

(DO NOT OPEN THIS QUESTION BOOKLET BEFORE TIME OR UNTIL YOU ARE ASKED TO DO SO)

(MPH/PHD/URS-EE-2019)

HOTEL MANAGEMENT

Code **D**

Sr. No. 10068

SET-“X”

Time : 1¼ Hours

Total Questions : 100

Max. Marks : 100

Roll No. _____ (in figure) _____ (in words)

Name : _____ Father's Name : _____

Mother's Name : _____ Date of Examination : _____

(Signature of the candidate)

(Signature of the Invigilator)

CANDIDATES MUST READ THE FOLLOWING INFORMATION/ INSTRUCTIONS BEFORE STARTING THE QUESTION PAPER.

1. All questions are compulsory.
2. The candidates must return the Question book-let as well as OMR answer-sheet to the Invigilator concerned before leaving the Examination Hall, failing which a case of use of unfair-means / misbehaviour will be registered against him / her, in addition to lodging of an FIR with the police. Further the answer-sheet of such a candidate will not be evaluated.
3. Keeping in view the transparency of the examination system, carbonless OMR Sheet is provided to the candidate so that a copy of OMR Sheet may be kept by the candidate.
4. Question Booklet along with answer key of all the A,B,C and D code will be got uploaded on the university website after the conduct of Entrance Examination. In case there is any discrepancy in the Question Booklet/Answer Key, the same may be brought to the notice of the Controller of Examination in writing/through E. Mail within 24 hours of uploading the same on the University Website. Thereafter, no complaint in any case, will be considered.
5. The candidate **MUST NOT** do any rough work or writing in the OMR Answer-Sheet. Rough work, if any, may be done in the question book-let itself. Answers **MUST NOT** be ticked in the Question book-let.
6. There will be no negative marking. Each correct answer will be awarded one full mark. Cutting, erasing, overwriting and more than one answer in OMR Answer-Sheet will be treated as incorrect answer.
7. Use only Black or Blue **BALL POINT PEN** of good quality in the OMR Answer-Sheet.
8. **BEFORE ANSWERING THE QUESTIONS, THE CANDIDATES SHOULD ENSURE THAT THEY HAVE BEEN SUPPLIED CORRECT AND COMPLETE BOOK-LET. COMPLAINTS, IF ANY, REGARDING MISPRINTING ETC. WILL NOT BE ENTERTAINED 30 MINUTES AFTER STARTING OF THE EXAMINATION.**



Handwritten signatures and dates: 18/11/19 and 18.11.19

Question No.	Questions
1.	<p>Which of the following is a basic guideline that front desk clerks should always follow when assisting guests who have disabilities</p> <p>(1) Don't embarrass guests with disabilities by looking directly at them</p> <p>(2) Identify specific disabilities through observation</p> <p>(3) Raise your voice if a guest does not seem to understand you</p> <p>(4) Remember that the guest is a person with a disability</p>
2.	<p>Why is it important for hotel chains to assess global trends and opportunities</p> <p>(1) Governments in other countries hold elections</p> <p>(2) Hotel chains hire employees from other countries</p> <p>(3) Worldwide economic conditions affect marketers</p> <p>(4) Foreign trade creates monopolies</p>
3.	<p>Which of the following is a situation in which a bed and breakfast could use the budget information to make operating changes</p> <p>(1) Accounts receivable are on target</p> <p>(2) Expected profits are increasing</p> <p>(3) Total revenues exceed projected costs</p> <p>(4) Estimated sales exceed actual sales</p>
4.	<p>A hotel restaurant that inspects its equipment on a regular basis is practicing</p> <p>(1) Preventive maintenance (2) Form utility</p> <p>(3) Vendor analysis (4) Physical inventory</p>

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Question No.	Questions
5.	<p>Why would a hotel clerk run a guest's credit card through a credit-card validator</p> <p>(1) To verify the reservation (2) To obtain an approval code (3) To print data on a voucher (4) To establish the room rate</p>
6.	<p>One way that hotel managers can promote ethical behaviour on the part of everyone in the hotel is by encouraging employees to</p> <p>(1) Develop a code of ethics (2) Be thoughtful of others (3) Report unethical actions (4) Avoid social situations</p>
7.	<p>To prevent spoilage, restaurants store fresh meats and dairy products in</p> <p>(1) Refrigerated areas (2) Thawing facilities (3) Walk-in freezers (4) Time-controlled cases</p>
8.	<p>Restaurant managers wait until after closing to conduct a physical inventory in order to get a more accurate assessment of the</p> <p>(1) Costs of maintaining the inventory (2) Number of food items on hand (3) Age of the food items left in inventory (4) Most popular food items requested by customers</p>

