Total No. of Printed Pages: 21

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SET-Y

Hotel Management

10033

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		Sr. No
Time: 11/4 Hours	Max. Marks : 168	Total Questions: 100
Roll No. (in figures)	(in words)	
Name	Date of BIHH	
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Date of Examination		
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- All questions are compulsory.
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- 8. Before answering the questions, the candidates should ensure that they have been supplied correct and complete booklet. Complaints, if any, regarding mispanting etc. will not be entertained 30 minutes after starting of the examination.

- 1. In the context of hotel ownership structures, which option allows an individual or entity operational procedures?
  - (1) Sole Proprietorship
  - (2) Partnership
  - (3) Franchisees
  - (4) Management Contract
- 2. In a hotel, what is the primary role of the Front Office department?
  - (1) Managing hotel security
  - (2) Guest services and check-in/check-out procedures
  - (3) Housekeeping and room maintenance
  - (4) Food and beverage services
- 3. How does a hotel's front office layout impact its operations?
  - (1) Determines the hotel's overall design theme
  - (2) Affects efficiency, service quality and guest impression
  - (3) Influences the hotel's security measures
  - (4) Decides the technological needs of the hotel
- 4. The new Mascot & fresh tagline of ITDC, a Public Sector Undertaking under the administrative control of the Ministry of Tourism is:
  - (1) ADVIK
  - (2) ANANT
  - (3) ATULYA
  - (4) ADYANT
- 5. NEUPASS Loyalty Program is of which Hotel Chain?
  - (1) Taj Group of Hotels
- (2) ITC Hotels

(3) Lalit Hotels

(4) Oberoi Hotels

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- 6. Which of the following job descriptions best fits the role of a Front Desk Agent ?
  - (1) Manages hotel security and safety protocols
  - (2) Oversees the operation of the hotel restaurant
  - (3) Handles guest check-ins and check-outs, reservations, and inquiries
  - (4) Coordinates housekeeping services and room assignments
- 7. 'ama STAYS & TRAILS' is a brand associated with which hotel group:
  - (1) Taj Group of Hotels
  - (2) ITC Hotels
  - (3) ITDC The Ashok Group of Hotels
  - (4) Leela Hotels, Palaces & Resorts
- 8. Govt. of India has a dedicated portal for visitors to experience our incredible fairs & festivals. The portal is:
  - (1) https://incredibleindia.org
- (2) https://utsav.gov.in/
- (3) https://mahotsav.gov.in
- (4) https://festivalsofindia.gov.in
- 9. Effective telephone etiquette in the front office is essential for :
  - (1) Creating a positive first impression and facilitating communication
  - (2) Increasing call duration
  - (3) Discouraging direct bookings
  - (4) Complicating reservation processes
- 10. In guest accounting, the night auditor's role includes:
  - (1) Exclusively handling guest check-ins
  - (2) Preparing financial reports for management review
  - (3) Managing the hotel's social media accounts
  - (4) Overseeing the hotel's catering services

11.	The concept of	of express	check-out	(ECO) is	dissigned to c
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- (1) Increase the time guests spend at the check-un counter
- (2) Facilitate a quick and efficient check-out process for guests
- (3) Complicate the billing process
- (4) Decrease hotel revenue

#### 12. What does the night audit process primarily involve?

- (1) Reviewing and updating room rates
- (2) Training front office staff
- (3) Checking the quality of room service
- (4) Reconciling the day's financial activities

#### 13. What is a critical step in the registration process for foreigners?

- (1) Assigning the most expensive rooms
- (2) Verifying travel documents and visa status
- (3) Offering currency exchange services immediately
- (4) Mandatory room upgrades

#### 14. Yield management is crucial for:

- (1) Decreasing hotel occupancy
- (2) Increasing operational costs
- (3) Maximizing revenue through inventory nanagement
- (4) Reducing staff efficiency
- 15. is the published rate of a horse and is considered to the maximum possible room rate which is charged from the guest by the hotel for overnight accommodation.
  - (1) Rack rate

(2) Seasonal Rate

(3) Crib Rate

(44) Crew Rate

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P. T. O.

16.	This plan is also called an En Pension or	Full plan:
	(1) Continental Plan	
	(2) Bermuda Plan	
	(3) European Plan	
	(4) American Plan	
17.	Taj Fort Aguada Resort & Spa is a popul	ar beach resort in:
	(1) Kerala	
	(2) Goa	
	(3) Tamil Nadu	
	(4) Andhra Pradesh	
40	T. C. C.D.W.L. N.	
18.	Late Capt. C. P. Krishnan Nair opened T	
	(1) 1966	(2) 1976
	(3) 1986	(4) 1996
19.	Traditionally Modern, Subtly Luxurious hotel chain?	, Distinctly is the tagline of which
	(1) The Lalit	(2) The Leela
	(3) ITC Hotels	(4) Taj Hotels
20.	culinary brands like Bukhara, Dum	cognized repertoire of Indian and International Pukht, Avartana and Ottimo amongst others in the diners experience with distinctive flavours
	(1) The Ashok Group of Hotels	
	(2) The Taj Group of Hotels	
	(3) The Park Group of Hotels	
	(4) ITC Hotels	
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21.	Which is India's largest hotel chain in the POOCH POLICY - CANINES (K9)?	ne mid-priced hotel sector, is having a dedicated
	(1) Lemon Tree Hotels	(2) Fern Hotels
	(3) Sarovar Hotels	(4) Treebo Hotels
22.		clusive restaurant brand with an opulent decortarian dishes based on the ancient Indian system. Hotels?
	(1) Loya	(2) Royal Vega
	(3) Baluchi	(4) Machan
23.	Room service is important for :	
	(1) Only delivering laundry	
		livering food and beverages to their rooms
	(3) Providing security services	
	(4) Organizing outdoor tours	
24.	The Continental breakfast typically incl	udes :
	(1) Bread, Fruit Juice, Tea, Coffee, and	Jam, Butter
	(2) A full-cooked meal including eggs,	meat, and potatoes
	(3) A variety of Indian breakfast dishes	
	(4) Pancakes and maple syrup	
25.	What F & B service method is chara- variety of dishes displayed on a table or	cterized by guests serving themselves from a counter?
	(1) American Service	
	(2) Buffet Service	
	(3) French Service	
	(4) Russian Service	

- 26. Which amongst the following is *not* a restaurant napkin fold?
  - (1) Bishop's Mitre
  - (2) Cinderella Shoe
  - (3) Foot Fold
  - (4) Candle
- 27. It is made up of 50% China Clay, 25% Quartz and 25% feldspar. This Crockery is called is:
  - (1) Earthenware
  - (2) Bone China
  - (3) Porcelain
  - (4) Stoneware
- 28. Which of the following F & B Equipment is used to serve wine or hold carbonated water?
  - (1) Carafe
  - (2) Salver
  - (3) Tureens
  - (4) Decanter
- 29. What is a major consideration in bar layout and design?
  - (1) Using complex machinery
  - (2) Optimizing space for efficient service & guest convenience
  - (3) Excessive decoration
  - (4) Ignoring customer preferences
- It's a type of Sugar with yellowish-brownish crystals: 30.
  - (1) Caster Sugar
  - (2) Icing Sugar
  - (3) Barbados Sugar
  - (4) Demerara Sugar

