

Seat No.

[0607]/CC201/2024/BHMCT_SEM2

F. Y. BHMCT (Second Semester) Examination, 2024
CC 201 FOOD PRODUCTION- II
(2021 Pattern)

Time: 2 Hrs. 30 Mins.**Maximum Marks: 50****Instructions: -**

- i. Solve *any five questions*
- ii. All questions carry *equal marks*.
- iii. *Draw* diagrams wherever *necessary*.

Q1. Explain the terms

- | | |
|-------------------|-------|
| A) Au-gratin | [2] |
| B) Roux | [2] |
| C) Court Bouillon | [2] |
| D) Coulis | [2] |
| E) Mirepoix. | [2] |

- | | |
|--|-------|
| Q2. A) What are the different methods of Bread Making? Explain any two. | [5] |
| B) List any 5 International soups and their country of origin | [5] |

- | | |
|---|-------|
| Q3. A) Write the advantages & disadvantages of microwave cooking | [5] |
| B) What points considered while presenting Appetizers. | [5] |

- | | |
|---|-------|
| Q4. A) Write short note on Roasting and Grilling. | [5] |
| B) Write the recipe of 1 liter Brown Stock and its uses. | [5] |

- | | |
|---|-------|
| Q5. A) Differentiate between Pan Frying and Shallow Frying | [5] |
| B) Write in brief on factors affecting microwave Cooking. | [5] |

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|--|-------|
| Q6. A) Give the function of Shortening & Baking powder in baking. | [5] |
| B) Classify vegetables giving 2 examples of each. | [5] |

- | | |
|---|-------|
| Q7. A) Explain in detail on Braising and Pressure cooking with examples. | [5] |
| B) List and explain any two thickening agents used in soup making. | [5] |

Total No. of Questions: 7

Total No. of Printed Pages: 1

AISSMS College of Hotel Management and Catering Technology, Pune

Seat No:

[0607]/CC301/2024/BHMCT_SEM3

SYBHMCT (Third Semester) Examination, 2024

CC301 – FOOD PRODUCTION -III

(2021 Pattern)

Time: 2 Hrs. 30 Mins.

Maximum Marks: 50

Instructions: -

- (i) Solve any five questions
- (ii) All questions carry equal marks.
- (iii) Draw diagrams wherever necessary.

Q1. Explain the terms :

- A) Gelatinization [2]
- B) Blind baking [2]
- C) Lamination [2]
- D) Oven spring [2]
- E) Baking loss [2]

Q2. A) Explain in detail the stages in bread making [5]

B) List and explain the role of any five ingredients used in making of Icings. [5]

Q3. A) List any 5 large equipments used in Bakery with their uses. [5]

B) What are leavening agents? Explain any 2 mechanical ways of leavening. [5]

Q4. A) Explain any 4 types of flour pastries with their proportions and suitable examples. [5]

B) Explain in brief any 6 faults occurred in breads. [5]

Q5. A) What care should you take while combining ingredients for cake making. [5]

B) Explain any 2 methods of cake mixing in detail. [5]

Q6. A) What are bread improvers? Enlist any 4 bread improvers. [5]

B) Explain the role of fat and sugar in making cookies. [5]

Q7. A) Enlist any 4 types of cookies with suitable examples. [5]

B) List down two principles of panning, baking, cooling of cookies. [5]

Total No. of Questions: 7

Total No. of Printed Pages: 1

AISSMS College of Hotel Management and Catering Technology, Pune

Seat No: _____

[0607]/CC302/2024/BHMCT_SEM3

SYBHMCT (Third Semester) Examination, 2024

CC302 - FOOD & BEVERAGE SERVICE - III

(2021 Pattern)

Time: 2 Hrs. 30 Mins.

Maximum Marks: 50

Instructions: -

- (i) Solve any five questions
- (ii) All questions carry equal marks.
- (iii) Draw diagrams wherever necessary.

