

Total No. of Questions: 7

Total No. of Printed Pages: 1

AISSMS College of Hotel Management and Catering Technology, Pune

Seat No:

[0607]/HSMM111/2024/BSCHS_SEM1

FYBSCHS (First Semester) Examination, 2024

HSMM111 - Principles of Food Production

(Rev. 2023 Pattern)

Time: 1 Hr. 30 Mins.

Maximum Marks: 25

Instructions: -

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

Q1. Explain the terms :

- A) Brunoise [1]
- B) Blanching [1]
- C) Rubbing in [1]
- D) Chef de cuisine [1]
- E) Bain Marie [1]

Q2. What are the professional attributes of chef? [5]

Q3. What are Safety Measures to be followed while using equipments in commercial kitchen? [5]

Q4. Draw the Classification of cooking methods with 1 example each. [5]

Q5. Explain any five mixing methods of cooking. [5]

Q6. Explain any two types of fuels used in Kitchen. [5]

Q7. What is Roles and Responsibility of Chef de cuisine? [5]

Total No. of Questions: 7

Total No. of Printed Pages: 1

AISSMS College of Hotel Management and Catering Technology, Pune

Seat No:

[0607]/HSMM112/2024/BSCHS_SEM1

FYBSCHS (First Semester) Examination, 2024
HSMM112 - Principles of Food & Beverage Service I
(Rev. 2023 Pattern)

Time: 1 Hr. 30 Mins.

Maximum Marks: 25

Instructions: -

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

Q1. Explain the terms :

- A) Drive through [1]
- B) Kitchen Stewarding [1]
- C) BOT [1]
- D) Food court [1]
- E) Dispense Bar [1]

Q2. Explain in detail English Service and American Service. [5]

Q3. Draw KOT Diagram ,and Explain 4 Types of KOT. [5]

Q4. Define disposable. Mention in detail advantages and disadvantages. [5]

Q5. Explain special equipment and describe its care and maintenance. [5]

Q6. Classify and explain F & B service Organization structure for large hotel. [5]

Q7. Explain in detail Classification of Captive and Non captive catering establishment with examples and diagram. [5]

Total No. of Questions: 04

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AISSMS College of Hotel Management and Catering Technology, Pune

Seat No:

[0607]/HSOE113A/2024/BSCHS_SEM1

FYBSCHS (First Semester) Examination, 2024

HSOE113A - Basics of MS Office

(2023 Pattern)

Time: 1 Hr

Maximum Marks: 15

Instructions: -

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

Q1. Explain the terms :

- A) RAM [1]
- B) Digital Camera [1]
- C) Virus [1]
- D) Page Border in MS Word [1]
- E) Mail Merge [1]

Q2. Give any 5 formula of MS Excel. [5]

Q3. Describe Insert Menu of MS Powerpoint [5]

Q4. Explain advantages & disadvantages of computer [5]

Seat No:

[0607]/HSOE113B/2024/BSCHS_SEM1

FYBSCHS (First Semester) Examination, 2024

HSOE113B - Food Science & Nutrition

(Rev. 2023 Pattern)

Time: 1 Hour

Maximum Marks: 15

Instructions: -

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

Q1. Explain the terms :

- A) Canning [1]
- B) FSSAI [1]
- C) Nutrients [1]
- D) Fortified foods [1]
- E) Food infection [1]

Q2. Classify Vitamins. Give two sources of Iodine. Give two functions of Sodium [5]

Q3. Explain five Basic Food groups with examples [5]

Q4. Give two points of difference between Food Poisoning and Food Infection. [5]
Explain the concept of Danger Zone.

Total No. of Questions: 4

Total No. of Printed Pages: 1

AISSMS College of Hotel Management and Catering Technology, Pune

Seat No:

[0607]/HSOE113C/2024/BSCHS_SEM1

FYBSCHS (First Semester) Examination, 2024

HSOE113C - Work Ethics

(Rev. 2023 Pattern)

Time: 1 Hour

Maximum Marks: 15

Instructions: -

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

Q1. Explain the terms :

- A) Ethics [1]
- B) Communication [1]
- C) Social Media [1]
- D) CSR [1]
- E) Integrity [1]

Q2. List and explain the steps involved in ethical decision-making. [5]

Q3. What are the various ways to minimize conflict in a workplace? [5]

Q4. What is a professional code of conduct? State its importance in a workplace with relevant examples. [5]

Total No. of Questions: 7

Total No. of Printed Pages: 1

AISSMS College of Hotel Management and Catering Technology, Pune

Seat No:

[0607]/HSVSC114/2024/BSCHS_SEM1

FYBSCHS (First Semester) Examination, 2024

HSVSC114 - Basic Rooms Division I

(Rev. 2023 Pattern)

Time: 1 Hr. 30 Mins.

Maximum Marks: 25

Instructions: -

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

Q1. Explain the terms :

- A) Define Overbooking [1]
- B) What is Suite Room? [1]
- C) Define Heritage Hotel [1]
- D) Explain Room Status Report [1]
- E) Define Housekeeping [1]

Q2. List and explain any 5 attributes of a good housekeeper. [5]

Q3. Classify hotels based on star classification. [5]

Q4. What is purchase and storage criteria of cleaning equipment? [5]

Q5. Explain any 5 types of room rates at hotel [5]

Q6. Classify types of reservation in hotels and explain them. [5]

Q7. List and explain any 10 daily activities of housekeeping [5]

Total No. of Questions: 7

Total No. of Printed Pages: 1

AISSMS College of Hotel Management and Catering Technology, Pune

Seat No:

[0607]/HSIKS116/2024/BSCHS_SEM1

FYBSCHS (First Semester) Examination, 2024

HSIKS116 - Indian Heritage and Culture

(Rev. 2023 Pattern)

Time: 1 Hr. 30 Mins.