31.	Aboyeur is a French Name for :	
	(1) Barker	
	(2) Cook	
	(3) Waiter	
	(4) Pot Wash Man	
32.	This is a very elaborate food service also known as Sideboard S	ervice :
	(1) American Service	
	(2) Gueridon Service	
	(3) Russian Service	
	(4) Buffet Service	
33.	It is a large open container partially filled with hot water, in wl dishes are kept hot?	nich small containers of
	(1) Buffet	
	(2) Carvery	
	(3) Bain-marie	
	(4) Kiosk	
34.	. It is believed that the term 'Menu' was first used in:	
	(1) 1541	
	(2) 1641	
	(3) 1741	
	(4) 1841	

- 35. What is a key rule for waiting at a table in fine dining service?
  - (1) Rushing guests to finish their meal
  - (2) Being attentive and responsive to guests' needs
  - (3) Avoiding eye contact with guests
  - (4) Serving food without any presentation

36. Spaghetti bolognaise is an example of:  (1) Appetizer (2) Pasta (3) Releve (4) Savouries  37. It is a tomato-flavoured Italian soup: (1) Chicken Broth (2) Potage Conde (3) Minestrone (4) Potage St. Germain  38. Which of the following is not a foundation sauce? (1) Espagnole Sauce (2) Veloute Sauce (3) Mayonnaise Sauce (4) Worcestershire Sauce  39. Which of the following is not an example of Savoureux? (1) Croute (2) Canape (3) Pie (4) Mousse de Jambon  40. It is made by withering leaves, tossing them in a basket to get little bruises, oxidizing partially, baking, rolling, drying and finally frying them. (1) Oolong Tea (2) White Tea (3) Yellow Tea (4) Green Tea			
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		(4) Green Tea	
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- 41. What is a primary attribute of a good housekeeper?
  - (1) Computing skills
  - (2) Accounting proficiency
  - (3) Attention to detail and cleanliness
  - (4) Marketing expertise
- **42.** What is the primary responsibility of the housekeeping control desk?
  - (1) Managing hotel security
  - (2) Taking guest reservations
  - (3) Coordinating cleaning schedules and tasks
  - (4) Overseeing food preparation
- **43.** Which type of cleaning typically involves a more thorough and comprehensive approach?
  - (1) Daily cleaning
  - (2) Weekly cleaning
  - (3) Spring cleaning
  - (4) Emergency cleaning
- 44. Which area is typically included in the cleaning of public areas in a hotel?
  - (1) Guest rooms only
  - (2) Lobby, restaurant, bar and banquet halls
  - (3) Administrative offices only
  - (4) Back areas only
- 45. What is involved in the daily cleaning of guest rooms?
  - (1) Replacing furniture
  - (2) Replenishing guest supplies and amenities
  - (3) Rearranging the layout
  - (4) Removing the carpet

P. T. O.

- What is the purpose of housekeeping inspection in a hotel?
  - (1) To oversee staff training
  - (2) To handle guest complaints
  - (3) To ensure cleanliness standards are met
  - (4) To promote room upgrades
- 47. What is an important aspect of housekeeping supervision?
  - (1) Ignoring cleanliness standards
  - (2) Decreasing staff accountability
  - (3) Using inspection checklists
  - (4) Overlooking neglected areas
- 48. What is the primary purpose of daily cleaning in guest rooms?
  - (1) Rearranging furniture
  - (2) Maintaining cleanliness and tidiness
  - (3) Painting walls
  - (4) Installing new fixtures
- 49. What is an important factor to consider in linen selection for a hotel?
  - (1) Brand only
  - (2) Durability and quality
  - (3) Price only
  - (4) Availability of colors
- Which principle of interior design focuses on creating a sense of equilibrium in a space? 50.
  - (1) Balance
  - (2) Rhythm
  - (3) Harmony
  - (4) Proportion

51.	What is a common	type of laundry	equipment	used in hotels	for pressing	guest clothes	?
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- (1) Calander Machine
- (2) Marking Machine
- (3) Steam press
- (4) Hydro extractor

#### **52.** What is the purpose of linen inventory management in a hotel?

- (1) Ignoring linen quality
- (2) Managing linen discard
- (3) Increasing Linen Costs
- (4) Ensuring adequate supply and minimizing waste

### 53. Which element of design refers to the repetition or recurrence of a design element in a space?

- (1) Rhythm
- (2) Form
- (3) Line
- (4) Texture

#### 54. What is the advantage of in-house laundry compared to contract laundry services?

- (1) Higher costs
- (2) More control over quality and scheduling
- (3) Limited equipment options
- (4) Less storage space required

#### 55. What is an essential aspect of stain removal in laundry management?

- (1) Ignoring stains
- (2) Using excessive detergent
- (3) Increasing water temperature
- (4) Identifying stain types and applying appropriate removal methods

EC 1	What is an i	mportant	consideration in	the	layout	of a	laundry	room :	
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- (1) Excessive clutter
- (2) Lack of ventilation
- (3) Efficient flow of laundry processes
- (4) Absence of equipment

#### 57. Which chemical do we remove blood stains?

- (1) Dilute Oxalic Acid
- (2) Wax
- (3) Oil
- (4) Detergent

#### 58. Sanatory Fixtures meant for thorough washing of the genitals:

- (1) Bidet
- (2) Faucet
- (3) Jacuzzi
- (4) Dustette

#### 59. A bedspread that just covers the top of the dust ruffle. It does not reach down to the floor.

- (1) Coverlet
- (2) Crinkle Sheet
- (3) Autotrophic
- (4) Duvet

#### 60. All the luxury items that a hotel gives away at no extra costs to the guests:

- (1) Guest Amenities
- (2) Guest Essentials
- (3) Guest Expendables
- (4) Guest Supplies

- What is the primary objective of cooking food?
  - (1) Increasing food spoilage
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  - (1) Adding fuel to the fire
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- 65. What are the basic food nutrients?
  - (1) Vitamins, minerals and fiber only
  - (2) Carbohydrates, proteins and fats only
  - (3) Carbohydrates, proteins, fats, vitamins, minerals and water
  - (4) Sugars, salts and oils only

1		
66.	Which ingredient is commonly used as a sweetener in cooking?	
	(1) Milk	
	(2) Lemon juice	
	(3) Sugar	
	(4) Soy sauce	
67.	What is a pre-preparation eclinique for ingredients?	

- - (1) Serving them raw
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- 68. What is an example of a cooking method?
  - (1) Slicing
  - (2) Grating
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- How are different types of kitchen equipment are chosen?
  - (1) In terms of color only
  - (2) In terms of size only
  - (3) In terms of function and purpose
  - (4) In terms of weight only
- 70. Mornay is a derivative of which of the following mother sauces:
  - (1) Bechamel
  - (2) Hollandaise
  - (3) Mayonnaise
  - (4) Tomato

- 71. Gazpacho is an international soup from:
  - (1) Italy
  - (2) Spain
  - (3) France
  - (4) Scotland
- 72. Chicken Chettinad is a dish from the cuisine of:
  - (1) Tamil Nadu
  - (2) Hyderabad
  - (3) Kashmir
  - (4) Assam
- 73. Pakhala Bhata, Chhena Poda are specialty from the cuisine of :
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  - (3) Kerala
  - (4) Odisha
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P. T. O.

