

THIRD YEAR B.H.M. DEGREE (SPECIAL) EXAMINATION
APRIL 2021

B.H.M.

BHM 32—BUSINESS POLICY

Time : Two Hours

Maximum : 40 Marks

Section A*Attempt any five of the following.*

1. What is Strategic Analysis ?
2. What is Competitive matrix ?
3. What is Market Segmentation ?
4. Define Financial Policy ?
5. What is Environmental Scanning or Environmental Analysis ?
6. What is Stability Strategy ?
7. What is Mission Statement ?

(5 × 1 = 5 marks)

Section B*Attempt any three of the following.*

8. What is Product Policy, explain the objectives of Product Policy ?
9. What is Product Mix Explain the characteristics of Product Mix ?
10. Differentiate between Goals and Objectives ?
11. What is Concentric Diversification? List the types of Concentric Diversification ?
12. What is Internal Analysis ?

(3 × 5 = 15 marks)

Section C*Attempt any two of the following.*

13. Explain the factors influencing choice of Business Organisation ?
14. What is internal and External matrix ? Explain the benefits and limitations ?
15. Explain the objectives and principles of Personnel Policies ?

(2 × 10 = 20 marks)

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THIRD YEAR B.H.M. DEGREE (SPECIAL) EXAMINATION
APRIL 2021

B.H.M.

BHM 31—FOUNDATION COURSE IN TOURISM

Time : Two Hours

Maximum : 40 Marks

Section A*Attempt any five from the following questions.*

1. Third world Countries.
2. Air Coupon.
3. Press conference.
4. Consolidation
5. SME.
6. Sustainable tourism.
7. Tour manual.
8. European plan.

(5 × 1 = 5 marks)

Section B*Attempt any three from the following questions.*

1. What is the importance of print media ?
2. Explain Marketing mix.
3. Discuss railway tourism with its main activities.
4. What kind of information does the Department of Tourism ; Government of India provide ?
5. Write a note on Travel agency.

(3 × 5 = 15 marks)

Section C*Attempt any two from the following questions.*

1. Mention the relationship between infrastructure and tourism.
2. What is Facilitation ? Explain different Facilitations provided by travel agency.
3. An exotic cultural figure is the key attraction for tourism of today. Justify.

(2 × 10 = 20 marks)

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THIRD YEAR B.H.M. DEGREE (SPECIAL) EXAMINATION
APRIL 2021

B.H.M.

BHM 30—HOTEL LAW—II

Time : Two Hours

Maximum : 40 Marks

Section A*True or False.*

1. College / university dormitories are include in the definition of Hotels.
2. Distillery licence is required to manufacture, store transport, import or export wines.
3. Labour Laws governs relations between employers and employees resulting from employment contracts.
4. The Workmen's Compensation Act comes in to existence in the year of 1950.
5. Bailor is a person or entity who receives and holds property in a bailment agreement.

(5 × 1 = 5 marks)

Section B*Attempt any three questions.*

6. Explain the reasons to deny the accommodation to a prospective guest ?
7. Explain the four types of eventualities which can be considered for getting compensation ?
8. Explain the duties of a Food Inspector ?
9. Describe about "Trade Union Funds" ?
10. Explain the essential elements of Bill of Exchange.

(3 × 5 = 15 marks)

Section C*Attempt any two questions.*

11. Explain your ideas about Food Misbranding ?
12. Describe the Nature of Insurance and Principles of Insurance Contract ?
13. Describe the term Negotiable Instruments and explain the types of Negotiable Instruments ?

(2 × 10 = 20 marks)

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THIRD YEAR B.H.M. DEGREE (SPECIAL) EXAMINATION
APRIL 2021

B.H.M.

BHM 29—HUMAN RESOURCE MANAGEMENT—II

Time : Two Hours

Maximum : 40 Marks

Section A

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

1. What is H.R.D ?
2. What is Job Specification ?
3. What is Induction Training ?
4. What is Collective Bargaining ?
5. What is Motion Study ?
6. What is Collaboration ?
7. What is Strike ?

(5 × 1 = 5 marks)

Section B

Attempt any three of the following.
Each question carries 5 mark.

8. Importance of Quality of Work Life ?
9. What are the objectives of Trade Union ?
10. Explain any six tricks to improve Employee Performance ?
11. Describe any three Barriers to Communication ?
12. What is "Learning"? Explain 3 ways of learning ?

