

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 -III

	Paper Code	Subjects Title of the Paper	Teaching Scheme		Examination Scheme				
			No of Hours		Credits	IA	EE	Total Marks (100)	
			T	P					
PART 1		First Language (English)	4	0	3	25	75	100	
		Second language (Telugu/Hindi/Sanskrit/Urdu)	4	0	3	25	75	100	
		Foundation Course - 5 Entrepreneurship	2	0	2	0	50	50	
		Foundation Course - II B (Communication And Soft Skills-2)	2	0	2	0	50	50	
PART 2	BHM301	Food Production Operations– III	4		3	25	75	100	
		Practical-I Food Production Operations-III		6	4	25	75	100	
	BHM 302	Food & Beverage service Operations– III	4		3	25	75	100	
		Practical -II Food & Beverage service Operations- III		4	3	25	75	100	
	BHM 303	Front Office Management-III	4		3	25	75	100	
		Practical-III Front Office Management-III		2	2	0	50	50	
	BHM 304	Accommodation Management-III	4		3	25	75	100	
		Practical-IV Accommodation Management-III		2	2	0	50	50	
			Total Marks	28	14	33			1000

(R.K.ANURADHA)

BHM301
FOOD PRODUCTION OPERATIONS – III

S.N O	TOPIC
01	<p>QUANTITY FOOD PRODUCTION EQUIPMENT</p> <p>A. Equipment required for mass/volume feeding B. Heat and cold generating equipment C. Care and maintenance of this equipment D. Modern developments in equipment manufacture</p> <p>MENU PLANNING</p> <p>A. Basic principles of menu planning – recapitulation B. Points to consider in menu planning for various volume feeding outlets such as Industrial, Institutional, Mobile Catering Units C. Planning menus for</p> <ul style="list-style-type: none"> • School/college students • Industrial workers • Hospitals • Outdoor parties • Theme dinners • Transport facilities, cruises, airlines, railway <p>D. Nutritional factors for the above</p>
02	<p>INDENTING</p> <ul style="list-style-type: none"> • Principles of Indenting for volume feeding • Portion sizes of various items for different types of volume feeding • Modifying recipes for indenting for large scale catering • Practical difficulties while indenting for volume feeding <p>PLANNING</p> <p>Principles of planning for quantity food production with regard to</p> <ul style="list-style-type: none"> • Space allocation • Equipment selection • Staffing
03	<p>VOLUME FEEDING</p> <p>A. Institutional and Industrial Catering</p> <ul style="list-style-type: none"> • Types of Institutional & Industrial Catering • Problems associated with this type of catering • Scope for development and growth <p>B. Hospital Catering</p> <ul style="list-style-type: none"> • Highlights of Hospital Catering for patients, staff, visitors • Diet menus and nutritional requirements <p>C. Off Premises Catering</p> <ul style="list-style-type: none"> • Reasons for growth and development • Menu Planning and Theme Parties • Concept of a Central Production Unit

	<ul style="list-style-type: none"> • Problems associated with off-premises catering <p>D. Mobile Catering</p> <ul style="list-style-type: none"> • Characteristics of Rail, Airline (Flight Kitchens and Sea Catering) • Branches of Mobile Catering <p>E. Quantity Purchase & Storage</p> <ul style="list-style-type: none"> • Introduction to purchasing • Purchasing system • Purchase specifications • Purchasing techniques • Storage
04	<p>REGIONAL INDIAN CUISINE</p> <p>A. Introduction to Regional Indian Cuisine</p> <p>B. Heritage of Indian Cuisine</p> <p>C. Factors that affect eating habits in different parts of the country</p> <p>D. Cuisine and its highlights of different states/regions/communities to be discussed under:</p> <ul style="list-style-type: none"> • Geographic location • Historical background • Seasonal availability • Special equipment • Staple diets • Specialty cuisine for festivals and special occasions
05	<p>STATES</p> <p>Andhra Pradesh, Bengal, Goa, Gujarat, Karnataka, Kashmir, Kerala, Madhya Pradesh, Maharashtra, North Eastern States, Punjab, Rajasthan, Tamil Nadu and Uttar Pradesh/Uttaranchal</p> <p>COMMUNITIES</p> <p>Parsee, Chettinad, Hyderabadi, Lucknowi, Avadhi, Malbari/Syrian Christian and Bohri</p> <p>DISCUSSIONS</p> <p>Indian Breads, Indian Sweets, Indian Snacks</p>