- 76. Anise, mustard, cumin, fenugreek, nigella, radhuni are ingredients to make:
  - (1) Bhatti Da Masala
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- 77. Khuskka, Mangodi Chawal are popular rice dishes form the cuisine of :
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  - (2) Punjab
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  - (4) Odisha
- 78. Luchi, Radha balhobi are popular rice dishes form the cuisine of :
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  - (4) Bengal
- 79. Alle Belle, Bebinca, Bol, Doce de Garo are popular sweet dishes from :
  - (1) Goa
  - (2) Tamil Nadu
  - (3) Mizoram
  - (4) Assam
- Bal Mithai, Singori, Jhangore ki Kheer are sweet dishes from :
  - (1) Awadh
  - (2) Uttarakhand
  - (3) Bihar
  - (4) Kerala

81.	The Essence of India and True India Hotel Chain:	n Luxury are marketing taglines of which Indian			
	(1) The Park Group				
	(2) The Leela Group				
	(3) The Taj Group				
	(4) The ITC Hotels				
82.	Offering an experience of dining like platters curated specially for food initiative of:	connoisseurs as Welcomsthalika is a marketing			
	(1) Taj Group of Hotels				
	(2) Oberoi Group of Hotels				
	(3) ITC Hotels				
	(4) The Ashok Group of Hotels				
	Detroit to the property of the second				
83.	India. showcases as its bra	nd as a five-star luxury boutique hotel chain in			
	(1) Park Hotels				
	(2) Taj Hotels				
	(3) ITC Hotels				
	(4) Leela Hotels				
	co 1 - desired	service or product, then, he/she is transforming			
84.	If somebody can afford a desired a his/her wants into:	A.M. (A)			
		(2) Demands			
	(1) Need	(4) WoW			
	(5) Value				
85.	Tagline 'Fly the New Feeling', encorproduct and feel the difference is of w	ouraging its potential customers to explore the which Airlines?			
	(1) Go First	(2) Vistara			
	A STATE OF THE PARTY OF THE PAR	(4) Spice Jet			
m.	(3) Indigo	T-Y)/(A) P. T. O.			

91.	order and descending order.	collection of data when arranged in ascending
	(1) Median	
	(2) Mean	
	(3) Mode	
	(4) Range	
92.	normal distribution, amongst other assu	that assume the data approximately follows a mptions.
	(1) Parametric Tests	(2) Non-Parametric Tests
	(3) Hypothesis	(4) Multiple Tests
93.	Which amongst the listed below is onl Tourism from India?	y the Scopus-indexed Journal of Hospitality &
	(1) International Journal of Hospitality	& Tourism Systems (IJHTS)
	(2) Journal of Tourism - An Internation	al Journal (JOT)
	(3) Atna - Journal of Tourism Studies (	ATNA)
	(4) Journal of Hospitality Application a	
94.	The difference between the Upper and I	ower Limit of a class is known as:
	(1) Class Limit	(2) Class Interval
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95.	What represents the foundational concefforts to achieve goals?	ept of management that involves coordinating
	(1) Marketing	
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	(3) Accounting	the state of the s
	(4) Hiring	
OH)		Y)/(A) P. T. O.

car ton-level manage	rs to	develop	a	vision	and
ton-level manage	10				

- 96. What managerial skill is critical for top-le strategic direction for the organization?
  - (1) Technical skills
  - (2) Human skills
  - (3) Conceptual skills
  - (4) Computer skills
- In the context of organizational structure, what does the term 'span of control' refer to?
  - (1) The number of layers in the management hierarchy
    - (2) The number of employees a manager directly supervises
    - (3) The geographic distribution of an organization's operations
    - (4) The extent of centralized decision-making
- What is the primary purpose of delegation within an organization? 98.
  - (1) To increase job satisfaction
  - (2) To reduce costs
  - (3) To empower employees and improve efficiency
  - (4) To centralize decision-making
- 99. Which of the following barriers to effective communication is primarily psychological in nature?
  - (1) Language differences
- (2) Emotional barriers
- (3) Physical barriers

- (4) Technological barriers
- 100. According to Herzberg's Two-Factor Theory, which factor is considered a 'motivator' that can lead to job satisfaction?
  - (1) Salary
  - (2) Company Policies
  - (3) Recognition and Achievement
  - (4) Working conditions

Total No. of Printed Pages: 21

# (DO NOT OPEN THIS QUESTION BOOKLET BEFORE TIME OR UNTIL YOU

# В

# ARE ASKED TO DO SO) PHD-EE-2023-24 Hotel Management

SET-Y

10034

		Sr. No
Time : 1¼ Hours Roll No. (in figures)		Total Questions : 100
Name	Date of Birth	
Father's Name	Mother's Name	
Date of Examination		
(Signature of the Candidate)		(Signature of the Invigilator)

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

- All questions are compulsory.
- 2. The candidates must return the question booklet as well as OMR Answer-Sheet to the Invigilator concerned before leaving the Examination Hall, failing which a case of use of unfairmeans / mis-behaviour 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 & D code shall be got uploaded on the University Website immediately after the conduct of Entrance Examination. Candidates may raise valid objection/complaint if any, with regard to discrepancy in the question booklet/answer key within 24 hours of uploading the same on the University Website. The complaint be sent by the students to the Controller of Examinations by hand or through email. 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 booklet itself. Answers must not be ticked in the question booklet.
- There will be no negative marking. Each correct answer will be awarded one full mark.
   Cutting, erasing, overwriting and more than one answer in OMR Answer-Sheet will be treated
   as incorrect answer.
- 7. Use only Black or Blue Ball Point Pen of good quality in the OMR Answer-Sheet.
- 8. Before answering the questions, the candidates should ensure that they have been supplied correct and complete booklet. Complaints, if any, regarding misprinting etc. will not be entertained 30 minutes after starting of the examination.

SEAI

- 1. What is a primary attribute of a good housekeeper?
  - (1) Computing skills
  - (2) Accounting proficiency
  - (3) Attention to detail and cleanliness
  - (4) Marketing expertise
- 2. What is the primary responsibility of the housekeeping control desk?
  - (1) Managing hotel security
  - (2) Taking guest reservations
  - (3) Coordinating cleaning schedules and tasks
  - (4) Overseeing food preparation
- 3. Which type of cleaning typically involves a more thorough and comprehensive approach?
  - (1) Daily cleaning
  - (2) Weekly cleaning
  - (3) Spring cleaning
  - (4) Emergency cleaning
- 4. Which area is typically included in the cleaning of public areas in a hotel?
  - (1) Guest rooms only
  - (2) Lobby, restaurant, bar and banquet halls
  - (3) Administrative offices only
  - (4) Back areas only
- 5. What is involved in the daily cleaning of guest rooms?
  - (1) Replacing furniture
  - (2) Replenishing guest supplies and amenities
  - (3) Rearranging the layout
  - (4) Removing the carpet

6.	What is the purpose of housekeeping inspection in a hotel?
	(1) To oversee staff training
	(2) To handle guest complaints
	(3) To ensure cleanliness standards are met
	(4) To promote room upgrades
7.	What is an important aspect of housekeeping supervision?
	(1) Ignoring cleanliness standards
	(2) Decreasing staff accountability
	(3) Using inspection checklists
	(4) Overlooking neglected areas
8.	What is the primary purpose of daily cleaning in guest rooms?
	(1) Rearranging furniture
	(2) Maintaining cleanliness and tidiness
	(3) Painting walls
	(4) Installing new fixtures
9.	What is an important factor to consider in linen selection for a hotel?
	(1) Brand only
	(2) Durability and quality
	(3) Price only
	(4) Availability of colors
10.	Which principle of interior design focuses on creating a sense of equilibrium in a space?
	(1) Balance
	(2) Rhytlun
	(3) Harmony
	(4) Proportion

11. Gazpacho is an international soup from	1	1.	Gazpacho	is	an	international	soup	from	:
--	---	----	----------	----	----	---------------	------	------	---

- (1) Italy
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#### 12. Chicken Chettinad is a dish from the cuisine of:

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PHD-I	EE-2023-24/(Hotel Management)(SET-Y)/(B)

21.	order and descending order.	collection of data when arranged in ascending
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	In the context of hotel ownership structures, which option allows an individual or entity
	to operate a hotel under an established brand name, adhering to specific standards and
	operational procedures ?