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Question No.	Questions
9.	<p>Which of the following is a factor that might impact the pricing strategies of a restaurant supply business that is planning to enter the international market</p> <p>(1) Trade barriers (2) Advertising laws (3) Unstable governments (4) Required bribes</p>
10.	<p>Sorting restaurant customers by their physical and social characteristics is called segmentation.</p> <p>(1) Behavioral (2) Demographic (3) Psychographic (4) Statistical</p>
11.	<p>Frozen storage is generally operated at temperature of</p> <p>(1) -0°C (2) -18°C (3) -50°C (4) -60°C</p>
12.	<p>The first synthetic sweetening agent used was</p> <p>(1) Saccharin (2) Cyclamates (3) Aspartame (4) Sucralose</p>
13.	<p>Economic Order Quantity</p> <p>(1) Economic Order Quantity is the optimum quantity of raw material to be bought at each order</p> <p>(2) It sets equilibrium between carrying costs and ordering costs</p> <p>(3) At this point cost of carrying and cost of ordering are equal and the total cost is the lowest</p> <p>(4) All of above</p>

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Question No.	Questions
14.	Kickback is term used to denote the theft and fraud in (1) Purchasing (2) Food preparation (3) Cash receipt (4) None of these
15.	Average Food Service Check (1) Ratio between the sales and the food cost (2) Dividing Total sales by no. of guests (3) Total sales to total revenue (4) None of these
16.	The concierge is under which department (1) Rooms Division (2) Security (3) Accounting (4) Front office
17.	Which of the following is not a front office module of the typical property management system (PMS) (1) Rooms management (2) Food and beverage management (3) Reservations management (4) Guest accounting management
18.	Which of the following piece of kitchen equipment would you select to braise a portion of round steak (1) Griddle (2) Broiler pan (3) Pressure cooker (4) Skillet

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Question No.	Questions
19.	<p>What is the best definition for the tourism industry</p> <ul style="list-style-type: none">(1) A business that provide services to people(2) A business that moves people from one place to another(3) A business that organizes and promotes travel and vacations(4) None of these are correct
20.	<p>What technology tool is essential for today's hospitality business</p> <ul style="list-style-type: none">(1) Computerized cash register(2) Property Management System(3) Recordable locking system (credit card style key)(4) Computer with network access
21.	<p>The digital convergence occurring on the Internet as</p> <ul style="list-style-type: none">(1) Internet companies increasing their bandwidth(2) Internet companies offering wireless service(3) Internet companies increasing their use of WANs(4) Internet companies offering phone service
22.	<p>A hotel company is keeping documents regarding the accidental death of an employee while on the job. In case the employee's family sues the company, the business should have records on hand.</p> <ul style="list-style-type: none">(1) Promotional(2) Asset(3) Employee on Payroll(4) Legal

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Question No.	Questions
28.	The opposite of messy is (1) Dirty (2) Tidy (3) Damp (4) None of these
29.	Earlier lodging places were called (1) Rest house (2) Inns (3) Sarais (4) None of these
30.	Which of the following is typically true of hotel room-service departments (1) Room-service menus cannot typically cross-sell other hotel services (2) Menus have relatively high selling prices (3) Most operations generate significant profits (4) All of above
31.	Preventing other full-service restaurant distributors from obtaining and selling the same product to customers is an example of a(n) that is illegal. (1) exclusive dealing arrangement (2) strategic alliance (3) tying agreement (4) marketing plan
32.	Which of the following would be an effective way to communicate a job-related suggestion to your supervisor (1) A personal letter (2) A business letter (3) A letter of transmittal (4) An office memorandum

