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

(MPH/PHD/URS-EE-2019)

HOTEL MANAGEMENT

Code				r. No <u>100</u> ;	
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Time: 1 ¹ / ₄ Hours	Total Questi	ons : 100	Max. M	Iarks : 100	
Roll No.	(in figure)			(in words)	
Name :		Father's Na	me :		
Mother's Name :		Date of Exa	mination :		

(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 <u>BALL POINT PEN</u> 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.



Question No.	Questions	
1.	Functional managers are responsible	
	(1) for a single area of activity	
	(2) to the upper level of management and staff	
	(3) for complex organizational sub-units	
	(4) for obtaining copyrights and patents for newly developed processes	
	and equipment	
2.	Concerning leadership concepts,	
	(1) leader roles are unnecessary in organizations like Gore-Tex, where a self leadership approach is used	
	(2) it is likely that a particular set of leader characteristics and behaviours do suit specific situations and groups	
	 (3) it is likely that the need for leaders will decline in the 21st century due to more decentralized structures 	
	(4) the military model of leadership will become more popular in the 21st century	
3.	In order from lowest to highest, what are Maslow's five classes of needs	
	(1) Social esteem physiological safety self- actualization	
	(2) Physiological safety social self-actualization esteem	
	(3) Physiological safety social esteem self-actualization	
	(4) Self-actualization esteem safety social physiological	
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estic No.	Questions
4.	 Groups created by managerial decision in order to accomplish stated goal of the organization are called (1) Formal groups (2) Informal groups (3) Task groups (4) Interest groups
5.	According to Herzberg, which of the following is a maintenance factor(1) Salary(2) Work itself(3) Responsibility(4) Recognition
::	While guiding organization members in appropriate directions, a manage exhibits
nan di	 (1) Consideration behaviour (2) Authoritarian behaviour (3) Theory Y behaviour (4) Leadership behaviour
7.	Increasing the numbers of employed women and minorities forces manage to pay attention to what change factor
a nji tas	(1) Strategy(2) Workforce(3) Equipment(4) Technology
8.	The front desk can be a hectic work area at times. Front desk clerks c still give good service under these conditions if they
ani pini	 are able to organize others know how to avoid problems have good accounting skills
ander is	4) stay calm during interruptions
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Questio No.	n Questions
9.	The ultimate purpose of preparing a long, complex, business report is usually to
	(1) present accurate data
	(2) be well organized
	(3) present all views
	(4) help with major decisions
10.	How can lodging facilities best accommodate guests who have special needs during their stay
	(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
11.	Which of the following is a basic guideline that front desk clerks should always follow when assisting guests who have disabilities
	(1) Don't embarrass guests with disabilities by looking directly at them
	(2) Identify specific disabilities through observation
	(3) Raise your voice if a guest does not seem to understand you
	(4) Remember that the guest is a person with a disability
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	(3)

	uestion No.	Questions
	12.	Why is it important for hotel chains to assess global trends opportunities
		1) Governments in other countries hold elections
		2) Hotel chains hire employees from other countries
	(3	v ondwhile economic conditions affect marketers
<u> </u>	(4) Foreign trade creates monopolies
1	B. W.	hich of the following is a situation in which a bed and breakfast could e budget information to make operating changes
	(1)	Accounts receivable are on target
	(2)	Expected profits are increasing
	(3)	Total revenues exceed projected costs
	(4)	Estimated sales exceed actual sales
14.	Abo	otel restaurant that inspects its equipment on a regular basi
17,	pract	ticing
17.		Preventivomeint
17.	(1)	Preventive maintenance (2) Form utility
	(1) (3) T	Preventive maintenance (2) Form utility Vendor analysis (4) Physical inventory
5.	(1) (3) T	Preventive maintenance (2) Form utility Vendor analysis (4) Physical inventory
5.	(1) 1 (3) V Why v validat	Preventive maintenance (2) Form utility Vendor analysis (4) Physical inventory would a hotel clerk run a guest's credit card through a credit-cor
5.	(1) 1 (3) V Why v validat (1) To	Preventive maintenance (2) Form utility Vendor analysis (4) Physical inventory vould a hotel clerk run a guest's credit card through a credit- tor overify the reservation
.5.	 (1) 1 (3) V Why v validate (1) To 2) To 	Preventive maintenance (2) Form utility Vendor analysis (4) Physical inventory vould a hotel clerk run a guest's credit card through a credit-c tor overify the reservation obtain an approval code
.5.	 (1) 1 (3) V Why v validate (1) To 2) To 	Preventive maintenance (2) Form utility Vendor analysis (4) Physical inventory vould a hotel clerk run a guest's credit card through a credit-co tor overify the reservation

luestion No.	Questions
16.	One way that hotel managers can promote ethical behaviour on the part of
	everyone in the hotel is by encouraging employees to
	(1) Develop a code of ethics
	(2) Be thoughtful of others
	(3) Report unethical actions
	(4) Avoid social situations
17.	To prevent spoilage, restaurants store fresh meats and dairy products in
	(1) Refrigerated areas (2) Thawing facilities
	(3) Walk-in freezers (4) Time-controlled cases
18.	Restaurant managers wait until after closing to conduct a physical inventor
	in order to get a more accurate assessment of the
	(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
19.	Which of the following is a factor that might impact the pricing strategies
	of a restaurant supply business that is planning to enter the internation
	market
	(1) Trade barriers
	(2) Advertising laws
	(3) Unstable governments
	(4) Required bribes
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Questi No.	Questions
20.	Sorting restaurant customers by their physical and social characteriis called segmentation.(1) Behavioral(2) Demographic(3) Psychographic(4) Statistical
21.	An effective marketing plan usually contains a section that explains marketing
	(1) Mix (2) Risk
i.	(3) Policy (4) Concept
22.	 Which of the following is a question that should be asked when selecti sales forecasting method (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
	Employees who are unable to respond to questions about the compar- goods or services can affect the customer's (1) Purchasing ability (2) Sourcing strategy (3) Image of the business (4) Price fixing

uestion No.	Questions		
24.	Monica is starting a specialty restaurant. To decide the number and typeof employees she will need to hire, Monica has determined what jobs willneed to be done and has developed a written statement for each job, listingthe duties and responsibilities of the job and the educational and professionalexperience required. This statement is a job(1) Qualification(2) Enrichment(3) Requisition(4) Description		
25.	 What do restaurant servers need to know to be able to explain the features and benefits of menu items to customers (1) Date of expiration (2) Method of preparation (3) Percentage of yield (4) Type of storage 		
26.	 A hotel chain follows the generally accepted accounting principles (GAAP) because the principles help communicate financial information in a(n) way. (1) biased (2) uncooperative (3) consistent (4) adaptable 		
27.	If a hotel forecasts that it will seat 95 of its 120 available tables in its restaurants the next hour, what will be the restaurant's table-seating percentage (1) 76% (2) 77% (3) 79% (4) 80%		

Question No.	Questions
28.	 Which of the following is a benefit of cafeteria-style service (1) Servers can plate food in the kitchen (2) Side tables can be used when needed (3) Many customers can be served quickly (4) Food can be prepared when ordered
29.	Electronic cash registers compute the restaurant customer's change, and the amount can be read from the of the cash registers. (1) Customer display window (2) Validation opening (3) Cash drawer (4) Print table
30.	A fine restaurant currently has 2500 customers and develops a marketin plan to increase that number by 4% this year and 5% next year. If the plan is successful, how many customers will the restaurant have by the end of next year
	(1) 2600 (2) 2,800 (3) 2730 (4) 2625
31.	 What does a full-service restaurant try to identify as a result of conducting a situational analysis (1) Threats and opportunities (2) Goods and services
	 (2) Goods and services (3) Revenues and expenses (4) Profits and losses

luestion No.	Questions
32.	What is a potential strength that a full-service restaurant manager might identify in a SWOT analysis
	(1) Market leadership (2) Large inventories
	(3) New foreign markets (4) Market saturation
33.	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
-	(1) 420 (2) 270
	$\begin{array}{cccccccccccccccccccccccccccccccccccc$
	(1) Depression(2) Trough(3) Expansion(4) Contraction
35.	 Which of the following demonstrates the interrelationship among primary business activities (1) A new product is introduced, so business advertisements must adjust in response
1. J.	(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 departmen must adjust to the change

Questic No.			
36.	Why does the government set and collect taxes		
	(1) To help businesses grow and prosper		
	(2) To provide economic security		
	(3) To increase the use of technology		
	(4) To help pay the expenses of government		
37.	Content analysis uses which of the below methods		
	(1) Recording (2) Counting		
	(3) Classifying (4) All of these		
	 By looking for instances where the hypothesis fails By repeating a study looking for consistency in outcomes By rejecting the hypothesis By finding evidence which supports the hypothesis 		
39.	What is comparative method		
•	 A way of contrasting the findings of two different studies 		
(Making comparisons between the findings from two or more different groups in a study 		
(8	3) A way of comparing the outcomes of several different studies		
(4	r and pairs get the highest scores		
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Question No.	Questions		
40.	 You are about to do a literature search, what would be the first stage (1) Do literatures search online (2) Read introductory textbooks (3) Order some inter-library loans (4) Ask your lecturer for some articles 		
41.	Which section of a journal article is provided in most online electronic databases		
	(1) Abstract (2) Introduction		
	(3) Results (4) Conclusion		
42.	 What is deemed a good measure of the quality of a journal (1) The OPAC factor (2) Impact factor (3) The influence factor (4) The intake factor 		
43.	 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 (1) The independent variable is rank and the dependent variable is coping skills (2) The independent variable is coping the dependent variable is high rank 		
	 (3) The independent variable is coping and the dependent variable is low rank (4) Neither variable is dependent as the researcher cannot manipulate them 		

uestion No.	Questions			
44.	What sort of variable is dress size			
	(1) Ratio	(2) Ordinal		
	(3) Dependent	(4) Normal		
45.	A mediator variable is			
,	(1) responsible for the rel	lationship between two other variables		
	(2) another name for the i	independent variable		
	(3) another name for the	dependent variable		
	(4) all of the above	<i>,</i>		
46.	The difference between the mean of a researcher's sample and the mean of			
	the population of the sample is know as the			
	(1) Standard deviation	(2) Sampling error		
	(3) Mean deviation	(4) None of the above		
47.	In a longitudinal study, factors such as maturation changes, mortality and practice effects would be considered threats to what			
	(1) Internal validity	(2) Reliability		
	(3) Instrumentation	(4) Relevance		
48.	Multiple regressions can be used to			
	(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			
Third	(3) determine what the size, sign and significance of particular paths are			
	in an explanatory model of behaviour			
1 march	(4) all of the above			