- (1) Sole Proprietorship
- (2) Partnership
- (3) Franchisees
- (4) Management Contract
- 32. In a hotel, what is the primary role of the Front Office department?
  - (1) Managing hotel security
  - (2) Guest services and check-in/check-out procedures
  - (3) Housekeeping and room maintenance
  - (4) Food and beverage services
- 33. How does a hotel's front office layout impact its operations?
  - (1) Determines the hotel's overall design theme
  - (2) Affects efficiency, service quality and guest impression
  - (3) Influences the hotel's security measures
  - (4) Decides the technological needs of the hotel
- 34. The new Mascot & fresh tagline of ITDC, a Public Sector Undertaking under the administrative control of the Ministry of Tourism is:
  - (1) ADVIK
  - (2) ANANT
  - (3) ATULYA
  - (4) ADYANT
- 35. NEUPASS Loyalty Program is of which Hotel Chain?
  - (1) Taj Group of Hotels

(2) ITC Hotels

(3) Lalit Hotels

(4) Oberoi Hotels

- 36. Which of the following job descriptions best fits the role of a Front Desk Agent ?
  - (1) Manages hotel security and safety protocols
  - (2) Oversees the operation of the hotel restaurant
  - (3) Handles guest check-ins and check-outs, reservations, and inquiries
  - (4) Coordinates housekeeping services and room assignments
- 37. 'ama STAYS & TRAILS' is a brand associated with which hotel group:
  - (1) Taj Group of Hotels
  - (2) ITC Hotels
  - (3) ITDC The Ashok Group of Hotels
  - (4) Leela Hotels, Palaces & Resorts
- **38.** Govt. of India has a dedicated portal for visitors to experience our incredible fairs & festivals. The portal is:
  - (1) https://incredibleindia.org
- (2) https://utsav.gov.in/
- (3) https://mahotsav.gov.in
- (4) https://festivalsofindia.gov.in
- 39. Effective telephone etiquette in the front office is essential for :
  - (1) Creating a positive first impression and facilitating communication
  - (2) Increasing call duration
  - (3) Discouraging direct bookings
  - (4) Complicating reservation processes
- 40. In guest accounting, the night auditor's role includes:
  - (1) Exclusively handling guest check-ins
  - (2) Preparing financial reports for management review
  - (3) Managing the hotel's social media accounts
  - (4) Overseeing the hotel's catering services

41.	What is a common type of laundry equipment used in hotels for pressing guest clothes?
	(1) Calander Machine
	(2) Marking Machine
	(3) Steam press
	(4) Hydro extractor
42.	What is the purpose of linen inventory management in a hotel?
	(1) Ignoring linen quality
	(2) Managing linen discard
	(3) Increasing Linen Costs
	(4) Ensuring adequate supply and minimizing waste
43.	Which element of design refers to the repetition or recurrence of a design element in space?
	(1) Rhythm
	(2) Form
	(3) Line
	(4) Texture
44.	What is the advantage of in-house laundry compared to contract laundry services ?
	(1) Higher costs
	(2) More control over quality and scheduling
	(3) Limited equipment options
	(4) Less storage space required
45.	What is an essential aspect of stain removal in laundry management?
	(1) Ignoring stains
	(2) Using excessive detergent
	(3) Increasing water temperature
	(4) Identifying stain types and applying appropriate removal methods

10	Lett room ?
46.	What is an important consideration in the layout of a laundry room?
40.	(1) Excessive clutter
	(2) Lack of ventilation
	(3) Efficient flow of laundry processes
	(4) Absence of equipment
47.	Which chemical do we remove blood stains?
	(1) Dilute Oxalic Acid
	(2) Wax
	(3) Oil
	(4) Detergent
	f the conitals:
48.	Sanatory Fixtures meant for thorough washing of the genitals:
	(1) Bidet
	(2) Faucet
	(3) Jacuzzi
	(4) Dustette
49.	A bedspread that just covers the top of the dust ruffle. It does not reach down to the floor.
	(1) Coverlet
	(2) Crinkle Sheet
	(3) Autotrophic
	(4) Duvet
50.	All the luxury items that a hotel gives away at no extra costs to the guests:
	(1) Guest Amemties
	(2) Guest Essentials
	(3) Guest Expendables
	(4) Guest Supplies

- 51. What is the primary objective of cooking food?
  - (1) Increasing food spoilage
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	(3) Mayonnaise
	(4) Tomato

61.	Which is India's largest hotel chain in the POOCH POLICY - CANINES (K9)?	e mid-priced hotel sector, is having a dedicated
	(1) Lemon Tree Hotels	(2) Fern Hotels
	(3) Sarovar Hotels	(4) Treebo Hotels
62.	Which amongst the following is an ex- that brings you a fine collection of veget of seasonal cooking associated with ITC	clusive restaurant brand with an opulent decortarian dishes based on the ancient Indian system C Hotels?
	(1) Loya	(2) Royal Vega
	(3) Baluchi	(4) Machan
63.	Room service is important for:	
	(1) Only delivering laundry	
	(2) Enhancing guest convenience by de	livering food and beverages to their rooms
	(3) Providing security services	
	(4) Organizing outdoor tours	
64.	The Continental breakfast typically incl	udes :
	(1) Bread, Fruit Juice, Tea, Coffee, and	Jam, Butter
	(2) A full-cooked meal including eggs,	meat, and potatoes
	(3) A variety of Indian breakfast dishes	
	(4) Pancakes and maple syrup	
65.	What F & B service method is chara- variety of dishes displayed on a table or	acterized by guests serving themselves from a counter?
	(1) American Service	
	(2) Buffet Service	
	(3) French Service	
	(4) Russian Service	

	c.14.2
66.	Which amongst the following is <i>not</i> a restaurant napkin fold?
	(1) Bishop's Mitre
	(2) Cinderella Shoc
	(3) Foot Fold
	(4) Candle
67.	It is made up of 50% China Clay, 25% Quartz and 25% feldspar. This Crockery is called is :
	(1) Earthenware
	(2) Bone China
	(3) Porcelain
	(4) Stoneware
68.	Which of the following F & B Equipment is used to serve wine or hold carbonated water?
	(1) Carafe
	(2) Salver
	(3) Tureens
	(4) Decanter
	What is a major consideration in bar layout and design?
69.	(1) Using complex machinery
	(2) Optimizing space for efficient service & guest convenience
	(3) Excessive decoration
	(4) Ignoring customer preferences
	(4) Ignoring
70.	It's a type of Sugar with yellowish-brownish crystals:
	(1) Caster Sugar
	(2) Icing Sugar
	(3) Barbados Sugar
	(4) Demerara Sugar

71.	The concept of express check-out (ECO) is designed to:
	(1) Increase the time guests spend at the check-out counter
	(2) Facilitate a quick and efficient check-out process for guests
	(3) Complicate the billing process
	(4) Decrease hotel revenue
72.	What does the night audit process primarily involve?
	(1) Reviewing and updating room rates
	(2) Training front office staff
	(3) Checking the quality of room service
	(4) Reconciling the day's financial activities
73.	What is a critical step in the registration process for foreigners?
	(1) Assigning the most expensive rooms
	(2) Verifying travel documents and visa status
	(3) Offering currency exchange services immediately
	(4) Mandatory room upgrades
74	Yield management is crucial for:
74.	
	(1) Decreasing hotel occupancy
	(2) Increasing operational costs
	(3) Maximizing revenue through inventory management
	(4) Reducing staff efficiency
75.	room rate which is charged from the guest by the hotel for overnight accommodation.
	(1) Rack rate (2) Scasonal Rate
	(3) Crib Rate (4) Crew Rate
PHD-	EE-2023-24/(Hotel Management)(SET-Y)/(B) P. T. O.
	MANAGE MANAGEMENT OF THE PROPERTY OF THE PROPE