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Question No.	Questions
33.	<p>Statement 1 : There will be a shift of demand snacks, convenience food and organic and diet food</p> <p>Statement 2 : High taxation is a constraint for the hotel industry</p> <p>(1) True, False (2) True, True</p> <p>(3) False, False (4) False, True</p>
34.	<p>Which of the following is NOT a culinary use of oil in the hotel industry</p> <p>(1) Flavor (2) Texture</p> <p>(3) Softening (4) Shortening</p>
35.	<p>Nancy comes back home after 4 days of travel and to her dismay finds out that her refrigerator has stopped working. Which among these food products is safe consumption, based on the following assumptions</p> <p>(1) Fish had a slimy skin</p> <p>(2) Bananas and melons had an odor</p> <p>(3) Meat had an off-odor</p> <p>(4) None of the mentioned</p>
36.	<p>Relations between time and temperature to determine the stability of food products is obtained by using which of the following data</p> <p>(1) Measure of product quality</p> <p>(2) The number of days stored</p> <p>(3) The storage temperature</p> <p>(4) All of the mentioned</p>

Question No.	Questions
37.	<p>The First Heritage Village of India is</p> <p>(1) Pragpur (2) Kurukshetra</p> <p>(3) Jaipur (4) None of these</p>
38.	<p>The Oberoi Group of hotels founded in</p> <p>(1) 1934 (2) 1950</p> <p>(3) 1905 (4) None of these</p>
39.	<p>When did the Taj Hotel Group opened the "Taj Exotica" in Bentota, Sri Lanka</p> <p>(1) 2000 (2) 1998</p> <p>(3) 2002 (4) None of these</p>
40.	<p>The long-run objective of financial management is</p> <p>(1) Maximize of wealth</p> <p>(2) Maximize earnings per share</p> <p>(3) Maximize market share</p> <p>(4) All of above</p>
41.	<p>What does a full-service restaurant try to identify as a result of conducting a situational analysis</p> <p>(1) Threats and opportunities</p> <p>(2) Goods and services</p> <p>(3) Revenues and expenses</p> <p>(4) Profits and losses</p>

Question No.	Questions
42.	<p>What is a potential strength that a full-service restaurant manager might identify in a SWOT analysis</p> <p>(1) Market leadership (2) Large inventories (3) New foreign markets (4) Market saturation</p>
43.	<p>A hotel chain that currently has 2000 employees plans to expand and hire 150 more employees next year. If the hotel chain also expects to lose 15% of its employees to retirement and terminations, how many new employees will it need to hire next year</p> <p>(1) 420 (2) 270 (3) 300 (4) 450</p>
44.	<p>When a recession continues, many hotel business fail, and people lose their jobs; a(n) exists.</p> <p>(1) Depression (2) Trough (3) Expansion (4) Contraction</p>
45.	<p>Which of the following demonstrates the interrelationship among primary business activities</p> <p>(1) A new product is introduced, so business advertisements must adjust in response (2) A business changes its goals, so its strategies and tactics change too (3) One business activity changes, so the others must adjust in response (4) A business manager becomes vice president, so his/her department must adjust to the change</p>

Question No.	Questions
46.	<p>Why does the government set and collect taxes</p> <p>(1) To help businesses grow and prosper</p> <p>(2) To provide economic security</p> <p>(3) To increase the use of technology</p> <p>(4) To help pay the expenses of government</p>
47.	<p>Content analysis uses which of the below methods</p> <p>(1) Recording (2) Counting</p> <p>(3) Classifying (4) All of these</p>
48.	<p>Which of the following is the best way to test a hypothesis according to the hypotheticodeductive method</p> <p>(1) By looking for instances where the hypothesis fails</p> <p>(2) By repeating a study looking for consistency in outcomes</p> <p>(3) By rejecting the hypothesis</p> <p>(4) By finding evidence which supports the hypothesis</p>
49.	<p>What is comparative method</p> <p>(1) A way of contrasting the findings of two different studies</p> <p>(2) Making comparisons between the findings from two or more different groups in a study</p> <p>(3) A way of comparing the outcomes of several different studies</p> <p>(4) A way of deciding which participants get the highest scores</p>

Question No.	Questions
50.	<p>You are about to do a literature search, what would be the first stage</p> <ul style="list-style-type: none"> (1) Do literatures search online (2) Read introductory textbooks (3) Order some inter-library loans (4) Ask your lecturer for some articles
51.	<p>An effective marketing plan usually contains a section that explains the marketing</p> <ul style="list-style-type: none"> (1) Mix (2) Risk (3) Policy (4) Concept
52.	<p>Which of the following is a question that should be asked when selecting a sales forecasting method</p> <ul style="list-style-type: none"> (1) What changes are occurring in the restaurant (2) What are the restaurant's past sales (3) What information is available to use (4) What are the operating expenses of the restaurant
53.	<p>Employees who are unable to respond to questions about the company's goods or services can affect the customer's</p> <ul style="list-style-type: none"> (1) Purchasing ability (2) Sourcing strategy (3) Image of the business (4) Price fixing