Maximum Marks: 25

Instructions: -

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

Q1. Explain the terms :

- A) Medical tourism [1]
- B) War tourism [1]
- C) Ajanta Caves [1]
- D) Natyasastra [1]
- E) Archaeological Survey of India [1]

Q2. Describe the concept and essential features of culture and heritage. [5]

Q3. Explain the emerging tourism segments in Indian Tourism [5]

Q4. Summarise the significance of Indian handicrafts in preserving traditional culture and heritage. [5]

Q5. Determine the role of India Tourism Development Corporation (ITDC). [5]

Q6. Discuss the cultural and historical importance of the Qutub Minar as a UNESCO World Heritage Site. [5]

Q7. How is the Indian government promoting heritage tourism, and what impact does it have on cultural preservation? [5]

Total No. of Questions: 7

Total No. of Printed Pages: 1

AISSMS College of Hotel Management and Catering Technology, Pune

Seat No:

[0607]/HSAEC117/2024/BSCHS_SEM1

FYBSCHS (First Semester) Examination, 2024

HSAEC117 - Communication skills I

(Rev, 2023 Pattern)

Time: 1 Hr. 30 Mins.

Maximum Marks: 25

Instructions: -

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

Q1. Explain the terms :

- A) Oral communication [1]
- B) Present Tense [1]
- C) Listening [1]
- D) Modals [1]
- E) Grooming [1]

Q2. Define written communication. State any four advantages of written communication. [5]

Q3. Give any five examples of positive body language. [5]

Q4. Give any five etiquettes to be followed during virtual meeting. [5]

Q5. Give the difference between Verbal and Non Verbal Communication. [5]

Q6. Write a short note on the significance of verbal communication in reading and writing. [5]

Q7. Fill in the blanks : [5]

- i. _____ you give me your pen. (Could/Can) (choose the correct modal)
- ii. The dog was hiding _____ the bed (under/underneath) (choose the correct preposition)
- iii. We visited _____ Eiffel Tower last summer. (Fill in the blanks with suitable article)
- iv. The baby _____ loudly. (cry: use present continuous tense)
- v. My friend sings in the choir yesterday. (correct the error and rewrite the sentence)

Total No. of Questions: 25

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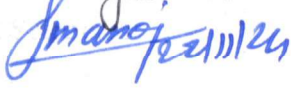
Total No. of Printed Pages: 4

AISSMS College of Hotel Management and Catering Technology, Pune

Seat No:

[0607]/HSVEC118/2024/BSCHS_SEM1

Invigilator's Signature:



FYBSCHS (First Semester) Examination, 2024

HSVEC118 - Environment Science I

(Rev. 2023 Pattern)

Time: 1 Hour

Maximum Marks: 25

Instructions: -

- (i) Select Correct Options
- (ii) All questions are compulsory.

Q1. Which of the following best explains the concept of sustainability?

[1]

- a) Use resources without considering future needs
- b) Preserve resources for future generations
- c) Exploit resources for economic gain
- d) Ignore natural resources altogether

Q2. Environmental studies are considered multidisciplinary because they include:

[1]

- a) Economics, sociology, and natural sciences
- b) Only Biology and Physics
- c) Chemistry and mathematics
- d) Physics and Chemistry,

Q3. What is the primary source of energy in most ecosystems?

[1]

- a) Plants
- b) Sunlight
- c) Water
- d) Oxygen

Q4. The term "food chain" refers to:

[1]

- a) A group of animals living together
- b) The food consumed by plants
- c) The transfer of energy through organisms in an ecosystem
- d) The food consumed by apex predators

Q5. An ecosystem includes:

[1]

- a) Only plants and animals
- b) Abiotic and biotic components
- c) Only humans
- d) All organisms except microorganisms

- Q6.** A non-renewable resource is one that: [1]
- a) Can be replenished in a short time
 - b) Is unlimited
 - c) Cannot be replenished easily
 - d) Is always environmentally friendly
- Q7.** Which energy resource is most abundant and sustainable in the long term? [1]
- a) Oil
 - b) Solar energy
 - c) Coal
 - d) Nuclear energy
- Q8.** Which of the following is NOT a level of biodiversity? [1]
- a) Genetic diversity
 - b) Species diversity
 - c) Habitat diversity
 - d) Ecosystem diversity
- Q9.** Endangered species are: [1]
- a) Species that are increasing rapidly
 - b) Species at risk of extinction
 - c) Species with a high reproduction rate
 - d) Species that are invasive
- Q10.** The term "in-situ conservation" refers to: [1]
- a) Conservation outside natural habitats
 - b) Conservation within natural habitats
 - c) Creating artificial habitats
 - d) Species relocation
- Q11.** The multidisciplinary nature of environmental studies implies that: [1]
- a) Only environmental scientists contribute to solving environmental problems
 - b) Environmental studies only focus on the biological sciences
 - c) Solutions to environmental issues involve cooperation from various fields like economics, politics, and social sciences
 - d) Governments alone can handle environmental challenges
- Q12.** In an aquatic ecosystem, the primary producers are usually: [1]
- a) Fish
 - b) Phytoplankton
 - c) Herbivores
 - d) Decomposers
- Q13.** Ecological succession refers to: [1]
- a) The way animals adapt to changing climates
 - b) The role of humans in ecosystem management
 - c) The rapid destruction of ecosystems due to natural disasters
 - d) The gradual process by which ecosystems change and develop over time

