

**FIRST YEAR B.H.M. (REGULAR/SUPPLEMENTARY)
EXAMINATION, APRIL 2021**

BHM

BHM 09—APPLICATION OF COMPUTERS

Time : Two Hours

Maximum : 40 Marks

Section A

Expand any five.

- | | |
|----------|------------|
| 1. LAN. | 2. MS-DOS. |
| 3. MICR. | 4. CAD. |
| 5. LCD. | 6. DBMS. |

(5 × 1 = 5 marks)

Section B

Answer any three questions.

1. Differentiate between Word art and Clip art.
2. Write short note on Data entry devices.
3. Write short note on types of printers.
4. Differentiate between Compilers and Interpreters.

(3 × 5 = 15 marks)

Section C

Answer any two questions.

1. Explain about classification of computers :
 - (a) According to the technology that been used.
 - (b) According to size and storage capacity.
2. Write a detail note on printing options in MS Word.
3. List the features and components of Microsoft word with short description of each.

(2 × 10 = 20 marks)

**FIRST YEAR B.H.M. (REGULAR/SUPPLEMENTARY)
EXAMINATION, APRIL 2021**

BHM

BHM 08—HOTEL ENGINEERING

Time : Two Hours

Maximum : 40 Marks

Answer all questions.

Fill in the blanks.

1. HVAC stands for _____.
2. One kilowatt is equal to _____ watts.
3. _____ is the quantity representing the amount of water vapour in the atmosphere or in a gas.
4. Energy = _____ × _____.
5. _____ is an expression of force exerted on a surface per unit area.

(5 × 1 = 5 marks)

Answer all questions.

True or False.

1. Solids have high calorific value than gaseous fuels.
2. Heat is produced when an electric current passes through a resistance.
3. Carbon dioxide gas can be used to extinguish Class C type of fire.
4. Generator is a device that converts DC electricity into single or multiphase AC electricity.
5. Inverter is a device that is used to control the voltage of a circuit by raising and lowering it.

(5 × 1 = 5 marks)

Answer any five questions.

1. Write short notes on the advantages of preventive maintenance.
2. Differentiate between AC and DC.
3. What is the cause of permanent hardness in water ?
4. Write short note on about water sprinklers.
5. Write short note on central air conditioning.
6. List the properties of LPG.
7. What are the major duties and responsibilities of Engineering department ?

(5 × 2 = 10 marks)

**FIRST YEAR B.H.M. (REGULAR/SUPPLEMENTARY)
EXAMINATION, APRIL 2021**

BHM

BHM 07—BUSINESS COMMUNICATION—I (ELEMENTARY FRENCH)

Time : Three Hours

Maximum : 80 Marks

Part A

Section A

I. Do as directed (any *five*) :

- (a) Before resuming his speech, the speaker cleared his throat load. (Correct the sentence).
- (b) When the fat man slipped on a banana peel, the boys laughed ——— him. (Fill in the blank using the correct preposition).
- (c) Oh! How painful. I have never heard **about/of** such a tragedy. (Choose the right word in bold letters to complete the sentence).
- (d) Recently, he attended a three-days workshop. (Correct the mistake).
- (e) She is not capable ——— facing such a trial. (Use the correct preposition to fill the blank).
- (f) The committee is consisting of three members. (Correct the mistake).

(5 × 2 = 10 marks)

Section B

*Answer any **three** questions.*

I. Frame sentences with the following words :

- (a) Confidence ; (b) Passionate ; (c) Virtual.

II. Write a paragraph of not less than 200 words on any *one* of the following topics :

- (a) Man Vs. Machine.
- (b) Pollution.

III. What do you understand by audience analysis ? Explain.

IV. What is the impact of vocal behaviour on verbal communication ?

(3 × 6 = 18 marks)

Section C

Answer any two questions.

- I. What are the barriers of communication ? How can you overcome the barriers ?
- II. Elaborate on the principles of communication with special emphasis on the use of Seven 'C' of communication.
- III. What is non-verbal communication ? Explain the power of non-verbal communication.