(3 × 5 = 15 marks)

Turn over

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Section C

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

13. What is HRD? Explain its Functions ?
14. What is Communication ? Explain the various types of Communication ?
15. What is Worker's Participation in Management? Explain its characteristics and objectives ?
16. Explain about Quality Circle, its objectives and structure ?
17. What is Motion study? Explain its objectives and steps ?

(2 × 10 = 20 marks)

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THIRD YEAR B.H.M. DEGREE (SPECIAL) EXAMINATION
APRIL 2022

B.H.M.

BHM 28—FOOD AND BEVERAGE MANAGEMENT—II

Time : Two Hours

Maximum : 40 Marks

Section A

Explain any five from the following term.

1. Direct Material Cost.
2. EPOS.
3. Nouvelle cuisine.
4. HACCP.
5. Purchase specification.
6. Cash and carry business.
7. Buffet.

(5 × 1 = 5 marks)

Section B

Attempt any three from the following.

1. Write a note on Menu Merchandising.
2. What is PESTLE analysis ?
3. What are the basic problems of controlling any food and beverage operation ?
4. What are essentials control system.

(5 × 3 = 15 marks)

Section C

Attempt any two from the following questions.

1. Explain different types of Budget.
2. List any 20 duties and responsibilities of F&B Director of a premium Hotel.
3. Explain different methods of Beverage control.
4. What is MIS ? explain determinants of MIS. List out different reports generated by MIS.

(2 × 10 = 20 marks)

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THIRD YEAR B.H.M. DEGREE (SPECIAL) EXAMINATION, APRIL 2021

B.H.M.

BHM 26—FINANCIAL MANAGEMENT—I

Time : Two Hours

Maximum : 40 Marks

Section A

Attempt any five of the following.

1. What is Financial Management ?
2. What is Cash Budget ?
3. What is Pay Back Period Method ?
4. What is ROI ?
5. What is Debenture ?
6. What is Inflation ?
7. What is Ratio ?

(5 × 1 = 5 marks)

Section B

Attempt any three of the following.

8. What are the major determinants of Capital Structure ?
9. Explain the features of Financial Management.
10. What is Capital Budgeting ? Explain the needs and importance of Capital Budgeting ?
11. What is Over Trading ? Explain the consequences of Over Trading.
12. Explain the limitations of Financial Analysis.

(3 × 5 = 15 marks)

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Section C

Attempt any two of the following.

13. What is mean by Working Capital? Explain the factors which determine Working Capital needs of the firm.
14. What is Financial Planning? Explain its characteristics.
15. Differentiate between Cash Flow Statement and Fund Flow Statement.

(2 × 10 = 20 marks)

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THIRD YEAR B.H.M. DEGREE (SPECIAL) EXAMINATION, APRIL 2021

B.H.M.

BHM 25—ACCOMODATION OPERATIONS—III

Time : Three Hours

Maximum : 80 Marks

Section A

I. Answer any *five*. Explain in one or two sentences :

- a) Soft furnishings.
- b) Contract.
- c) Balance.
- d) Pre-opening calendar.
- e) Dormer.
- f) Texture.
- g) First aid.
- h) Pathway Chart.

(5 × 2 = 10 marks)

Section B

II. Answer any *five* questions. Answer the following question not exceeding a page :

- a) What are the points should be considered when choosing furniture ?
- b) List out main duties and responsibilities of Housekeeper.
- c) Explain Layout guidelines for hotel Guest room.
- d) Explain Contract Purchasing.
- e) Explain 3 E's of Safety.
- f) What are the Elements of Design.
- g) List out important Energy conservation checklist for guest rooms.
- h) What are the advantages of contract services ?

(5 × 5 = 25 marks)

Turn over

Section C

III. Answer any *three* questions. Answer the following questions not exceeding *three pages* :

- a) Explain the Principles of Design.
- b) Explain any ten Types of Purchasing.
- c) Explain teamwork and leadership in housekeeping and enlist advantages of teamwork.
- d) Write a note on Floor coverings and explaining Factors Determining the Floor Finish.
- e) What are the different safety aspects in Hotel? Explain Plans and means of fire prevention.

(2 × 15 = 45 marks)

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THIRD YEAR B.H.M. DEGREE (SPECIAL) EXAMINATION, APRIL 2021

B.H.M.

BHM 24—FRONT OFFICE OPERATIONS—III

Time : Three Hours

Maximum : 80 Marks

Section A

Answer any five from following questions.

I. Explain the terms :

- a) Guest Ledger.
- b) City accounts.
- c) Account Correction.
- d) Inseparability.
- e) Overages.
- f) Travellers' cheque / TC.
- g) Percentage of No-Shows.
- h) Card Approval.