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Question No.	Questions
49.	The criterion variable is the(1) Dependent variable(2) Independent variable(3) Correlation coefficient(4) None of these
50.	 Plagiarism refers to (1) Fabrication of data (2) Using the work of another person without acknowledgement (3) Acknowledgement of others work (4) None of these
51.	 Preventing other full-service restaurant distributors from obtaining and selling the same product to customers is an example of a(n)
52.	 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

Statement 1 : There will be a shift of demand snacks, convenience food organic and diet food Statement 2 : High taxation is a constraint for the hotel industry (1) True, False (2) True, True (3) False, False (4) False, True Which of the following is NOT a culinary use of oil in the hotel industry (1) Flavor (2) Texture (3) Softening (4) Shortening Nancy comes back home after 4 days of travel and to her dismay finds of hat her refrigerator has stopped working. Which among these for orducts is safe consumption, based on the following assumptions (1) Fish had a slimy skin 2) Bananas and melons had an odor
Statement 2 : High taxation is a constraint for the hotel industry(1) True, False(2) True, True(3) False, False(4) False, TrueWhich of the following is NOT a culinary use of oil in the hotel industry(1) Flavor(2) Texture(3) Softening(4) ShorteningNancy comes back home after 4 days of travel and to her dismay finds of hat her refrigerator has stopped working. Which among these for oducts is safe consumption, based on the following assumptions(1) Fish had a slimy skin
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hat her refrigerator has stopped working. Which among these fo products is safe consumption, based on the following assumptions 1) Fish had a slimy skin
 2) Bananas and melons had an odor 3) Meat had an off-odor 4) None of the mentioned
elations between time and temperature to determine the stability of food oducts is obtained by using which of the following data Measure of product quality
The number of days stored
The storage temperature
All of the mentioned
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iestion No.	Questions		
	The First Heritage Village of India is (1) Pragpur (2) Kurukshetra		
	(3) Jaipur (4) None of these		
58.	The Oberoi Group of hotels founded in (1) 1934 (2) 1950 (3) 1905 (4) None of these		
59.	When did the Taj Hotel Group opened the "Taj Exotica" in Bentota Sri Lanka (1) 2000 (2) 1000		
	(1) 2000 (2) 1998 (3) 2002 (4) None of these		
60.	 The long-run objective of financial management is (1) Maximize of wealth (2) Maximize earnings per share (3) Maximize market share (4) All of above 		
61.	 Half-board tariff will usually include (1) Room and buffet lunch (2) Room and breakfast (3) Room, breakfast and one main meal (4) Room, breakfast, and two main meals 		

Questio No.	n Questions
62.	 You have been asked by your boss to plan a client event for the comp. What is the first thing you need to consider (1) The budget for the event (2) Where will the clients be coming from (3) How many will be attending (4) What is the objective of the event
63.	 You are booking an escorted tour at a resort. What type of meal pl should you expect (1) Modified American Plan (2) European Plan (3) Table d'hote (4) Full American Plan
64.	ITDC was established in (1) 1965 (2) 1966 (3) 1978 (4) 1990
	Hotels situated on highway are called(1) Motels(2) Resorts(3) Ecotels(4) None of these
0	Groups created by managerial decision in order to accomplish stated goals of the organization are called 1) formal groups 3) task groups (4) interest groups

Question No.	Questions				
67.	Continued membership in a group will usually require				
	(1) supporting the group leader				
	(2) conforming to group norms				
	(3) encouraging cohesiveness in the group				
	(4) developing a status system				
. 68.	The research data indicate a correlation of $-1 > r > 0$. What does that tell you				
	(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				
69.	9. The purpose of using presentation software to prepare multi				
	presentations often is to use those presentations to				
	(1) Support report findings				
	(2) Develop web sites				
	(3) Maintain customer files				
	(4) Access online resources				
70.	A restaurant has decided to advertise its elegant atmosphere and qualified wait staff. This approach is an example of marketing.				
	(1) Product (2) Service				
	(3) Place (4) Target				
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Question No.			
71.	 The digital convergence occurring on the Internet as (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 		
72.	 A hotel company is keeping documents regarding the accidental death an employee while on the job. In case the employee's family sues the company, the business should have records on hand. (1) Promotional (2) Asset (3) Employee on Payroll (4) Legal 		
8	 What is the typical effect of an economic slowdown on the hotel industry (1) A decrease in the number of guests and an increase in the number of rooms available (2) A decrease in the number of guests and a decrease in the number of rooms available (3) An increase in the number of guests and a decrease in the number of rooms available (4) An increase in the number of guests and a increase in the number of rooms available 		
(The largest type of bed sheet is a 1) Double (2) King 3) Queen (4) None of these		

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Question No.	Questions				
75.	After the laundry is done, you need to hang or the clothes.(1) Stain(2) Fold(3) Rinse(4) None of these				
76.	The is defined as a set of activities performed across the organization creating as output of value to the customer.				
•	 (1) Development process (2) Business process (3) Quality process (4) Customer focus 				
77.	An is a set of processes and procedures that transform data into information and knowledge.				
	 (1) Information system (2) Knowledge system (3) Database system (4) Computer system 				
78.	The opposite of messy is(1) Dirty(2) Tidy(3) Damp(4) None of these				
79.	Earlier lodging places were called(1) Rest house(2) Inns(3) Sarais(4) None of these				
80.	 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 				



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uestion No.	Questions		
81.	In a very large hotel, dining room captains typically report to the		
01.			
	(1) Restaurant manager		
and the second second	(2) Food outlet manager		
	(3) Director of food and beverage operations		
	(4) None of these		
82.	Statement 1 : Portion control means controlling the size or quantity		
	food served to each customer.		
	Statement 2 : Portion control is an essential factor in making profits for		
	restaurant.		
	(1) True, False (2) True, True		
	(3) False, False (4) False, True		
83.	Knife safety in the kitchen		
	(1) Handle knives with care – hold them with the point facing down and in full view		
	(2) Do not wave or play with knives, or leave them in a sink full of water		
	(3) Never try to catch a falling knife		
	(4) All of above		
84.	Fr it and vegetables can be kept in cool rooms for a short period of time at what t mperature		
	(1) A maximum of 2 Celsius (2) Between 0° and 4° Celsius		
	(3) Below 0° Celsius (4) Between 5° and 6° Celsius		
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Questions				
 Standard recipe cards (SRCs) can be used for which purposes To determine portion and cost control To indicate portion size To determine dish and menu profitability All of the above 				
 Which of the following statements is true in relation to an à la carte menu (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 				
Meats should be stored in a cool room/refrigerator at what temperature(1) Maximum of 2° Celsius(2) Between 0° and 4° Celsius(3) Below 0° Celsius(4) Between 5° and 6° Celsius				
Yellow chopping boards are used for(1) Fish(2) Poultry(3) Vegetable(4) None of these				
Labour and overheads should be costed accurately to determine (1) Selling price (2) Profit (3) Net sale (4) Operating profit URS-EE-2019 (Hotel Management) Code-A (21)				

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Question No.	Question
90.	The activities to ensure control of quality in the food service
	 Check all food purchased and its storage Inspect kitchen area, equipment and utensils for cleanliness and goo
	order regularly
	(3) Monitor staff hygiene and adherence to safety regulations
	(4) All of above
91.	Frozen storage is generally operated at temperature of
	(1) $-0^{\circ}C$ (2) $-18^{\circ}C$
	(3) -50°C (4) -60°C
92.	The first synthetic sweetening agent used was
	(1) Saccharin (2) Cyclamates
	(3) Aspartame (4) Sucralose
93.	Economic Order Quantity
	(1) Economic Order Quantity is the optimum quantity of raw material to
	be bought at each order
	(2) It sets equilibrium between carrying costs and ordering costs
	(3) At this point cost of carrying and cost of ordering are equal and the
	total cost is the lowest
(4) All of above