REFERENCE BOOKS :-

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

BHM302
FOOD AND BEVERAGE OPERATIONS – III

S.N O	TOPIC
01	<p>ALCOHOLIC BEVERAGE</p> <ul style="list-style-type: none"> • Introduction and definition • Production of Alcohol <ul style="list-style-type: none"> • Fermentation process • Distillation process • Classification with examples <p>DISPENSE BAR</p> <ul style="list-style-type: none"> • Introduction and definition • Bar layout – physical layout of bar • Bar stock – alcohol & non alcoholic beverages • Bar equipment
02	<p>WINES</p> <ul style="list-style-type: none"> • Definition & History • Classification with examples <ul style="list-style-type: none"> • Table/Still/Natural • Sparkling • Fortified • Aromatized • Production of each classification • Old World wines (Principal wine regions, wine laws, grape varieties, production and brand names) <ul style="list-style-type: none"> • France • Germany • Italy • Spain • Portugal • New World Wines (Principal wine regions, wine laws, grape varieties, production and brand names) <ul style="list-style-type: none"> • USA • Australia • India • Chile • South Africa • Algeria • New Zealand • Food & Wine Harmony • Storage of wines • Wineterminology (English & French)
03	<p>BEER</p> <ul style="list-style-type: none"> • Introduction & Definition

	<ul style="list-style-type: none"> • Types of Beer • Production of Beer • Storage
04	<p>SPIRITS</p> <ul style="list-style-type: none"> • Introduction & Definition • Production of Spirit <ul style="list-style-type: none"> • Pot-still method • Patent still method • Production of <ul style="list-style-type: none"> • Whisky • Rum • Gin • Brandy • Vodka • Tequilla • Different Proof Spirits <ul style="list-style-type: none"> • American Proof • British Proof (Sikes scale) • Gay Lussac (OIML Scale)
05	<p>APERITIFS</p> <ul style="list-style-type: none"> • Introduction and Definition • Types of Aperitifs <ul style="list-style-type: none"> • Vermouth (Definition, Types & Brand names) • Bitters (Definition, Types & Brand names) <p>LIQUEURS</p> <ul style="list-style-type: none"> • Definition & History • Production of Liqueurs • Broad Categories of Liqueurs (Herb, Citrus, Fruit/Egg, Bean & Kernel) • Popular Liqueurs (Name, colour, predominant flavour & country of origin)

REFERENCE BOOKS:

Modern restaurants service – John fuller

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

BHM303
FRONT OFFICE MANAGEMENT – III

S.N O	TOPIC
01	<p>RESERVATIONS</p> <ul style="list-style-type: none"> • Importance of reservation • Modes of reservation • Channels and sources (FITs, Travel Agents, Airlines, GITs) • Types of reservations (Tentative, confirmed, guaranteed etc.) • Systems (non automatic, semi automatic fully automatic) • Cancellation • Amendments • Overbooking <p>ROOM SELLING TECHNIQUES</p> <ul style="list-style-type: none"> • Up selling, Discounts
02	<p>FRONT OFFICE (ACCOUNTING)</p> <ul style="list-style-type: none"> • Accounting Fundamentals • Guest and non guest accounts • Accounting system <ul style="list-style-type: none"> • Non automated – Guest weekly bill, Visitors tabular ledger • Semi automated • Fully automated
03	<p>CHECK OUT PROCEDURES</p> <ul style="list-style-type: none"> • Guest accounts settlement • Cash and credit - Indian currency and foreign currency • Transfer of guest accounts <ul style="list-style-type: none"> - Express checkout <p>BELL DESK/CONCIERGE</p> <ul style="list-style-type: none"> • Duties and responsibilities of Bell Captain • Duties and responsibilities of Bell Boy
04	<p>CONTROL OF CASH AND CREDIT</p>
	<p>NIGHT AUDITING</p> <ul style="list-style-type: none"> • Functions • Audit procedures (Non automated, semi automated and fully automated)
05	<p>FRONT OFFICE & GUEST SAFETY AND SECURITY</p> <ul style="list-style-type: none"> • Importance of security systems • Safe deposit • Key control • Emergency situations (Accident, illness, theft, fire, bomb)