Question No.	Questions
62.	<p>What is deemed a good measure of the quality of a journal</p> <p>(1) The OPAC factor (2) Impact factor</p> <p>(3) The influence factor (4) The intake factor</p>
63.	<p>A cross sectional study is carried out to examine whether Teaching personnel of a higher rank have more positive coping skills than those of a lower rank. Which of the following statement is true of this study</p> <p>(1) The independent variable is rank and the dependent variable is coping skills</p> <p>(2) The independent variable is coping the dependent variable is high rank</p> <p>(3) The independent variable is coping and the dependent variable is low rank</p> <p>(4) Neither variable is dependent as the researcher cannot manipulate them</p>
64.	<p>What sort of variable is dress size</p> <p>(1) Ratio (2) Ordinal</p> <p>(3) Dependent (4) Normal</p>
65.	<p>A mediator variable is</p> <p>(1) responsible for the relationship between two other variables</p> <p>(2) another name for the independent variable</p> <p>(3) another name for the dependent variable</p> <p>(4) all of the above</p>

Question No.	Questions
66.	<p>The difference between the mean of a researcher's sample and the mean of the population of the sample is known as the</p> <p>(1) Standard deviation (2) Sampling error (3) Mean deviation (4) None of the above</p>
67.	<p>In a longitudinal study, factors such as maturation changes, mortality and practice effects would be considered threats to what</p> <p>(1) Internal validity (2) Reliability (3) Instrumentation (4) Relevance</p>
68.	<p>Multiple regressions can be used to</p> <p>(1) determine the minimum number of predictors which can explain the maximum variance in the criterion (2) look at the productiveness of a particular set of variables (3) determine what the size, sign and significance of particular paths are in an explanatory model of behaviour (4) all of the above</p>
69.	<p>The criterion variable is the</p> <p>(1) Dependent variable (2) Independent variable (3) Correlation coefficient (4) None of these</p>
70.	<p>Plagiarism refers to</p> <p>(1) Fabrication of data (2) Using the work of another person without acknowledgement (3) Acknowledgement of others work (4) None of these</p>

Question No.	Questions
71.	<p>Half-board tariff will usually include</p> <p>(1) Room and buffet lunch</p> <p>(2) Room and breakfast</p> <p>(3) Room, breakfast and one main meal</p> <p>(4) Room, breakfast, and two main meals</p>
72.	<p>You have been asked by your boss to plan a client event for the company. What is the first thing you need to consider</p> <p>(1) The budget for the event</p> <p>(2) Where will the clients be coming from</p> <p>(3) How many will be attending</p> <p>(4) What is the objective of the event</p>
73.	<p>You are booking an escorted tour at a resort. What type of meal plan should you expect</p> <p>(1) Modified American Plan (2) European Plan</p> <p>(3) Table d'hote (4) Full American Plan</p>
74.	<p>ITDC was established in</p> <p>(1) 1965 (2) 1966</p> <p>(3) 1978 (4) 1990</p>
75.	<p>Hotels situated on highway are called</p> <p>(1) Motels (2) Resorts</p> <p>(3) Ecotels (4) None of these</p>

Question No.	Questions
76.	<p>Groups created by managerial decision in order to accomplish stated goals of the organization are called</p> <p>(1) formal groups (2) informal groups (3) task groups (4) interest groups</p>
77.	<p>Continued membership in a group will usually require</p> <p>(1) supporting the group leader (2) conforming to group norms (3) encouraging cohesiveness in the group (4) developing a status system</p>
78.	<p>The research data indicate a correlation of $-1 > r > 0$. What does that tell you</p> <p>(1) The two variables tend to increase or decrease together (2) One variable increases as the other variable decreases (3) There is perfect correlation between the two variables (4) The two variables do not vary together at all</p>
79.	<p>The purpose of using presentation software to prepare multimed presentations often is to use those presentations to</p> <p>(1) Support report findings (2) Develop web sites (3) Maintain customer files (4) Access online resources</p>

