

**Bachelor of Hotel Management (BHM)**  
**Choice Based Credit System(C.B.C.S)Syllabus and Scheme of Examination**  
**(with effect from the Academic Year 2016-2017)**

**BHM Degree Semester -IV**

	Paper Code	Subjects  Title of the Paper	Teaching Scheme		Examination Scheme				
			No of Hours		Credits	IA	EE	Total Marks (100)	
			T	P					
<b>PART 1</b>		Foundation Course -7 Communication & Soft Skills-3	2	0	2	0	50	50	
		Foundation Course -8 Analytical Skills	2	0	2	0	50	50	
		Foundation Course - 9 ICT-2 (Information& Communication Technology)	2	0	2	0	50	50	
		Foundation Course - 10 Leadership Education	2	0	2	0	50	50	
<b>PART 2</b>	<b>BHM401</b>	Advanced Food Production Operations– IV	4		3	25	75	100	
		Practical-I Advanced Food ProductionOperations- IV		6	4	25	75	100	
	<b>BHM 402</b>	Advanced Food & Beverage service Operations– IV	4		3	25	75	100	
		Practical -II Advanced Food & Beverage service Operations-IV		4	3	25	75	100	
	<b>BHM 403</b>	Front Office Management-IV	4		3	25	75	100	
		Practical-III Front Office Management-IV		2	2	0	50	50	
	<b>BHM 404</b>	Human Resource Management	4		3	25	75	100	
	<b>BHM 405</b>	Facility Planning	2		2	0	50	50	
			Total Marks	26	12	31			900

**BHM401****ADVANCED FOOD PRODUCTION OPERATIONS – IV****UNIT-I****LARDER****I. LAYOUT & EQUIPMENT**

- Introduction of Larder Work
- Definition
- Equipment found in the larder
- Layout of a typical larder with equipment and various sections

**II. TERMS & LARDER CONTROL**

- Common terms used in the Larder and Larder control
- Essentials of Larder Control
- Importance of Larder Control
- Devising Larder Control Systems
- Leasing with other Departments
- Yield Testing

**III. DUTIES AND RESPONSIBILITIES OF THE LARDER CHEF**

- Functions of the Larder
- Hierarchy of Larder Staff
- Sections of the Larder
- Duties & Responsibilities of larder Chef

**UNIT-II****CHARCUTIERIE****I. SAUSAGE**

- Introduction to charcuterie
- Sausage – Types & Varieties
- Casings – Types & Varieties
- Fillings – Types & Varieties
- Additives & Preservatives

**II. FORCEMEATS**

- Types of forcemeats
- Preparation of forcemeats
- Uses of forcemeats

**III. BRINES, CURES & MARINADES**

- Types of Brines
- Preparation of Brines
- Methods of Curing
- Types of Marinades
- Uses of Marinades
- Difference between Brines, Cures & Marinades

### **UNIT-III**

#### **IV. HAM, BACON & GAMMON**

- Cuts of Ham, Bacon & Gammon.
- Differences between Ham, Bacon & Gammon
- Processing of Ham & Bacon
- Green Bacon
- Uses of different cuts

#### **V. GALANTINES**

- Making of galantines
- Types of Galantine
- Ballotines

#### **VI. PATES**

- Types of Pate
- Pate de foie gras
- Making of Pate
- Commercial pate and Pate Maison
- Truffle – sources, Cultivation and uses and Types of truffle.