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94. Kickback is term used to denote the theft and fraud in (1) Purchasing (2) (3) Cash receipt (4) (4) None of these 95. 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 96. The concierge is under which department (1) Rooms Division (2) (3) Accounting (4) (4) Front office 97. Which of the following is not a front office module of the typical property management system (PMS) (1) Rooms management (2) Food and beverage mangement (3) Reservations management (4) Guest accounting management (3) Pressure cooker (4) Skillet	Question No.	Code-
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 95. Average Food Service Check Ratio between the sales and the food cost Dividing Total sales by no. of guests Total sales to total revenue Total sales to total revenue 96. The concierge is under which department Rooms Division Security Accounting Front office 97. Which of the following is not a front office module of the typical property management system (PMS) Rooms management Food and beverage man m nt Reservations manageme Guest accounting menagement 98. Which of the following piece of kitchen equipment would you select to braise a portion of round steak Griddle Broiler pan 		(3) Cash receipt (2) Food preparation (4) None of these
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 (1) Rooms Division (2) Security (3) Accounting (4) Front office 97. Which of the following is not a front office module of the typical property management system (PMS) (1) Rooms management (2) Food and beverage man ment (3) Reservations management (4) Guest accounting management (4) Guest accounting management (5) Which of the following piece of kitchen equipment would you select to braise a portion of round steak (1) Griddle (2) Broiler pan 		sales to total revenue
 98. Which of the following piece of kitchen equipment would you select to braise a portion of round steak (1) Griddle (2) Food and beverage man gement (3) Reservations management (4) Guest accounting management (5) Broiler pan 	96.	 Rooms Division Security Accounting
braise a portion of round steak (1) Griddle (2) Broiler pan	97.	 Rooms management Food and beverage management Reservations management
HD/URS-EE-2019 (Hotel Management) Code-A		braise a portion of round steak (1) Griddle (2) Broiler pan (3) Pressure cooker (4) Skillet

Question No.	Questions
99.	What is the best definition for the tourism industry
	(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
100.	What technology tool is essential for today's hospitality business
	(1) Computerized cash register
	(2) Property Management System
	(3) Recordable locking system (credit card style key)
	(4) Computer with network access
, I.	
TID	S-EE-2019 (Hotel Management) Code-A

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(MPH/PHD/URS-EE-2019)

HOTEL MANAGEMENT

Sr. No. 10086

Code

SET-"X" Max. Marks : 100

Date of Examination :

Time: 1¹/₄ Hours Roll No. _____ (in figure)_____ Name : _____ Father's Name : _____

Total Questions : 100

(in words)

Mother's Name : _____

(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.
- The candidates must return the Question book-let as well as OMR answer-sheet 2. 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.
- Keeping in view the transparency of the examination system, carbonless OMR 3. Sheet is provided to the candidate so that a copy of OMR Sheet may be kept by the candidate.
- Question Booklet along with answer key of all the A,B,C and D code will be got 4. 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.
- 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 5. MUST NOT be ticked in the Question book-let.
- There will be no negative marking. Each correct answer will be awarded 6. one full mark. Cutting, erasing, overwriting and more than one answer in OMR Answer-Sheet will be treated as incorrect answer.
- Use only Black or Blue BALL POINT PEN of good quality in the OMR Answer-7. Sheet.

BEFORE ANSWERING THE QUESTIONS, THE CANDIDATES SHOULD 8. 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.

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uestion No.	Questions
1.	 The digital convergence occurring on the Internet as (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
2.	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. (1) Promotional (2) Asset (3) Employee on Payroll (4) Legal
3.	 What is the typical effect of an economic slowdown on the hotel industry (1) A decrease in the number of guests and an increase in the number of rooms available (2) A decrease in the number of guests and a decrease in the number of rooms available (3) An increase in the number of guests and a decrease in the number of rooms available (4) An increase in the number of guests and a increase in the number of rooms available
	The largest type of bed sheet is a(1) Double(2) King(3) Queen(4) None of these

uestion No.	Questions	
5.	After the laundry is done, you need to hang or the clothes	s.
	(1) Stain (2) Fold	
	(3) Rinse (4) None of these	3
6.	The is defined as a set of activities performed across organization creating as output of value to the customer.	s the
	(1) Development process (2) Business process	
	(3) Quality process (4) Customer focus	
7.	An is a set of processes and procedures that transform into information and knowledge.	data
	(1) Information system (2) Knowledge system	
	(3) Database system (4) Computer system	
8.	The opposite of messy is	
o yn ins.	(1) Dirty (2) Tidy	- ,
	(3) Damp (4) None of these	
9.	Earlier lodging places were called	
	(1) Rest house (2) Inns	
5 (9)800 (19)2 (19)	(3) Sarais (4) None of these	
10.	 Which of the following is typically true of hotel room-service depart (1) Room-service menus cannot typically cross-sell other hotel set (2) Menus have relatively high selling prices 	tmen ervice
	(3) Most operations generate significant profits	
	(4) All of above	
HD/U	RS-EE-2019 (Hotel Management) Code-B	

Question No.	Questions
11.	 Preventing other full-service restaurant distributors from obtaining and selling the same product to customers is an example of a(n)
12.	 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
13.	Statement 1 : There will be a shift of demand snacks, convenience food and organic and diet foodStatement 2 : High taxation is a constraint for the hotel industry(1) True, False(2) True, True(3) False, False(4) False, True
14. PHD/	Which of the following is NOT a culinary use of oil in the hotel industry (1) Flavor (2) Texture (3) Softening (4) Shortening URS-EE-2019 (Hotel Management) Code-B (3)

Question No.	Questions
15.	Nancy comes back home after 4 days of travel and to her dismay finds on that her refrigerator has stopped working. Which among these foo products is safe consumption, based on the following assumptions (1) Fish had a slimy skin
	 (1) Fish had a slimy skin (2) Bananas and melons had an odor (3) Meat had an off-odor (4) None of the mentioned
16.	 Relations between time and temperature to determine the stability of foo products is obtained by using which of the following data (1) Measure of product quality (2) The number of days stored (3) The storage temperature (4) All of the mentioned
17.	The First Heritage Village of India is(1) Pragpur(2) Kurukshetra(3) Jaipur(4) None of these
18.	The Oberoi Group of hotels founded in(1) 1934(2) 1950(3) 1905(4) None of these
19.	When did the Taj Hotel Group opened the "Taj Exotica" in Bentota, Sri Lanka (1) 2000 (2) 1998 (3) 2002 (4) None of these

11

No.	Questions
20.	The long-run objective of financial management is
	(1) Maximize of wealth
	(2) Maximize earnings per share
	(3) Maximize market share
~ .	(4) All of above
21.	What does a full-service restaurant try to identify as a result of conducting
	a situational analysis
	(1) Threats and opportunities (2) Goods and services
	(3) Revenues and expenses (4) Profits and losses
22.	What is a potential strength that a full-service restaurant manager might
	identify in a SWOT analysis
	(1) Market leadership (2) Large inventories
	(3) New foreign markets (4) Market saturation
23.	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 (1) 420 (2) 270
	(1) 420 (2) 270 (3) 300 (4) 450
24.	When a recession continues, many hotel business fail, and people lose their
	jobs; a(n) exists.
	(1) Depression (2) Trough
	(3) Expansion (4) Contraction
PHD/U	RS-EE-2019 (Hotel Management) Code-B (5)

12

Questi No.	Questions
25.	a men of the following demonstrates the interrelationship among prima
	business activities
	 A new product is introduced, so business advertisements must adjuint in response
	(2) A business changes its goals, so its strategies and tactics change to
	(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
26.	Why does the government set and collect taxes
	(1) To help businesses grow and prosper
	(2) To provide economic security
	(3) To increase the use of technology
	(4) To help pay the expenses of government
27.	Content analysis uses which of the below methods
	(1) Recording (2) Counting
	(3) Classifying (4) All of these
28.	Which of the following is the best way to test a hypothesis according to the hypotheticodeductive method
	(1) By looking for instances where the hypothesis fails
•	(2) By repeating a study looking for consistency in outcomes
	(3) By rejecting the hypothesis
	(4) By finding evidence which supports the hypothesis

Question No.	Questions
29.	 What is comparative method (1) A way of contrasting the findings of two different studies (2) Making comparisons between the findings from two or more different groups in a study (3) A way of comparing the outcomes of several different studies (4) A way of deciding which participants get the highest scores
30.	 You are about to do a literature search, what would be the first stage (1) Do literatures search online (2) Read introductory textbooks (3) Order some inter-library loans (4) Ask your lecturer for some articles
31.	 Which of the following is a basic guideline that front desk clerks should always follow when assisting guests who have disabilities (1) Don't embarrass guests with disabilities by looking directly at them (2) Identify specific disabilities through observation (3) Raise your voice if a guest does not seem to understand you (4) Remember that the guest is a person with a disability
32.	 Why is it important for hotel chains to assess global trends and opportunities (1) Governments in other countries hold elections (2) Hotel chains hire employees from other countries (3) Worldwide economic conditions affect marketers (4) Foreign trade creates monopolies

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N

uestion No.	Questions
33.	Which of the following is a situation in which a bed and breakfast could use
	the budget information to make operating changes
	(1) Accounts receivable are on target
	(2) Expected profits are increasing
i i	(3) Total revenues exceed projected costs
	(4) Estimated sales exceed actual sales
34.	A hotel restaurant that inspects its equipment on a regular basis is practicing
	(1) Preventive maintenance (2) Form utility
	(3) Vendor analysis (4) Physical inventory
35.	Why would a hotel clerk run a guest's credit card through a credit-care validator
* 1	(1) To verify the reservation
	(2) To obtain an approval code
	(3) To print data on a voucher
	(4) To establish the room rate
36.	One way that hotel managers can promote ethical behaviour on the part of
	everyone in the hotel is by encouraging employees to
	(1) Develop a code of ethics
	(2) Be thoughtful of others
	(3) Report unethical actions
	(4) Avoid social situations
HD/I	RS-EE-2019 (Hotel Management) Code-B



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uestion	Questions
<u>No.</u> 37.	To prevent spoilage, restaurants store fresh meats and dairy products in(1) Refrigerated areas(2) Thawing facilities(3) Walk-in freezers(4) Time-controlled cases
38.	 Restaurant managers wait until after closing to conduct a physical inventory in order to get a more accurate assessment of the (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
39.	 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 (1) Trade barriers (2) Advertising laws (3) Unstable governments (4) Required bribes
40.	Sorting restaurant customers by their physical and social characteristics is called segmentation. (1) Behavioral (2) Demographic (3) Psychographic (4) Statistical

