

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

BHM

BHM 21—MANAGERIAL ECONOMICS

Time : Two Hours

Maximum : 40 Marks

**Section A**

*Answer any five questions.  
Each question carries 2 marks.*

1. What do you mean by Law of demand ?
2. What is Explicit cost and Inexplicit cost ?
3. What is Marginal costing ?
4. What do you mean by oligopoly ?
5. What is Inflation ?
6. What is GNP ?
7. What is Elasticity of demand ?
8. What is Profit Maximization ?

(5 × 2 = 10 marks)

**Section B**

*Answer any three questions.  
Each question carries 10 marks.*

9. Explain about Process for demand forecasting.
10. Discuss some of the important factors responsible for determining the price elasticity of demand.
11. Discuss the various economies of scale.
12. Explain the Relationship of Managerial Economics with other disciplines.
13. What are the consequences of inflation ?

(3 × 10 = 30 marks)

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

**BHM 20—HOTEL ACCOUNTS—II**

Time : Three Hours

Maximum : 80 Marks

**Section A**

*Answer all questions.*

*Each question carries 3 marks.*

1. What do you mean by BEP ?
2. What do you mean by Budget Committee ?
3. State the purpose of conducting internal audit.
4. List out some operating expenses.
5. What is Night auditing ?
6. What do you mean by balancing of an account ?
7. A restaurant has 20 seats. On a particular day 600 guest were served in the restaurant. What will be the seat turn over on the day ?
8. What do you mean by suspense account ?
9. Write two advantages of computerized accounting.
10. Write is Interim audit.

(10 × 3 = 30 marks)

**Section B**

*Answer any five questions.*

*Each question carries 10 marks.*

11. List out the advantages of Uniform system of accounting.
12. State the Limitations of auditing.
13. What are the contents of income statement under Uniform system of accounting ?
14. Differentiate Internal Audit and Statutory Audit.
15. What is an audit programme ? How it should be prepared ?
16. Define departmental accounting. What are the advantages and disadvantages of departmental accounting ?
17. Explain about the different types of variance.
18. What is Budgetary Control ? State its objectives.

(5 × 10 = 50 marks)

SECOND YEAR B.H.M. (REGULAR/SUPPLEMENTARY)  
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BHM

BHM 19—HOTEL LAW—I

Time : Two Hours

Maximum : 40 Marks

**Section A**I. Give answer to any *five* :

- (a) Religion is a one of the \_\_\_\_\_ of law.
- (b) Manufacturing is come under \_\_\_\_\_.
- (c) Deaf and dumb can't perform \_\_\_\_\_.
- (d) \_\_\_\_\_ license is required for serving liquor in the room.
- (e) District Consumer Disputes Redressal Forum (DCDRF). Also known as the \_\_\_\_\_.
- (f) Coercion is come under \_\_\_\_\_ Act.
- (g) Every shops shall remain entirely closed on \_\_\_\_\_ of the week.

(5 × 1 = 5 marks)

**Section B**II. Answer any *three* questions. Each question carries 5 marks :

- (a) Classification of law, explain.
- (b) Explain the liquor license required for hotels and restaurants.
- (c) What is contract ? Write the essentials of contract.
- (d) Define factory. Explain the welfare measures followed in factory.

(3 × 5 = 15 marks)

**Section C**III. Answer any *two* questions. Each question carries 10 marks :

- (a) Discuss about Consumer Protection Act.
- (b) What is wage ? Explain Industrial Employment Wages.
- (c) Write the importance of Shop and Establishment Act.

(2 × 10 = 20 marks)

**SECOND YEAR B.H.M. (REGULAR/SUPPLEMENTARY)  
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BHM

BHM 18—PRINCIPLES OF MANAGEMENT

Time : Three Hours

Maximum : 80 Marks

**Section A**

*Answer any ten questions in 2 lines.  
Each question carries 1 mark.*

1. Define Management.
2. What is group dynamics ?
3. State the relevance of decoding in communication.
4. What is a management grid ?
5. Define scalar chain.
6. What is leadership ?
7. Define decision.
8. What is time management ?
9. Define job specification.
10. What is delegation ?
11. Define policy.
12. What do you mean by authority ?

