

- VIII** The double occupancy percentage is calculated by
- Number of single rooms occupied divided by total rooms
 - House count minus the number of rooms sold, multiplied by 100
 - 100 minus local occupancy percentage
 - Number of double occupancy rooms divided by total rooms
- IX** The guest ledger is used to track
- non-guest accounts
 - Current in-house guest transactions
 - City ledger transactions
 - Staff expense accounts
- X** The RevPAR (Revenue per Available Room) is defined as
- Room revenue divided by total rooms available
 - Total revenue divided by house count
 - Number of rooms sold multiplied by ARR
 - Total guest folio transactions
- XI** The occupancy percentage is calculated as
- Number of rooms sold multiplied by 100, divided by total rooms
 - House count divided by total rooms
 - Total rooms divided by number of rooms sold
 - Average room rate divided by number of rooms
- XII** The employee or house folio is used to record
- Guest expenses
 - Non-guest accounts
 - Hotel employee expenses or internal charges
 - City ledger transactions
- XIII** The foreign occupancy percentage is calculated as
- Foreign guests multiplied by 100, divided by total house count
 - Total guests minus local guests
 - Local guests multiplied by 100, divided by total guests
 - Room occupancy percentage
- XIV** For a pre-authorized transaction in a hotel, this occurs:
- Payment is deferred
 - Full payment is completed immediately
 - A temporary hold is placed on the guest's credit card
 - A cash deposit is collected
- XV** When a guest's bill is charged directly to their company, it is known as
- Cash settlement
 - Bill-to-company
 - City ledger posting
 - Travel agent voucher

2. Answer in long (any three)

- Discuss the various methods of payment that hotels accept during the check-out process. Explain how each method works, including cash, credit cards, travel agent vouchers, and company billing. Provide examples of situations where each method might be used.
 - Explain the role of the front office in the overall guest experience at a hotel. Discuss how the front office contributes to customer satisfaction from the moment a guest arrives until they check out, including interactions and services provided.
 - Describe the group departure process in a hotel. Explain the steps taken by the front office staff to ensure a smooth and efficient check-out for group guests, including communication and coordination with other departments.
 - Discuss the importance of maintaining accurate financial records in hotel management. Explain how proper record-keeping affects financial performance, guest satisfaction, and operational efficiency.
- 3. Answer in short (any five)** [5×5=25]
- Explain the term "no-show" in hotel operations and how it affects revenue management.
 - Describe what is meant by "late check-out" and the policies hotels may implement regarding it.
 - Define the concept of "overstay" and how hotels handle situations where guests remain beyond their scheduled departure time.
 - Discuss the significance of guest feedback forms at check-out. How do they contribute to hotel improvements?
 - Explain the difference between manual posting and automatic posting of charges in a hotel's system. Why is this distinction important for accuracy?
 - Describe what a "travel agent voucher" is and how it functions during the check-out process.
 - Explain the concept of "house count" in hotel management and how it is determined. Why is it important for daily operations?
- *****

**Program Name: BACHELOR OF HOTEL MANAGEMENT
AND CATERING TECHNOLOGY (B.H.M.C.T)**
3RD Semester / 2ND Year Examination
Subject Code: HM 306
Subject Name: FUNDAMENTALS OF COMPUTERS

[Max. Marks : 70]

SECTION-A

 $[01 \times 15 = 15]$

- (d) Read Application Memory

(c) Adobe Photoshop

IV. Which component acts as the main circuit board in a computer?

- (a) RAM (b) Motherboard (c) CPU (d) Power Supply

(c) CMD (d) UNIX

(c) Spelling & Grammar

(d) Professional Management Service

VIII. What is the function of the "Copy" command in Windows?

- (a) Move files to another location
- (b) Delete files permanently
- (c) Duplicate files without removing the original
- (d) Rename files in the same folder

IX. In DOS, which command is used to change directories?

- (a) RD
- (b) CD
- (c) DEL
- (d) DIR

X. Which is NOT an application software?

- (a) MS Excel
- (b) Antivirus program
- (c) Notepad
- (d) BIOS

XI. Which of the following correctly describes ROM?

- (a) Volatile memory
- (b) Temporary storage
- (c) Non-volatile memory
- (d) High-speed processor

XII. In computer generations, which technology is associated with the second generation?

- (a) Microprocessors
- (b) Integrated Circuits
- (c) Vacuum tubes
- (d) Transistors

XIII. Which utility program is used to arrange fragmented data on a disk?

- (a) Disk Cleanup
- (b) Disk Defragmenter
- (c) Task Manager
- (d) File Explorer

XIV. What does the term 'Trojan Horse' refer to in computer security?

- (a) A type of virus that replicates itself
- (b) A malware disguised as legitimate software
- (c) An antivirus program
- (d) A tool for data recovery

XV. Which DOS command is used to display the version of the operating system?

- (a) DIR
- (b) VOL
- (c) VER
- (d) DATE

SECTION-B

2.