#### **VII. MOUSE & MOUSSELINE**

- Types of mousse
- Preparation of mousse
- Preparation of mousseline
- Difference between mousse and mousseline

### **UNIT-IV**

#### **VIII. CHAUD FROID**

- Meaning of Chaud froid
- Making of chaud froid & Precautions
- Types of chaud froid
- Uses of chaud froid

#### **IX. ASPIC & GELEE**

- Definition of Aspic and Gelee
- Difference between the two
- Making of Aspic and Gelee
- Uses of Aspic and Gelee

#### **X. QUENELLES, PARFAITS, ROULADES**

- Preparation of Quenelles, Parfaits and Roulades

## **UNIT-V**

### **APETIZERS & GARNISHES**

- Classification of Appetizers
- Examples of Appetizers
- Historic importance of culinary Garnishes
- Explanation of different Garnishes

### **SANDWICHES**

- Parts of Sandwiches
- Types of Bread
- Types of filling – classification
- Spreads and Garnishes
- Types of Sandwiches
- Making of Sandwiches
- Storing of Sandwiches

### **USE OF WINE AND HERBS IN COOKING**

- Ideal uses of wine in cooking
- Classification of herbs
- Ideal uses of herbs in cooking

### **REFERENCE BOOKS:-**

Gisslen wayne – professional cookery (john wiley and sons)  
Montage – Larousse gastronomique (Himalaya publishing group)

**BHM402**

**ADVANCED FOOD AND BEVERAGE OPERATIONS – IV**

**UNIT-I PLANNING & OPERATING VARIOUS F&B OUTLET**

- Physical layout of functional and ancillary areas
- Objective of a good layout
- Steps in planning
- Factors to be considered while planning
- Calculating space requirement
- Various set ups for seating
- Planning staff requirement
- Menu planning
- Constraints of menu planning
- Selecting and planning of heavy duty and light equipment
- Requirement of quantities of equipment required like crockery, Glassware, Cutlery - steel or silver etc.
- Suppliers & manufacturers
- Approximate cost
- Planning Décor, furnishing fixture etc.

**UNIT-II**

**FUNCTION CATERING BANQUETS**

- History
- Types
- Organisation of Banquet department
- Duties & responsibilities
- Sales
- Booking procedure
- Banquet menus

**BANQUET PROTOCOL**

- Space Area requirement
- Table plans/arrangement
- Misc-en-place
- Service
- Toast & Toast procedures

**INFORMAL BANQUET**

- Réception
- Cocktail parties
- Convention
- Seminar
- Exhibition
- Fashion shows
- Trade Fair
- Wedding
- Outdoor catering

### **UNIT-III**

#### **FUNCTION CATERING BUFFETS**

- Introduction
- Factors to plan buffets
- Area requirement
- Planning and organisation
- Sequence of food
- Menu planning
- Types of Buffet
- Display
- Sit down
- Fork, Finger, Cold Buffet
- Breakfast Buffets
- Equipment
- Supplies
- Check list

### **UNIT-IV**

#### **GUERIDON SERVICE**

- History of gueridon
- Definition
- General consideration of operations
- Advantages & Dis-advantages
- Types of trolleys
- Factor to create impulse, Buying – Trolley, open kitchen
- Gueridon equipment
- Gueridon ingredients

### **UNIT-V**

#### **KITCHEN STEWARDING**

- Importance
- Opportunities in kitchen stewarding
- Record maintaining
- Machine used for cleaning and polishing
- Inventory

#### **REFERENCE BOOKS:**

Modern restaurants service –John fuller

Food and beverage service-Dennis R.Lillicrap and John cousins

**BHM403**

**FRONT OFFICE MANAGEMENT – IV**

**UNIT-I**

**PLANNING & EVALUATING FRONT OFFICE OPERATIONS**

- Setting Room Rates (Details/Calculations thereof) - Hubbart Formula, market condition approach & Thumb Rule - Types of discounted rates – corporate, rack etc.
- Forecasting techniques
- Forecasting Room availability

**UNIT-II**

- Useful forecasting data
- % of walking
- % of overstaying
- % of under stay
- Forecast formula
- Types of forecast
- Sample forecast forms
- Factors for evaluating front office operations

**UNIT-III**

**BUDGETING**

- Types of budget & budget cycle
- Making front office budget
- Factors affecting budget planning
- Capital & operations budget for front office

**UNIT-IV**

- Refining budgets, budgetary control
- Forecasting room revenue
- Advantages & Disadvantages of budgeting