76.	This plan is also called an En Pension or	Full plan:
	(1) Continental Plan	
	(2) Bermuda Plan	
	(3) European Plan	
	(4) American Plan	
77.	Taj Fort Aguada Resort & Spa is a popu	lar beach resort in:
	(1) Kerala	
	(2) Goa	
	(3) Tamil Nadu	
	(4) Andhra Pradesh	
		m - T - 1 - M I - i in year :
78.	Late Capt. C. P. Krishnan Nair opened	The Leela Mumbai in year:
	(1) 1966	(2) 1976
	(3) 1986	(4) 1996
79.	Traditionally Modern, Subtly Luxurious hotel chain?	s, Distinctly is the tagline of which
	(1) The Lalit	(2) The Leela
	(3) ITC Hotels	(4) Taj Hotels
80.	culinary brands like Bukhara, Dum	Pukht, Avartana and Ottimo amongst others in the diners experience with distinctive flavours
	(4) ITC Hotels	
	(7)	

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5765		17
81	. The Essence of India and True Indian Hotel Chain:	Luxury are marketing taglines of which Indian
	(1) The Park Group	
	(2) The Leela Group	
	(3) The Taj Group	
	(4) The ITC Hotels	
82.	Offering an experience of dining like replatters curated specially for food co- initiative of:	oyalty, offering delicious local flavors on grand nnoisseurs as Welcomsthalika is a marketing
	(1) Taj Group of Hotels	
	(2) Oberoi Group of Hotels	
	(3) ITC Hotels	
	(4) The Ashok Group of Hotels	
83.	showcases as its brand India.	as a five-star luxury boutique hotel chain in
	(1) Park Hotels	
	(2) Taj Hotels	
	(3) ITC Hotels	
	(4) Leela Hotels	
84.	If somebody can afford a desired ser his/her wants into:	vice or product, then, he/she is transforming
	(1) Need	(2) Demands
	(3) Value	(4) WoW
85.	(1) (#S)	raging its potential customers to explore the ch Airlines?
		(2) Vistara
	(1) Go First	(4) Spice Jet
	(3) Indigo	V)//B) P. T. O.

86.	What is a consideration in pricing strate	egies in hospitality marketing?
	(1) Maximizing costs	
	(2) Competitive Pricing	
	(3) Reducing customer value	
	(4) Ignoring consumer preferences	
87.	What is an essential aspect of distribution	on channels in hospitality marketing?
	(1) Limiting accessibility	
	(2) Ensuring efficient delivery of produ	icts or services
	(3) Increasing costs	
	(4) Reducing product availability	
88.	with a large population and establish p	to document the demographic profile of an area atterns between various factors like income and offile, etc. This will come under which type of
	(1) Descriptive research	(2) Experimental research
	(3) Quantitative research	(4) Qualitative research
89.	Maruis, R. N. (2011). New lexicon	ck, J., Bates, K. A., Clarnette, R., Trivedi, D., and criteria for the diagnosis of Alzheimer's 0-300 is an example of style of
	(1) APA	(2) Harvard
	(3) MLA	(4) Chicago
90.	as created by the statistical experts, sycconnection with the analysis of the svariances generally referred to as the the	be used in research for testing the data variables inbolized as $X^2$ , is a statistical measure used in corporation between the coretical variance.
	(1) Wald- Walfowitz Test	(2) Kursal Walis Test
	(3) ANOVA	(4) Chi-square Test
an.r	F-2023-24/(Hotel Management)(CET)	50E)

9	1. Aboyeur is a French Name for:	
	(1) Barker	
	(2) Cook	
	(3) Waiter	
	(4) Pot Wash Man	
92	This is a very elaborate food service also known as Sideboard Service :	
	(1) American Service	
	(2) Gueridon Service	
	(3) Russian Service	
	(4) Buffet Service	
93.	It is a large open container partially filled with hot water, in which small conta dishes are kept hot?	iners of
	(1) Buffet	
	(2) Carvery	
	(3) Bain-marie	
	(4) Kiosk	
94.	It is believed that the term 'Menu' was first used in:	
	(1) 1541	
	(2) 1641	
	(3) 1741	
(	(4) 1841	
<b>95.</b> 7	What is a key rule for waiting at a table in fine dining service?	
(	1) Rushing guests to finish their meal	
(	2) Being attentive and responsive to guests' needs	
(.	3) Avoiding eye contact with guests	
(4	4) Serving food without any presentation	
	2-2023-24/(Hotel Management)(SET-Y)/(B)	P. T. O.

96.	Spaghetti bolognaise is an example of :	
	(1) Appetizer	
	(2) Pasta	
	(3) Releve	
	(4) Savouries	
97.	It is a tomato-flavoured Italian soup:	
	(1) Chicken Broth	(2) Potage Conde
	(3) Minestrone	(4) Potage St. Germain
98.	Which of the following is <i>not</i> a foundation	on sauce ?
	(1) Espagnole Sauce	
	(2) Veloute Sauce	
	(3) Mayonnaise Sauce	
	(4) Worcestershire Sauce	
99.	Which of the following is <i>not</i> an example	e of Savoureux ?
	(1) Croute	
	(2) Canape	
	(3) Pie	
	(4) Mousse de Jambon	
100.	It is made by withering leaves, tossing partially, baking, rolling, drying and fina	them in a basket to get little bruises, oxidizing ally frying them.
	(1) Oolong Tea	
	(2) White Tea	
	(3) Yellow Tea	
	(4) Green Tea	
	Will also the state of the stat	

Total No. of Printed Pages: 21

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

Time: 11/4 Hours

Father's Name \_ Date of Examination\_

Roll No. (in figures)\_\_\_\_

# PHD-EE-2023-24 **Hotel Management**

Max. Marks : 100

(in words) \_\_\_

SET-Y

ło
Total Questions : 100

10031

(Signature of the Invigilator)

#### (Signature of the Candidate) CANDIDATES MUST READ THE FOLLOWING INFORMATION/INSTRUCTIONS BEFORE STARTING THE QUESTION PAPER.

\_\_\_\_ Date of Birth\_\_\_ \_\_ Mother's Name \_\_

- 1. All questions are compulsory.
- 2. The candidates must return the question booklet as well as OMR Answer-Sheet to the Invigilator concerned before leaving the Examination Hall, failing which a case of use of unfairmeans / mis-behaviour 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 & D code shall be got uploaded on the University Website immediately after the conduct of Entrance Examination. Candidates may raise valid objection/complaint if any, with regard to discrepancy in the question booklet/answer key within 24 hours of uploading the same on the University Website. The complaint be sent by the students to the Controller of Examinations by hand or through email. Thereafter, no complaint in any case, will be
- 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 booklet itself. Answers must not be ticked in the question booklet.
- 6. There will be no negative marking. Each correct answer will be awarded one full mark. Cutting, erasing, overwriting and more than one answer in OMR Answer-Sheet will be treated as incorrect answer.
- 7. Use only Black or Blue Ball Point Pen of good quality in the OMR Answer-Sheet.
- 8. Before answering the questions, the candidates should ensure that they have been supplied correct and complete booklet. Complaints, if any, regarding misprinting etc. will not be entertained 30 minutes after starting of the examination.