(5 × 2 = 10 marks)

Section B

Answer any five from the following questions.

II. Briefly explain the questions not exceeding a page :

- a) What are the different types of Folio used in hotel ? Explain.
- b) Briefly make a note on characteristics Hospitality Service.
- c) Distinguish between Voucher and Folio.
- d) How do you monitor credit in Front office ? Explain.
- e) What is Forecasting Room Availability ? Write different data to Forecast Room availability.

Turn over

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- f) How Front office Cash sheet helps Internal control ?
- g) Enumerate the procedure for accepting settlement at check in and check out on credit cards.

(5 × 5 = 25 marks)

Section C

Answer any three from following questions.

III. Answer Essay type questions not exceeding *three pages* :

- a) Discuss various Record keeping system in Front office.
- b) What are the different occupancy ratios are commonly calculated by the front office give the formula for each and explain the significance of occupancy ratios ?
- c) Discuss tracking transactions.
- d) Explain Front office accounting Cycle.
- e) What are the different methods of payment in a premium hotel ? Explain the procedure for accepting each method ?

(3 × 15 = 45 marks)

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THIRD YEAR B.H.M. DEGREE (SPECIAL) EXAMINATION, APRIL 2021

B.H.M.

BHM 23—FOOD AND BEVERAGE SERVICE—III

Time : Three Hours

Maximum : 80 Marks

Section A

Discuss any five in one or two sentences.

1. Under-pouring.
2. Average Productivity.
3. The Flambé Trolley.
4. Job Specification.
5. Finger Buffets.
6. Specialty restaurant.
7. Duty rota.

(5 × 2 = 10 marks)

Section B

Briefly explain any five questions.

1. Explain the concept and features of a Coffee shop.
2. Points to be considered while writing a SOP.
3. Enlist the Features of Formal Banquet.
4. Explain Procedure of Bar Closing.
5. Explain the steps involved in Planning F and B outlet.
6. Discuss cost analysis.
7. Components of Buffet Setting.

(5 × 5 = 25 marks)

Turn over

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Section C

Answer any three not exceeding three pages.

1. Discuss the points to be considered while planning an F and B outlet.
2. Discuss types of Banquet functions.
3. Enumerate different types of Buffets.
4. Write short notes on :
 - a) Specialty Restaurant.
 - b) Rotisserie.
 - c) Bars.
5. Enumerate Duties and responsibilities of F and B Manager of a 5-star hotel.

(3 × 15 = 45 marks)

CHMK LIBRARY UNIVERSITY OF CALICUT

THIRD YEAR B.H.M. DEGREE (SPECIAL) EXAMINATION

APRIL 2021

B.H.M.

BHM 22—FOOD PRODUCTION—III

Time : Three Hours

Maximum : 80 Marks

Section A

Answer in one or two lines.

Explain any five from the following questions :

1. MSG.
2. Cross-contamination.
3. HACCP.
4. Dressing.
5. Charcuterie.
6. Campagna.
7. Sausage.

(5 × 2 = 10 marks)

Section B

Answer any five not exceeding a page.

1. Write short notes on Collagen Casings.
2. Importance of Wines and Spirits in Cooking.
3. What are the parts of Sandwich ? Explain various types of breads can be used for sandwich.
4. What are the functions of Stabilizers in Ice cream ?
5. What are the effects of Baking powder in cake making ?
6. Explain Iardar Control.
7. Explain types of Sausages according to method of processing.

(5 × 5 = 25 marks)

Turn over

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Section C

Answer any three from the following questions not exceeding three pages.

1. Elaborate Non-Edible displays.
2. List out principles of Baking. Explain five types of icing with its recipe.
3. Explain the composition of forcemeats.
4. List out the equipment found in the larder. Explain the points to be considered while planning Le Garde Manger.
5. Explain appetizers with its classification.

(3 × 15 = 45 marks)

CHMK LIBRARY UNIVERSITY OF CALICUT

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

BHM

BHM 29—HUMAN RESOURCE MANAGEMENT—II

Time : Two Hours

Maximum : 40 Marks

Section A

*Answer any **five** of the following.*

Each question carries 1 mark.

- | | |
|--------------------------------------|---|
| 1. What is Human Resource Planning ? | 2. What is Job Description ? |
| 3. What is on the Job Training ? | 4. What is strike ? |
| 5. What is Time Study ? | 6. Name the three types of competitors. |
| 7. What is HRD ? | |

(5 × 1 = 5 marks)

Section B

*Attempt any **three** of the following.*

Each question carries 5 marks.