**UNIT-V**

**YIELD MANAGEMENT**

- Concept and importance
- Applicability to rooms division
- Capacity management • Discount allocation • Duration control
- Measurement yield
- Potential high and low demand tactics
- Yield management software
- Yield management team

**REFERENCE BOOKS**

Principles of Front Office Operations – Sue Baker  
Front Office Management – S.K. Bhatnagar  
Front Office Procedures – Michael. L. Kasavana  
Hotel Front Office Management – James. A. Bardi

**BHM404**  
**HUMAN RESOURCE MANAGEMENT**

**UNIT-I**

- Principles & Functions of management:-
- Planning
- Steps in planning
- Types of Plans
- Organization Structures
- Centralization
- Decentralization
- Functions Of Management

**UNIT-II**

- Planning of Personnel Functions
- Functions of HR Manager
- Roles & Responsibilities of Management
- Human Resource Planning
- Process of HRP

**UNIT-III**

- Tools of Human Resource Management
- Job Analysis
- Decision Making Process
- Job Design
- Job Enlargement
- Job Enrichment
- Job Rotation

**UNIT-IV**

- Staffing –Recruitment Methods, Selection
- Recruitment
- Selection Process
- Induction & Placement
- Training Methods
- Performance Appraisal Methods

**UNIT-V**

- Organizational Behavior, Industrial Relations and QWL
- Maslow's Motivation Theory
- Theory 'X' and Theory 'y'
- Collective Bargaining
- Stress and Counseling
- Method Study



REFERTENCE Books:-

1.Industrial Mangement and  
Entrepreneurship-M Zakaria Baig

2 Industrial Management and  
Entrepreneurship-

N.Krishna Moorthy

3Industrial Management and  
Entrepreneurship-

M.M Sheriff

4 Personal Management –C .B Mamoria

**BHM405  
FACILITY PLANNING****UNIT-I****HOTEL DESIGN**

- Design Consideration
  - Attractive Appearance
  - Efficient Plan
  - Good location
  - Suitable material
  - Good workmanship
  - Sound financing
  - Competent Management

**UNIT-II****FACILITIES PLANNING**

The systematic layout planning pattern (SLP)

**Planning consideration**

- Flow process & Flow diagram
  - Procedure for determining space considering the guiding factors for guest room/ public facilities, support facilities & services, hotel administration, internal roads/budget hotel/5 star hotel

**Architectural consideration**

- Difference between carpet area plinth area and super built area, their relationships, reading of blue print (plumbing, electrical, AC, ventilation, FSI, FAR, public Areas) B. Approximate cost of construction estimation C. Approximate operating areas in budget type/5 star type hotel approximate other operating areas per guest room D. Approximate requirement and Estimation of water/electrical load gas, ventilation

**UNIT-III****STAR CLASSIFICATION OF HOTEL**

Criteria for star classification of hotel (Five, four, three, two, one & heritage)

**KITCHEN**

- Equipment requirement for commercial kitchen
- Heating - gas/electrical
- Cooling (for various catering establishment)
- Developing Specification for various Kitchen equipments
- Planning of various support services (pot wash, wet grinding, chef room, larder, store & other staff facilities)

**UNIT-IV****KITCHEN LAY OUT & DESIGN**

- Principles of kitchen layout and design
- Areas of the various kitchens with recommended dimension C. Factors that affect kitchen design D. Placement of equipment E. Flow of work F. Space allocation G. Kitchen equipment, manufacturers and

selection H. Layout of commercial kitchen (types, drawing a layout of a Commercial kitchen) I.  
Budgeting for kitchen equipment

### **KITCHEN STEWARDING LAYOUT AND DESIGN**

- Importance of kitchen stewarding B. Kitchen stewarding department layout and design C. Equipment found in kitchen stewarding department

### **UNIT-V**

#### **STORES – LAYOUT AND DESIGN**

- Stores layout and planning (dry, cold and bar) B. Various equipment of the stores C. Work flow in stores 04 05% 08