Q1. Explain the terms :

- A) Ale [2]
- B) Aperitif [2]
- C) Sherry [2]
- D) Champagne [2]
- E) Draught Beer [2]

Q2. A) Draw and Label the classification of Alcoholic Beverage [5]

B) Enlist and explain the ingredients used for making beer. [5]

Q3. A) Write and explain the different types of Aperitifs. [5]

B) Write the wine producing regions of France and explain any 2 wine regions with one wine example from each. [5]

Q4. A) Name any 5 Red grape varieties and 5 White grape varieties. [5]

B) Discuss the common faults in Beer [5]

Q5. A) Define Fortified wine and name any 4 fortified wines. [5]

B) Draw the classification of Wines [5]

Q6. A) Explain the impact of climate change on global wine industry [5]

B) Explain the manufacturing process of Champagne. [5]

Q7. A) Enlist and Explain the wine laws of France. [5]

B) Write a short note on Sustainable practices used by Wineries [5]

Total No. of Questions: 7

Total No. of Printed Pages: 1

AISSMS College of Hotel Management and Catering Technology, Pune

Seat No:

[0607]/CC303/2024/BHMCT_SEM3

SYBHMCT (Third Semester) Examination, 2024
CC303 – ACCOMMODATION OPERATIONS - II
(2021 Pattern)

Time: 2 Hrs. 30 Mins.

Maximum Marks: 50

Instructions: -

- (i) Solve any five questions
- (ii) All questions carry equal marks.
- (iii) Draw diagrams wherever necessary.

Q1. Explain the terms:

- A) Dirty Dozen [2]
- B) Suzie [2]
- C) Par Stock [2]
- D) Express Checkout [2]
- E) Bill to Company [2]

Q2. A) Draw a Checklist for Inspection of a Guestroom [5]

B) Define Dry Cleaning. Write a Short Note on Dry Cleaning. [5]

Q3. A) Explain in brief about the procedure of Issue and Exchange of Uniforms [5]

B) Write the Advantages and Disadvantages of Contract Cleaning. [5]

Q4. A) Write the Procedure of Group Checkout carried out in a Hotel in detail [5]

B) Explain the Foreign currency exchange procedure in detail. [5]

Q5. A) Write a Short note on City Ledger [5]

B) Give the Formulae for the following- 1) Room occupancy % 2) DoubleOccupancy% 3)ARR 4) RevPAR 5) No Show% [5]

Q6. A) Explain the Functions of a Housekeeping Supervisor in detail [5]

B) Enlist and Explain any 5 Equipments used in Laundry [5]

Q7. A) What are the Post Departure Courtesy Services carried out by Front Office during the checkout procedure? [5]

B) Write a Short note on Discard management. [5]

Total No. of Questions: 7

Total No. of Printed Pages: 1

AISSMS College of Hotel Management and Catering Technology, Pune

Seat No: _____

[0607]/OE304A/2024/BHMCT SEM3

SYBHMCT (Third Semester) Examination, 2024

OE304A – PRINCIPLES OF MANAGEMENT

(2021 Pattern)

Time: 2 Hrs. 30 Mins.

Maximum Marks: 50

Instructions: -

- (i) Solve any five questions
- (ii) All questions carry equal marks.
- (iii) Draw diagrams wherever necessary.

Q1. Explain the terms :

- A) Management [2]
- B) Objectives [2]
- C) Span of Management [2]
- D) Motivation [2]
- E) Autocratic Leadership [2]

Q2. A) Discuss the Various Levels of Management [5]

B) Enlist and explain any 5 skills required by manager of an organization. [5]

Q3. A) Define Planning. Write any 2 advantages and 2 disadvantages of Planning. [5]

B) Write a brief short note on Informal Organization. [5]

Q4. A) Discuss in detail Henry Fayol's Classic Management Theory. [5]

B) Explain the importance of Coordination among different departments of hotel. [5]

Q5. A) Define Leadership. Explain any 4 traits of a good leader. [5]

B) Explain any 5 barriers of Communication. [5]

Q6. A) Illustrate and explain steps of Planning Process [5]

B) Define Staffing. Write any 4 key staffing functions. [5]

Q7. A) With the help of diagram explain Controlling process. [5]

B) With the help of Diagram explain Maslow's need Hierarchy Theory. [5]

Total No. of Questions: 7

Total No. of Printed Pages: 1

AISSMS College of Hotel Management and Catering Technology, Pune

Seat No:

[0607]/OE304B/2024/BHMCT_SEM3

SYBHMCT (Third Semester) Examination, 2024

OE304B - BUSINESS COMMUNICATION

(2021 Pattern)

Time: 2 Hrs. 30 Mins.

Maximum Marks: 50

Instructions: -

- (i) Solve any five questions
- (ii) All questions carry equal marks.
- (iii) Draw diagrams wherever necessary.