Question Questions No. 41. Frozen storage is generally operated at temperature of (1) _0°C (2) $-18^{\circ}C$ (3) -50°C (4) $-60^{\circ}C$ 42. The first synthetic sweetening agent used was (1)Saccharin (2) Cyclamates (3) Aspartame (4) Sucralose 43. Economic Order Quantity (1) Economic Order Quantity is the optimum quantity of raw material to be bought at each order It sets equilibrium between carrying costs and ordering costs (2) At this point cost of carrying and cost of ordering are equal and the (3) total cost is the lowest All of above (4) Kickback is term used to denote the theft and fraud in 44. (1) Purchasing (2) Food preparation Cash receipt (3) (4) None of these 45. Average Food Service Check Ratio between the sales and the food cost (1)Dividing Total sales by no. of guests (2)Total sales to total revenue (3)(4) None of these PHD/URS-EE-2019 (Hotel Management) Code-B

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Question No.	Questions
46.	The concierge is under which department
	(1) Rooms Division (2) Security
	(3) Accounting (4) Front office
47.	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
48.	Which of the following piece of kitchen equipment would you select t
- 1 	braise a portion of round steak
	(1) Griddle
	(2) Broiler pan
	(3) Pressure cooker
	(4) Skillet
49.	What is the best definition for the tourism industry
1	(1) A business that provide services to people
1 1	(2) A business that moves people from one place to another
6	(3) A business that organizes and promotes travel and vacations
<i>d</i>	(d) None of these are correct
	(4) None of these are correct
	URS-EE-2019 (Hotel Management) Code-B

(11)

Questi No.	
50	. What technology tool is essential for today's hospitality business
	(1) Computerized cash register
	(2) Property Management System
	(3) Recordable locking system (credit card style key)
	(4) Computer with network access
51.	Half-board tariff will usually include
	(1) Room and buffet lunch
	(2) Room and breakfast
	(3) Room, breakfast and one main meal
an an taon an	(4) Room, breakfast, and two main meals
52.	You have been asked by your boss to plan a client event for the company
•	What is the first thing you need to consider
	(1) The budget for the event
	(2) Where will the clients be coming from
. • . ;S.	(3) How many will be attending
	(4) What is the objective of the event
53.	You are booking an escorted tour at a resort. What type of meal pla
	should you expect
	(1) Modified American Plan (2) European Plan
	(3) Table d'hote (4) Full American Plan
	S-EE-2019 (Hotel Management) Code-B

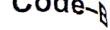
Question No.	Questions			
54.	ITDC	was established in		
	(1)]	1965	(2)	1966
	(3)	1978	(4)	1990
55.	Hotel	ls situated on highv	vay are call	led .
6	(1) 1	Motels	(2)	Resorts
00	(3)]	Ecotels	(4)	None of these
56.	Groups created by managerial decision in order to accomplish stated goals			
		e organization are c		
	(1)	formal groups	(2)	informal groups
	(3) t	task groups	(4)	interest groups
57.	Conti	inued membership	in a group v	will usually require
		supporting the grou		
	(2) c	conforming to group	o norms	a din sa sa sa
	(3) e	ncouraging cohesiv	veness in t	he group
		leveloping a status		
58.	The re	esearch data indica	ate a corre	lation of $-1 > r > 0$. What does that to
-	you			
	(1) T	'he two variables t	end to inc	rease or decrease together
. 🔷				other variable decreases
1.				etween the two variables
		he two variables d		

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Questio No.	Questions
59.	 The purpose of using presentation software to prepare multimedia presentations often is to use those presentations to (1) Support report findings (2) Develop web sites (3) Maintain customer files (4) Access online resources
60.	 A restaurant has decided to advertise its elegant atmosphere and qualifie wait staff. This approach is an example of marketing. (1) Product (2) Service (3) Place (4) Target
	 In a very large hotel, dining room captains typically report to the (1) Restaurant manager (2) Food outlet manager (3) Director of food and beverage operations (4) None of these
f S · r (1 (3	14 1 14 14 14 14 14 14 14 14 14 14 14 14
D/URS	S-EE-2019 (Hotel Management) Code-B (14)

Question No.	Questions
63.	Knife safety in the kitchen
	 Handle knives with care – hold them with the point facing down and in full view
	(2) Do not wave or play with knives, or leave them in a sink full of water
	(3) Never try to catch a falling knife
	(4) All of above
64.	Fruit and vegetables can be kept in cool rooms for a short period of time at
	whattemperature
	(1) A maximum of 2° Celsius (2) Between 0° and 4° Celsius
	(3) Below 0° Celsius (4) Between 5° and 6° Celsius
65.	Standard recipe cards (SRCs) can be used for which purposes
	(1) To determine portion and cost control
	(2) To indicate portion size
e ((3) To determine dish and menu profitability
	(4) All of the above
66.	Which of the following statements is true in relation to an à la carte menu
	(1) The chef knows in advance what customers have ordered
ticht a	(2) The chef does not know in advance what customers will order
	(3) There is a set menu price
	(4) None of these
TTE	DG EE 2010 (Hotal Management) Code-B

PHD/URS-EE-2019 (Hotel Management) Code-B (15)



Questio No.	Questions
67.	Meats should be stored in a cool room/refrigerator at what temperatur(1) Maximum of 2° Celsius(2) Between 0° and 4° Celsius(3) Below 0° Celsius(4) Between 5° and 6° Celsius
68.	Yellow chopping boards are used for
	(1) Fish (2) Poultry
	(3) Vegetable (4) None of these
69.	Labour and overheads should be costed accurately to determine
	(1) Selling price (2) Profit
	(3) Net sale (4) Operating profit
	 Check all food purchased and its storage Inspect kitchen area, equipment and utensils for cleanliness and goo order regularly
	(3) Monitor staff hygiene and adherence to safety regulations
	(4) All of above
71.	Which section of a journal article is provided in most online electron databases
	1) Abstract (2) Introduction
(3) Results (4) Conclusion

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Code–B

Question No.	Questions
72.	 What is deemed a good measure of the quality of a journal (1) The OPAC factor (2) Impact factor (3) The influence factor (4) The intake factor
73.	 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 (1) The independent variable is rank and the dependent variable is coping skills (2) The independent variable is coping the dependent variable is high rank (3) The independent variable is coping and the dependent variable is low rank (4) Neither variable is dependent as the researcher cannot manipulate them
74.	What sort of variable is dress size(1) Ratio(2) Ordinal(3) Dependent(4) Normal
75. PHD/U	 A mediator variable is (1) responsible for the relationship between two other variables (2) another name for the independent variable (3) another name for the dependent variable (4) all of the above

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No.	Questions
76.	The difference between the mean of a researcher's sample and the mean of the population of the sample is know as the (1) Standard deviation (2) Sampling error (3) Mean deviation (4) None of the above
77.	In a longitudinal study, factors such as maturation changes, mortality an practice effects would be considered threats to what (1) Internal validity (2) Reliability (3) Instrumentation (4) Relevance
78.	 Multiple regressions can be used to (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
79	 The criterion variable is the (1) Dependent variable (2) Independent variable (3) Correlation coefficient (4) None of these
80	

Questio	
No.	Questions
81.	An effective marketing plan and 11
-	An effective marketing plan usually contains a section that explains the marketing
	(1) Mix
	(3) Policy (2) Risk
	(4) Concept
82.	Which of the following is a mustice of the state of the s
	Which of the following is a question that should be asked when selecting a sales forecasting method
	(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
83.	Employees who are unable to respond to questions about the company's
	goods or services can affect the customer's
	(1) Purchasing ability (2) Sourcing strategy
	(3) Image of the business (4) Price fixing
84.	Monica is starting a specialty restaurant. To decide the number and types
	of employees she will need to hire, Monica has determined what jobs will
	need to be done and has developed a written statement for each job, listing
	the duties and responsibilities of the job and the educational and professional
	experience required. This statement is a job
	experience required. This statement is a job
	(1) Qualification (2) Enrichment
	(3) Requisition (4) Description
HD/U	RS-EE-2019 (Hotel Management) Code-B
	(19)

No.	Questions
85.	 What do restaurant servers need to know to be able to explain the feature and benefits of menu items to customers (1) Date of expiration (2) Method of preparation (3) Percentage of yield (4) Type of storage
86.	 A hotel chain follows the generally accepted accounting principles (GAA) because the principles help communicate financial information in a(n) way. (1) biased (2) uncooperative
87.	(4) adaptableIf a hotel forecasts that it will seat 95 of its 120 available tables in it restaurants the next hour, what will be the restaurant's table-seatin percentage(1) 76%(2) 77%(3) 79%(4) 80%

Code-B

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Question No.	Questions
89.	 Electronic cash registers compute the restaurant customer's change, and the amount can be read from the of the cash registers. (1) Customer display window (2) Validation opening (3) Cash drawer (4) Print table
90.	A fine restaurant currently has 2500 customers and develops a marketing plan to increase that number by 4% this year and 5% next year. If the plan is successful, how many customers will the restaurant have by the end of next year (1) 2600 (2) 2,800 (3) 2730 (4) 2625
91.	 Functional managers are responsible (1) for a single area of activity (2) to the upper level of management and staff (3) for complex organizational sub-units (4) for obtaining copyrights and patents for newly developed processes and equipment