REFERENCE BOOKS

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

BHM304**ACCOMMODATION MANAGEMENT – III**

S.NO	TOPIC
01	<p>LINEN ROOM</p> <ul style="list-style-type: none"> • Activities of the Linen Room • Layout and equipment in the Linen Room • Selection criteria for various Linen Items & fabrics suitable for this purpose • Purchase of Linen • Calculation of Linen requirements • Linen control-procedures and records • Stocktaking-procedures and records • Recycling of discarded linen <p>I. Linen Hire</p>
02	<p>UNIFORMS</p> <ul style="list-style-type: none"> • Advantages of providing uniforms to staff • Issuing and exchange of uniforms; type of uniforms • Selection and designing of uniforms • Layout of the Uniform room
03	<p>SEWING ROOM</p> <ul style="list-style-type: none"> • Activities and areas to be provided • Equipment provided
04	<p>LAUNDRY</p> <ul style="list-style-type: none"> • Commercial and On-site Laundry • Flow process of Industrial Laundering-OPL • Stages in the Wash Cycle • Laundry Equipment and Machines • Layout of the Laundry • Laundry Agents • Dry Cleaning • Guest Laundry/Valet service • I. Stain removal
05	<p>FLOWER ARRANGEMENT</p> <ul style="list-style-type: none"> • Flower arrangement in Hotels • Equipment and material required for flower arrangement • Conditioning of plant material • Styles of flower arrangements • Principles of design as applied to flower arrangement <p>INDOOR PLANTS Selection and care</p>

REFERENCE BOOKS

Hotel Management and Operations - Michael J. O'Fallon, Denney G. Rutherford

BHM301

FOOD PRODUCTION OPERATIONS – III(PRACTICAL)

Each institute to formulate 36 set of menus from the following cuisines.

- Awadh
- Bengal
- Goa
- Gujarat
- Hyderabad
- Kashmiri
- Maharashtra
- Punjabi
- Rajasthan
- South India(Tamilnadu, Karnataka, Kerala)

SUGGESTED MENUS

MAHARASTRIAN

- MENU 01 Masala Bhat
 Kolhapuri Mutton
 Batata Bhajee
 Masala Poori
 Koshimbir
 Coconut Poli
- MENU 02 Moong Dal Khichdee
 Patrani Macchi
 Tomato Saar
 Tilgul Chapatti
 Amti
 Basundi

AWADH

- MENU 01 Yakhni Pulao
 Mughlai Paratha
 Gosht Do Piazza
 Badin Jaan
 Kulfi with Falooda
- MENU 02 Galouti Kebab
 Bakarkhani
 Gosht Korma
 Paneer Pasanda
 Muzzafar

BENGALI

- MENU 01 Ghee Bhat
 Macher Jhol
 Aloo Posto
 Misti Doi
- MENU 02 Doi Mach
 Tikoni Pratha
 Baigun Bhaja
 Payesh
- MENU 03 Mach Bhape
 Luchi
 Sukto
 Kala Jamun
- MENU 04 Prawan Pulao
 Mutton Vidalloo
 Beans Foogath
 Dodol

GOAN

- MENU 01 Arroz
 Galina Xacutti
 Toor Dal Sorak
 AlleBelle
- MENU 02 Coconut Pulao
 Fish Caldeen
 Cabbage Foogath
 Bibinca

PUNJABI

- MENU 01 Rada Meat
 Matar Pulao
 Kadhi
 Punjabi Gobhi
 Kheer
- MENU 02 Amritsari Macchi
 Rajmah Masala
 Pindi Chana
 Bhaturas
 Row Di Kheer

MENU 03 Sarson Da
Saag Makki Di Roti
Peshawari Chole
Motia Pulao
Sooji Da Halwa

MENU 04 Tandoori Roti
Tandoori Murg
Dal Makhani
Pudinia Chutny
Baingan Bhartha
Savian