#### **ENERGY CONSERVATION**

- Necessity for energy conservation B. Methods of conserving energy in different area of operation of a hotel C. Developing and implementing energy conservation program for a hotel

#### **CAR PARKING**

Calculation of car park area for different types of hotels

#### **PLANNING FOR PHYSICALLY CHALLENGED**

#### **PROJECT MANAGEMENT**

- Introduction to Network analysis
- Basic rules and procedure for network analysis
- C.P.M. and PERT
- Comparison of CPM and PERT
- Classroom exercises
- Network crashing determining crash cost, normal cost

#### **REFERENCE BOOKS**

**Facilities Planning** - James A. Tompkins

BHM401  
**ADVANCE FOOD PRODUCTION - IV (PRACTICAL)**

**PART - A**

**UNIT-I**

**LARDER**

**I. LAYOUT & EQUIPMENT**

- A. Introduction of Larder Work
- B. Definition
- C. Equipment found in the larder
- D. Layout of a typical larder with equipment and various sections

**II. TERMS & LARDER CONTROL**

- A. Common terms used in the Larder and Larder control
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- E. Leasing with other Departments
- F. Yield Testing

**III. DUTIES AND RESPONSIBILITIES OF THE LARDER CHEF**

- A. Functions of the Larder
- B. Hierarchy of Larder Staff
- C. Sections of the Larder
- D. Duties & Responsibilities of larder Chef

**UNIT-II**

**CHARCUTIERIE**

**I. SAUSAGE**

- A. Introduction to charcuterie
- B. Sausage – Types & Varieties
- C. Casings – Types & Varieties
- D. Fillings – Types & Varieties
- E. Additives & Preservatives

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- A. Types of forcemeats
- B. Preparation of forcemeats
- C. Uses of forcemeats

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- B. Preparation of Brines
- C. Methods of Curing
- D. Types of Marinades
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- F. Difference between Brines, Cures & Marinades

### **UNIT-III**

#### **IV. HAM, BACON & GAMMON**

- A. Cuts of Ham, Bacon & Gammon.
- B. Differences between Ham, Bacon & Gammon
- C. Processing of Ham & Bacon
- D. Green Bacon
- E. Uses of different cuts

#### **V. GALANTINES**

- A. Making of galantines
- B. Types of Galantine
- C. Ballotines

#### **VI. PATES**

- A. Types of Pate
- B. Pate de foie gras
- C. Making of Pate
- D. Commercial pate and Pate Maison
- E. Truffle – sources, Cultivation and uses and Types of truffle.

#### **VII. MOUSE & MOUSSELINE**

- A. Types of mousse
- B. Preparation of mousse
- C. Preparation of mousseline
- D. Difference between mousse and mousseline

### **UNIT-IV**

#### **VIII. CHAUD FROID**

- A. Meaning of Chaud froid
- B. Making of chaud froid & Precautions
- C. Types of chaud froid
- D. Uses of chaud froid

#### **IX. ASPIC & GELEE**

- A. Definition of Aspic and Gelee
- B. Difference between the two
- C. Making of Aspic and Gelee
- D. Uses of Aspic and Gelee

#### **X. QUENELLES, PARFAITS, ROULADES**

Preparation of Quenelles, Parfaits and Roulades

### **UNIT-V**

#### **XI. NON EDIBLE DISPLAYS**

- A. Ice carvings
- B. Tallow sculpture
- C. Fruit & vegetable Displays
- D. Salt dough E. Pastillage
- F. Jelly Logo
- G. Thermacol work

## **APPETIZERS & GARNISHES**

- A. Classification of Appetizers
- B. Examples of Appetizers
- C. Historic importance of culinary Garnishes
- D. Explanation of different Garnishes

## **SANDWICHES**

- A. Parts of Sandwiches
- B. Types of Bread
- C. Types of filling – classification
- D. Spreads and Garnishes
- E. Types of Sandwiches
- F. Making of Sandwiches
- G. Storing of Sandwiches