- Q14.** Which of the following is a correct comparison of renewable and non-renewable resources? [1]
- a) Renewable resources are finite, while non-renewable resources are infinite
 - b) Non-renewable resources replenish themselves naturally over time
 - c) Renewable resources can regenerate, while non-renewable resources cannot be replenished within a human timescale
 - d) Non-renewable resources do not cause any environmental problems when used
- Q15.** Which energy source is considered an alternative to both renewable and non-renewable resources due to its relatively low carbon footprint but also its high potential risks? [1]
- a) Wind energy
 - b) Coal
 - c) Nuclear energy
 - d) Solar energy
- Q16.** Genetic diversity within a species is important because: [1]
- a) It ensures that all individuals in the species are identical
 - b) It provides a wider range of traits that can help a population adapt to environmental changes
 - c) It decreases the likelihood of species survival
 - d) It only occurs in endangered species
- Q17.** Habitat loss is considered the greatest threat to biodiversity because: [1]
- a) It primarily affects non-native species
 - b) It creates new habitats for endangered species
 - c) It causes fragmentation, which limits species' ability to reproduce and access resources
 - d) Species can easily relocate to new areas
- Q18.** Which of the following is an example of in-situ conservation? [1]
- a) Setting up seed banks
 - b) Establishing a national park
 - c) Creating a zoo
 - d) Storing genetic material in labs
- Q19.** What does the term "biodiversity hotspot" refer to? [1]
- a) Areas with low species diversity
 - b) Areas with no ecosystem services
 - c) Areas where species are extinct
 - d) Areas with exceptionally high levels of biodiversity and endemic species

- Q20.** In an ecosystem, which group of organisms is primarily responsible for breaking down dead organic matter and recycling nutrients? [1]
- a) Primary producers
 - b) Primary consumers
 - c) Decomposers
 - d) Herbivores
- Q21.** Which of the following is not a renewable resource? [1]
- a) Solar energy
 - b) Wind energy
 - c) Coal
 - d) Hydroelectric power
- Q22.** Which of the following is the most significant environmental issue associated with deforestation? [1]
- a) Soil erosion
 - b) Increased carbon sequestration
 - c) Rise in renewable resources
 - d) Expansion of biodiversity hotspots
- Q23.** Ex-situ conservation refers to: [1]
- a) Protecting species in their natural habitat
 - b) Creating new ecosystems for endangered species
 - c) Conserving species outside their natural habitats, such as in zoos or botanical gardens
 - d) Allowing species to adapt to urban environments
- Q24.** Species endemic to a particular region are: [1]
- a) Found only in that region and nowhere else
 - b) Found globally in similar habitats
 - c) Always on the verge of extinction
 - d) Migratory and occupy different ecosystems
- Q25.** In a forest ecosystem, if a top predator such as a tiger population is significantly reduced due to poaching, what is the most likely long-term consequence for the ecosystem? [1]
- a) Increase in herbivore population, leading to overgrazing
 - b) Increase in primary producers due to less predation pressure
 - c) Total ecosystem collapse as the food web disintegrates
 - d) Stabilization of other carnivore species to fill the ecological niche

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AISSMS College of Hotel Management and Catering Technology, Pune

Seat No:

[0607]/HSMM121/2024/BSCHS_SEM2

FYBSCHS (Second Semester) Examination, 2024
HSMM121 - PRINCIPLES OF CONTINENTAL CUISINE
(2023 Pattern)

Time: 1 Hr. 30 Mins.

Maximum Marks: 25

Instructions: -

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

Q1. Explain the terms :

- A) Bouquet Garni [1]
- B) Liaison [1]
- C) Demi-glaze [1]
- D) Mirepoix [1]
- E) Mise-en-place [1]

Q2. Define the stocks and explain the care and precautions to be taken during the preparation of stock [5]

Q3. Classify soups with One example of each types of soup [5]

Q4. Write short notes on ""mayonnaise sauce"" [5]

Q5. Explain the different types of food textures [5]

Q6. Draw a neat diagram and label the different cuts of lamb [5]

Q7. Explain the selection criteria & storage of Chicken [5]

[0607]/HSMM121/2024/BSCHS_SEM2

Total No. of Questions: 7

Total No. of Printed Pages: 1

AISSMS College of Hotel Management and Catering Technology, Pune

Seat No:

[0607]/HSMM122/2024/BSCHS_SEM2

FYBSCHS (Second Semester) Examination, 2024
HSMM122 - PRINCIPLES OF FOOD & BEVERAGE SERVICE II
(2023 Pattern)

Time: 1 Hr. 30 Mins.

Maximum Marks: 25

Instructions: -

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

Q1. Explain the terms :

- A) Espresso [1]
- B) Entremet [1]
- C) Tisanes [1]
- D) Fermentation [1]
- E) Humidor [1]

Q2. Write a short note on Brunch and Supper [5]

Q3. Draw and explain the classification of Non-Alcoholic Beverages [5]

Q4. List down and describe the various forms and formats used in In Room Dining [5]

Q5. Define Alcoholic Beverage, Draw the classification chart of Distilled and Compound Beverages [5]

Q6. Enlist and Explain the various parts of Cigar in detail [5]

Q7. Using French Classical Menu Sequence, Prepare a 5 Course French Classical Menu [5]

[0607]/HSMM122/2024/BSCHS_SEM2

Total No. of Questions: 7

Total No. of Printed Pages: 1

AISSMS College of Hotel Management and Catering Technology, Pune

Seat No:

[0607]/HSM123/2024/BSCHS_SEM2

FYBSCHS (Second Semester) Examination, 2024

HSM123 - PRINCIPLES OF MANAGEMENT

(2023 Pattern)

Time: 1 Hr. 30 Mins.