PHD-EE-2023-24/(Hotel Mgt.)(SET-Y)/(C)

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ilent decor
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(4)
(D)
(E)
ves from a
(1)
(2)
(8)

Which amongst the following is not a rest	aurant napkin fold?
	POOCH POLICY - CANINES (159)
(2) Cinderella Shoe	(I) Lenand Tree Hearls
(3) Foot Fold	(3) Scrover Houses
(4) Candle	
actuative restaurant board with an opulem	and all guivelles of the control of the Control is
It is made up of 50% China Clay, 25%	Quartz and 25% feldspar. This Crockery is
(1) Earthenware	(I) Loya
(2) Bone China	matted (E)
(3) Porcelain	
(4) Stoneware	30. Reconstances on the mount for
water ? To a some over the book amovers	and spite that the state of the spite of the
(1) Carafe	(3) Providing decembs services
(2) Salver	Freed tool the Substitute of Tool to
(3) Tureens	
(4) Decanter	4. The Confinential breaking specially in
	(1) Bread, from Lines, Ten Culas, and
THE RESERVE OF THE PARTY OF THE	ut and design ?
(2) Optimizing space for efficient service	e & guest convenience
(3) Excessive decoration	The state of the s
(4) Ignoring customer preferences	
It's a type of Sugar with yellowish-brown	ish crystals:
(1) Caster Sugar	
(2) Icing Sugar	
	(2) Cinderella Shoe (3) Foot Fold (4) Candle  It is made up of 50% China Clay, 25% called is: (1) Earthenware (2) Bone China (3) Porcelain (4) Stoneware  Which of the following F & B Equipment water? (1) Carafe (2) Salver (3) Tureens (4) Decanter  What is a major consideration in bar layout 10 Using complex machinery (2) Optimizing space for efficient services (3) Excessive decoration (4) Ignoring customer preferences  It's a type of Sugar with yellowish-brown (1) Caster Sugar

(3) Barbados Sugar

(4) Demerara Sugar

11.	What is a common type of laundry equip	ment used in hotels for pressing guest clothes?
	(1) Calander Machine	
	(2) Marking Machine	(2) Lack of venturion
	(3) Steam press	(3) Efficient flow of bitmus processes
	(4) Hydro extractor	(4) Absence of equipment
12.	What is the purpose of linen inventory	management in a hotel? homodo doidW
	(1) Ignoring linen quality	A STATE OF THE PARTY OF THE PAR
	(2) Managing linen discard	the state of the s
	(3) Increasing Linen Costs	BO (E)
	(4) Ensuring adequate supply and mini	mizing waste
13.	Which element of design refers to the space?	repetition or recurrence of a design element in a
	(1) Rhythm	
	(2) Form	d as a five-size money continue botte chain is issued. (E)
	(3) Line	(4) Dustelle
	(4) Texture	
	ne dast mille. It does not reach down	to got off reverse to contract laundry services?
14.	What is the advantage of in-house laur	ndry compared to contract laundry services?
	(1) Higher costs	
	(2) More control over quality and sch	eduling
	(3) Limited equipment options	
	(4) Less storage space required	
15.	What is an essential aspect of stain rel	noval in laundry management?
13	(1) Ignoring stains	
	(2) Using excessive detergent	
	(2) Using Checker, a series	

(4) Identifying stain types and applying appropriate removal methods

(3) Increasing water temperature

16.	What is an important consideration in the layout of	f a laundry room?
	(1) Excessive clutter	Children of the Column of the
	(2) Lack of ventilation	sepaginosis (*)
	(3) Efficient flow of laundry processes	some area called (10)
	(4) Absence of equipment	
17.	Which chemical do we remove blood stains?	2. What is the propose of theel to
	(1) Dilute Oxalic Acid	(1) Ignoral titen quality

- (2) Wax
- (3) Oil
- (4) Detergent

18. Sanatory Fixtures meant for thorough washing of the genitals:

- (1) Bidet
- (2) Faucet
- (3) Jacuzzi
- (4) Dustette

19. A bedspread that just covers the top of the dust ruffle. It does not reach down to the floor.

- (1) Coverlet
- (2) Crinkle Sheet
- (3) Autotrophic
- (4) Duvet

20. All the luxury items that a hotel gives away at no extra costs to the guests:

- (1) Guest Amenities
- (2) Guest Essentials
- (3) Guest Expendables
- (4) Guest Supplies

<ul> <li>(4) The ITC Hotels</li> <li>22. Offering an experience of dining like royalty platters curated specially for food connois initiative of: <ol> <li>(1) Taj Group of Hotels</li> <li>(2) Oberoi Group of Hotels</li> <li>(3) ITC Hotels</li> <li>(4) The Ashok Group of Hotels</li> </ol> </li> <li>23 showcases as its brand as a India. <ol> <li>(1) Park Hotels</li> <li>(2) Taj Hotels</li> </ol> </li> </ul>	(1) Maximizing costs (2) Competitive Pricing (3) Reducing customer value (4) Ignoring consumer preferences (4) What is an essential aspect of districtions of the cost of the costs of the
21. The Essence of India and True Indian Luxu Hotel Chain:  (1) The Park Group  (2) The Leela Group  (3) The Taj Group  (4) The ITC Hotels  22. Offering an experience of dining like royalty platters curated specially for food connois initiative of:  (1) Taj Group of Hotels  (2) Oberoi Group of Hotels  (3) ITC Hotels  (4) The Ashok Group of Hotels  23	(1) Maximizing costs (2) Competitive Pricing (3) Reducing customer value (4) Ignoring consumer preferences (4) What is an essential aspect of distr
21. The Essence of India and True Indian Luxu Hotel Chain:  (1) The Park Group  (2) The Leela Group  (3) The Taj Group  (4) The ITC Hotels  22. Offering an experience of dining like royalty platters curated specially for food connois initiative of:  (1) Taj Group of Hotels  (2) Oberoi Group of Hotels  (3) ITC Hotels  (4) The Ashok Group of Hotels  23	(1) Maximizing costs (2) Competitive Pricing (3) Reducing customer value (4) Ignoring consumer preferences (4) What is an essential aspect of distr
<ol> <li>(1) The Park Group</li> <li>(2) The Leela Group</li> <li>(3) The Taj Group</li> <li>(4) The ITC Hotels</li> <li>22. Offering an experience of dining like royalty platters curated specially for food connois initiative of:         <ol> <li>(1) Taj Group of Hotels</li> <li>(2) Oberoi Group of Hotels</li> <li>(3) ITC Hotels</li> <li>(4) The Ashok Group of Hotels</li> </ol> </li> <li>23 showcases as its brand as a India.         <ol> <li>(1) Park Hotels</li> <li>(2) Taj Hotels</li> </ol> </li> </ol>	(1) Maximizing costs (2) Competitive Pricing (3) Reducing customer value (4) Ignoring consumer preferences (4) What is an essential aspect of distr
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(2) The Leela Group (3) The Taj Group (4) The ITC Hotels  22. Offering an experience of dining like royalty platters curated specially for food connois initiative of: (1) Taj Group of Hotels (2) Oberoi Group of Hotels (3) ITC Hotels (4) The Ashok Group of Hotels  23	(2) Competitive Pricing (3) Reducing customer value (4) Ignoring consumer preferences (4) What is an essential aspect of distr
(3) The Taj Group  (4) The ITC Hotels  22. Offering an experience of dining like royalty platters curated specially for food connois initiative of:  (1) Taj Group of Hotels  (2) Oberoi Group of Hotels  (3) ITC Hotels  (4) The Ashok Group of Hotels  23	(3) Reducing customer value (4) Ignoring consumer preferences (4) What is an essential aspect of distr
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<ul> <li>(4) The ITC Hotels</li> <li>22. Offering an experience of dining like royalty platters curated specially for food connois initiative of: <ol> <li>Taj Group of Hotels</li> <li>Oberoi Group of Hotels</li> <li>ITC Hotels</li> <li>The Ashok Group of Hotels</li> </ol> </li> <li>23 showcases as its brand as a India. <ol> <li>Park Hotels</li> <li>Taj Hotels</li> </ol> </li> </ul>	while to poope induses on a milw.
platters curated specially for food connois initiative of:  (1) Taj Group of Hotels (2) Oberoi Group of Hotels (3) ITC Hotels (4) The Ashok Group of Hotels  23	offering delicione local flavor
platters curated specially for food connois initiative of:  (1) Taj Group of Hotels (2) Oberoi Group of Hotels (3) ITC Hotels (4) The Ashok Group of Hotels  23	offering delicione local flavores
(2) Oberoi Group of Hotels (3) ITC Hotels (4) The Ashok Group of Hotels  23	seurs as Welcomsthalika is a marketi
(2) Oberoi Group of Hotels (3) ITC Hotels (4) The Ashok Group of Hotels  23	(3) Increasing coms
(3) ITC Hotels (4) The Ashok Group of Hotels  23 showcases as its brand as a India. (1) Park Hotels (2) Taj Hotels	(4) Reducing product availability
23 showcases as its brand as a India.  (1) Park Hotels  (2) Taj Hotels	
23showcases as its brand as a India.  (1) Park Hotels  (2) Taj Hotels	THE TOTAL STATE OF THE PARTY OF
(2) Taj Hotels	
C. C	(3) Quantitative research
(3) ITC Hotels	29, Sold by H. R. Weinborn, M. B.
(4) Leela Hotels	
24. If somebody can afford a desired service of his/her wants into:	or product, then, he/she is transformi
(1) Need (2) 1	Demands
(3) Value (4)	NoW the first man and the Leaning of the control of
25. Tagline 'Fly the New Feeling', encouraging product and feel the difference is of which Air	its potential customers to explore times?
(1) Go First (2) 1	Vistara
(3) Indigo (4) 5	