Q1. Explain the terms :

- A) Public Relation [2]
- B) Psychological Barrier [2]
- C) Group Communication [2]
- D) Body Language [2]
- E) Job Application Letter [2]

Q2. A) List and explain the different modes of communication [5]

B) List and explain the impact of Globalization on Business Communication [5]

Q3. A) Explain any 5 methods to overcome barriers to effective business communication [5]

B) Discuss any 5 important email etiquettes that must be followed [5]

Q4. A) Give any five guidelines for effective presentation [5]

B) Write short note on Agenda and Minutes of meeting [5]

Q5. A) Explain the Do's and Dont's in a Group Discussion [5]

B) Elaborate any five points on Importance of Business Attire [5]

Q6. A) Write Short notes on Circular and Report Writing [5]

B) What are five key considerations to keep in mind while preparing for an interview? [5]

Q7. A) Discuss any five ways to improve Public communication [5]

B) Write a Resignation Letter to the Director of the Company . Assume Suitable data [5]

Total No. of Questions: 7

Total No. of Printed Pages: 1

AISSMS College of Hotel Management and Catering Technology, Pune

Seat No:

[0607]/CC401/2024/BHMCT_SEM4

SYBHMCT (Fourth Semester) Examination, 2024

CC401 - QUANTITY FOOD PRODUCTION

(2021 Pattern)

Time: 2 Hrs. 30 Mins.

Maximum Marks: 50

Instructions: -

- (i) Solve any five questions
- (ii) All questions carry equal marks.
- (iii) Draw diagrams wherever necessary.

Q1. Explain the terms :

- A) Luchi [2]
- B) Sheermal [2]
- C) LIFO [2]
- D) Bin card [2]
- E) Wazwan [2]

Q2. A) What are the Principles of indenting for quantity kitchen? [5]

B) Write a note on Gujarati cuisine explaining the history, dishes, special ingredients & equipment [5]

Q3. A) What is yield management? Explain with an example [5]

B) What is menu balancing explain with an example? [5]

Q4. A) Describe the factors influence volume forecasting in the Industrial catering business. [5]

B) Write short note on Hospital catering in detail with a sample menu. [5]

Q5. A) Plan a festival menu for the Hyderabad region with descriptions of each dish. [5]

B) What is banquet catering? Plan a Punjabi banquet menu. [5]

Q6. A) Explain Institutional catering in detail with a sample menu [5]

B) Write various factors that influence menu planning of regional menus. [5]

Q7. A) What is the role of SPS and standard yield in the standardization of recipes? [5]

B) Write the merits and limitations of volume forecasting. [5]

[0607]/CC401/2024/BHMCT_SEM4

Total No. of Questions: 7

Total No. of Printed Pages: 1

AISSMS College of Hotel Management and Catering Technology, Pune

Seat No:

[0607]/CC402/2024/BHMCT_SEM4

SYBHMCT (Fourth Semester) Examination, 2024

CC402 - FOOD & BEVERAGE SERVICE-IV

(2021 Pattern)

Time: 2 Hrs. 30 Mins.

Maximum Marks: 50

Instructions: -

- (i) Solve any five questions
- (ii) All questions carry equal marks.
- (iii) Draw diagrams wherever necessary.

Q1. Explain the terms :

- A) Spirit [2]
- B) Blended Scotch Whiskey [2]
- C) Percolation [2]
- D) Feni [2]
- E) Bar Condiments [2]

Q2. A) Differentiate between Patent Still & Pot Still [5]

B) Differentiate between Irish Whiskey and American Whiskey [5]

Q3. A) Enlist and explain any 5 styles of bar. [5]

B) Enlist and explain the various types of Gin. Give 2 international brands of Gin. [5]

Q4. A) Define Liqueur. List any 4 types of liqueur with their base spirit flavor and country of origin [5]

B) List the raw material required for manufacturing Tequila and explain the manufacturing procedure. [5]

Q5. A) List and explain 5 methods of making cocktails with suitable example. [5]

B) Explain any 2 methods of manufacturing liqueur with the help of raw material used. [5]

Q6. A) Define Vodka and explain the following type of vodka Zubrowka and starka [5]

B) Explain Pomace Brandy and Marc. Give 2 brands of Domestic and international brands of BRANDY [5]

Q7. A) Define Cocktail and explain any 4 cocktail families with suitable example of each. [5]

B) Write any 5 duties or responsibilities of a Bar Manager. [5]

Seat No:

[0607]/CC403/2024/BHMCT_SEM4

SYBHMCT (Fourth Semester) Examination, 2024

CC403-ACCOMMODATION OPERATIONS III

(2021 Pattern)

Time: 2 Hrs. 30 Mins

Maximum Marks: 50

Instructions: -

- (i) Solve any five questions
- (ii) All questions carry equal marks.
- (iii) Draw diagrams wherever necessary.