Maximum Marks: 25

Instructions: -

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

Q1. Explain the terms :

- A) Unity of command [1]
- B) Delegation of Authority [1]
- C) Grapevine Communication [1]
- D) Autocratic Leadership [1]
- E) Span of Management [1]

Q2. Write a short note on Scientific Management Theory [5]

Q3. Briefly discuss the various steps of Planning process [5]

Q4. Explain the various principles of Organizing [5]

Q5. Define Communication. Explain the various types of communication [5]

Q6. Discuss the importance of Coordination among different departments of the hotel [5]

Q7. Illustrate and Categorize different levels of Maslow's Need Hierarchy Theory of Motivation [5]

Total No. of Questions: 4

Total No. of Printed Pages: 1

AISSMS College of Hotel Management and Catering Technology, Pune

Seat No:

[0607]/HSOE124A/2024/BSCHS_SEM2

FYBSCHS (Second Semester) Examination, 2024

HSOE124A - FRENCH FOR GASTRONOMY

(2023 Pattern)

Time: 1 Hr

Maximum Marks: 15

Instructions: -

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

Q1. Explain the terms :

- A) Mise en Place [1]
- B) Bouquet Garni [1]
- C) Guéridon [1]
- D) Au blue [1]
- E) À Point [1]

Q2. Name one example of the Following 1) French cheese 2) Red Wine from Bordeaux 3) Herb 4) Spice 5) White wine from Savoie region [5]

Q3. Give equivalents in french for the following 1) Lamb ,2) Pork, 3) Chicken, 4) Duck, 5) French beans [5]

Q4. Give equivalents in french for the following 1) [5]
Betterave ,2) Chou fleur, 3) Poisson, 4) Patate Douce, 5) Radis

Total No. of Questions: 7

Total No. of Printed Pages: 1

AISSMS College of Hotel Management and Catering Technology, Pune

Seat No:

[0607]/SEC601/2024/BSCHS_SEM6

TYBSCHS (Sixth Semester) Examination, 2024
SEC601 - ENTREPRENEURSHIP DEVELOPMENT
(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) SWA SHAKTI [2]
- B) Customer validation [2]
- C) Entrepreneurship [2]
- D) Start-ups [2]
- E) Private equity [2]

- Q2. A) Write a short note on Principles of market research. [5]
- B) Mention in detail sources of Finance. [5]

- Q3. A) Define Entrepreneur. Explain types of entrepreneur based on Socio cultural variable. [5]
- B) What is SWOT analysis. Explain its importance for an entrepreneur while establishing his enterprise. [5]

- Q4. A) List the sources of business idea and explain any 2 with examples. [5]
- B) Write down the challenges of Women Entrepreneur. [5]

- Q5. A) Mention the Role of Financial Institutions- SIDBI, NABARD. [5]
- B) Describe in detail the Opportunities for Women Entrepreneurs. [5]

- Q6. A) Write down in detail 5 Legal Compliance of Entrepreneurship. [5]
- B) Discuss any 5 Entrepreneurial characteristics and skills. [5]

- Q7. A) Explain the important contents of Business Plan. [5]
- B) Write an note on importance of identifying an opportunity for an entrepreneur. [5]

Total No. of Questions: 7

Total No. of Printed Pages: 1

AISSMS College of Hotel Management and Catering Technology, Pune

Seat No:

[0607]/GE603A/2024/BSCHS SEM6

TYBSCHS (Sixth Semester) Examination, 2024
GE603A - SPECIALIZATION-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) Poolish [2]
- B) Docking [2]
- C) Opera [2]
- D) Knock Back [2]
- E) Autolysis [2]

Q2. A) Enlist and explain any five internal characteristics of a good bread. [5]

B) Give any five points to be considered while assembling and icing simple cake. [5]

Q3. A) Define Pudding and write guidelines for making steamed pudding. [5]

B) Enlist and explain any five bread making methods. [5]

Q4. A) Define Isomalt and give step by step procedure for making pulled sugar. [5]

B) Explain in brief any five types of icings. [5]

Q5. A) Explain mixing methods of cookies. [5]

B) Define Choux Pastry and explain the procedure for making choux paste. [5]

Q6. A) Write a short note on Pastry cream. [5]

B) Explain any five internal bread faults with causes. [5]

Q7. A) Write the essentials of dessert presentation. [5]

B) Give any five points to be considered while making caramel decorations. [5]

Total No. of Questions: 7

Total No. of Printed Pages: 1

AISSMS College of Hotel Management and Catering Technology, Pune

Seat No:

[0607]/GE603C/2024/BSCHS_SEM6

TYBSCHS (SEMESTER-VI) Examination, 2024
GE603C - SPECIALIZATION-ACCOMMODATIONS 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) Analogous colour scheme [2]
- B) Guest History Card [2]
- C) Duty Rota and its types [2]
- D) MIS [2]
- E) Soft furnishing and its role [2]

Q2. A) Differentiate between Hard and Soft Floorings. [5]

B) What are the elements of Revenue Management ? [5]

Q3. A) Explain the advantages of using softwares in Front Office and name two softwares. [5]

B) Explain Time and Motion Study and its significance. [5]

Q4. A) Suggest types of Lights for a Guest room with one reason for each. [5]

B) Describe the role of curtain and drapes as window treatment? Give two examples. [5]

Q5. A) Write note on paint and wall paper as wall covering. [5]

B) What are the factors considered for Selecting floors? [5]

Q6. A) Describe the role of SOPs in designing a process. [5]

B) Describe the size of the following - Double Bed, Writing Table, Luggage Rack, King Bed, Queen Bed. [5]

Q7. A) Colours have an impact on Guest Psychology. Justify the statement. [5]

B) Draw and explain - Sales Mix report and Room Revenue report. [5]

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Seat No.