8. Functions of Human Resource Managers.
9. What is Human Engineering ? Explain its objectives.
10. Explain any six major issues in improving quality of work cycle.
11. Describe any three benefits of effective communication.
12. What is Negotiation ? Explain its stages.

(3 × 5 = 15 marks)

Section C

*Attempt any **two** of the following.*

Each question carries 10 marks.

13. (a) What are the five main stages of perception ?
(b) What is work stress ? Explain some common sources of work stress ?
14. Evolution and importance of HRM.
15. What is Collective bargaining ? Explain its steps and characteristics.
16. Explain the functions of Trade Union.
17. What is quality of work life ? Explain the barriers to quality of work life.

(2 × 10 = 20 marks)

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

BHM

BHM 28—FOOD AND BEVERAGE MANAGEMENT—II

Time : Two Hours

Maximum : 40 Marks

Section A

I. Define any *five* of the following :

- | | |
|-------------------------|--------------|
| 1 Merchandising effect. | 2 ASP. |
| 3 Sales mix. | 4 MIS. |
| 5 Break-even point. | 6 Overheads. |
| 7 Pre-check machines. | |

(5 × 1 = 5 marks)

Section B

II. Answer any *three* of the following :—

- 1 List out advantages of prechecking system.
- 2 Discuss types of cost.
- 3 A restaurant sells 350 portions of an item in a week at the rate of Rs.10 per portion. The food cost is 40 % of the selling price. Total fixed cost per week amounts to Rs. 2,400. How many more portions does the restaurant have to sell in order to breakeven ?
- 4 What are the determinants of MIS ?
- 5 Explain Press advertising.

(3 × 5 = 15 marks)

Section C

III. Answer any *two* of the following :—

- 1 What is budget ? What are the objectives of Budgetary control ? Explain type of budget.
- 2 What is MIS ? Explain determinants of MIS. List out different reports generated by MIS.
- 3 Explain different methods of Beverage control.
- 4 Classify Material Variance. List out advantages and disadvantages of Variance analysis.

(2 × 10 = 20 marks)

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

BHM

BHM 26—FINANCIAL MANAGEMENT—I

Time : Two Hours

Maximum : 40 Marks

Section A

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

1. What is Working Capital ?
2. What is Business Finance ?
3. What is Stock/Inventory Turnover Ratio ?
4. What is Pay Back Period Method ?
5. What is NPV ?
6. What is Ratio Analysis ?
7. What is Over Trading ?

(5 × 1 = 5 marks)

Section B

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

8. Explain the objectives of Financial Management ?
9. "Return on investment is considered to be the master ratio which reflect the overall performance of a company." Explain.
10. List the techniques of Capital Budgeting.
11. What are the limitations of Financial Analysis ?
12. What are the factors affecting Capital Structure ?

(3 × 5 = 15 marks)

Section C

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

13. What are different sources of raising finance for a large organisation ?
14. Describe about Cash Flow and Fund Flow Statements. Differentiate between Cash Flow and Fund Flow Statements.

Turn over

15. The Balance Sheet of Kanu & Co. Ltd. at the end of 1978 and 1979 are given below :

<i>Capital and Liabilities</i>		1978	1979	<i>Assets</i>		1978	1979
Account Payable ...	20,000	25,000	Cash	20,000	10,000		
Notes Payable ...	20,000	5,000	Marketable	10,000	—		
Other Current Liabilities	10,000	15,000	Securities				
Bonds 6 %	—	30,000	Inventories	60,000	1,00,000		
Common Stock ...	50,000	50,000	Receivables	30,000	40,000		
Retained Earnings ...	80,000	1,10,000	Gross Block ...	1,00,000	1,40,000		
			Less Accumulated Depreciation	(40,000)	(55,000)		
	<u>1,80,000</u>	<u>2,35,000</u>		<u>1,80,000</u>	<u>2,35,000</u>		

You are required to prepare a Statement of changes in Working Capital and a Statement of Fund Flow.

(2 × 10 = 20 marks)

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

BHM

BHM 25—ACCOMMODATION OPERATIONS—III

Time : Three Hours

Maximum : 80 Marks

Section A

I. Explain any *five* terms :

- | | |
|-----------------------|------------------------|
| (a) Amenity. | (b) Turn down service. |
| (c) Tapestry. | (d) Wholesale buying. |
| (e) Contract. | (f) Mortice and tenon. |
| (g) Soft furnishings. | (h) Conservation. |

(5 × 2 = 10 marks)

Section B

II. Answer any *five* of the following :

- (a) Explain Performance Standard Evaluation.
- (b) List out main duties and responsibilities of housekeeper.
- (c) Discuss the Layout guidelines.
- (d) Explain 3 E's of safety.
- (e) Explain Budgetary control.
- (f) What are the points should be considered when selecting the furniture ?
- (g) Point out the disadvantages of contract services.