(2 × 20 = 40 marks)

Part B (Élementary French)

Answer any three of the following.

- I. Traduisez en anglais :
Il cest trois heures.
- II. Complétez avec tu ou vous :
(a) Salut Julie ! ———— vas bien ?
(b) Bonjour Monsieur Blanc ! Comment allez ———— ?
- III. Ecrivez en letters :
(a) 15 ; (b) 32 ; (c) 92 ; (d) 24.
- IV. Corrigez la phrase suivante :
Nous parlent français.
- V. Ecrivez les noms des pays suivants en français :
(a) India ; (b) France ; (c) Spain ; (d) Germany.

(3 × 4 = 12 marks)

**FIRST YEAR B.H.M. (REGULAR/SUPPLEMENTARY)
EXAMINATION, APRIL 2021**

BHM

BHM 06—NUTRITION AND FOOD SCIENCE

Time : Three Hours

Maximum : 80 Marks

Section A

Answer all questions.

Each question carries 1 mark.

1. _____ sugar is found in milk.
2. _____ is a term used to describe somebody who is very overweight, with a lot of body fat.
3. _____ is a process in which a liquid is heated to a temperature that kills harmful germs and then cooled quickly.
4. Pellagra is a deficiency disease of _____.
5. Shigellosis is an infectious disease caused by a group of bacteria called _____.
6. _____ is a chemical process that adds hydrogen atoms to an unsaturated oil.
7. Iodine deficiency leads to _____.
8. Bacteria which are spherical in shape are called _____.
9. Excess of Fluorine in water causes _____.
10. RDA stands for _____.

(10 × 1 = 10 marks)

Section B

Answer any five of the following.

Each question carries 5 marks.

1. What is enzymatic browning and how can we prevent enzymatic browning reactions ?
2. State the role of emulsifying agent in food preparation.
3. Write short note on classification of nutrients.
4. Explain about the minerals and vitamins present in pulses.
5. List the functions of water in human body.
6. What are the objectives of food processing ?
7. Write brief note on 'Cross Contamination'.
8. What are the causes of spoilage of canned foods ?

(5 × 5 = 25 marks)

Section C

*Answer any **three** of the following.*

Each question carries 15 marks.

1. Discuss in detail about factors influencing menu planning.
2. Explain briefly about the types and properties of colloids with the application of colloid systems in food preparation.
3. Explain about the general characteristics of Micro-organisms based on their occurrence and structure.
4. Discuss in detail about the different types of food additives.
5. Briefly explain the beneficial role of micro-organisms to the food service sector.

(3 × 15 = 45 marks)

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**FIRST YEAR B.H.M. (REGULAR/SUPPLEMENTARY)
EXAMINATION, APRIL 2021**

BHM

BHM 05—HOTEL ACCOUNTS—I

Time : Three Hours

Maximum : 80 Marks

Allowed to use calculators.

Work out each problem on fresh sheet.

I. Fill in the blanks. Answer *all* questions. Each question carries 1 mark :

- 1 Transactions recorded on both side of cash book are known as _____.
- 2 Minimum number of members in a private limited company is _____.
- 3 According to _____ concept it is assumed that business will last for long time.
- 4 Assets which are held for a short period of time are called _____.
- 5 The account prepared to ascertain the trading result of business is known as _____.
- 6 The special journal meant for recording credit purchases of goods are known as _____.
- 7 A person who owes money to the business is known as _____.
- 8 The liabilities which are payable within a short period of time are called _____.
- 9 Any entry recorded in the journal which contains more than one debit or more than one credit is known as _____.
- 10 JF stands for _____.

(10 × 1 = 10 marks)

II. Answer any *five* of the following questions. Each question carries 5 marks :

- 11 Give the rules for Debit and Credit.
- 12 What is Trading Account ?
- 13 Explain the classification of liabilities.
- 14 Define Food and Beverage business.
- 15 What is cost of sales ?
- 16 State the Accounting Equation.
- 17 What is Debit Note ?
- 18 Distinguish between Fixed Assets and Current Assets.