Q1. Explain the terms:

- A) Refurbishing [2]
- B) Advertising [2]
- C) Charge Privilege [2]
- D) Membership Rate [2]
- E) Brochure [2]

Q2.A) List and explain various taxes applicable for guestrooms. [5]

B) Write down the importance of snag list. [5]

Q3.A) What is the first-aid remedy for Deep cut? [5]

B) Explain prior and post redecoration procedure. [5]

Q4.A) List and explain various types of guest complaints. [5]

B) What is High Balance Report? explain with format. [5]

Q5.A) Discuss the role of Website and E-display in effective marketing. [5]

B) Explain any two objectives of Interior Designing. [5]

Q6.A) Explain various types of fire extinguishers used in hotels. [5]

B) How to prepare for a sales call? Explain in brief. [5]

Q7.A) Describe room tariff fixation in detail. [5]

B) Provide a brief explanation of direct sales channels in the hotel industry. [5]

Total No. of Questions: 7

Total No. of Printed Pages: 1

AISSMS College of Hotel Management and Catering Technology, Pune

Seat No:

[0607]/EC405A/2024/BHMCT_SEM4

SYBHMCT (Fourth Semester) Examination, 2024

EC405A - ADVANCED BAKING

(2021 Pattern)

Time: 2 Hrs. 30 Mins.

Maximum Marks: 50

Instructions: -

- (i) Solve any five questions
- (ii) All questions carry equal marks.
- (iii) Draw diagrams wherever necessary.

Q1. Explain the terms :

- A) Scaling [2]
- B) Biga [2]
- C) Rolling-in [2]
- D) Intermediate Proofing [2]
- E) Scrap Dough [2]

Q2. A) Give step by step procedure of assembling and icing a Layer cake [5]

B) Define Souffle and explain three elements of a standard souffle [5]

Q3. A) Write steps for making a Baked Tart Shell [5]

B) Explain any five internal characteristics of a good cake [5]

Q4. A) Write procedure for boiling syrup for sugar work [5]

B) What is Crème Anglaise. Explain the process of making a Crème Anglaise [5]

Q5. A) What is a Quick Bread. Explain three methods of making a quick bread in brief. [5]

B) Explain basic elements to be considered for plated dessert [5]

Q6. A) Write a short note on Artisan Bread [5]

B) Define Cookies and explain various characteristics of Cookies [5]

Q7. A) Define Isomalt and give the procedure for making Blown Sugar [5]

B) Classify flour pastries one example of each [5]

[0607]/EC405A/2024/BHMCT_SEM4

Total No. of Questions: 7

Total No. of Printed Pages: 1

AISSMS College of Hotel Management and Catering Technology, Pune

Seat No: _____

[0607]/EC405B/2024/BHMCT_SEM4

SYBHMCT (Fourth Semester) Examination, 2024

EC - 405 B Bartending
(2021 Pattern)

Time: 2 Hrs. 30 Mins.

Maximum Marks: 50

Instructions: -

- (i) Solve any five questions
- (ii) All questions carry equal marks.
- (iii) Draw diagrams wherever necessary.

Q1. Explain the terms :

- A) Classic Cocktails [2]
- B) Base [2]
- C) Bar Blade [2]
- D) Glass Rimmer [2]
- E) Sports Bar [2]

Q2. A) List 5 large and 5 small equipment used in the bar. [5]

B) What are the 10 golden rules to be followed while mixing cocktails? [5]

Q3. A) Classify Alcoholic Beverages and explain each with an example. [5]

B) Discuss any 5 types of Bar. [5]

Q4. A) What are Modern Bar Equipment's. List any 3 Modern Bar equipment's. [5]

B) Write a note on Lounge Bar. [5]

Q5. A) Explain Stirred and Blended methods of cocktails with examples. [5]

B) List the different mixers used in the bars. Give brand names for each. [5]

Q6. A) Write a short note on importance of sales promotion in bar. [5]

B) Draw a hierarchy chart for bar. Discuss duties of a bartender. [5]

Q7. A) Write the closing duties of bar. [5]

B) List any 10 movable equipment used at the bar [5]

Total No. of Questions: 7

Total No. of Printed Pages: 1

AISSMS College of Hotel Management and Catering Technology, Pune

Seat No:

[0607]/OE404B/2024/BHMCT_SEM4

SYBHMCT (Fourth Semester) Examination, 2024
OE-404 B Event Management
(2021 Pattern)

Time: 2 Hrs. 30 Mins

Maximum Marks: 50

Instructions: -

- (i) Solve any five questions
- (ii) All questions carry equal marks.
- (iii) Draw diagrams wherever necessary.