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-10-

Question No.	Questions		
92.	Concerning leadership concepts,		
	(1) leader roles are unnecessary in organizations like Gore-Tex, where a self leadership approach is used		
	(2) it is likely that a particular set of leader characteristics and behaviours do suit specific situations and groups		
	(3) it is likely that the need for leaders will decline in the 21st century due to more decentralized structures		
60. A.S.	(4) the military model of leadership will become more popular in the 21st century		
93.	In order from lowest to highest, what are Maslow's five classes of needs		
	(1) Social esteem physiological safety self actualization		
2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	(2) Physiological safety social self-actualization esteem		
	 (3) Physiological safety social esteem self-actualization (4) Self-actualization esteem safety social physiological 		
94.	Groups created by managerial decision in order to accomplish stated goal		
	(1) Formal groups (2) Informal groups		
(3) Task groups (4) Interest groups		

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	Code-B
Question No.	Questions
95.	According to Herzberg, which of the following is a maintenance factor (1) Salary (2) Work itself (3) Responsibility (4) Recognition
96.	 While guiding organization members in appropriate directions, a manager exhibits (1) Consideration behaviour (2) Authoritarian behaviour (3) Theory Y behaviour (4) Leadership behaviour
97.	 Increasing the numbers of employed women and minorities forces managers to pay attention to what change factor (1) Strategy (2) Workforce (3) Equipment (4) Technology
98.	 still give good service under these conditions if they (1) are able to organize others (2) know how to avoid problems (3) have good accounting skills (4) stay calm during interruptions
PHD	(3) have good accounting skills

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Question No.	Questions			
99.	The ultimate purpose of preparing a long, complex, business report is			
55.	usually to			
	(1) present accurate data			
$, \cdot$,	(2) be well organized			
	(3) present all views			
-	(4) help with major decisions			
100.	How can lodging facilities best accommodate guests who have special need			
•	during their stay			
	(1) Make sure that the hotel has ample wheelchairs and walkers availabl			
	for guests with mobility impairments			
· · ·	the second se			
	(2) Train each hotel employee in sign language to accommodate guest with hearing impairments			
	(3) Have front desk employees provide guests with a special-need questionnaire during the check-in process			
	(4) Ask guests if they need special accommodations and make a notation			
	during the reservation process			
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	i <mark>nternet</mark> la statistica de la statist			
1				
	이는 사실에서 가지 않는 것이다. 이렇게 가지 않는 것이다. 이렇게 가지는 것이다. 가지 않는 것이다. 이 사실에 있는 것이다.			
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	RS-EE-2019 (Hotel Management) Code-B			

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(MPH/PHD/URS_EE_2019)

HOTEL MANAGEMENT

Code			SET-"X"
Time: 1¼ Hours	Total Questio	ns : 100	Max. Marks : 100
Roll No.	(in figure)	l mandathanan is ante constant of each or any	(in words)
Name :	s communitation described and a sector of the sector of th	Father's Nan	10 :
Mother's Name :		Date of Exam	ination :

(Signature of the candidate)

(Signature of the Invigilator)

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- 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.
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10075

Question No.	Questions		
1.	Which section of a journal article is provided in most online electronic databases		
	(1) Abstract (2) Introduction		
	(3) Results (4) Conclusion		
2.	What is deemed a good measure of the quality of a journal		
,	(1) The OPAC factor (2) Impact factor		
	(3) The influence factor (4) The intake factor		
3.	 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 (1) The independent variable is rank and the dependent variable is coping skills (2) The independent variable is coping the dependent variable is high rank (3) The independent variable is coping and the dependent variable is low rank (4) Neither variable is dependent as the researcher cannot manipulate them 		
4.	What sort of variable is dress size		
	(1) Ratio		
5. · · · 2	(2) Ordinal		
	(3) Dependent		
en la la	(4) Normal		
PHD/U	RS-EE-2019 (Hotel Management) Code-C (1)		

Question No.	Questions
5.	 A mediator variable is (1) responsible for the relationship between two other variables (2) another name for the independent variable (3) another name for the dependent variable (4) all of the above
6.	 The difference between the mean of a researcher's sample and the mean of the population of the sample is know as the (1) Standard deviation (2) Sampling error (3) Mean deviation (4) None of the above
7.	In a longitudinal study, factors such as maturation changes, mortality and practice effects would be considered threats to what (1) Internal validity (2) Reliability (3) Instrumentation (4) Relevance
8.	 Multiple regressions can be used to (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
9.	The criterion variable is the (1) Dependent variable (2) Independent variable (3) Correlation coefficient (4) None of these URS-EE-2019 (Hotel Management) Code-C

Question No.	Questions
10.	 Plagiarism refers to (1) Fabrication of data (2) Using the work of another person without acknowledgement (3) Acknowledgement of others work (4) None of these
11.	An effective marketing plan usually contains a section that explains the marketing(1) Mix(2) Risk(3) Policy(4) Concept
12.	 Which of the following is a question that should be asked when selecting a sales forecasting method (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
13.	 Employees who are unable to respond to questions about the company's goods or services can affect the customer's (1) Purchasing ability (2) Sourcing strategy (3) Image of the business (4) Price fixing

}uestion No.	Questions
14.	Monica is starting a specialty restaurant. To decide the number and typesof employees she will need to hire, Monica has determined what jobs willneed to be done and has developed a written statement for each job, listingthe duties and responsibilities of the job and the educational and professionalexperience required. This statement is a job(1) Qualification(2) Enrichment(3) Requisition(4) Description
15.	What do restaurant servers need to know to be able to explain the features and benefits of menu items to customers
	 (1) Date of expiration (2) Method of preparation (3) Percentage of yield (4) Type of storage
16.	 A hotel chain follows the generally accepted accounting principles (GAAP) because the principles help communicate financial information in a(n) way. (1) biased (2) uncooperative (3) consistent (4) adaptable
17.	If a hotel forecasts that it will seat 95 of its 120 available tables in its restaurants the next hour, what will be the restaurant's table-seating percentage $^{\circ}$
	(1) 76% (2) 77% (3) 79% (4) 80%

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Question No.	Questions
18.	Which of the following is a benefit of cafeteria-style service
	(1) Servers can plate food in the kitchen
	(2) Side tables can be used when needed
taute a	(3) Many customers can be served quickly
	(4) Food can be prepared when ordered
19.	Electronic cash registers compute the restaurant customer's change, and
	the amount can be read from the of the cash registers.
edt pr	(1) Customer display window
	(2) Validation opening
	(3) Cash drawer
-list in	(4) Print table
20.	A fine restaurant currently has 2500 customers and develops a marketing
н 1. т. н. т.	plan to increase that number by 4% this year and 5% next year. If the plan
	is successful, how many customers will the restaurant have by the end of
t do a	next year
l.mahorale	(1) 2600 (2) $2,800$ (4) 2625
and a second second second	(3) 2730 (4) 2625
21.	Functional managers are responsible
	(1) for a single area of activity
	(2) to the upper level of management and staff
	(3) for complex organizational sub-units
	(4) for obtaining copyrights and patents for newly developed processes
	and equipment
PHD/	URS-EE-2019 (Hotel Management) Code-C

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Question No.	Questions
22.	Concerning leadership concepts,
	(1) leader roles are unnecessary in organizations like Gore-Tex, where a self leadership approach is used
	(2) it is likely that a particular set of leader characteristics and behaviours do suit specific situations and groups
	(3) it is likely that the need for leaders will decline in the 21st century due to more decentralized structures
	(4) the military model of leadership will become more popular in the 21st century
23.	In order from lowest to highest, what are Maslow's five classes of needs ?
-	(1) Social esteem physiological safety self- actualization
	(2) Physiological safety social self-actualization esteem
	(3) Physiological safety social esteem self-actualization
	(4) Self-actualization esteem safety social physiological
24.	Groups created by managerial decision in order to accomplish stated goals of the organization are called
	(1) Formal groups
	(2) Informal groups
	(3) Task groups
	(4) Interest groups

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According to Herzberg, which					
	if the	According to Herzberg, which of the following is a maintenance factor			
(1) Salary		Work itself			
(3) Responsibility	(4)	Recognition			
While guiding organization me exhibits	mbe	rs in appropriate directions, a manager			
(1) Consideration behaviour	(2)	Authoritarian behaviour			
(3) Theory Y behaviour	(4)	Leadership behaviour			
Increasing the numbers of employed women and minorities forces managers to pay attention to what change factor					
(1) Strategy	(2)	Workforce			
(3) Equipment	(4)	Technology			
The front desk can be a hectic work area at times. Front desk clerks can still give good service under these conditions if they					
(1) are able to organize other	rs	and a second			
(2) know how to avoid proble	ms				
(3) have good accounting skil	ls				
(4) stay calm during interruptions					
The ultimate purpose of prejusually to	parir	ng a long, complex, business report is			
(1) present accurate data	(2)	be well organized			
(3) present all views	(4)	help with major decisions			
	 (3) Responsibility (4) Responsibility (5) Responsibility (7) Consideration behaviour (8) Theory Y behaviour (9) Theory Y behaviour (1) Consideration to what change (1) Strategy (3) Equipment (3) Equipment (4) are able to organize of preparation during interrup (5) have good accounting skile (6) have good accounting skile (7) stay calm during interrup (8) The ultimate purpose of preparation (9) present accurate data 	 (3) Responsibility (4) (4) (5) Responsibility (4) (6) While guiding organization members exhibits (1) Consideration behaviour (2) (3) Theory Y behaviour (4) (3) Theory Y behaviour (4) (4) Increasing the numbers of employed to pay attention to what change factors (1) Strategy (2) (3) Equipment (4) (4) The front desk can be a hectic work still give good service under these (1) are able to organize others (2) know how to avoid problems (3) have good accounting skills (4) stay calm during interruption The ultimate purpose of preparing usually to (1) present accurate data (2) 			