## **USE OF WINE AND HERBS IN COOKING**

- A. Ideal uses of wine in cooking
- B. Classification of herbs
- C. Ideal uses of herbs in cooking

## **ADVANCE FOOD PRODUCTION OPERATIONS – I (PRACTICAL) PART B – BAKERY & PATISSERIE**

1 Brioche

Baba au Rhum

2 Soft Rolls

Chocolate Parfait

3 French Bread

Tarte Tartin

4 Garlic Rolls

Crêpe Suzette

5 Harlequin Bread

Chocolate Cream Puffs

6 Foccacia

Crème Brûlée

7 Vienna Rolls

Mousse Au Chocolat

8 Bread Sticks

Souffle Milanaise

9 Brown Bread

Pâte Des Pommes

10 Clover Leaf Rolls

Savarin des fruits

11 Whole Wheat Bread  
Charlotte Royal

12 Herb & Potato Loaf  
Doughnuts

13 Milk Bread  
Gateaux des Peache

14 Ciabatta  
Chocolate Brownie

15 Buffet desserts  
Modern Plating Styles

**REFERENCE Books:-**

Gisslen wayne – professional cookery (john wiley and sons)

Montage – Larousse gastronomique (Himalaya publishing group)

## BHM402

### ADVANCE FOOD AND BEVERAGE OPERATIONS - IV (PRACTICAL)

#### Planning & Operating Food & Beverage Outlets

Class room Exercise • Developing Hypothetical Business Model of Food & Beverage Outlets • Case study of Food & Beverage outlets - Hotels & Restaurants

#### Function Catering – Banquets

- Planning & organizing Formal & Informal Banquets • Planning & organizing Outdoor caterings

#### Function Catering – Buffets

Planning & organizing various types of Buffet

#### Gueridon Service

- Organizing Mise-en-place for Gueridon Service • Dishes involving work on the Gueridon

Task-01

Crepe suzette

Task-02

Banana au Rum

Task-03

Peach Flambé

Task-04

Rum Omelette

Task-05

Steak Diane

Task-06

Pepper Steak

#### Kitchen Stewarding

- Using & operating Machines • Exercise – physical inventory

#### REFERENCE BOOKS:

Modern restaurants service –John fuller

Food and beverage service-Dennis R.Lillicrap and John cousins



## BHM403

### FRONT OFFICE MANAGEMENT - IV (PRACTICAL)

Hands on practice of computer applications on PMS front office procedures such as:

- Night audit,
- Income audit,
- Accounts
- Situation handling – handling guests & internal situations requiring management tactics/strategies

#### SUGGESTIVE LIST OF TASKS FOR FRONT OFFICE OPERATION SYSTEM

S.No.	Topic
1	HMS Training – Hot Function keys
2	How to put message
3	How to put a locator
4	How to check in a first time guest
5	How to check in an existing reservation
6	How to check in a day use
7	How to issue a new key
8	How to verify key
9	How to cancel a key
10	How to issue a duplicate key
11	How to extend a key
12	How to print and prepare registration cards for arrivals
13	How to programme keys continuously
14	How to programme one key for two rooms
15	How to re-programme a key
16	How to make a reservation
17	How to create and update guest profiles
18	How to update guest folio
19	How to print guest folio
20	How to make sharer reservation
21	How to feed remarks in guest history
22	How to add a sharer
23	How to make add on reservation
24	How to amend a reservation
25	How to cancel a reservation
26	How to make group reservation
27	How to make a room change on the system
28	How to log on cashier code
29	How to close a bank at the end of each shift
30	How to put a routing instruction
31	How to process charges
32	How to process a guest check out
33	How to check out a folio
34	How to process deposit for arriving guest
35	How to process deposit for in house guest
36	How to check room rate variance report