(10 × 1 = 10 marks)

**Section B**

*Answer all questions in short paragraphs.  
Each question carries 5 marks.*

1. Explain about the barriers in effective communication.
2. What are steps in control process ?
3. Explain Maslows need hierarchy theory.
4. Explain about line organisation structure with its merits and demerits.
5. Explain about various levels of management.

(5 × 5 = 25 marks)

Turn over

**Section C (Essay Type)**

*Answer all questions.*

*Each question carries 15 marks.*

1. Why is management important ? Explain about the role of managers and functions of management.
2. Define about centralisation and decentralisation. What are the merits and demerits of it ? Define delegation with its importance.
3. Define leadership with various styles of leadership. Explain any three theories of leadership. Why is leadership important ?

(3 × 15 = 45 marks)

SECOND YEAR B.H.M. (REGULAR/SUPPLEMENTARY)  
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BHM

BHM 16—HUMAN RESOURCES MANAGEMENT—I

Time : Two Hours

Maximum : 40 Marks

**Section A**

*Answer the following questions in a sentence or two.  
Each question carries 2 marks.*

1. Define job description.
2. What is induction ?
3. What is mentoring ?
4. Define personnel management.
5. Define job enrichment.
6. What is long term human resource planning ?
7. Define human resource accounting.
8. List any four tangible rewards.
9. Define lay-off.
10. What is demand forecasting ?

(10 × 2 = 20 marks)

**Section B**

*Answer any four questions in a page.  
Each question carries 5 marks.*

11. Explain about modern performance appraisal methods.
12. What are the various off the job training methods.
13. Explain the functions of human resource management.
14. Describe the steps in selection process.
15. Explain the future of personnel management in India.

(4 × 5 = 20 marks)

**SECOND YEAR B.H.M. (REGULAR/SUPPLEMENTARY)  
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BHM 15—BUSINESS COMMUNICATION—II

Time : Two Hours

Maximum : 40 Marks

**Section A**

*Answer the following questions in a sentence or two.  
Each question carries 2 marks.*

1. Why is organizational communication important ?
2. What are the two main types of interviews ?
3. What do you mean presentation ?
4. What is verbal communication ?
5. What is a simple report ?
6. What is lateral communication ?
7. Do sales letters still work ?
8. What is the purpose of brainstorming ?
9. What is cash with order in business ?
10. What is the meaning of CIF ?

(10 × 2 = 20 marks)

**Section B**

*Answer the following questions in a page.  
Each question carries 5 marks.*

11. Write a note on horizontal communication and Grapevine communication.
12. Communication is the life blood of business. Explain it and discuss why communication is so important to an organization.
13. Write a detailed note on role and responsibilities of "Public Relation Officer" in an organization.
14. What are the barriers to effective listening ? How can we overcome them ?

(4 × 5 = 20 marks)

**SECOND YEAR B.H.M. (REGULAR/SUPPLEMENTARY)  
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**BHM**

**BHM 14—FOOD AND BEVERAGE MANAGEMENT—I**

**Time : Two Hours**

**Maximum : 40 Marks**

**Section A**

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

- (a) What is the standard procedure for 'selecting a supplier' ?
- (b) Write a note on 'purchase by contract'.
- (c) List down the responsibilities of receiving personnel.
- (d) Mention the aims and objectives of storing control.

**(2 × 5 = 10 marks)**

**Section B**

*Answer any two questions.  
Each question carries 3 marks.*

- (a) What is physical inventory ?
- (b) What is SPS ?
- (c) Name any four equipment using for portion control.
- (d) What is Average Per Cover ? How do you calculate APC ?

**(2 × 3 = 6 marks)**

**Section C**

*Answer any three questions.  
Each question carries 8 marks.*

1. What is standard recipe ? List down the advantages of standard recipe.
2. What is Cashier's Sales Summary Sheet ? Draw a format of the same.
3. Write short note on the following :—
  - (a) Types of issuing from store to concerned departments.
  - (b) Differentiate inter and intra departmental transfers.
4. Define the term control and note down the different phases of F & B Control
5. Write a note on the records maintained in receiving department.