Question No.	Questions
30.	How can lodging facilities best accommodate guests who have special needs during their stay
	(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
31.	Frozen storage is generally operated at temperature of
	(1) -0° C (2) -18° C
-	(3) -50° C (4) -60° C
32.	The first synthetic sweetening agent used was
	(1) Saccharin (2) Cyclamates
	(3) Aspartame (4) Sucralose
33.	Economic Order Quantity
•	(1) Economic Order Quantity is the optimum quantity of raw material to be bought at each order
an a	(2) It sets equilibrium between carrying costs and ordering costs
	(3) At this point cost of carrying and cost of ordering are equal and the
	total cost is the lowest
	(4) All of above
PHD/U	RS-EE-2019 (Hotel Management) Code-C (8)

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uestion No.	Questions				
34.	Kickback is term used to denote the theft and fraud in				
	(1) Purchasing (2) Food preparation				
	(3) Cash receipt (4) None of these				
35.	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				
36.	The concierge is under which department				
	(1) Rooms Division (2) Security				
	(3) Accounting (4) Front office				
37.	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				
i day	(4) Guest accounting management				
38.	Which of the following piece of kitchen equipment would you select to				
	braise a portion of round steak				
	(1) Griddle (2) Broiler pan				
1.1	(3) Pressure cooker (4) Skillet				

uestion No.	Questions
39.	What is the best definition for the tourism industry
	(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
40.	What technology tool is essential for today's hospitality business
	(1) Computerized cash register
	(2) Property Management System
	(3) Recordable locking system (credit card style key)
	(4) Computer with network access
41.	Half-board tariff will usually include
	(1) Room and buffet lunch
	(2) Room and breakfast
	(3) Room, breakfast and one main meal
	(4) Room, breakfast, and two main meals
42.	You have been asked by your boss to plan a client event for the company
	What is the first thing you need to consider
	(1) The budget for the event
	(2) Where will the clients be coming from
	(3) How many will be attending
de la co	(4) What is the objective of the
PHD/U	RS-EE-2019 (Hotel Management) Code-C

Question No.	Questions					
43.	You are booking an escorted tour at a resort. What type of meal plan should you expect					
	(1) Modified American Plan (2) European Plan					
	(3) Table d'hote (4) Full American Plan					
44.	ITDC was established in					
	(1) 1965 (2) 1966					
	(3) 1978 (4) 1990					
45.	Hotels situated on highway are called					
	(1) Motels (2) Resorts					
	(3) Ecotels (4) None of these					
46.	Groups created by managerial decision in order to accomplish stated goals					
•	of the organization are called					
	(1) formal groups					
	(2) informal groups					
	(3) task groups					
s ni min	(4) interest groups					
47.	Continued membership in a group will usually require					
	(1) supporting the group leader					
	(2) conforming to group norms					
	(3) encouraging cohesiveness in the group					
T. Sur	(4) developing a status system					

Question No.	Questions				
48.	The		ndicate a corre	elation of $-1 > r > 0$. What does the	nat tel
	(1)	The two variab	les tend to inc	rease or decrease together	
	(2)			other variable decreases	
	(3)			etween the two variables	
	(4)				
49.	Th	e purpose of usi	ng presentat	ion software to prepare multi	nedia
		esentations often			
	(1)	Support report	findings		
	(2)	Develop web sit	es		
	(3)	Maintain custor	ner files		
	(4)	Access online re	esources		
50.				se its elegant atmosphere and qua	alified
	wai	it staff. This appr	oach is an exa	mple of marketing.	
	(1)	Product	(2)	Service	
	(3)	Place	(4)	Target	
51.	What	at does a full-serv	ice restaurant	try to identify as a result of condu	acting
	a sit	tuational analysis			
	(1)	Threats and opp	ortunities		
	(2)	Goods and service	ces		
	(3)	Revenues and ex	penses		
	(4)	Profits and losse	s 📫		

Questions	
What is a potential strength that a full-service restaurant manager might identify in a SWOT analysis	
(1) Market leadership (2) Large inventories	
(3) New foreign markets (4) Market saturation	
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	
(1) 420 (2) 270	
(3) 300 (4) 450	
 When a recession continues, many hotel business fail, and people lose their jobs; a(n) exists. (1) Depression (2) Trough (3) Expansion (4) Contraction 	
Which of the following demonstrates the interrelationship among primary business activities	
(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	

}uestion No.	Questions
56.	Why does the government set and collect taxes
	(1) To help businesses grow and prosper
	(2) To provide economic security
	(3) To increase the use of technology
4	(4) To help pay the expenses of government
57.	Content analysis uses which of the below methods
	(1) Recording (2) Counting
	(3) Classifying (4) All of these
58.	Which of the following is the best way to test a hypothesis according to the hypotheticodeductive method
	(1) By looking for instances where the hypothesis fails
- -	(2) By repeating a study looking for consistency in outcomes
	(3) By rejecting the hypothesis
1	(4) By finding evidence which supports the hypothesis
59.	What is comparative method
	(1) A way of contrasting the findings of two different studies
184 a.Y	(2) Making comparisons between the findings from two or more different groups in a study
	(3) A way of comparing the outcomes of several different studies
	(4) A way of deciding which participants get the highest scores
'HD/U	RS-EE-2019 (Hotel Management) Code-C (14)

uestion No.	Questions
60.	 You are about to do a literature search, what would be the first stage (1) Do literatures search online (2) Read introductory textbooks (3) Order some inter-library loans (4) Ask your lecturer for some articles
61.	 The digital convergence occurring on the Internet as (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
62.	 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. (1) Promotional (2) Asset (3) Employee on Payroll (4) Legal
63.	 What is the typical effect of an economic slowdown on the hotel industry (1) A decrease in the number of guests and an increase in the number or rooms available (2) A decrease in the number of guests and a decrease in the number or rooms available (3) An increase in the number of guests and a decrease in the number or rooms available (3) An increase in the number of guests and a decrease in the number or rooms available (4) An increase in the number of guests and a increase in the number or rooms available

uestion No.	Questions				
64.	The largest type of bed sheet is a				
	(1) Double (2) King				
×.	(3) Queen (4) None of these				
65.	After the laundry is done, you need to hang or the clothes.				
	(1) Stain (2) Fold				
	(3) Rinse (4) None of these				
66.	The is defined as a set of activities performed across th organization creating as output of value to the customer.				
	(1) Development process (2) Business process				
	(3) Quality process (4) Customer focus				
67.	 An is a set of processes and procedures that transform dation information and knowledge. (1) Information system (2) Knowledge system 				
	(3) Database system (4) Computer system				
68.	The opposite of messy is				
	(1) Dirty (2) Tidy				
	(3) Damp (4) None of these				
	Earlier lodging places were called (1) Rest house (2) Inns (3) Sarais (4) None of these				

Question No.	Questions
70.	 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
71.	 In a very large hotel, dining room captains typically report to the (1) Restaurant manager (2) Food outlet manager (3) Director of food and beverage operations (4) None of these
72.	 Statement 1 : Portion control means controlling the size or quantity of food served to each customer. Statement 2 : Portion control is an essential factor in making profits for a restaurant. (1) True, False (2) True, True (3) False, False (4) False, True
73.	 Knife safety in the kitchen (1) Handle knives with care – hold them with the point facing down and in full view (2) Do not wave or play with knives, or leave them in a sink full of water (3) Never try to catch a falling knife (4) All of above

Question No.	Questions			
74.	Fruit and vegetables can be kept in cool rooms for a short period of time a what temperature			
	(1) A maximum of 2° Celsius (2) Between 0° and 4° Celsius			
	(3) Below 0° Celsius (4) Between 5° and 6° Celsius			
75.	Standard recipe cards (SRCs) can be used for which purposes			
	(1) To determine portion and cost control			
	(2) To indicate portion size			
	(3) To determine dish and menu profitability			
	(4) All of the above			
76.	Which of the following statements is true in relation to an à la carte menu			
	(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			
77.	Meats should be stored in a cool room/refrigerator at what temperature			
	(1) Maximum of 2° Celsius (2) Between 0° and 4° Celsius			
EAR OF	(3) Below 0° Celsius (4) Between 5° and 6° Celsius			
78.	Yellow chopping boards are used for			
	(1) Fish (2) Poultry			
	(3) Vegetable (4) None of these			
PHD/U	RS-EE-2019 (Hotel Management) Code-C (18)			

Question No.	Questions			
79.	 Labour and overheads should be costed accurately to determine (1) Selling price (2) Profit (3) Net sale (4) Operating profit 			
80.	 The activities to ensure control of quality in the food service (1) Check all food purchased and its storage (2) Inspect kitchen area oquipment and storaging to be a storage 			
	 (2) Inspect kitchen area, equipment and utensils for cleanliness and good order regularly (3) Monitor staff hygiene and adherence to safety regulations (4) All of above 			
81.	 Which of the following is a basic guideline that front desk clerks should always follow when assisting guests who have disabilities (1) Don't embarrass guests with disabilities by looking directly at them (2) Identify specific disabilities through observation (3) Raise your voice if a guest does not seem to understand you (4) Remember that the guest is a person with a disability 			
82.	 Why is it important for hotel chains to assess global trends and opportunities (1) Governments in other countries hold elections (2) Hotel chains hire employees from other countries (3) Worldwide economic conditions affect marketers (4) Foreign trade creates monopolies 			
PHD/U	RS-EE-2019 (Hotel Management) Code-C (19)			