Answer in long (any three)

- I Explain the differences between the various types of software: system software, application software, and utility programs. Provide examples of each and discuss their roles in computer operations.
- II Discuss the importance of the CPU and its key components (ALU, Control Unit, and Registers) in data processing. How does each component contribute to the functioning of the CPU?
- III Describe the evolution of input and output devices over the generations of computers. How have advancements in these devices impacted user interaction and computer efficiency?
- IV Explain the significance of computer security measures, including antivirus software, firewalls, and user education, in protecting systems from malware. Provide examples of specific types of malware and their effects on computers.

SECTION-C

3.

Answer in short (any five)

[5x5=25]

- I What are the primary functions of an operating system in managing hardware and software resources?
- II Explain the concept of "multitasking" in an operating system and how it enhances user productivity.
- III What is a virus scanner, and how does it help prevent malware infections? Provide an example of when it might be useful.
- IV Describe the use of wildcards in file operations. Give examples of the question mark (?) and asterisk (*) wildcards in DOS commands.
- V Outline the major differences between first and second-generation computers in terms of technology and performance.
- VI What are some of the benefits of using MS Word's "Mail Merge" feature, especially in a hospitality context?
- VII Briefly explain the differences between RAM and ROM. Why are both types of memory essential in a computer system?

[10x3=30]

① + ⑤6
① missing

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (B.H.M.C.T.)
2nd YEAR, 3rd SEMESTER EXAMINATION

HM-304

ACCOMMODATION OPERATION - I

Time: 3:00 Hrs.

Instruction: Read Instructions Carefully

Max. Marks: 70

Section -A

Answer all the questions

Multiple-choice questions (MCQs)

(1X15=15)

What is the main purpose of using fabric softener in the laundry process?

- a) To increase the whiteness of linens
- b) To prevent the linen from shrinking
- c) To soften fabrics and reduce static
- d) To sanitize fabrics

Which of the following is NOT a common laundry machine used in hotel laundry operations?

- a) Washing machine
- b) Tumble dryer
- c) Ironing press
- d) Vacuum cleaner

Which term is used to describe the process of sorting and folding washed linens?

- a) Ironing
- b) Laundering
- c) Mending
- d) Par stocking

The term "cross-training" in housekeeping refers to:

- a) Teaching team members to perform various roles within the department
- b) The process of hiring external trainers
- c) Training staff to handle emergency situations
- d) None of the above

Which of the following is an intrinsic motivator for housekeeping staff?

- a) Salary increase
- b) Recognition and praise
- c) Paid vacation time
- d) Uniform allowance

Which type of plant is most suitable for indoor environments in hotels?

- a) Cacti
- b) Ferns
- c) Roses
- d) Fruit-bearing trees

What is the main purpose of including horticulture in hotel landscapes?

- a) To reduce maintenance costs
- b) To enhance aesthetic appeal and provide a welcoming atmosphere
- c) To ensure uniformity in design
- d) To limit the growth of local plant species

Which of the following practices helps to maintain plant health in a hotel's horticultural design?

- a) Frequent watering regardless of plant type
- b) Regular pruning and pest control
- c) Using artificial fertilizers only
- d) Changing plant species every month

CHLOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (B.H.M.C.T)
2nd YEAR, 3rd SEMESTER EXAMINATION

HM-304

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- d) Washing linens only
- What is the primary objective of the housekeeping department in a hotel?
- a) To maximize room occupancy
 - b) To keep guest rooms and public areas clean, tidy, and hygienic
 - c) To handle guest complaints
 - d) To decorate rooms
- If a guest requests additional towels or amenities, a housekeeping staff member should:
- a) Ignore the request and continue with their routine
 - b) Report it to a supervisor
 - c) Promptly deliver the requested items to the guest's room
 - d) Suggest the guest contact the front desk
- Which of the following contributes most to guest satisfaction in a hotel?
- a) Clean and comfortable rooms with prompt service
 - b) Free room upgrades
 - c) Minimal housekeeping presence
 - d) Strict policies with no exceptions
- Which of the following is essential personal protective equipment (PPE) for housekeepers using chemicals?
- a) Uniform only
 - b) Gloves and eye protection
 - c) Apron only
 - d) None of the above
- Which of the following should be cleaned first when servicing a guest room?
- a) Bathroom
 - b) Floor
 - c) Trash bins
 - d) Bed linens
- If a guest complains about an unclean bathroom. What should the housekeeper do first?
- a) Apologize and immediately address the issue
 - b) Ignore the complaint
 - c) Offer a discount without addressing the complaint
 - d) Report the guest to the supervisor

Section B

Attempt any five.