[0607]/CC201/2024/BSCHS_SEM2

FYBSCHS (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*.

Q.1 Explain the terms

- | | |
|----------------|-------|
| A) Zest | [2] |
| B) Julienne | [2] |
| C) Crouton | [2] |
| D) Emulsion | [2] |
| E) Remouillage | [2] |

- Q2. A) Classify methods of cooking.** [5]
B) Write in detail the rules of making good stock. [5]

- Q3. A) Define stock. Write the recipes of 1 liter of white chicken stock.** [5]
B) Name the mother sauces. Write the recipes of 1 liter of tomato sauce. [5]

- Q4. A) Draw and label neatly the structure of egg.** [5]
B) Describe the composition of a salad. [5]

- Q5. A) List and explain various types of salad dressings.** [5]
B) Explain important points to be observed for the preparation of sandwiches. [5]

- Q6. A) Write the aims and objectives of cooking.** [5]
B) Write in brief on importance of convenience food [5]

- Q7. A) Name five national soups and state their country of origin.** [5]
B) Write short note on Types of sandwiches [5]

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Seat No.

[0607]/CC202/2024/BSCHS_SEM2

FYBSCHS (Second Semester) Examination, 2024
CC 202 – Food and Beverage Services - 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*.

Q.1 Explain the terms

- | | |
|----------------|-------|
| A) Minibar | [2] |
| B) Fondue | [2] |
| C) Entrée | [2] |
| D) Tisane | [2] |
| E) Café Simple | [2] |

- Q2. A) Explain and plan a Continental Breakfast with suitable examples.** [5]
B) Draw the sample format of door knob card and explain its importance. [5]

- Q3. A) Define Sandwich and Explain any four types of Sandwiches.** [5]
B) Differentiate between Table d' hote menu and A la carte menu. [5]

- Q4. A) What is Non-Alcoholic Beverage? Classify with Diagram and 2 examples each.** [5]
B) List Down Coffee Making Methods. Explain 2 types. [5]

- Q5. A) Plan an English Breakfast menu in a sequence.** [5]
B) List 6 equipment used in IRD and draw any 2. [5]

- Q6. A) Explain any 5 types of Menu.** [5]
B) Explain components of Frozen Dessert and 2 types of Frozen dessert. [5]

- Q7. A) Plan a 5 course French classical menu** [5]
B) Write suitable accompaniment of the following dishes: [5]

1. Roast Lamb
2. Caviar
3. Cream of Tomato soup
4. Caesar salad
5. Spaghetti Bolognese

Total No. of Questions – 7]

[Total No. of Printed Pages – 1

Seat No.

[0607]/CC202/2024/BSCHS_SEM2

FYBSCHS (Second Semester) Examination, 2024

CC 203 Accommodations Operations-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*.

Q.1 Explain the terms

- | | |
|-------------------------------|-------|
| A) Key control register | [2] |
| B) Room status report | [2] |
| C) Property Management System | [2] |
| D) Arrival notification | [2] |
| E) BTC | [2] |

Q2. A) List down and explain ant three registers maintained at the Housekeeping control desk. [5]

B) What do you mean by Rooming a guest? [5]

Q3. A) Explain the lost and found procedure in a hotel along with a format. [5]

B) Explain in brief the process of registration at the Front Desk for a FIT. [5]

Q4. A) Write step by step procedure for a VIP guest. [5]

B) What are the duties of a control desk attendant? [5]

Q5. A) List down the Rules followed on guest floor. [5]

B) Write short note on Spring-cleaning of a guest room. [5]

Q6. A) Explain the pre arrival activities for a group check in. [5]

B) What are the steps followed while giving an Evening Service? [5]

Q7. A) Explain any two types of Beds. List down Bed accessories. [5]

B) Explain Guest Information Services available in hotels. [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

Seat No.	
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[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: -

- Solve *any five questions*
- All questions carry *equal marks*.
- 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]

- 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]/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: 3

AISSMS College of Hotel Management and Catering Technology, Pune

Seat No:

[0607]/DSE605A/2024/BSCHS SEM6

TYBSCHS (Sixth Semester) Examination, 2024

DSE605A - 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 Customer Relationship Management? [2]
- B) What do you understand by Pareto's Law? [2]
- C) What is Brand Loyalty? [2]
- D) What is Customer Service? [2]
- E) What do you understand by Key Process Indicator (KPI)? [2]

Q2. A) Explain any five importance of Customer Relationship Management [5]

B) Write any two attributes of CRM. [5]

Q3. A) Discuss the importance of Customer Satisfaction [5]

B) Describe any five advantages of SERVQUAL model. [5]

Q4. A) Write the importance of Service Blueprints. [5]

B) Write a short note on Collaborative CRM. [5]

Q5. A) Explain any five components of the Customer Profit Chain. [5]

B) Explain Relationship value of a customer with example. [5]

Q6. A) Outline the benefits of managing the CRM Process Cycle. [5]

B) Identify any five barriers while Building Loyalty [5]

Q7. A) Determine the benefits of IDIC Model in CRM [5]

B) Case Study: Revitalizing The Grandview Resort with Smart Room Technology [5]

Introduction: Nestled in the picturesque landscapes of the Lake District, The Grandview Resort has long been a haven for travellers seeking tranquility and natural beauty. Despite its idyllic setting and comprehensive amenities, including a spa, fine-dining restaurants, and outdoor adventure activities, the resort began to notice a gradual decline in guest satisfaction and repeat visits.

features.