Question No.	Questions
83.	Which of the following is a situation in which a bed and breakfast could use the budget information to make operating changes
	(1) Accounts receivable are on target
	(2) Expected profits are increasing
	(3) Total revenues exceed projected costs
	(4) Estimated sales exceed actual sales
84.	A hotel restaurant that inspects its equipment on a regular basis is practicing
	(1) Preventive maintenance (2) Form utility
	(3) Vendor analysis (4) Physical inventory
85.	Why would a hotel clerk run a guest's credit card through a credit-card validator
1 . 1 . 1 . 1	(1) To verify the reservation
4	(2) To obtain an approval code
	(3) To print data on a voucher
	(4) To establish the room rate
86.	One way that hotel managers can promote ethical behaviour on the part o everyone in the hotel is by encouraging employees to
	(1) Develop a code of ethics
	(2) Be thoughtful of others
	(3) Report unethical actions
	(4) Avoid social situations

Question No.	Questions
87.	To prevent spoilage, restaurants store fresh meats and dairy products in
	(1) Refrigerated areas (2) Thawing facilities
	(3) Walk-in freezers (4) Time-controlled cases
88.	 Restaurant managers wait until after closing to conduct a physical inventory in order to get a more accurate assessment of the (1) Costs of maintaining the inventory (2) Number of food items on hand
l' i a bu	(3) Age of the food items left in inventory
	(4) Most popular food items requested by customers
89.	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
	(1) Trade barriers (2) Advertising laws
	(3) Unstable governments (4) Required bribes
90.	Sorting restaurant customers by their physical and social characteristics is called segmentation. (1) Behavioral (2) Demographic
	(3) Psychographic (4) Statistical
91.	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
}e e 8	(2) strategic alliance
	(3) typing agreement
	(4) marketing plan
PHD/T	IRS_FE_2019 (Hotel Management) Code-C
	(21)

Code-C

nestion No. 100.	The long-run objective of financial management is	
100.		
	(1) Maximize of wealth	
	(2) Maximize earnings per share	
	(3) Maximize market share	
	(4) All of above	
	D/URS-EE-2019 (Hotel Management) Code-C	

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(Signature of the candidate)

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(Signature of the Invigilator)

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uestion No.	Questions
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3.	 Which of the following is a situation in which a bed and breakfast could use the budget information to make operating changes (1) Accounts receivable are on target (2) Expected profits are increasing (3) Total revenues exceed projected costs (4) Estimated sales exceed actual sales
4. PHD/	A hotel restaurant that inspects its equipment on a regular basis is practicing (1) Preventive maintenance (2) Form utility (3) Vendor analysis (4) Physical inventory URS-EE-2019 (Hotel Management) Code-D (1)

uestion No.	Questions	
5.	Why would a hotel clerk run a guest's credit card through a credit-card	
	validator	
	(1) To verify the reservation	
	(2) To obtain an approval code	
	(3) To print data on a voucher	
	(4) To establish the room rate	
6.	One way that hotel managers can promote ethical behaviour on the part of	
	everyone in the hotel is by encouraging employees to	
	(1) Develop a code of ethics	
	(2) Be thoughtful of others	
	(3) Report unethical actions	
	(4) Avoid social situations	
7.	To prevent spoilage, restaurants store fresh meats and dairy products in	
	(1) Refrigerated areas (2) Thawing facilities	
	(3) Walk-in freezers (4) Time-controlled cases	
8.	Restaurant managers wait until after closing to conduct a physical inventory	
• *	in order to get a more accurate assessment of the	
~	(1) Costs of maintaining the inventory	
141 81	(2) Number of food items on hand	
•	(3) Age of the food items left in inventory	
	(4) Most popular food items requested by customers	

Questions		
 Which of the following is a factor that might impact the pricing strategie of a restaurant supply business that is planning to enter the internationa market (1) Trade barriers (2) Advertising laws (3) Unstable governments (4) Required bribes 		
(o) Chistable governmentes (i) Required bribes		
Sorting restaurant customers by their physical and social characteristic is called segmentation.		
(1) Behavioral (2) Demographic		
(3) Psychographic (4) Statistical		
Frozen storage is generally operated at temperature of		
(1) -0° C (2) -18° C		
(3) -50°C (4) -60°C		
The first synthetic sweetening agent used was		
(1) Saccharin (2) Cyclamates		
(3) Aspartame (4) Sucralose		
Economic Order Quantity		
 Economic Order Quantity (1) Economic Order Quantity is the optimum quantity of raw material to be bought at each order 		
(2) It sets equilibrium between carrying costs and ordering costs		
(3) At this point cost of carrying and cost of ordering are equal and t		
total cost is the lowest		
(4) All of above		

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uestion 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
t kus 🗥 - j	(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)
part and the second second	(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

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uestion No.	Questions	tan tan 1
19.	What is the best definition for the tourism industry	
	(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	. 1
n s Ma	(4) None of these are correct	•
		•
20.	What technology tool is essential for today's hospitality business	
	(1) Computerized cash register	
ning produced in the second second in the second seco	(2) Property Management System	
	(3) Recordable locking system (credit card style key)	1999 <u>-</u>
	(4) Computer with network access	
21.	The digital convergence occurring on the Internet as	
	(1) Internet companies increasing their bandwidth	
	(2) Internet companies offering wireless service	
	(3) Internet companies increasing their use of WANs	
off se	(4) Internet companies offering phone service	
22.	A hotel company is keeping documents regarding the accidental of	leath c
1	an employee while on the job. In case the employee's family sues th	
Last with second	company, the business should have records on hand.	1.0
a, tha a girta a girta	(1) Promotional	
	(2) Asset	
	(3) Employee on Payroll	•
n Na Start and Start and Start	(4) Legal	4
PHD	/URS-EE-2019 (Hotel Management) Code-D	an their

uestion No.	Questions
23.	 What is the typical effect of an economic slowdown on the hotel industry (1) A decrease in the number of guests and an increase in the number of rooms available
	 (2) A decrease in the number of guests and a decrease in the number of rooms available (3) An increase in the number of guests and a decrease in the number of guests and guest
	rooms available (4) An increase in the number of guests and a increase in the number of rooms available
24.	The largest type of bed sheet is a(1) Double(2) King(3) Queen(4) None of these
25.	After the laundry is done, you need to hang or the clothes.(1) Stain(2) Fold(3) Rinse(4) None of these
26.	The is defined as a set of activities performed across the organization creating as output of value to the customer.(1) Development process(2) Business process(3) Quality process(4) Customer focus
	(3) Quality process (4) Customer focus
27.	 (3) Quanty process (4) Outstomer focus An is a set of processes and procedures that transform data into information and knowledge. (1) Information system (2) Knowledge system

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Question No.		Questions	
28.	The opposite of messy is		
	 (1) Dirty (3) Damp 	(2) Tidy	
	•	(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		
		cannot typically cross-sell other hotel services	
	(2) Menus have relatively	high selling prices	
	(3) Most operations gener	rate significant profits	
	(4) All of above		
31.		ice restaurant distributors from obtaining and to customers is an example of a(n)	
	that is illegal.		
	(1) exclusive dealing arra	ngement	
	(2) strategic alliance		
4 - ⁴ - 1	(3) typing agreement	·····································	
	(4) marketing plan		
32.	Which of the following wo	ould be an effective way to communicate a job	
34.	related suggestion to your	supervisor	
	1 lotter	(2) A business letter	
	6 transmitta	1 (4) An office memorandum	
	(3) A letter of transmitta		

(7)

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

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Question No.	Questions	
37.	The First Heritage Village of India is	
	(1) Pragpur (2) Kurukshetra	
	(3) Jaipur (4) None of these	
38.	The Oberoi Group of hotels founded in	
•	(1) 1934 (2) 1950	
t . 	(3) 1905 (4) None of these	
39.	When did the Taj Hotel Group opened the "Taj Exotica" in Bentota, Sri	
	Lanka	
	(1) 2000 (2) 1998	
	(3) 2002 (4) None of these	
40.	The long-run objective of financial management is	
`	(1) Maximize of wealth	
	(2) Maximize earnings per share	
e." ⊐aisti,	(3) Maximize market share	
	(4) All of above	
41.	What does a full-service restaurant try to identify as a result of conducting	
	a situational analysis	
	(1) Threats and opportunities	
	(2) Goods and services	
	(3) Revenues and expenses	
	(4) Profits and losses	
PHD/U	RS-EE-2019 (Hotel Management) Code-D (9)	

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Question No.	Questions
42.	What is a potential strength that a full-service restaurant manager might identify in a SWOT analysis
	(1) Market leadership (2) Large inventories
	(3) New foreign markets (4) Market saturation
43.	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
	(1) 420 (2) 270
	(3) 300 (4) 450
44.	When a recession continues, many hotel business fail, and people lose theirjobs; a(n) exists.(1) Depression(2) Trough(3) Expansion(4) Contraction
45.	Which of the following demonstrates the interrelationship among primary business activities
	(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
PHD/U	RS-EE-2019 (Hotel Management) Code-D (10)

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Question No.	Questions
46.	Why does the government set and collect taxes
	(1) To help businesses grow and prosper
	(2) To provide economic security
,	(3) To increase the use of technology
	(4) To help pay the expenses of government
47.	Content analysis uses which of the below methods
	(1) Recording (2) Counting
	(3) Classifying (4) All of these
48.	Which of the following is the best way to test a hypothesis according to the
	hypotheticodeductive method
	(1) By looking for instances where the hypothesis fails
	(2) By repeating a study looking for consistency in outcomes
	(3) By rejecting the hypothesis
-	(4) By finding evidence which supports the hypothesis
49.	What is comparative method
- 1-41-41-	(1) A way of contrasting the findings of two different studies
	(2) Making comparisons between the findings from two or more different
	groups in a study
	(3) A way of comparing the outcomes of several different studies
	(4) A way of deciding which participants get the highest scores
PHD/U	RS-EE-2019 (Hotel Management) Code-D (11)