(5X 5 = 25)

1. Discuss the essential component of Horticulture.
2. Define OPL. Mention its advantages and disadvantages.
3. Mention the general duties of a supervisor.
4. What are the commonly neglected areas in the hotel guestroom with regard to cleaning?
5. How the VIP room is inspected?
6. Explain responsibilities of housekeeping in hotels.

Section C

Attempt any three.

(10 X 3 = 30)

1. Explain the handling of Guest laundry in detail.
2. Write short notes on stain removal.
3. Explain the contract cleaning. Mention its advantages and disadvantages.
4. Define training. Explain its benefits and types.

[illegible]

Course Name: Bachelor of Hotel Management & Catering Technology

2nd Year / 3rd Semester Examination

Subject Name: Entrepreneurship Development-I

Subject Code: HM 305

Time: 3 Hr**Max Marks: 70**

Section A

Q1. Attempt all

(1X15=15)

- a) An entrepreneur is defined as a person who starts and manages a business, often taking on financial risks.(True/ False)
 - b) The 3Ps of Entrepreneurship stand for Product, Process, and People. (True/ False)
 - c) Market analysis is unnecessary if you have a unique business idea. (True/ False)
 - d) The process of innovation involves creating new or improved products, processes, or services. (True/ False)
 - e) In the entrepreneurial process, establishing a vision is the first step. (True/ False)
 - f) A marketing plan does not need to address after-sales services. (True/ False)
 - g) Family and friends can be a source of finance for new ventures. (True/ False)
 - h) NABARD is primarily focused on agricultural financing. (True/ False)
 - i) In the stages of growth, the "Survival" stage comes after the "Take-off" stage. (True/ False)
 - j) Joint ventures and franchising are both growth strategies for businesses. (True/ False)
 - k) Who is considered an entrepreneur?
 - A. A person who works as an employee in an organization
 - B. A person who initiates and operates a business venture
 - C. A person who manages the finances of a company
 - D. A person who provides funds to start a business
 - l) The "3Ps of Entrepreneurship" refers to:
 - A. Product, Price, Promotion
 - B. Purpose, Passion, Persistence
 - C. People, Product, Process
 - D. Profit, Planning, Procedure
- [P.T.O.]

[P.T.O.]

- A. Market analysis
 - B. SWOT analysis
 - C. Competitor analysis
 - D. Financial forecasting
- n) Which of the following is NOT a characteristic of a good marketing plan?
- A. Well-researched target audience
 - B. Defined marketing strategies
 - C. Unlimited budget allocation
 - D. Clear performance metrics
- o) Intellectual property rights protect creations in all of the following forms EXCEPT:
- A. Trademarks
 - B. Copyrights
 - C. Stocks and Bonds
 - D. Patents

Section B

Attempt any three questions.

(3X10=30)

- Q2. Discuss the key characteristics and skills necessary for an entrepreneur to be successful.
- Q3. Describe the process of innovation and discuss how it contributes to idea generation in entrepreneurship.
- Q4. Identify and evaluate opportunities for new ventures, and discuss how vision plays a role in this process.
- Q5. Analyze different sources of finance available to entrepreneurs and discuss the advantages and disadvantages of each.

Section C

Attempt any five questions.

(5X5=25)

- Q6. What are the 3Ps of entrepreneurship?
- Q7. What is the importance of idea evaluation?
- Q8. What is a marketing plan?
- Q9. What role does SIDBI play in financing startups?
- Q10. What is meant by the growth stage of a venture?
- Q11. Why are social responsibilities important for entrepreneurs?

Enrollment No.

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PROGRAM NAME: BHMCT

2ND YEAR / 3RD SEMESTER EXAMINATION

Subject Code: HM 302

Subject Name: Bar Operation-I

[Time : 03:00 Hours]

[Max. Marks : 70]

Note : Attempt all the questions as per given instructions.