26.	What is a consideration in pricing s	trategies in hospitality marketing?
	(1) Maximizing costs	(I) The Park Grang
	(2) Competitive Pricing	(2) The Local Committee
	(3) Reducing customer value	quoris in Tair Tair
	(4) Ignoring consumer preferences	(4) The FTC Holes
		bution channels in hospitality marketing?
27.	A STATE OF THE STA	
HUND	(1) Limiting accessibility	
	(2) Ensuring efficient delivery of p	products or services
	(3) Increasing costs	Alberta to the safe for the
	(4) Reducing product availability	alsored Cheen Cheen at Health
28.	with a large population and establi- residential area, education and joi	ish patterns between various factors like income and b profile, etc. This will come under which type of
	(1) Descriptive research	(2) Experimental research
	(3) Quantitative research	(4) Qualitative research
29.	Martins, R. N. (2011). New lex	adcock, J., Bates, K. A., Clamette, R., Trivedi, D., icon and criteria for the diagnosis of Alzheimer's 1),299-300 is an example of style of
	(1) APA	(2) Harvard
	(3) MLA	(4) Chicago
30.	as created by the statistical expert	hnique used in research for testing the data variables is, symbolized as X <sup>2</sup> , is a statistical measure used in the samples for doing a comparison between the he theoretical variance.
	(1) Wald- Walfowitz Test	(2) Kursal Walis Test
	(3) ANOVA	(4) Chi-square Test
	Tot might	(C) Arginal (C)
HD-H	EE-2023-24/(Hotel Management)(	SET-Y)/(C) The management of the first of the second second

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41.

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44.

45.

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		to to make to 18
6.	Anise, mustard, cumin, fenugre	eek, nigella, radhuni are ingredients to make:
	(1) Bhatti Da Masala	maga (2)
	(2) Dum Ka Masala	
	(3) Kolhapuri Masala	(4) Scotland
	(4) Paanch Phoran Masala	Burney, (4)
7.	Khuskka, Mangodi Chawal are	e popular rice dishes form the cuisine of :
	(1) Rajasthan	amt Nadu
	(2) Punjab	(2) Hyderabad
	(3) Himachal Pradesh	(3) Kashum
	(4) Odisha	(4) Assam
8.	Luchi, Radha balhobi are popu	ular rice dishes form the cuisine of:
		(V) Andrew Probes
	(2) Uttar Pradesh	
	(3) Himachal	
	(4) Bengal	(4) Cididis (4)
9.	Alle Belle, Bebinca, Bol, Doo	ce de Garo are popular sweet dishes from:
٥.	(1) Goa	
	(2) Tamil Nadu	
	(3) Mizoram	
	(4) Assam	
0.	Bal Mithai Singori Jhangore	ki Kheer are sweet dishes from:
٠.	(1) Awadh	
	(2) Uttarakhand	
	(3) Bihar	
	(4) Kerala	
	100	

(4) Mandatory room upgrades

44. Yield management is crucial for:

(4) Reducing staff efficiency

(1) Rack rate

(3) Crib Rate

(1) Decreasing hotel occupancy

(2) Increasing operational costs

(3) Maximizing revenue through inventory management

...... is the published rate of a hotel and is considered to the maximum possible room rate which is charged from the guest by the hotel for overnight accommodation,

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(2) Seasonal Rate

(4) Crew Rate

9

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C

10		At the
46.	This plan is also called an En Per	nsion or Full plan:
	(1) Continental Plan	
	(2) Bermuda Plan	o mo-konio inguitto due kontra
	(3) European Plan	seabout Smith officers
	(4) American Plan	(4) Decretse hole) revenue
47.	Taj Fort Aguada Resort & Spa is	a popular beach resort in:
	(1) Kerala	(i) Reviewing and updating room rates
	(2) Goa	Those as the model springer (C)
	(3) Tamil Nadu	(3) Checking the quality of room service
	(4) Andhra Pradesh	(4) Reconciling the day's Entertial autorities:
48.	Late Capt. C. P. Krishnan Nair o	opened The Leela Mumbai in year:
	(1) 1966	(2) 1976 gran and satisfactor (1)
	(3) 1986	(4) 1996
49.	Traditionally Modern, Subtly La hotel chain?	exurious, Distinctly is the tagline of which
	(1) The Lalit	(2) The Leela
	(3) ITC Hotels	(4) Taj Hotels
50.	culinary brands like Bukhara,	bally recognized repertoire of Indian and International Dum Pukht, Avartana and Ottimo amongst other heighten the diners experience with distinctive flavour
	(1) The Ashok Group of Hotels	
	(2) The Taj Group of Hotels	
	(3) The Park Group of Hotels	
	(4) ITC Hotels	
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С			11
51.	Aboyeur is a French Name for :		
	(1) Barker		
	(2) Cook		
	(3) Waiter	(3) Roleve	
	(4) Pot Wash Man	athnovaZ (a)	
52.	This is a very elaborate food service also known as Sideboard	Service :	
	(1) American Service		
	(2) Gueridon Service	(5) Africarione	
	(3) Russian Service		
	(4) Buffet Service	Which of the falls	
53.	It is a large open container partially filled with hot water, in dishes are kept hot?	which small contai	ners of
	(1) Buffet	(1) Mayonnaise S	
	(2) Carvery	unteressential (4)	
	(3) Bain-marie		
	(4) Kiosk		
54.	It is believed that the term 'Menu' was first used in:		
	(1) 1541		
	(2) 1641		
	(3) 1741		
gnicib	(4) 1841 (4) the leg of to lead a nit most patient assets white		
55.	What is a key rule for waiting at a table in fine dining service	?	
55.	(1) Rushing guests to finish their meal		
	(2) Reing attentive and responsive to guests' needs		