(5 × 5 = 25 marks)

Turn over

III. Answer any *one* of the following question, which carries 15 marks :

19 Explain in detail the Accounting Conventions.

20 What is meant by input device in a computer ? Explain the various input devices.

(1 × 15 = 15 marks)

IV. Answer the following questions, which carries 15 marks each :—

21 Journalise the following transactions :

2020		Rs.
April 1	Anto started business with cash	20,000
2	Opened a bank account	5,000
4	Purchased goods from Rajan	9,000
6	Sold goods on credit to Mohan	4,000
7	Returned goods by Mohan	1,300
9	Cheque received from Mohan	2,000
10	Withdraw from bank	1,000
11	The cheque from Mohan deposited into bank ...	2,000

22 From the following ledger balances, prepare a Balance Sheet as on 31st December, 2019 :

	Rs.
Capital	40,000
Premises	50,000
Furniture ...	7,500
Bills Receivable ...	3,500
Bills Payable ...	12,500
Sundry Debtors	21,000
Sundry Creditors ...	14,800
Machinery	3,500
Loan to Kumar	5,000
Investments ...	3,000
Cash in hand ...	250
Cash at bank ...	3,450
Drawings	3,000
Net profit ...	39,900
Closing stock ...	7,000

(2 × 15 = 30 marks)

**FIRST YEAR B.H.M. (REGULAR/SUPPLEMENTARY)
EXAMINATION, APRIL 2021**

BHM

BHM 04—ACCOMMODATION OPERATIONS—I

Time : Three Hours

Maximum : 80 Marks

Section A

Fill in the blanks.

Each question carries 1 mark.

1. The housekeeping store located on every floor is called as _____.
2. GRA stands for _____.
3. A guest with small or light luggage is called _____.
4. _____ opens all the doors in the property, even those that the guest have double locked.
5. Steam bath cubicle made of wood or glass is called _____.
6. When there is a difference in room status of FO to HK report is called _____.
7. _____ is a room adjacent to the pool area, with or without sleeping facilities, but with the provision for relaxing in a sofa.
8. A guest has left the hotel without settling his/her account is called _____.
9. _____ supervises the maintenance of gardens and landscaped areas.
10. Pocket fold is also called as _____.

(10 × 1 = 10 marks)

Section B

Answer briefly on any five of the following.

Each question carries 5 marks.

1. Write short note on Guest Corridor.
2. Explain the function of a linen store.
3. Explain the importance of personal hygiene for a housekeeping staff and the elements of personal hygiene.
4. Explain the role of a night supervisor.
5. Explain the co-ordination of housekeeping department with purchase department.
6. Explain key control register.
7. List down the tasks in a weekly cleaning.
8. Explain the cleaning procedure of a vacant room.

(5 × 5 = 25 marks)

Total marks

Section C

*Explain in detail any **three** of the following.*

Each question carries 15 marks.

1. Explain about turn down service and mention the bed making procedure of turn down service in detail.
2. Classify Stains and Explain the principles of stain removal.
3. Explain the various types of keys used in a hotel.
4. “A clean lobby is the first moment of truth that guest experiences in the hotel and this leaves lasting impression on him.” Explain the importance of keeping the lobby clean. Explain methods employed to keep lobby clean.
5. List step-by-step procedure of cleaning a check-out room.

(3 × 15 = 45 marks)

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**FIRST YEAR B.H.M. (REGULAR/SUPPLEMENTARY)
EXAMINATION, APRIL 2021**

BHM

BHM 03—FRONT OFFICE OPERATION

Time : Three Hours

Maximum : 80 Marks

Section A

*Answer any ten questions.
Each question carries 1 mark.*

1. What is a wash factor ?
2. What is an overflow ?
3. Define Cabana.
4. What is a commercial hotel ?
5. What is a "C" form ?
6. Define Eva room.
7. Define Crib bed.
8. What is mean by American plan ?
9. What is a "C" form ?
10. What is Franchise ?
11. Define Sleep out.
12. Who is corporate guest ?
13. What do you mean by Scanty Baggage Guest ?
14. Define Guest Ledger.