Increased Efficiency: The new systems streamlined operations, reducing the time taken to fulfil guest requests and improving the overall service speed.

Positive Reviews and Repeat Visits: Following the upgrade, the resort saw an uptick in positive online reviews, leading to increased bookings and repeat visits from impressed guests.

Cost Savings: Over time, the energy-efficient smart systems led to reduced utility costs, contributing to the resort's sustainability goals.

Conclusion:

The Grandview Resort's strategic investment in smart room technology proved to be a successful approach to meeting the expectations of modern travellers. By focusing on personalization, convenience, and efficiency, the resort not only enhanced guest satisfaction but also set a new standard in hospitality technology. This case study underscores the importance of embracing innovation in the hospitality industry to stay competitive and relevant in a rapidly evolving market.

Questions:

- a. What were the primary reasons behind The Grandview Resort's decision to integrate smart room technology?
- b. Describe the types of smart room technologies implemented by The Grandview Resort.
- c. How did smart room technology impact guest satisfaction at The Grandview Resort?
- d. Explain how the integration of smart room technology contributed to operational efficiency at The Grandview Resort.
- e. Discuss the long-term benefits The Grandview Resort could expect from implementing smart room technology, beyond immediate cost savings and efficiency improvements.

Total No. of Questions: 7

Total No. of Printed Pages: 1

AISSMS College of Hotel Management and Catering Technology, Pune

Seat No:

[0607]/HSMM122/2024/BSCHS_SEM2

FYBSCHS (Second Semester) Examination, 2024
HSMM122 - PRINCIPLES OF FOOD & BEVERAGE SERVICE II
(2023 Pattern)

Time: 1 Hr. 30 Mins.

Maximum Marks: 25

Instructions: -

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

Q1. Explain the terms :

- A) Espresso [1]
- B) Entremet [1]
- C) Tisanes [1]
- D) Fermentation [1]
- E) Humidor [1]

Q2. Write a short note on Brunch and Supper [5]

Q3. Draw and explain the classification of Non-Alcoholic Beverages [5]

Q4. List down and describe the various forms and formats used in In Room Dining [5]

Q5. Define Alcoholic Beverage, Draw the classification chart of Distilled and Compound Beverages [5]

Q6. Enlist and Explain the various parts of Cigar in detail [5]

Q7. Using French Classical Menu Sequence, Prepare a 5 Course French Classical Menu [5]

[0607]/HSMM122/2024/BSCHS_SEM2

Total No. of Questions: 7

Total No. of Printed Pages: 1

AISSMS College of Hotel Management and Catering Technology, Pune

Seat No:

[0607]/HSM123/2024/BSCHS_SEM2

FYBSCHS (Second Semester) Examination, 2024

HSM123 - PRINCIPLES OF MANAGEMENT

(2023 Pattern)

Time: 1 Hr. 30 Mins.

Maximum Marks: 25

Instructions: -

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

Q1. Explain the terms :

- A) Unity of command [1]
- B) Delegation of Authority [1]
- C) Grapevine Communication [1]
- D) Autocratic Leadership [1]
- E) Span of Management [1]

Q2. Write a short note on Scientific Management Theory [5]

Q3. Briefly discuss the various steps of Planning process [5]

Q4. Explain the various principles of Organizing [5]

Q5. Define Communication. Explain the various types of communication [5]

Q6. Discuss the importance of Coordination among different departments of the hotel [5]

Q7. Illustrate and Categorize different levels of Maslow's Need Hierarchy Theory of Motivation [5]

Total No. of Questions: 4

Total No. of Printed Pages: 1

AISSMS College of Hotel Management and Catering Technology, Pune

Seat No:

[0607]/HSOE124A/2024/BSCHS_SEM2

FYBSCHS (Second Semester) Examination, 2024

HSOE124A - FRENCH FOR GASTRONOMY

(2023 Pattern)

Time: 1 Hr

Maximum Marks: 15

Instructions: -

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

Q1. Explain the terms :

- A) Mise en Place [1]
- B) Bouquet Garni [1]
- C) Guéridon [1]
- D) Au blue [1]
- E) À Point [1]

Q2. Name one example of the Following 1) French cheese 2) Red Wine from Bordeaux 3) Herb 4) Spice 5) White wine from Savoie region [5]

Q3. Give equivalents in french for the following 1) Lamb ,2) Pork, 3) Chicken, 4) Duck, 5) French beans [5]

Q4. Give equivalents in french for the following 1) [5]
Betterave ,2) Chou fleur, 3) Poisson, 4) Patate Douce, 5) Radis

Total No. of Questions: 4

Total No. of Printed Pages: 1

AISSMS College of Hotel Management and Catering Technology, Pune

Seat No:

[0607]/HSOE124B/2024/BSCHS_SEM2

FYBSCHS (Second Semester) Examination, 2024
HSOE124B - FARM TO FORK MANAGEMENT
(2023 Pattern)

Time: 1 Hr.

Maximum Marks: 15

Instructions: -

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

Q1. Explain the terms :

- A) Farming and Production [1]
- B) Economic Viability [1]
- C) SCM [1]
- D) FIFO [1]
- E) Urban Agriculture [1]

Q2. Define and scope of Farm to Fork Management [5]

Q3. What role do distributors play in the food industry supply chain? [5]

Q4. What is food processing and why is it important in the food industry? [5]

[0607]/HSOE124B/2024/BSCHS_SEM2

Total No. of Questions: 4

TotalNo.ofPrintedPages:1

AISSMS College of Hotel Management and Catering Technology, Pune

SeatNo:

[0607]/HSOE124C/2024/BSCHS_SEM2

FYBSCHS (Second Semester) Examination, 2024
HSOE124C-FOOD JOURNALISM & CONTENT WRITING
(2023Pattern)

Time: 1Hr.