SOUTH INDIAN

MENU 01 Meen Poriyal
Curd Rice
Thoran
Rasam
Pal Payasam

MENU 02 Lime Rice
Meen Moilee
Olan
Malabari
Pratha Parappu
Payasam

MENU 03 Tamarind Rice
Kori Gashi
Kalan
Sambhar
Savian Payasam

MENU 04 Coconut Rice
Chicken Chettinad
Avial
Huli
Mysore Pak

RAJASTHANI

MENU 01 Gatte Ka Pulao
Lal Maas
Makki Ka Soweta
Chutny (Garlic)
Dal Halwa

MENU 02 Dal
Batti

Churma
Besan Ke Gatte
Ratalu Ki Subzi
Safed Mass

GUJRATI

MENU 01 Sarki
Brown Rice
Salli Murg
Gujrati Dal
Methi Thepla
Shrikhand

MENU 02 Gujrati Khichadi
Oondhiyu
Batata Nu Tomato
Osaman
Jeera Poori
Mohanthal

HYDERABADI

MENU 01 Sofyani Biryani
Methi Murg
Tomato Kut
Hare Piaz ka Raita
Double Ka Meetha

MENU 02 Kachi Biryani
Dalcha
Mirchi Ka Salan
Mix Veg. Raita
Khumani Ka Meetha

KASHMIRI

Two menus may be formed out of the Dishes given as under:

Rice and Bread Preparations: Mutaegen, Pulao (Kashmiri), Plain Rice, Girdeh, Lawas

Meat Preparations: Gushtaba, Rista, Marcheangan korma, Macch Kofta, Yakhean Kaliya, Tabak Maaz, Rogon Josh

Vegetables and Potato: Ruwangan chaman, Choek wangan, Chaman Qaliyan Allah Yakhean, Dum Aloo Kashmiri, Nader Palak, Razma Gogji

Sweet Dishes: Kongeh Phirin (Sooji phirni with Saffron), Aae't phirin (Wheat Flour Phirni), Halwa

Chutneys: Mujeh cheten, Ganda Cheten, Duen cheten, Aleh cheten (pumpkin chutney)

Note: In addition to above each institute to formulate 08 (eight) set of regional menus including snacks, sweets etc.

Books recommended:-

Gisslen wayne – professional cookery (john wiley and sons)

Montage – Larousse gasrtronomique (Himalaya publishing group)

BHM302
FOOD AND BEVERAGE OPERATIONS – III (PRACTICAL)

S.N	TOPIC
01	Dispense Bar – Organizing Mise-en-place Task-01 Wine service equipment Task-02 Beer service equipment Task-03 Cocktail bar equipment Task-04 Liqueur / Wine Trolley Task-05 Bar stock - alcoholic & non-alcoholic beverages Task-06 Bar accompaniments & garnishes Task-07 Bar accessories & disposables
02	Service of Wines Task-01 Service of Red Wine Task-02 Service of White/Rose Wine Task-03 Service of Sparkling Wines Task-04 Service of Fortified Wines Task-05 Service of Aromatized Wines Task-06 Service of Cider, Perry & Sake
03	Service of Aperitifs Task-01 Service of Bitters Task-02 Service of Vermouths
04	Service of Beer Task-01 Service of Bottled & canned Beers Task-02 Service of Draught Beers
05	Service of Spirits Task-01 Service styles – neat/on-the-rocks/with appropriate mixers Task-02 Service of Whisky Task-03 Service of Vodka Task-04 Service of Rum Task-05 Service of Gin Task-06 Service of Brandy Task-07 Service of Tequila
06	Service of Liqueurs Task-01 Service styles – neat/on-the-rocks/with cream/enfrappe Task-02 Service from the Bar Task-03 Service from Liqueur Trolley
07	Wine & Drinks List Task-01 Wine Bar, Beer Bar, Cocktail Bar
08	Matching Wines with Food Task-01 Menu Planning with accompanying Wines <ul style="list-style-type: none"> • Continental Cuisine • Indian Regional Cuisine Task-02 Table laying & Service of menu with accompanying Wines <ul style="list-style-type: none"> • Continental Cuisine • Indian Regional Cuisine

REFERENCE BOOKS:

Modern restaurants service –John fuller

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

BHM303
FRONT OFFICE MANAGEMENT – III (PRACTICAL)

- Hands on practice of computer applications related to Front Office procedures such as
 - Reservation,
 - Registration,
 - Guest History,
 - Telephones,
 - Housekeeping,
 - Daily transactions
- Front office accounting procedures
 - Manual accounting
 - Machine accounting
 - Payable, Accounts Receivable, Guest History, Yield Management
- Role Play
- Situation Handling