(10 × 1 = 10 marks)

Section B

*Answer any five questions.
Each question carries 5 marks.*

1. Write job description for Guest Relation Executive of a 5 star hotel.
2. What are the qualities of a telephone operator in Front Office ?
3. Write short note on room selling techniques in front office.
4. Write short note on different methods of bill settlement accepted in a hotel.
5. Explain the procedure for handling mail and messages in Front Office.

Turn over

6. Discuss the various functions of bell desk.
7. Classify and explain about different types of guest complaints.
8. List the roles and responsibilities of Front Office Manager.

(5 × 5 = 25 marks)

Section C

*Answer any **three** questions.
Each question carries 15 marks.*

1. Explain the different stages of the guest cycle in detail.
2. Explain how hotels are classified according to size, location, facilities and target market.
3. Describe in detail about the functions of various sections in front office department.
4. Explain the check-in process for a confirmed reservation in detail along with the procedures to follow for a foreign guest.

(3 × 15 = 45 marks)

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**FIRST YEAR B.H.M. (REGULAR/SUPPLEMENTARY)
EXAMINATION, APRIL 2021**

BHM

BHM 02—FOOD AND BEVERAGE SERVICE—I

Time : Three Hours

Maximum : 80 Marks

Section A (Short Answer)

*Answer any ten questions.
Each question carries 1 mark*

1. Define Automat.
2. Define Kiosks.
3. Define Debriefing.
4. Define Holloware.
5. Define Hi-tea.
6. Define Plat Du Jour.
7. Define Sommelier.
8. Define Maitre d'hôtel.
9. Define Static menu.
10. What is meant by Pantry ?
11. List two F & B service software found in hotels.
12. Define Sorbet.

(10 × 1 = 10 marks)

Section B

*Write short notes on any five of the following.
Each question carries 5 marks.*

1. What are the roles and responsibilities of Food and Beverage Manager ?
2. Mention the features of QSR with the names of any four popular QSR in India.
3. Write short note on co-ordination of Food and Beverage Service with Front Office and Food Production.
4. Write short note on personal hygiene and grooming standards.
5. List the duties and responsibilities of Banquet Manager.
6. Differentiate between American and Russian Service.

7. Write the attributes of Food and Beverage Service Personal.
8. Explain the different methods used for Dish washing.

(5 × 5 = 25 marks)

Section C (Essay Type)

Answer any three of the following.

Each question carries 15 marks.

1. List ten examples of classic appetizers with its respective accompaniments and cover.
2. Write an elaborative note on different types of catering establishments.
3. Explain about any 15 crockery's with its size and uses.
4. Explain about the types of furniture's and trolleys used in F & B outlets with its specifications and uses.

(3 × 15 = 45 marks)

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**FIRST YEAR B.H.M. (REGULAR/SUPPLEMENTARY)
EXAMINATION, APRIL 2021**

BHM

BHM 01—FOOD PRODUCTION—I

Time : Three Hours

Maximum : 80 Marks

Section A

*Answer any ten of the following in 2 lines.
Each question carries 1 mark.*

- | | |
|----------------------|----------------------|
| 1. Multigatawny. | 2. Tartare sauce |
| 3. Carpet Bag Steak. | 4. Bivalves. |
| 5. Rice Paper. | 6. Punching down. |
| 7. Homogenized milk. | 8. Mozzarella. |
| 9. Lactic butter. | 10. Chef volailleux. |
| 11. Au Gratin. | 12. Bhaturas. |

(10 × 1 = 10 marks)

Section B

*Write short notes on any five of the following.
Each question carries 5 marks.*

1. Job description of Demi Chef De Partie.
2. Kitchen hygiene.
3. Advantages and disadvantages of solid fuels used in kitchen.
4. Degrees of cooking sugar.
5. Animal fats used in cookery.
6. Types of stock.

(5 × 5 = 25 marks)

Section C (Essay Type)

*Answer any three of the following.
Each question carries 15 marks.*

1. Explain the classification and the standards cuts of fish.
2. Explain different types and culinary uses of rice.
3. Explain the duties and responsibilities of Sous Chef.
4. Explain various methods of cooking eggs.