Q1. Explain the terms

- A) MICE [2]
- B) Event [2]
- C) Vendor [2]
- D) Space Requirement [2]
- E) Crowd Management [2]

Q2.A) List down the points to consult with client while planning the event. [5]

B) Explain the steps of Event Planning. [5]

Q3.A) Give the various Liquor licenses in brief required to run bar in any event. [5]

B) Explain various Marketing Tools used for any event. [5]

Q4.A) Explain the Process of choosing Vendors. [5]

B) What are the various crisis faced during any event? [5]

Q5.A) Prepare a Blue Print of any event with its process. [5]

B) What do you mean by RFP? Briefly explain. [5]

Q6.A) What are the various Promotional material required for any event. [5]

B) List down the points to consult with client while planning the event. [5]

Q7.A) State the laws and Regulations for any event. [5]

B) List the Components of Budgets. [5]

Total No. of Questions: 7

Total No. of Printed Pages: 1

AISSMS College of Hotel Management and Catering Technology, Pune

Seat No:

[0607]/EC601A/2024/BHMCT_SEM6

TYBHMCT (Sixth Semester) Examination, 2024

EC601A - ADVANCED FOOD PRODUCTION

(2021 Pattern)

Time: 2 Hrs. 30 Mins.

Maximum Marks: 50

Instructions: -

- (i) Solve any five questions
- (ii) All questions carry equal marks.
- (iii) Draw diagrams wherever necessary.

Q1. Explain the terms:

- A) Mezze [2]
- B) Muscle Fiber [2]
- C) Plongeur [2]
- D) Inventory [2]
- E) CAD [2]

Q2. A) Interpret the various cooking methods of fish. [5]

B) Develop a weekly diet for a 55 year old diabetic patient. [5]

Q3. A) List and explain any 5 documents/records maintained by the Kitchen Stewarding department. [5]

B) Argue the statement "Poultry, Meat & Seafood have different cooking time but all of them become chewy & hard when overcooked." [5]

Q4. A) Classify appetizers giving one example of each. [5]

B) List & Distinguish between the various methods of preserving fish. [5]

Q5. A) Formulate a procedure of disinfecting fruit & vegetables manually in a 3 sink set up at the receiving area. Explain with the help of a labelled diagram. [5]

B) Relate the ten characteristics/formula/commandments on Nouvelle cuisine discovered by Gault & Millau. [5]

Q6. A) Draw a neat diagram of Beef with all the parts and demonstrate the primal cuts. [5]

B) Explain the criterias for selection of shellfish. [5]

Q7. A) Draw a detailed layout of a basic hot kitchen in a 5 star hotel. [5]

B) Interpret the important points needed to keep in mind when planning a diet for Hypertension & Heart patient. [5]

Total No. of Questions: 7

Total No. of Printed Pages: 1

AISSMS College of Hotel Management and Catering Technology, Pune

Seat No:

[0607]/OE602A/2024/BHMCT_SEM6

TYBHMCT (Sixth Semester) Examination, 2024
OE602A - HUMAN RESOURCE MANAGEMENT
(2021 Pattern)

Time: 2 Hrs. 30 Mins

Maximum Marks: 50

Instructions: -

- (i) Solve any five questions
- (ii) All questions carry equal marks.
- (iii) Draw diagrams wherever necessary.