**(3 × 8 = 24 marks)**



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## BHM

## BHM 13—ACCOMMODATION OPERATIONS—II

Time : Three Hours

Maximum : 80 Marks

## Section A

I. Answer *all* questions and each carries 1 mark :

- 1 \_\_\_\_\_ is the mechanics in flower arrangements are also called pin holders.
- 2 The number of purchase units that must always be on hand in cases of emergencies is \_\_\_\_\_.
- 3 Hotel linen that is officially declared unfit for use is \_\_\_\_\_.
- 4 Creatures that are nearly always present and require regular control is \_\_\_\_\_.
- 5 \_\_\_\_\_ is a distinctively woven sheet used to cover and protect the blanket.
- 6 The name or logo of the establishment is put onto the linen item for identification is called as \_\_\_\_\_.
- 7 \_\_\_\_\_ may be utilized by using coin slots to pay the load or by making a fixed monthly payment.
- 8 \_\_\_\_\_ is a small tool specifically used for cutting extra threads.
- 9 Size of the double bed sheet is \_\_\_\_\_.
- 10 A service room provided on each floor for GRAs is \_\_\_\_\_.

(10 × 1 = 10 marks)

## Section B

II. Write short essays on any *five* of the following. Each question carries 5 marks :

- 11 What are the major activities of linen room ?
- 12 What factors would you kept in mind while conditioning cut flowers ?
- 13 What are the procedures to remove the following stains ?
- 14 List out the basic equipments required for the flower arrangement.
- 15 Expand and explain ABC.
- 16 Discuss how linen control can be maintained in a hotel.
- 17 Classify different types of stain.
- 18 Explain the advantages and disadvantages of dry cleaning.

(5 × 5 = 25 marks)

Turn over

**Section C**

III. Answer any **three** essay questions. Each question carries 15 marks :

- 19 Explain the various factors to be kept in mind while designing uniforms for hotel staff.
- 20 What are the various equipments used in the laundry ? Explain.
- 21 What do you mean by Linen hire ? What are the advantages and disadvantages if a hotel opts for it ?
- 22 Draw the layout of a linen room and what are the factors and essential features has to be considered while planning the layout of linen room.
- 23 What are the various activities, equipments and tools used in the sewing room ? Explain.

(3 × 15 = 45 marks)

**SECOND YEAR B.H.M. (REGULAR/SUPPLEMENTARY)  
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**BHM**

**BHM 12—FRONT OFFICE OPERATIONS—II**

Time : Three Hours

Maximum : 80 Marks

**Section A**

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

1. Define up selling the accommodation product.
2. What is self registration terminal ?
3. Define Check-in.
4. What is shortage ?
5. What is missing folio ?
6. What is a high balance account ?
7. Is a guest complaint good or bad ? Justify your answer with valid reasons.
8. Define emergency key.
9. What is key card ?
10. What is an outstanding balance report ?
11. Which are the different modes of reservation ?
12. What is no show ?
13. Explain walk-in.
14. What is Cabana ?

(10 × 1 = 10 marks)

**Section B**

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

15. Explain the main activities performed in pre-registration.
16. List down the precautions taken while handling credit cards.
17. What are the control measures taken during guest registration process ?
18. Write a brief note on the types of security.
19. Explain the procedure involved in handling a case of theft in a hotel.

20. What do you mean by safe deposit lockers ?
21. What do you mean by Message Handling ?
22. Front office is known as the nerve system of hotels. Explain.

(5 × 5 = 25 marks)

### Section C

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

23. Write a short note on the three main types of accounts maintained by the front office cashier.
24. What are the various check out options available for the guest ?
25. Explain the check in and check out procedure for a guest using credit card.
26. Why security systems are considered very vital and relevant in a hotel. Justify your answers with examples.
27. As a front office personnel how would handle the following situations :
  - (a) Death of a guest in the hotel.
  - (b) Situation of illness and epidemics.