SUGGESTIVE LIST OF TASKS FOR FRONT OFFICE OPERATION SYSTEM

S.NO	TOPIC
1	Hot function keys
2	Create and update guest profiles
3	Send confirmation letters
4	Print registration card
5	Make FIT reservation & group reservation
6	Make an ADD-on reservation
7	Amend a reservation
8	Cancel a reservation-with deposit and without deposit
9	Log onto cashier code
10	Process a reservation deposit
11	Pre-register a guest
12	Put message and locator for a guest
13	Put trace for guest
14	Check in a reserved guest
15	Check In a day use
16	Check-in a walk –in guest
17	Maintain guest history
18	Make sharer reservation
19	Add a sharer to a reservation
20	Make A/R account
21	Take reservation through Travel Agent/Company/ Individual or Source
22	Make room change
23	Make check and update guest folios
24	Process charges for in-house guests and non-resident guests.
25	Handle allowances and discounts and packages
26	Process advance for in-house guest
27	Put routing instructions

28	Print guest folios during stay
29	Processing foreign currency exchange/ cheque exchange
30	Process guest check out by cash and credit card
31	Check out without closing folio-Skipper accounts
32	Handle paymaster folios
33	Check out using city ledger
34	Print guest folio during check out
35	Close bank at end of each shift
36	Check room rate and variance report
37	Tally Allowances for the day at night
38	Tally paid outs for the day at night
39	Tally forex for the day at night
40	Credit check report

REFERENCE BOOKS

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

BHM304
ACCOMMODATION MANAGEMENT – III (PRACTICAL)

LAYOUT OF LINEN AND UNIFORM ROOM/LAUNDRY
LAUNDRY MACHINERY AND EQUIPMENT
STAIN REMOVAL
FLOWER ARRANGEMENT
SELECTION AND DESIGNING OF UNIFORMS

REFERENCE BOOKS

Hotel Management and Operations - Michael J. O'Fallon, Denney G.
Rutherford

MODEL QUESTION PAPER

BHM304 Sub: - Accommodation Management-III

2nd Yr, III Semester

Time: 3Hrs

Marks: 75

Part A

Answer any FIVE of the following Questions

5x5=25m

1. Draw the layout of standard room & Label them?
2. Briefly describe the processes involved in recycling discarded Linen?
3. Write a short note on Guest Laundry processes?
4. Explain laundry agent. Mention relevant example for each?
5. Write a short note on Care of indoor plants?
6. Describe the function of tailor room?
7. Briefly discuss the equipment and material used commonly for flower arrangement?
8. Explain the applications of design principal "RHYTHM" in flower arrangement?

Part B

Answer All Questions

5x10=50m

9. [A] Explain the activities carried out by linen room in a hotel?
Or
[B] Illustrate flow process of an industrial laundry?
 10. [A] Describe the need and benefits of uniforms for staff?
Or
[B] Discuss the factor to be considered while selecting or designing uniform?
 11. [A] Discuss operational advantages and economy in operation of OPL for a hotel?
Or
[B] Discuss in detail the stages of wash cycle?
 12. [A] Define
 1. Par stock
 2. Bonsai
 3. Prong
 4. Cut down
 5. Flatbed pressOr
[B] Explain types of keys in detail?
- {13}** [A] Briefly explain the processes involved in special cleaning?
Or
[B] Write five chemical names used in housekeeping department?

MODEL QUESTION PAPER
BHM302 Sub: - Food and Beverage Operation -III

2nd Year III Semester

Time: 3Hrs

Max Marks: 75

Part-A

Answer any FIVE of the following Questions

5x5=25M

1. Write Short notes on Dispense bar?
2. Write about the short notes on Wines?
3. Explain the Production of Cognac?
4. Write short notes on white Rum?
5. Briefly write about types of Gin?
6. Give two cocktail examples of Brandy?
7. Write short notes on Aeromotised Wine?
8. Briefly write about Corkage?