- 37 How to process part settlements
- 38 How to tally allowance for the day at night
- 39 How to tally paid outs for the day at night
- 40 How to tally forex for the day at night
- 41 How to pre-register a guest
- 42 How to handle extension of guest stay
- 43 Handle deposit and check ins with voucher
- 44 How to post payment
- 45 How to print checked out guest folio
- 46 Check out using foreign currency
- 47 Handle settlement of city ledger balance
- 48 Handle payment for room only to Travel Agents
- 49 Handle of banquet event deposits
- 50 How to prepare for sudden system shutdown
- 51 How to checkout standing batch totals
- 52 How to do a credit check report
- 53 How to process late charges on third party
- 54 How to process late charges to credit card
- 55 How to check out during system shut down
- 56 Handling part settlements for long staying guest
- 57 How to handle paymaster folios
- 58 How to handle bills on hold

### **REFERENCE BOOKS**

Principles of Front Office Operations – Sue Baker  
Front Office Management – S.K. Bhatnagar  
Front Office Procedures – Michael. L. Kasavana  
Hotel Front Office Management – James. A. Bardi

**MODEL QUESTION PAPER**

**BHM401 SUB: - ADVANCED FOOD PRODUCTION-IV**

**2<sup>rd</sup> Yr, IV Semester**

**Time: 3Hrs**

**Marks: 75**

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**Part A**

**Answer Any FIVE Of the following Questions**

**5x5=25m**

1. Duties and responsibilities?
2. Uses of wine and herbs in cookery?
3. Write any for types of sandwich and their storing?
4. Explain about consommé?
5. Explain about (a) Sausage (b) Casings (c) filling.
6. What is force meat? Uses of force meat?
7. What is brines? Types of Brines?
8. What is galantines?

**Part B**

**Answer All Questions**

**5x10=50m**

- {9} [A] What is larder?  
Or  
[B] What kind of sections comes under the larder?
- {10} [A] Differences between ham, Bacon and gammon?  
Or  
[B] Preparation ham & Bacon?
- {11} [A] Classification of appetizers.  
Or  
[B] Write non edible displays how its prepare?
- {12} [A] explain aspic and gellee?  
Or  
[B] How to prepare quenelles parfaits & Roulades?
- {13} [A] Meaning of choud froid?  
Or  
[B] Explain mouse & mousseline?

**Model Question paper**  
**BHM402 Sub: - Advanced Food and Beverage Operations -IV**

**2<sup>rd</sup> Yr,IV Semester**

**Time: 3Hrs**

**Max Marks: 75**

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**Part-A**

**Answer Any FIVE Of the following Questions**

**5x5 = 25M**

1. Explain the various preparations in which force meat can be used
2. What is Chaud-froid? Explain its Classification
3. Explain briefly about banquet booking procedure
4. Briefly explain duties and responsibilities of banquet staff
5. Elaborate the IN Formal functions
6. Briefly explain about protocol
7. Define Toast master and explain toast master procedure
8. Write about the short notes on banquets

**Part- B**

**Answer All Questions**

**5X10=50M**

- 9 a) Draw a format of banquet function prospectus and explain its importance  
Or  
b) Draw a format of banquet booking diary ad explain its importance
- 10 a) What is gueridon Service? Briefly explain advantages and disadvantages  
Of gueridon service  
Or  
b) List out general considerations for gueridon service and explain types of  
Trolleys used in gueridon service
- 11 a) Explain various table plans /arrangements done in banquets  
Or  
b) Explain the factors to be considered while planning food & beverage outlet
- 12 a) Explain the role of kitchen Stewarding department in a hotel and draw staff  
Organization structure of kitchen stewarding department  
Or  
b) Explain briefly various types of buffet and list any ten equipment used for  
Buffet arrangement
- 13 a) What is foie gras? Explain the various preparations of foie gras  
Or  
b) What is truffle? Explain in brief about white and black truffle?