(5 × 5 = 25 marks)

Section C

III. Answer any *three* questions :

- (a) Differentiate types of fire. Explain steps to prevent the fire and types of extinguisher.
- (b) Explain any ten types of purchasing.
- (c) Elaborate elements of art.
- (d) Write a note on floor coverings and explaining factors determining the floor finish.
- (e) List out the principles of lighting and explain suitable room lighting.

(3 × 15 = 45 marks)

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

BHM

BHM 24—FRONT OFFICE OPERATIONS—III

Time : Three Hours

Maximum : 80 Marks

Section A

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

- | | |
|---------------------|--------------------------------|
| 1. Guest account. | 2. Incentive programs. |
| 3. Voucher. | 4. Guest Allowances. |
| 5. Planning. | 6. Service strategy statement. |
| 7. Charge purchase. | 8. The moments of truth. |

(5 × 2 = 10 marks)

Section B

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

1. Discuss concept of hospitality.
2. Inscribe the procedure of settlement of guest account balance.
3. Enlighten employee buy-in concept.
4. Explain the procedure of handling paid-outs.
5. Distinguish between guest and non-guest account.
6. Elucidate different types of folio.
7. Describe the policy for establishing in house credit.

(5 × 5 = 25 marks)

Section C

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

1. What are the different methods of payment in a premium hotel ? Explain the procedure for accepting each method.
2. Elaborate forecasting room availability.
3. Write note on vouchers and elucidate different types of vouchers used in Hotel.
4. Explain Front Office Accounting Cycle.
5. Discuss various record keeping system in Front Office.

(3 × 15 = 45 marks)

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

BHM

BHM 22—FOOD PRODUCTION—III

Time : Three Hours

Maximum : 80 Marks

Section A

*Explain any five of the following in 1 or 2 lines.
Each question carries 2 marks.*

- | | |
|-------------------|---------------------|
| 1. Preservatives. | 2. Hors d'oeuvres. |
| 3. Collees. | 4. Bread improvers. |
| 5. Stabilizers. | 6. Canape. |
| 7. Tooth. | 8. FIFO. |

(5 × 2 = 10 marks)

Section B

*Answer any five not exceeding a page.
Each question carries 5 marks.*

1. What are the parts of Sausages ? Explain natural casting.
2. What is homogenisation ? What are the function of homogenization during ice cream making ?
3. Classify the Sausages. Explain.
4. Explain Tallow work.
5. Write short notes on Fruits and Vegetable Displays.
6. What is Binding Agent. Explain Panada.
7. List out general rules for sandwich making.

(5 × 5 = 25 marks)

Section C

*Answer any three of the following not exceeding three pages..
Each question carries 15 marks.*

1. Briefly explain steps involved in Bread making.
2. List out principles of baking. Explain five types of icing with its recipe.
3. Components of forcemeats.
4. Explain parts of sandwich.

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

BHM

BHM 23—FOOD AND BEVERAGE SERVICE—III

Time : Three Hours

Maximum : 80 Marks

Section A

*Discuss any **five** in **one** or **two** sentences from the following terms.*

Each question carries 2 marks.

- | | |
|-----------------|--|
| 1. Cold Buffet. | 2. Toasting. |
| 3. Casino Bar. | 4. Standard Operating Procedure (SOP). |
| 5. Layout. | 6. Hierarchy. |
| 7. Décor. | |

(5 × 2 = 10 marks)

Section B

*Briefly explain any **five** of the following.*

Each question carries 5 marks.

1. Advantages and limitations of gueridon service.
2. List out the points to be considered while planning a menu for an Outlet.
3. Explain traditional Banquet Service and layout.
4. Briefly explain categories of staff.
5. Explain Banquet booking procedure.
6. Explain the Purchasing Procedure.
7. Enlist the objectives of a good layout.

(5 × 5 = 25 marks)

Section C

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

Each question carries 15 marks.

1. Classify the bar and explain types of bar on the basis of function.
2. List out the procedure for Gueridon Service and explain types of trollies used in Gueridon service.
3. What is Buffet ? Explain types of Buffet.
4. What is a Menu ? What are the factors to be considered while planning a menu ?
5. What are the Supervisory Functions in F &B Service Operations ?

(3 × 15 = 45 marks)