Part- B

Answer All Questions

5X10=50M

- 9 a) Explain the production of Beer with the flow chart and mention International Brands?
Or
b) Describe the Method of Champagne?
- 10 a) Design the Five Course French classical menu and suggest the suitable wine with each course?
Or
b) Explain the procedure for service of red wine?
- 11 a) discuss the wine regions of France give suitable examples from each region?
Or
b) Draw the alcoholic beverages with the help of a chart?
- 12 a) Discuss the types of Whiskies?
Or
b) Explain the Production of Wine?
- 13 a) Define Liqueurs mention the methods used for the production of Liqueurs. Give two examples of Herb flavored, Coffee flavored, Coconut , Cream Flavoured and orange based Liqueurs.
Or
b) Discuss the production of Scotch whisky

MODEL QUESTION PAPER
BHM301 Sub: - Food Production Operation-III

2nd Yr, III Semester

Time: 3Hrs

Marks: 75

Part A

Answer any **FIVE** of the following Questions

5x5=25m

1. Write quantity food production equipments?
2. Menu planning basic principal?
3. What is mobile catering?
4. Explain about Awadhi, Goan, South Indian, Kashmiri and Punjabi cuisine?
5. Heat and cold Generation?
6. Highlight of hospital catering for patients, staff & Visitor?
7. Write different between hospitals menu & Industrial worker menu?
8. Explain about institution carting menu planning?

Part B

Answer **All** Questions

5x10=50m

{9} [A] Regional Indian cuisine?

Or

[B] Volume feeding means what?

{11} [A] off premises catering?

Or

[B] Mobile catering?

{12} [A] Explain Quantity purchased items.

Or

[B] Write one complete menu of Maharashtra?

{13} [A] Explain Indian breads and Indian sweets?

Or

[B] What kind of food we prepared in Hyderabadi cuisine?

MODEL QUESTION PAPER
BHM501 Sub: - Advanced Food Production-IV

3rd Yr, V Semester

Time: 3Hrs

Marks: 75

Part A

Answer the following Questions (any five)

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?

{12} [A] Classification of appetizers.

Or

[B] Write non edible displays how its prepare?

{13} [A] explain aspic and gellee?

Or

[B] How to prepare quenelles parfaits & Roulades?

{14} [A] Meaning of choud froid?

Or

[B] Explain mouse & mousseline?

MODEL QUESTION PAPER

BHM601 Sub: - Advanced Food Production Operation-V

3rd Yr, VI Semester

Time: 3Hrs

Marks: 75

Part A

Answer the following Questions (any five)

5x5=25m

1. What is icing & topping Explain Difference between?
2. Explain Role of Ingredients in Bread Making?
3. What is a meringue?
4. Write about bread flouts?
5. Explain Chinese cuisine & their using methods of cooking?
6. History of chocolate & their uses?
7. 17 course menu in English and French?
8. Explain pizza and history?

Part B

Answer All Questions

5x10=50m

- {9}** [A] What is international cuisine? Explain the historical background?
Or
[B] Kitchen Organization & work, Job, description, duty rosters?
- {10}** [A] Explain about product & research developments?
Or
[B] How many types of pastry we are using in kitchen explain deeply?
- {12}** [A] Write any one total menu of Chinese and their recipes?
Or
[B] Write any one total menu of international & their recipes?
- {13}** [A] Explain historical background of classical garnish?
Or
[B] Explain production quality & quantity control?
- {14}** [A] Methods of cooking?
Or
[B] Aims & objective of cooking?

MODEL QUESTION PAPER
BHM303 Sub: - Front Office Management-III

2nd Yr, III Semester

Time: 3Hrs

Marks: 75

Part A

Answer any **FIVE** of the following Questions

5x5=25m

1. Does front office act as a money exchange center, if so, why explain in detail?
2. Briefly explain the evolution of computer in hotel industry?
3. What is express checkout?
4. What is guest folio?
5. Briefly explain about guest accounts?
6. What is guest account transfer?
7. What is the use of safe deposit locker in front office?
8. What is night auditing?

Part B

Answer All Questions

5x10=50m

9. [A] What is guest folio and non guest folio?
Or
[B] Write the processes of guest account settlement?
10. [A] What is Non automated, semi automated and fully automated?
Or
[B] What are the duties and responsibilities of bell captain?
11. [A] What is electronic front office?
Or
[B] What are various types of guest account settlements?
12. [A] What is express checkout? How does express checkout help guest?
Or
[B] write about the importance of Reservation and also Explain the types of Reservations?
13. [A] Discuss the Functions of Night Auditing
Or
[B] Elaborate emergency situations what the steps will take during the emergency Situations?