Q1. Explain the terms :

- A) Human Resource Management [2]
- B) Labour turnover [2]
- C) Compensation [2]
- D) Discipline [2]
- E) Trade Union [2]

Q2. A) Write a short note on Women's Grievance Committee. [5]

B) Explain various steps in Training Process. [5]

Q3. A) Explain any 2 methods of performance appraisal used for assessing an employee. [5]

B) Explain any 5 Modes of recruitment [5]

Q4. A) Write 5 points differentiation between Transfer and Promotion. [5]

B) What are the objectives of fringe benefits? [5]

Q5. A) Describe counseling along with its importance. [5]

B) Explain five causes of labour turnover in hotel. [5]

Q6. A) Design Job Description of Bartender. [5]

B) Discuss any 5 objectives of Job evaluation. [5]

Q7. A) Explain the Human Resource planning process in the organization. [5]

B) Explain the collective bargaining process. [5]

[0607]/OE602A/2024/BHMCT_SEM6

Total No. of Questions: 7

Total No. of Printed Pages: 1

AISSMS College of Hotel Management and Catering Technology, Pune

Seat No:

[0607]/EC603A/2024/BHMCT_SEM6

TYBHMCT (Sixth Semester) Examination, 2024
EC603A - CUSTOMER RELATIONSHIP MANAGEMENT
(2021 Pattern)

Time: 2 Hrs. 30 Mins.

Maximum Marks: 50

Instructions: -

- (i) Solve any five questions
- (ii) All questions carry equal marks.
- (iii) Draw diagrams wherever necessary.

Q1. Explain the terms:

- A) What is understood by Cognitive Loyalty? [2]
- B) What is understood by Affective Loyalty? [2]
- C) What is Knowledge gap? [2]
- D) What is Collaborative CRM [2]
- E) What are the 4 steps of CRM process cycle? [2]

- Q2. A) Explain customer satisfaction, customer delight, Wow effect with example. [5]
B) Explain the second stage of CRM value chain model. [5]

- Q3. A) Discuss in brief about Affective Loyalty & Inertial Loyalty with examples. [5]
B) Explain any 5 important stages during implementation of CRM system. [5]

- Q4. A) What is big data? Enlist any four characteristics. [5]
B) Outline the role of CRM with the marketing department in any organization. [5]

- Q5. A) Determine the five gaps in service quality identified in the SERQUAL model. [5]
B) Explain the stages of customer relationship management (CRM). [5]

- Q6. A) What do understand by a Service Blueprint? Explain its key components. [5]
B) Enlist any five points of Sales Intelligence in CRM. [5]

- Q7. A) Determine the any five benefits of CRM to an organization. [5]
B) Determine any five barriers while building loyalty. [5]

Total No. of Questions: 7

Total No. of Printed Pages: 1

AISSMS College of Hotel Management and Catering Technology, Pune

Seat No:

[0607]/EC701A/2024/BHMCT_SEM7

Final Year (Seventh Semester) Examination, 2024
EC701A - SPECIALIZED FOOD PRODUCTION-I
(2021 Pattern)

Time: 2 Hrs. 30 Mins.

Maximum Marks: 50

Instructions: -

- (i) Solve any five questions
- (ii) All questions carry equal marks.
- (iii) Draw diagrams wherever necessary.

Q1. Explain the terms :

- A) Verinnes [2]
- B) Conching [2]
- C) Sequestrant [2]
- D) Smorgasbord [2]
- E) Sauerkraut [2]

Q2. A) What is sausage? Explain any two types of sausages. [5]

B) Describe the process of pate' making. [5]

Q3. A) List any 10 specific essential tools & equipment used in the larder. [5]

B) Classify puddings & write one example of each type of pudding. [5]

Q4. A) Plan a Mexican menu for delegates visiting India to discuss environmental issues. Write one liner for each preparation. [5]

B) What is bleaching agents? Write two examples & two uses of bleaching agents. [5]

Q5. A) What is churn frozen dessert? Explain any two churn frozen desserts. [5]

B) Write any five culinary uses of chocolate. [5]

Q6. A) Define preservatives. Explain Class II preservatives in brief. [5]

B) Explain the manufacturing process of chocolate. [5]

Q7. A) Write short note on Caribbean Cuisine. [5]

B) What is Chaudfroid? Explain the types of Chaudfroid sauces. [5]

Total No. of Questions: 7

Total No. of Printed Pages: 1

AISSMS College of Hotel Management and Catering Technology, Pune

Seat No:

[0607]/EC701B/2024/BHMCT_SEM7

Final Year (Seventh Semester) Examination, 2024
EC701B - SPECIALIZED FOOD & BEVERAGE SERVICE-I
(2021 Pattern)

Time: 2 Hrs. 30 Mins.

Maximum Marks: 50

Instructions: -

- (i) Solve any five questions
- (ii) All questions carry equal marks.
- (iii) Draw diagrams wherever necessary.