**Model Question Paper**  
**BHM403 Sub: - Front office Management-IV**

**2<sup>rd</sup> Yr,IV Semester**

**Time: 3Hrs**

**Marks: 75**

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**Part A**

**Answer the following Questions (any five)**

**5x5=25m**

1. What is forecasting in front office?
2. What is occupancy percentage?
3. What is Average room percentage?
4. What is corporate rate?
5. What is forecast formula?
6. What is front office budget?
7. What is scanty baggage?
8. What is average room revenue?

**Part B**

**Answer All Questions**

**5x10=50m**

9. [A] What is budget and types explain?  
Or  
[B] What is budget cycle explain in brief?
10. [A] Briefly explain forecasting room revenue?  
Or  
[B] Name and explain ten types of room in hotel industry?
11. [A] Explain Hubburt formula?  
Or  
[B] Explain the check-in process involved for a group?
12. [A] Explain the processes involved in issue a duplicate key?  
Or  
[B] Explain the processes involved in programming one key for two rooms?
13. [A] Neatly draw errant card and explain its uses in bell desk?  
Or  
[B] Explain the processes involved in doing reservation for group?

**Model Question Paper**  
**BHM404 Sub: - Human Resource Management**

2<sup>rd</sup> Yr, IV Semester

Time: 3Hrs

Marks: 75

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**Part A**

Answer Any **FIVE** Of the following Questions

5x5=25m

- 1) What is meant by Job Analysis
- 2) Define Planning. Explain the steps in Planning Process
- 3) what are the differences between Centralization & Decentralization of Authority
- 4) Explain Maslow's Need's of Hierarchy
- 5) what do you understand by Job Rotation
- 6) what do you know about Induction
- 7) What are the Responsibilities of Management?
- 8) Write about Stress Management

**Part B**

Answer **All** Questions

5x10=50m

- 9 a) Define Management .Explain the Functions of Management?  
Or  
b) Define Organisation Structure. Explain the Different types of Organisation structures
- 10 a) What are the functions of Human Resource Manager  
Or  
b) what is meant by HRP. Explain in detail about Human Resource Process
- 11 a)What are the Tools of Human Resource Management  
Or  
b) Define Decision Making. Explain the steps involved in Decision Making process
- 12 a)Explain the Methods of Training?  
Or  
b)Explain Performance appraisal Methods
- 13 a) Explain the Maslow's Need of Hierarchy.  
or  
b) Explain Theory 'x' and Theory 'Y' Motivational Theory

**Model Question Paper**  
**BHM405 Sub: -Facility Planning**

**2<sup>rd</sup> Yr, IV Semester**

**Time: 3Hrs**

**Marks: 50**

**Part A**

**Answer Any FIVE Of the following Questions**

**5x4=20m**

1. Write Short notes on Kitchen Stewarding
2. What are the various types of stores?
3. What do you understand by energy Conservation?
4. Mention Key points regarding layout of a Good Food Store
5. What is Energy Audit?
6. Define bench mark and explain its role in energy auditing
7. Write short notes on Kitchen Safety
8. Briefly write about Production Cycle

**Part B**

**Answer All Questions**

**5x6=30m**

- {9}** [A] What are the Steps in designing a Kitchen and describe Four steps in detail?  
Or  
[B]" The role of a Store Keeper in a Store of any Hotel Industry is very is very Important"
- {10}** [A] Explain the duties and Responsibilities of Kitchen Stewarding  
Or  
[B] Describe Works flow of a Store from Purchase of Goods to the issuing with help  
Of a Diagram
- {11}** [A] Explain about Fire Hazards what the steps to prevent Fire Hazards.  
Or  
[B]" Ideas of Kitchen Planning Layout may be Kept Flexible" Justify your answer with  
Proper Reasoning
- {12}** [A] Environmental Conditions play vital role for the performance of living Organisms  
Or  
[B] What are the shapes of Commercial Kitchen normally in use? Describe two of them with  
Sketches?
- {13}** [A] Explain the Planning of various Support Services  
Or  
[B] Explain the Criteria for Star Classification of Hotel