. What do you mean by Folio ? Explain the various types of Folio.
3. Explain in detail the Foreign Exchange Encashment Procedure in a Hotel Industry.
4. What is the main responsibility of the Front Office Cashier ? Explain the detail procedure of starting and ending work shift at Front Office Cash of a Five-Star Hotel.
5. Write short note on the following with reference of a Five-Star Hotel :
  - (a) Inter Departmental Coordination and Communication Process.
  - (b) Allocation Procedure of Handling Safe Deposit Lockers.