Q1. Explain the terms:

- A) Cross selling techniques [2]
- B) New World Wines [2]
- C) Automated Ordering System [2]
- D) Food control checklist [2]
- E) Sports Bar [2]

Q2. A) List and explain any 5 methods of Menu Printing [5]

B) Draw and explain any 2 format maintained in a Causal dining restaurant [5]

Q3. A) Enlist 5 approvals and licenses required for operating a restaurant [5]

B) Explain the concept of Beverage control procedure [5]

Q4. A) With neat labeled diagram explain parts of BAR [5]

B) Differentiate between a TDH and A la Carte Menu [5]

Q5. A) Explain any 2 latest trends in beverage service and making with suitable example. [5]

B) What are the essentials for choosing a location for opening a Restaurant [5]

Q6. A) 5 Types of Restaurant with Example [5]

B) Write a short note on revenue control system in f & B service [5]

Q7. A) Explain the food and wine harmony with a suitable example [5]

B) Explain the importance of Food cost control system [5]

Total No. of Questions: 7

Total No. of Printed Pages: 1

AISSMS College of Hotel Management and Catering Technology, Pune

Seat No:

[0607]/EC701C/2024/BHMCT_SEM7

Final Year (Seventh Semester) Examination, 2024
EC701C - SPECIALIZED ACCOMMODATION OPERATIONS-I
(2021 Pattern)

Time: 2Hrs. 30Mins.

Maximum Marks: 50

Instructions: -

- (i) Solve any five questions
- (ii) All questions carry equal marks.
- (iii) Draw diagrams wherever necessary.

Q1. Explain the terms :

- A) Bay Window [2]
- B) Venetian Blinds [2]
- C) Complementary Colour scheme [2]
- D) Hue [2]
- E) Semi hard flooring [2]

Q2. A) Write the selection criteria for Flooring for Hotel Lobby and Guest Rooms. [5]

B) Write the Standard Operating Procedure in hotels for Express Check- in. [5]

Q3. A) Suggest suitable Lighting for the various areas in the guest room and bathroom. [5]

B) Draw a Duty Rota for the Front office staff for 100 rooms hotel. [5]

Q4. A) Explain any five types of Cushion Fillings. [5]

B) Describe Time and Motion study with the help of an example. [5]

Q5. A) Explain the staffing guidelines for Front Office staff. [5]

B) Explain any 2 types of Hard Flooring with the help of an example. [5]

Q6. A) Write a note on psychological effect of colour. [5]

B) List down the best practices at the Hotel Front Desk. [5]

Q7. A) Explain any two types of Budgets with examples. [5]

B) Describe any two types of Carpets. [5]

Total No. of Questions: 7

Total No. of Printed Pages: 1

AISSMS College of Hotel Management and Catering Technology, Pune

Seat No:

[0607]/OE702A/2024/BHMCT_SEM7

Final Year (Seventh Semester) Examination, 2024

OE702A - TOTAL QUALITY MANAGEMENT

(2021 Pattern)

Time: 2 Hrs. 30 Mins.

Maximum Marks: 50

Instructions: -

- (i) Solve any five questions
- (ii) All questions carry equal marks.
- (iii) Draw diagrams wherever necessary.

Q1. Explain the terms :

- A) Tolerance [2]
- B) Juran's Trilogy [2]
- C) Quality [2]
- D) HACCP [2]
- E) MUDA [2]

Q2. A) Explain the principles of Total Quality Management. [5]

B) Evaluate the importance of ISO standards in the hospitality industry. [5]

Q3. A) List Deming's any 10 Principles of Quality Management. [5]

B) Identify the consequences of poor quality management in a business. [5]

Q4. A) Discuss the role of quality circles in fostering a culture of continuous improvement. [5]

B) Analyze how environmental management systems (EMS) complement quality standards. [5]

Q5. A) Explain the Six Sigma methodology and its benefits. [5]

B) Identify and describe tools used to measure customer satisfaction. [5]

Q6. A) Differentiate between Vision and Mission with one example each. [5]

B) Explain 5 GAPs in Services marketing. [5]

Q7. A) Explain Gender sensitivity and equality in organisation. [5]

B) What is the importance of SOP in process quality. [5]

Total No. of Questions: 7

Total No. of Printed Pages: 1

AISSMS College of Hotel Management and Catering Technology, Pune

Seat No:

[0607]/OE702B/2024/BHMCT_SEM7

Final Year (Seventh Semester) Examination, 2024

OE702B - ORGANIZATIONAL BEHAVIOUR

(2021 Pattern)

Time: 2 Hrs. 30 Mins.