Question No.	Questions
83.	<p>In order from lowest to highest, what are Maslow's five classes of needs?</p> <p>(1) Social esteem physiological safety self-actualization</p> <p>(2) Physiological safety social self-actualization esteem</p> <p>(3) Physiological safety social esteem self-actualization</p> <p>(4) Self-actualization esteem safety social physiological</p>
84.	<p>Groups created by managerial decision in order to accomplish stated goals of the organization are called</p> <p>(1) Formal groups (2) Informal groups</p> <p>(3) Task groups (4) Interest groups</p>
85.	<p>According to Herzberg, which of the following is a maintenance factor</p> <p>(1) Salary (2) Work itself</p> <p>(3) Responsibility (4) Recognition</p>
86.	<p>While guiding organization members in appropriate directions, a manager exhibits</p> <p>(1) Consideration behaviour (2) Authoritarian behaviour</p> <p>(3) Theory Y behaviour (4) Leadership behaviour</p>
87.	<p>Increasing the numbers of employed women and minorities forces managers to pay attention to what change factor</p> <p>(1) Strategy (2) Workforce</p> <p>(3) Equipment (4) Technology</p>

Question No.	Questions
88.	<p>The front desk can be a hectic work area at times. Front desk clerks can still give good service under these conditions if they</p> <ol style="list-style-type: none">(1) are able to organize others(2) know how to avoid problems(3) have good accounting skills(4) stay calm during interruptions
89.	<p>The ultimate purpose of preparing a long, complex, business report is usually to</p> <ol style="list-style-type: none">(1) present accurate data(2) be well organized(3) present all views(4) help with major decisions
90.	<p>How can lodging facilities best accommodate guests who have special needs during their stay</p> <ol style="list-style-type: none">(1) Make sure that the hotel has ample wheelchairs and walkers available for guests with mobility impairments(2) Train each hotel employee in sign language to accommodate guests with hearing impairments(3) Have front desk employees provide guests with a special-needs questionnaire during the check-in process(4) Ask guests if they need special accommodations and make a notation during the reservation process

Question No.	Questions
91.	<p>In a very large hotel, dining room captains typically report to the</p> <p>(1) Restaurant manager</p> <p>(2) Food outlet manager</p> <p>(3) Director of food and beverage operations</p> <p>(4) None of these</p>
92.	<p>Statement 1 : Portion control means controlling the size or quantity of food served to each customer.</p> <p>Statement 2 : Portion control is an essential factor in making profits for a restaurant.</p> <p>(1) True, False (2) True, True</p> <p>(3) False, False (4) False, True</p>
93.	<p>Knife safety in the kitchen</p> <p>(1) Handle knives with care – hold them with the point facing down and in full view</p> <p>(2) Do not wave or play with knives, or leave them in a sink full of water</p> <p>(3) Never try to catch a falling knife</p> <p>(4) All of above</p>
94.	<p>Fruit and vegetables can be kept in cool rooms for a short period of time at what temperature</p> <p>(1) A maximum of 2° Celsius (2) Between 0° and 4° Celsius</p> <p>(3) Below 0° Celsius (4) Between 5° and 6° Celsius</p>

Question No.	Questions
95.	<p>Standard recipe cards (SRCs) can be used for which purposes</p> <p>(1) To determine portion and cost control (2) To indicate portion size (3) To determine dish and menu profitability (4) All of the above</p>
96.	<p>Which of the following statements is true in relation to an à la carte menu</p> <p>(1) The chef knows in advance what customers have ordered (2) The chef does not know in advance what customers will order (3) There is a set menu price (4) None of these</p>
97.	<p>Meats should be stored in a cool room/refrigerator at what temperature</p> <p>(1) Maximum of 2° Celsius (2) Between 0° and 4° Celsius (3) Below 0° Celsius (4) Between 5° and 6° Celsius</p>
98.	<p>Yellow chopping boards are used for</p> <p>(1) Fish (2) Poultry (3) Vegetable (4) None of these</p>
99.	<p>Labour and overheads should be costed accurately to determine</p> <p>(1) Selling price (2) Profit (3) Net sale (4) Operating profit</p>

Question No.	Questions
100.	<p>The activities to ensure control of quality in the food service</p> <ol style="list-style-type: none"><li data-bbox="401 665 1327 753">(1) Check all food purchased and its storage<li data-bbox="401 765 1930 922">(2) Inspect kitchen area, equipment and utensils for cleanliness and good order regularly<li data-bbox="401 945 1699 1033">(3) Monitor staff hygiene and adherence to safety regulations<li data-bbox="401 1045 744 1108">(4) All of above