1. Multiple Choice Questions (MCQs): [01×15=15]

- I Which of the following is a famous red wine region in France?
 A) Napa Valley
 B) Bordeaux
 C) Rioja
 D) Tuscany
- II What is the primary ingredient in beer?
 A) Grapes B) Barley C) Wheat D) Rice
- III Which beer style is fermented at higher temperatures, resulting in fruity and spicy flavors?
 a. Lager b. Ale c. Pilsner d. Bock
- IV How are wines classified based on color?
 a) Red, yellow, and green
 b) White, red, and blush
 c) Sweet, dry, and medium
 d) Still, sparkling, and fortified
- V What is the primary purpose of the muddler in bartending?
 a. Chilling drinks
 b. Mixing ingredients
 c. Crushing herbs and fruit
 d. Measuring liquids
- VI The primary grape variety used in making Champagne is _____ & _____.
- VII The temperature at which lagers ferment is typically _____ than the fermentation temperature of ales.
- VIII A bar that primarily serves cocktails and often has a skilled mixologist is called a _____.

[P.T.O.]

- IX The device used to measure and pour a standard amount of alcohol is called a _____.
- X A wine that is a blend of different grape varieties is often referred to as a _____ wine.
- XI A wine bar exclusively serves wine and does not offer any other alcoholic beverages. (True/ False)
- XII Merlot and Cabernet Sauvignon are examples of red wine varietals. (True/ False)
- XIII A mixing glass is a container used for shaking cocktails, especially those with carbonated ingredients. (True/ False)
- XIV A jigger typically has only one measurement capacity for precise pouring. (True/ False)
- XV A decanter is used to chill wine quickly before serving.
(True/ False)

2. Answer in long (any three)

[10×3=30]

- I List 10 examples each of heavy equipment and light equipment used in a bar.
- II Identify and explain the different classifications of alcoholic beverages.
- III Describe the step-by-step manufacturing process of beer.
- IV Assess the specific steps in the champagne manufacturing process.

3. Answer in short (any five)

[5x5=25]

- I List five red grape varieties and five white grape varieties.
- II Describe common faults found in beer.
- III Identify and explain the differences between ale and lager.
- IV Compare and contrast different types of wine.
- V Discuss the wine-producing regions of France and the specific types of wine they are known for.
- VI Construct a detailed explanation of the different parts of a bar and their functions.

Enrollment No.

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PROGRAM NAME: BHMCT

2NDYEAR / 3RD SEMESTER EXAMINATION

Subject Code: HM 302

Subject Name: Bar Operation-I

[Time : 03:00 Hours]

[Max. Marks : 70]

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3. Answer in short (any five) [5x5=25]

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- V Discuss the wine-producing regions of France and the specific types of wine they are known for.
- VI Construct a detailed explanation of the different parts of a bar and their functions.

PROGRAM NAME: BHMCT
2ND YEAR / 3RD SEMESTER EXAMINATION
SUBJECT CODE: HM-301
SUBJECT NAME: BAKERY & CONFECTIONARY

[Time : 03:00 Hours]

[Max. Marks : 70]

Note: Attempt all the questions as per given instructions.

1. State True or False: [01×10=10]

- i. Yeast is a shortening agent in baking.
- ii. Flour batter is a method of cake making.
- iii. Eggs are used as a setting agent in baking.
- iv. Shortening agents are used to make pastries tender.
- v. Scaling is the first step in cake making.
- vi. Flaky pastry is a type of flour pastry.
- vii. Sponge and dough is a method of bread making.
- viii. Baking temperature does not affect the texture of cakes.
- ix. Physical changes occur during baking.
- x. Butter is classified as a shortening agent.

2. Fill in the Blanks: [01×05=05]

- i. _____ is used to make baked products rise.
- ii. Bread making requires _____ stages/steps.
- iii. _____ is an essential ingredient in pastry dough.
- iv. Icings can be classified into _____ and fluffy types.
- v. _____ is a common raising agent in cakes.

[1]

[P.T.O.]

- ii. Describe the methods of bread making, and explain the steps involved in each method.
- iii. Discuss the factors to consider while making cakes and the faults and remedies associated with cake making.
- iv. Explain the functions of eggs and shortening agents in baking.

4. Answer in short (Attempt any five)

[5x5=25]

- i. Classify and describe the types of cookies.
- ii. Write a note on the characteristics and uses of flour in baking.
- iii. Explain the role of raising agents in bread and cake making.
- iv. What is the importance of measuring ingredients accurately in baking?
- v. Describe the types of icings and their uses in bakery products.
- vi. List and explain the basic tools and equipment used in a bakery.
- vii. Discuss the functions of fats and oils in baking.