**THIRD YEAR B.H.M. (REGULAR/SUPPLEMENTARY)
EXAMINATION, APRIL 2021**

BHM

BHM 32—BUSINESS POLICY

Time : Two Hours

Maximum : 40 Marks

Section A

Answer any five of the following.

Each question carries 1 mark.

- | | |
|-----------------------------------|--------------------------------|
| 1. What is IFE ? | 2. What is product policy ? |
| 3. Define Business Policy. | 4. What is Retrench strategy ? |
| 5. What is Mission Statement ? | 6. What is Policy |
| 7. What is Liquidation Strategy ? | |

(5 × 1 = 5 marks)

Section B

Answer any three of the following.

Each question carries 5 marks.

8. What is SPACE matrix ? List the quadrants of SPACE matrix.
9. List the objectives of Personal Policy.
10. Describe about McKinsey 7S Frame work.
11. Explain the process of strategy evaluation.
12. Explain the circumstances under which firms adopt Retrenchment Strategy.

(3 × 5 = 15 marks)

Section C

Answer any two of the following.

Each question carries 10 marks.

13. What is Diversification Strategy ? Explain the various types of Diversification Strategy.
14. What is BCG matrix ? Explain its benefits and limitations.
15. What is Environmental Scanning ? Explain the needs and importance of Environmental Scanning.

(2 × 10 = 20 marks)

**THIRD YEAR B.H.M. (REGULAR/SUPPLEMENTARY)
EXAMINATION, APRIL 2021**

BHM

BHM 31—FOUNDATION COURSE IN TOURISM

Time : Two Hours

Maximum : 40 Marks

Section A

Answer any five of the following.

Each question carries 1 mark.

- | | |
|-------------------|-------------------------|
| 1. FHRAI. | 2. Environmental Bubble |
| 3. Euro Centric. | 4. Devaluation. |
| 5. EEC countries. | 6. Marketing mix. |
| 7. Bulk fare. | 8. Expand ITDC. |

(5 × 1 = 5 marks)

Section B

Answer any three of the following.

Each question carries 5 marks.

1. Why was the ITDC established ?
2. Write a note on Travel agency.
3. What are the leadership qualities that a guide should possess ?
4. What kind of information does the Department of Tourism, Govt. of India provide ?
5. Explain Merchandising in tourism.

(3 × 5 = 15 marks)

Section C

Answer any two of the following.

Each question carries 10 marks.

1. What kind of direct and indirect employment is generated by tourism ?
2. Mention the relationship between infrastructure and tourism.
3. How is history used as a tourist product ?

(2 × 10 = 20 marks)

**THIRD YEAR B.H.M. (REGULAR/SUPPLEMENTARY)
EXAMINATION, APRIL 2021**

BHM

BHM 30—HOTEL LAW—II

Time : Two Hours

Maximum : 40 Marks

Section A

*Answer any five of the following.
Each question carries 1 mark.*

1. Who is a Permanent Resident under Hotel Law ?
2. What is Brewery licence ?
3. What do you mean by Lockout ?
4. What is Catering Agreement ?
5. Define “Workers” under Labour Law.
6. What is Collective Labour Law ?
7. What is Picketing ?

(5 × 1 = 5 marks)

Section B

*Attempt any three of the following.
Each question carries 5 marks.*

8. List the reasons to evict a guest from a hotel.
9. When an employer is liable/not liable to pay compensation to an employee ?
10. What is Trade Union and explain its objectives ?
11. What do you mean by “Retrenchment” ? Explain requirements of a valid retrenchment.
12. Describe about “Causes of strike”.

(3 × 5 = 15 marks)

Section C

*Attempt any two of the following.
Each question carries 10 marks.*

13. Explain the circumstances under which a food article is considered to be adulterated.
14. What are the duties and powers of a Food Inspector ?
15. Describe the term Negotiable Instruments. Also explain its features and types.

(2 × 10 = 20 marks)