Question No.	
50.	You are about to do a literature search, what would be the first stage
001	(1) Do literatures search online
	(2) Read introductory textbooks
	(3) Order some inter-library loans
	(4) Ask your lecturer for some articles
51.	An effective marketing plan usually contains a section that explains the marketing
	(1) Mix (2) Risk
	(3) Policy (4) Concept
52.	Which of the following is a question that should be asked when selecting a sales forecasting method
-	(1) What changes are occurring in the restaurant
	(2) What are the restaurant's past sales
	(3) What information is available to use
and a second second second	(4) What are the operating expenses of the restaurant
53.	Employees who are unable to respond to questions about the company's goods or services can affect the customer's
11 8 % ~ 11 .	(1) Purchasing ability
	(2) Sourcing strategy
	(3) Image of the business
	(4) Price fixing
HD/U	RS-EE-2019 (Hotel Management) Code-D (12)

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No.	Questions
54.	Monica is starting a specialty restaurant. To decide the number and typesof employees she will need to hire, Monica has determined what jobs willneed to be done and has developed a written statement for each job, listingthe duties and responsibilities of the job and the educational and professionalexperience required. This statement is a job(1) Qualification(2) Enrichment(3) Requisition(4) Description
55.	What do restaurant servers need to know to be able to explain the features
	and benefits of menu items to customers
	(1) Date of expiration (2) Method of preparation
	(3) Percentage of yield (4) Type of storage
56.	A hotel chain follows the generally accepted accounting principles (GAAP)
	because the principles help communicate financial information in a(n)
no <mark>lo</mark> j sel	way.
maliq siti ta Equine	way. (1) biased (2) uncooperative
nalq eri Malaysi Malaysi	o the second of the constance with the comparent state statement of the second statement of the
57.	 (1) biased (2) uncooperative (3) consistent (4) adaptable If a hotel forecasts that it will seat 95 of its 120 available tables in its restaurants the next hour, what will be the restaurant's table-seating
57.	 (1) biased (2) uncooperative (3) consistent (4) adaptable If a hotel forecasts that it will seat 95 of its 120 available tables in its restaurants the next hour, what will be the restaurant's table-seating percentage
57.	 (1) biased (2) uncooperative (3) consistent (4) adaptable If a hotel forecasts that it will seat 95 of its 120 available tables in its restaurants the next hour, what will be the restaurant's table-seating percentage

uestion No.	Questions
58.	Which of the following is a benefit of cafeteria-style service
	(1) Servers can plate food in the kitchen
	(2) Side tables can be used when needed
	(3) Many customers can be served quickly
	(4) Food can be prepared when ordered
59.	Electronic cash registers compute the restaurant customer's change, and the amount can be read from the of the cash registers.
	(1) Customer display window
	(2) Validation opening
	(3) Cash drawer(4) Print table
60.	A fine restaurant currently has 2500 customers and develops a marketing plan to increase that number by 4% this year and 5% next year. If the plan is successful, how many customers will the restaurant have by the end of next year
	(1) 2600 (2) 2,800
	(3) 2730 (4) 2625
61.	Which section of a journal article is provided in most online electronic databases
	(1) Abstract (2) Introduction

Code–D

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

Question No.	Juoption
66.	The difference between the mean of a researcher's sample and the mean of
	the population of the sample is know as the
	(1) Standard deviation (2) Sampling error
	(3) Mean deviation (4) None of the above
67.	In a longitudinal study, factors such as maturation changes, mortality and
•	practice effects would be considered threats to what
	(1) Internal validity (2) Reliability
	(3) Instrumentation (4) Relevance
68.	Multiple regressions can be used to
	(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
э. — Р	(3) determine what the size, sign and significance of particular paths ar
	in an explanatory model of behaviour
с	(4) all of the above
	(4) an or the above
69.	The criterion variable is the
	(1) Dependent variable (2) Independent variable
	(3) Correlation coefficient (4) None of these
70.	Plagiarism refers to
	(1) Fabrication of data
	(2). Using the work of another person without acknowledgement
	3) Acknowledgement of others work
1.	4) None of these
DITID	S-EE-2019 (Hotel Management) Code-D

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

iestion No.	Questions
76.	Groups created by managerial decision in order to accomplish stated gos of the organization are called (1) formal groups (2) informal groups (3) task groups (4) interest groups
77.	 Continued membership in a group will usually require (1) supporting the group leader (2) conforming to group norms (3) encouraging cohesiveness in the group (4) developing a status system
78.	 The research data indicate a correlation of -1 > r > 0. What does that you (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
79.	 The purpose of using presentation software to prepare multim presentations often is to use those presentations to (1) Support report findings (2) Develop web sites (3) Maintain customer files (4) Access online resources

uestion No.	Questions
80.	 A restaurant has decided to advertise its elegant atmosphere and qualified wait staff. This approach is an example of marketing. (1) Product (2) Service (3) Place (4) Target
81.	Functional managers are responsible
	(1) for a single area of activity
	(2) to the upper level of management and staff
	(3) for complex organizational sub-units
	(4) for obtaining copyrights and patents for newly developed processes and equipment
82.	Concerning leadership concepts,
	(1) leader roles are unnecessary in organizations like Gore-Tex, where a self leadership approach is used
etdyn ar 11 a	(2) it is likely that a particular set of leader characteristics and behaviours do suit specific situations and groups
	(3) it is likely that the need for leaders will decline in the 21st century due to more decentralized structures
	 (4) the military model of leadership will become more popular in the 21st century

Questio	Questions
<u>No.</u>	 In order from lowest to highest, what are Maslow's five classes of need (1) Social esteem physiological safety safety safety safety safety social self-actualization (2) Physiological safety social self-actualization esteem (3) Physiological safety social esteem self-actualization (4) Self-actualization esteem safety social physiological safety
84.	
2 9.56	(1) Formal groups (2) Informal groups
	(3) Task groups (4) Interest groups
85.	According to Herzberg, which of the following is a maintenance factor (1) Salary (2) Work itself (3) Responsibility (4) Recommitive
86.	 (c) Recognition (d) Recognition While guiding organization members in appropriate directions, a manage exhibits (1) Consideration behaviour (2) Authoritarian behaviour (3) Theory Y behaviour (4) Leadership behaviour
87.	Increasing the numbers of employed women and minorities forces manager to pay attention to what change factor
	(1) Strategy (2) Workforce

uestion No.	Questions
88.	The front desk can be a hectic work area at times. Front desk clerks can
	still give good service under these conditions if they
	(1) are able to organize others
	(2) know how to avoid problems
	(3) have good accounting skills
and and the second s	(4) stay calm during interruptions
89.	The ultimate purpose of preparing a long, complex, business report is
aci al î	usually to
	(1) present accurate data
• •	(2) be well organized
	(3) present all views
an ann an Anna -	(4) help with major decisions
90.	How can lodging facilities best accommodate guests who have special needs during their stay
internet hi	(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
u smit	(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.	In a very large hotel, dining room captains typically report to the
	(1) Restaurant manager
	(2) Food outlet manager
	(3) Director of food and beverage operations
	(4) None of these
92.	Statement 1 : Portion control means controlling the size or quantity
	food served to each customer.
	Statement 2 : Portion control is an essential factor in making profits for
•	restaurant.
	(1) True, False (2) True, True
	(3) False, False (4) False, True
93.	Knife safety in the kitchen
k i di wa	(1) Handle knives with care – hold them with the point facing down ar in full view
1. (8° 1° 1° -	(2) Do not wave or play with knives, or leave them in a sink full of wate
eri, sutie,	(3) Never try to catch a falling knife
	(4) All of above
94.	Fruit and vegetables can be kept in cool rooms for a short period of time a
	what temperature
j ofici	(1) A maximum of 2° Celsius (2) Between 0° and 4° Celsius
	(3) Below 0° Celsius (4) Between 5° and 6° Celsius
	(5) Edward Colling S-EE-2019 (Hotel Management) Code-D (22)

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95. Standard recipe cards (SRCs) can be used for which purposes (1) To determine portion and cost control (2) To indicate portion size (3) To determine dish and menu profitability (4) All of the above 96. Which of the following statements is true in relation to an à la carte is (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 97. Meats should be stored in a cool room/refrigerator at what tempera (1) Maximum of 2° Celsius (2) Between 0° and 4° Celsius (3) Below 0° Celsius (4) Between 5° and 6° Celsius 98. Yellow chopping boards are used for (1) Fish (2) Poultry (3) Vegetable (4) None of these 99. Labour and overheads should be costed accurately to determine (1) Selling price (2) Profit (3) Net sale (4) Operating profit 	Question No.	Questions									
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 (2) The chef does not know in advance what customers will order (3) There is a set menu price (4) None of these 97. Meats should be stored in a cool room/refrigerator at what tempera (1) Maximum of 2° Celsius (2) Between 0° and 4° Celsius (3) Below 0° Celsius (4) Between 5° and 6° Celsius 98. Yellow chopping boards are used for (1) Fish (2) Poultry (3) Vegetable (4) None of these 99. Labour and overheads should be costed accurately to determine (1) Selling price (2) Profit 											
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		(3) Net sale (4) Operating profit									
PHD/URS-EE-2019 (Hotel Management) Code-D											

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uestion No.	Questions								
100.	The activities to ensure control of quality in the food service (1) Check all food purchased and its storage								
	(2) Inspect kitchen area, equipment and utensils for cleanliness and goo order regularly								
e tante a	(3) Monitor staff hygiene and adherence to safety regulations(4) All of above								
	 (1) The decision of the construction of the construct								
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44	2,	1-	2/	1 ~	96	1	4 -	4	1 ~
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