Maximum Marks: 15

Instructions:-

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

Q1. Explain the terms:

- A) Food Journalism
- B) Food Blog
- C) Culinary Trails
- D) Food Critic
- E) Food Media

[1]

[1]

[1]

[1]

[1]

Q2. Explain the fundamentals of Food Journalism with suitable examples

[5]

Q3. Why do you think that the role of a Food Critic is important and ethical?

[5]

Q4. Use your childhood experiences to discuss "Food as a Memory" with examples

[5]

[0607]/HSOE124C/2024/BSCHS_SEM2

Total No. of Questions: 4

Total No. of Printed Pages: 1

AISSMS College of Hotel Management and Catering Technology, Pune

Seat No:

[0607]/HSSEC126/2024/BSCHS SEM2

FYBSCHS (Second Semester) Examination, 2024

HSSEC126 - BASIC ROOMS DIVISION II

(2023 Pattern)

Time: 1 Hr.

Maximum Marks: 15

Instructions: -

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

Q1. Explain the terms :

- A) Second Service [1]
- B) AMC register [1]
- C) GHC [1]
- D) GIT [1]
- E) Spring Cleaning [1]

Q2. Explain the procedure of daily cleaning of a departure room [5]

Q3. Explain lost and found process with suitable examples [5]

Q4. How will you conduct the check in procedure for a foreigner guest? [5]

[0607]/HSSEC126/2024/BSCHS SEM2

Total No. of Questions: 7

Total No. of Printed Pages: 1

AISSMS College of Hotel Management and Catering Technology, Pune

Seat No:

[0607]/HSAEC127/2024/BSCHS_SEM2

FYBSCHS (Second Semester) Examination, 2024

HSAEC127 - SARAL HINDI STIR I

(2023 Pattern)

Time: 1 Hrs. 30 Mins.

Maximum Marks: 25

Instructions: -

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

Q1. Explain the terms :

- A) योगरूढ शब्द [1]
- B) संज्ञा [1]
- C) विशेषण [1]
- D) विस्मयादि बोधक [1]
- E) अपूर्ण भविष्य काल [1]

Q2. विलोम शब्द क्या होते हैं और उनका क्या महत्व होता है? [5]

Q3. सरल वाक्य और मिश्रित वाक्य में क्या फर्क है ? उदाहरण के साथ लिखिए [5]

Q4. गद्यांश और पद्यांश में क्या फर्क है ? [5]

Q5. निचे दिए गए वाक्य को ५ काल में परिवर्तित कीजिये और वाक्य के सामने काल लिखिए [5]
- लक्ष्मण सो रहा है

Q6. निचे दिए गए विषय पर एक पत्र लिखे विषय- मित्र / सहेली को पत्र [5]

Q7. निचे दिए गए विषय पर एक निबंध लिखे [5]
""शिक्षा का उद्देश्य

Total No. of Questions: 7

Total No. of Printed Pages: 1

AISSMS College of Hotel Management and Catering Technology, Pune

Seat No:

[0607]/HSVEC128/2024/BSCHS SEM2

FYBSCHS (Second Semester) Examination, 2024

HSVEC128 - ENVIRONMENTAL SCIENCE II

(2023 Pattern)

Time: 1 Hr 30 Mins.

Maximum Marks: 25

Instructions: -

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

Q1. Explain the terms :

- A) Cyclone [1]
- B) Rehabilitation [1]
- C) Acid Rain [1]
- D) Nuclear Hazard [1]
- E) Air Pollution [1]

Q2. Define Water Pollution. Write about the causes of Water Pollution. [5]

Q3. Write a short note on Montreal Protocol. [5]

Q4. Define Flood. Write about the Effects of Flood. [5]

Q5. Write a short note on Chipko Movement. [5]

Q6. What is the role of cultures in environmental conservation? [5]

Q7. Write in brief about Solid Waste Management. [5]

[0607]/HSVEC128/2024/BSCHS SEM2

Total No. of Questions: 7

Total No. of Printed Pages: 1

AISSMS College of Hotel Management and Catering Technology, Pune

Seat No:

[0607]/HSMM231/2024/BSCHS_SEM3

SYBSCHS (Third Semester) Examination, 2024
HSMM231 - INDIAN & INDUSTRIAL COOKING
(2023 Pattern)

Time: 1 Hr. 30 Mins.

Maximum Marks: 25

Instructions: -

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

Q1. Explain the terms :

- A) Indent [1]
- B) Menu mix [1]
- C) Ratan Jot [1]
- D) Wazwan [1]
- E) Laal Maas [1]

Q2. Define Menu and explain different types of menus offered in hospitality industry. [5]

Q3. Prepare a Standard recipe card with a dish of your choice. [5]

Q4. Explain the difference between basic dry and wet masalas used in Indian cuisine with example. [5]

Q5. Define tandoor cooking. Write difference between tandoor oven and bakery oven. [5]

Q6. Explain Principles and characteristics of hospital catering operation. [5]

Q7. What is Volume forecasting? Write advantages and disadvantages of it. [5]

Total No. of Questions: 7

Total No. of Printed Pages: 1

AISSMS College of Hotel Management and Catering Technology, Pune

Seat No:

[0607]/HSMM232/2024/BSCHS_SEM3

SYBSCHS (Third Semester) Examination, 2024
HSMM232 - ACCOMMODATION OPERATION I
(2023 Pattern)

Time: 1 Hr. 30 Mins.