(3 × 15 = 45 marks)

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## BHM

## BHM 11—FOOD AND BEVERAGE SERVICE—II

Time : Three Hours

Maximum : 80 Marks

## Section A

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

1. What is Vodka ?
2. Give two brand names of mineral water.
3. What is Dark rum ?
4. What is humidor ?
5. What is Chianti ?
6. What is cigarette ?
7. What is mobile room service ?

(5 × 1 = 5 marks)

## Section B

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

1. What are single malt whiskies ?
2. Name two brand names of canned juice.
3. What is 'Winnowing' in cocoa manufacturing ?
4. What is Sherry ?
5. Name two brand names of Cognac.
6. What is Gin ?
7. What is OTH KOT ?

(5 × 1 = 5 marks)

## Section C

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

1. Write short note on different methods of making cocktails.
2. Write about classification of cigars based on colour.

3. Write a short note on triplicate checking system.
4. Define the term liqueur. Write a short note on Cointreau, Drambuie and Kahlua.
5. Write one line about the followings :  
(a) Sake, (b) Fenny, (c) Absinthe, (d) Cider, (e) Tequila.
6. Write a short note about the aromatized wines and its categories.

(5 × 5 = 25 marks)

#### Section D

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

1. Explain the different steps involved in the production of beer.
2. (a) What are spirits ? Classify spirits with two brand names for each. (2 + 6 = 8 marks)  
(b) Explain Patent still method. (7 marks)
3. (a) Explain the manufacture of tea. (7 marks)  
(b) Explain the preparation of Filter coffee and Irish coffee. (8 marks)
4. (a) List down the procedure of room service order taking. (8 marks)  
(b) Write down the Mis-en-place in Room Service during night shift. (7 marks)

[3 × 15 = 45 marks]

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## BHM

## BHM 10—FOOD PRODUCTION—II

Time : Three Hours

Maximum : 80 Marks

## Section A

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

1. \_\_\_\_\_ catering is serving food at a location away from the caterer's food production facility.
2. The Indian sweet maker are known as \_\_\_\_\_.
3. Puli-hara is the famous dish from \_\_\_\_\_ regional cuisine.
4. \_\_\_\_\_ frozen dessert is considered as Indian ice cream.
5. \_\_\_\_\_ is the term for "spice mixture" used in Kashmiri cuisine.
6. \_\_\_\_\_ type of gravy is used to prepare palak paneer.
7. \_\_\_\_\_ is a multi-course meal in Kashmiri cuisine considered an art and a point of pride in Kashmiri culture and identity.
8. Bisi-bele bath is from \_\_\_\_\_ cuisine.
9. \_\_\_\_\_ is a document stating the requirements of goods with the quantity required along with its specification.
10. HACCP stands for \_\_\_\_\_.
11. \_\_\_\_\_ is a clay oven chamber, which is lit with live charcoal used for baking various Indian breads, kebabs and other items.
12. \_\_\_\_\_ is the medium of oil used for cooking in Kerala.
13. \_\_\_\_\_ is vegetable used to prepare a dessert called petha.
14. \_\_\_\_\_ flour used for making Indian sweet jalebi.

(10 × 1 = 10 marks)

## Section B

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

1. Write a short note on Awadhi cuisine.
2. Give the historical background of Goa cuisine.

3. List down any five heavy equipments used in quantity kitchen and give its care and maintenance.
4. Menu planning plays a major role in the food production industry. Justify the statement.
5. What is welfare catering ? Briefly explain its branches.
6. Draw a neat format of purchase specification.

(5 × 5 = 25 marks)

### Section C

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

1. Discuss the procedures involved in purchasing in detail.
2. List the salient features of Kashmiri cuisine, considering the major ingredients used, eating habits, festivals and plan a menu for a special occasion.
3. Discuss the factors considered while planning menu for the hospital catering. Explain different types of diets.
4. Write an essay on Kerala Cuisine.

(3 × 15 = 45 marks)