Maximum Marks: 50

Instructions: -

- (i) Solve any five questions
- (ii) All questions carry equal marks.
- (iii) Draw diagrams wherever necessary.

Q1. Explain the terms :

- A) Organization Behavior. [2]
- B) Learning. [2]
- C) Emotional quotient [2]
- D) Ethics [2]
- E) Stress [2]

Q2. A) Elaborate on the objectives of Organisational Behavior. [5]

B) Explain Personality traits of the "The Big Five Model" . [5]

Q3. A) Explain Values at the work place. [5]

B) What is Organizational Culture? Explain the Levels of Culture. [5]

Q4. A) Write the five Conflict resolution strategies. [5]

B) Elaborate the Specific Characteristics of Diversity. [5]

Q5. A) Explain with flow chart, the stages of group and its development. [5]

B) Enlist the Steps in Learning process and explain. [5]

Q6. A) Define Attitude and write a brief about attitude formation. [5]

B) Explain with an example what do you understand by Dominant culture and Subcultures. [5]

Q7. A) Give Causes of stress at work and Ways to cope up with stress at work [5]

B) Write in detail about Managing Diversity. [5]

Total No. of Questions: 7

Total No. of Printed Pages: 1

AISSMS College of Hotel Management and Catering Technology, Pune

Seat No:

[0607]/PE704A/2024/BHMCT_SEM7

Final Year (Seventh Semester) Examination, 2024

PE704A - FOOD AND BEVERAGE CONTROL

(2021 Pattern)

Time: 2 Hrs. 30 Mins.

Maximum Marks: 50

Instructions: -

- (i) Solve any five questions
- (ii) All questions carry equal marks.
- (iii) Draw diagrams wherever necessary.

Q1. Explain the terms :

- A) Labour Cost [2]
- B) Par Stock [2]
- C) ABC Analysis [2]
- D) Reorder level [2]
- E) Discounted Pricing [2]

Q2. A) Define food and beverage control. List any 4 problems of Food and beverage Controls. [5]

B) Write a Short note on Concept of Profits. [5]

Q3. A) Define BEP. Enlist the importance of Margin of Safety [5]

B) Enlist the Objective of Budgeting [5]

Q4. A) Write a short note on Economic order quantity with a suitable example [5]

B) Draw and explain any 2 formats while purchasing stage. [5]

Q5. A) Enlist and explain any 5 styles of pricing a menu. [5]

B) Write a short on preparation method of Cook Chill and Cook Freeze [5]

Q6. A) Explain the procedure for storage of perishable of food and beverage items. [5]

B) Explain the concept of supply chain management [5]

Q7. A) Write a short note on receiving procedure. [5]

B) List and explain any 2 inventory control method [5]

Total No. of Questions: 7

Total No. of Printed Pages: 2

AISSMS College of Hotel Management and Catering Technology, Pune

Seat No: _____

[0607]/PE704B/2024/BHMCT_SEM7

Final Year (Seventh Semester) Examination, 2024

PE704B - INTRODUCTION TO CYBER SECURITY

(2021 Pattern)

Time: 2 Hr. 30 Mins.

Maximum Marks: 50

Instructions: -

- (i) Solve any five questions
- (ii) All questions carry equal marks.
- (iii) Draw diagrams wherever necessary.

Q1. Explain the terms :

- A) Firewall [2]
- B) Virtual Private Network [2]
- C) Authentication [2]
- D) Social Engineering [2]
- E) Intrusion Detection System [2]

Q2. A) Critically assess the impact of Wi-Fi technology on modern networking and discuss how it has changed the way businesses operate [5]

B) List the different types of cyber-crimes and briefly mention one example for each type [5]

Q3. A) Define malware and list three common types of malware [5]

B) What is a strong password? List three characteristics of a strong password [5]

Q4. A) What are the three main goals of security in cybersecurity (CIA triad)? [5]

B) Describe the difference between a virus and a worm in terms of how they spread and infect systems. [5]

Q5. A) A company is handling sensitive personal data of Indian customers. How does the Indian IT Act guide the company in managing data security? [5]

B) Explain the key differences between a Wireless Local Area Network (WLAN) and a Wired Local Area Network (LAN). [5]

Q6. A) Explain how identity theft is a form of cyber-crime and its impact on individuals [5]