Maximum Marks: 25

Instructions: -

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

Q1. Explain the terms :

- A) GHC [1]
- B) Security [1]
- C) Dead Move [1]
- D) GSTS [1]
- E) AYS [1]

Q2. Explain the group check-out procedure in detail. [5]

Q3. Write a short note explaining the touch points in the guest room for inspection. [5]

Q4. Explain any five potential hazardous in the housekeeping department. [5]

Q5. Give any two common pest found in hotels & measures to control the pest. [5]

Q6. Explain complaint handling procedure followed in hotels with a suitable example. [5]

Q7. Write a short note on executive lounge and business center. [5]

Total No. of Questions: 4

Total No. of Printed Pages: 1

AISSMS College of Hotel Management and Catering Technology, Pune

Seat No:

[0607]/HSMM233/2024/BSCHS_SEM3

SYBSCHS (Third Semester) Examination, 2024

HSMM233 - BEVERAGE SERVICE I

(2023 Pattern)

Time: 1 Hour

Maximum Marks: 15

Instructions: -

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

Q1. Explain the terms :

- A) Chateau d' Yquem [1]
- B) Blush Wine [1]
- C) Aperitif [1]
- D) Ising glass [1]
- E) LDE [1]

Q2. Explain the raw materials used in beer manufacturing. [5]

Q3. Enlist five wine regions from Italy and give one example of wine from each region [5]

Q4. Enlist five brands and five shippers of Sherry. [5]

Total No. of Questions: 7

Total No. of Printed Pages: 1

AISSMS College of Hotel Management and Catering Technology, Pune

Seat No:

[0607]/GE504A/2024/BSCHS_SEM5

TYBSCHS (Fifth Semester) Examination, 2024

GE504A - PERSONALITY DEVELOPMENT AND 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) Personal goal setting [2]
- B) Positive attitude [2]
- C) Group Discussion [2]
- D) Networking [2]
- E) Globalization [2]

Q2. A) Discuss the principles of effective presentation. [5]

B) Draft a Purchase Order to the supplier for ordering Housekeeping equipment. Assume supplier details, material and quotation. [5]

Q3. A) Explain the concept of the agenda and minutes of the meeting. [5]

B) Explain the role of technology in Business Communication. [5]

Q4. A) Define Mental Health. Mention strategies followed by the organization to improve the mental health of the employees. [5]

B) What is Mentoring? What role does the mentor and mentee play in structuring their mentoring relationship? [5]

Q5. A) What are personal etiquettes? Which etiquettes should be followed by employees at a workplace? [5]

B) Write a note on Transaction and Strokes. [5]

Q6. A) Draft a Notice for the hotel employees informing them about participating in the Fire Drill demo. Assume suitable data. [5]

B) Write a short note on Johari Window. [5]

Q7. A) Explain the concept of self SWOT analysis along with examples. [5]

B) Write down the steps to build positive attitude. [5]

Total No. of Questions: 7

Total No. of Printed Pages: 1

AISSMS College of Hotel Management and Catering Technology, Pune

Seat No:

[0607]/HSOE235B/2024/BSCHS_SEM3

SYBSCHS (Third Semester) Examination, 2024
HSOE235B - RETAIL BUSINESS MANAGEMENT
(2023 Pattern)

Time: 1 Hr. 30 Mins.

Maximum Marks: 25

Instructions: -

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

Q1. Explain the terms :

- A) Retailing [1]
- B) Brand Loyalty [1]
- C) Hypermarket [1]
- D) Inventory Management [1]
- E) Food Retailing [1]

Q2. Describe the difference between organized and unorganized retail sectors. [5]

Q3. If you were managing a chain of grocery stores, how would you apply effective inventory management techniques to avoid stockouts? [5]

Q4. Analyze the role of technology in transforming the global retail landscape. [5]

Q5. List the different types of organized food retailing formats in India and give one line description for each. [5]

Q6. Describe the role of customer service in the success of a retail store. [5]

Q7. Define ethical retailing and list three common ethical issues faced by retailers. [5]

Total No. of Questions: 7

Total No. of Printed Pages: 1

AISSMS College of Hotel Management and Catering Technology, Pune

Seat No: _____

[0607]/HSAEC237/2024/BSCHS_SEM3

SYBSCHS (Third Semester) Examination, 2024

HSAEC237 - SARAL HINDI STIR II

(Rev. 2023 Pattern)

Time: 1 Hr. 30 Mins.

Maximum Marks: 25

Instructions: -

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

Q1. Explain the terms :

- A) संधि [1]
- B) करक [1]
- C) अपठित पद्य [1]
- D) वृत्तांत [1]
- E) विज्ञापन [1]

Q2. अर्थ के आधार पर वाक्य के कितने भेद हैं? किसी एक भेद को स्पष्ट कीजिये। [5]

Q3. किसी भी ५ विराम चिन्ह को निकाल के स्पष्ट कीजिये। [5]

Q4. रस की व्याख्या क्या है और रस के कितने प्रकार हैं? [5]

Q5. "नशली देवाओं की लत" विषय पर १० पंक्तियों का विज्ञापन लिखिए। [5]

Q6. गुठली " इस हिंदी चलचित्र (Movie) का वृत्तांत लिखिए। [5]

Q7. हिंदी के कोई भी पांच मुहावरे और उनके अर्थ लिखिए। [5]