(4) Serving food without any presentation

(3) Avoiding eye contact with guests

iich

onal hers ours 56. Spaghetti bolognaise is an example of:

(1) Appetizer

(2) Pasta

	(3) Releve	(4) Pot Wash Man	
	(4) Savouries		
		This is a very dishocute food sawice also known as Su	52.
57.	It is a tomato-flavoured Ita	anan soup:	
	(1) Chicken Broth	(2) Potage Conde	
	(3) Minestrone	(4) Potage St. Germain	
58.	Which of the following is	not a foundation sauce?	
	(1) Espagnole Sauce	It is a targe open container pariative filled with hot w	53.
	(2) Veloute Sauce	dishes are loop her n	
	(3) Mayonnaise Sauce	(1) Buffet	
	(4) Worcestershire Sauce	(2) Carren	
		(3) Built made	
59.	Which of the following is	not an example of Savoureux?	
	(1) Croute		
	(2) Canape	Il is believed dun the term Meen Was fritteed in	
	(3) Pie		
	(4) Mousse de Jambon		
60.	It is made by withering lear partially, baking, rolling, do	aves, tossing them in a basket to get little bruises, ox rying and finally frying them.	idizing
	(1) Oolong Tea	What is heaville for winner in the first state of the first	
	(2) White Tea		
	(3) Yellow Tea		
	(4) Green Tea		
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61.	In the context of hotel own to operate a hotel under an operational procedures?	ership structures, which option allows an individual or entity established brand name, adhering to specific standards and
	(1) Sole Proprietorship	(2) Oversees the operation of the hotel restaurant

- (2) Partnership and another reservation line and should leave submath (2)
- (3) Franchisees among see moon has applying an injustice and astenia (4)
- (4) Management Contract Jama'STAYS & TRAILS' is a brand especiated with which houst group
- 62. In a hotel, what is the primary role of the Front Office department?
  - (1) Managing hotel security
  - (2) Guest services and check-in/check-out procedures
  - (3) Housekeeping and room maintenance
  - (4) Food and beverage services
- Gove of lades has a deducated portal for victors to experience our incredibile of 63. How does a hotel's front office layout impact its operations?
  - (1) Determines the hotel's overall design theme
  - (2) Affects efficiency, service quality and guest impression
  - (3) Influences the hotel's security measures
  - (4) Decides the technological needs of the hotel
- 64. The new Mascot & fresh tagline of ITDC, a Public Sector Undertaking under the administrative control of the Ministry of Tourism is:
  - (1) ADVIK
  - (2) ANANT

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- (3) ATULYA
- (4) ADYANT
- 65. NEUPASS Loyalty Program is of which Hotel Chain ?
  - (1) Taj Group of Hotels (2) ITC Hotels

(3) Lalit Hotels

(4) Oberoi Hotels

- 66. Which of the following job descriptions best fits the role of a Front Desk Agent?
  - (1) Manages hotel security and safety protocols
  - (2) Oversees the operation of the hotel restaurant
  - (3) Handles guest check-ins and check-outs, reservations, and inquiries
  - (4) Coordinates housekeeping services and room assignments
  - 'ama STAYS & TRAILS' is a brand associated with which hotel group: (1) Taj Group of Hotels will Office From Office and Author of Hotels (1)

    - (2) ITC Hotels
    - (3) ITDC The Ashok Group of Hotels
    - (4) Leela Hotels, Palaces & Resorts
  - 68. Govt. of India has a dedicated portal for visitors to experience our incredible fairs & festivals. The portal is:
    - (1) https://incredibleindia.org
- (2) https://utsav.gov.in/
- (3) https://mahotsav.gov.in
- (4) https://festivalsofindia.gov.in
- 69. Effective telephone etiquette in the front office is essential for:
  - (1) Creating a positive first impression and facilitating communication
  - (2) Increasing call duration
  - (3) Discouraging direct bookings
  - (4) Complicating reservation processes
- 70. In guest accounting, the night auditor's role includes:
  - (1) Exclusively handling guest check-ins
  - (2) Preparing financial reports for management review
  - (3) Managing the hotel's social media accounts
  - (4) Overseeing the hotel's catering services

71.	What is a primary attribute of a good ho	ousekeeper?		
	(1) Computing skills	(i) To oversee stait training		
	(2) Accounting proficiency	(2) To handle guest complaints		
	(3) Attention to detail and cleanliness	(3) To ensure clounliness standards are		
	(4) Marketing expertise	(4) To promote room upgrates		
72.	What is the primary responsibility of the	e housekeeping control desk ?		
	(1) Managing hotel security	the abundance confined against (1) flower		
	(2) Taking guest reservations	(2) Decreasing staff accountability		
	(3) Coordinating cleaning schedules an			
	(4) Overseeing food preparation	(4) Overhootige neglecter (4)		
73.	Which type of cleaning typically involves a more thorough and comprehensivapproach?			
	(1) Daily cleaning	(1) Rearranging formitair		
	(2) Weekly cleaning	(C) Maintailung cleanliness and ildiness		
	(3) Spring cleaning			
	(4) Emergency cleaning			
74.	Which area is typically included in the	cleaning of public areas in a hotel?		
	(1) Guest rooms only			
	(2) Lobby, restaurant, bar and banquet	(2) Durability and quality		
	(3) Administrative offices only			
	(4) Back areas only			
75.	What is involved in the daily cleaning of	of guest rooms ? I am la siquinia de utw son		

(3) Rearranging the layout

(4) Removing the carpet

(1) Replacing furniture

(2) Replenishing guest supplies and amenities

6		
76.	What is the purpose of housekeeping inspection in a	a hotel ?
	(1) To oversee staff training	
	(3) To ensure cleanliness standards are met	Harted to Burkly
	(4) To promote room upgrades	agnisalis and
	was a state of housekeening super	vision?

- What is an important aspect of housekeeping supervision? (1) Mimaging hotel security
  - (1) Ignoring cleanliness standards
  - (2) Decreasing staff accountability (3) Coordinating eleaning selvedules and tasks
  - (3) Using inspection checklists
  - (4) Overlooking neglected areas
- What is the primary purpose of daily cleaning in guest rooms?
  - (1) Rearranging furniture
  - (2) Maintaining cleanliness and tidiness
  - (3) Painting walls
  - (4) Installing new fixtures
- 79. What is an important factor to consider in linen selection for a hotel?
  - (1) Brand only
  - (2) Durability and quality
  - (3) Price only
  - (4) Availability of colors
- 80. Which principle of interior design focuses on creating a sense of equilibrium in a space?
  - (1) Balance
  - (2) Rhythm
  - (3) Harmony
  - (4) Proportion

PHD-EE-2023-24/(Hotel Management)(SET-Y)/(C)

C

rium in a space?

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- 86. What managerial skill is critical for top-level managers to develop a vision and strategic direction for the organization?
  - (1) Technical skills
  - (2) Human skills
  - (3) Conceptual skills
  - (4) Computer skills
- 87. In the context of organizational structure, what does the term 'span of control' refer to?
  - (1) The number of layers in the management hierarchy
  - (2) The number of employees a manager directly supervises
  - (3) The geographic distribution of an organization's operations
  - (4) The extent of centralized decision-making
- Which appraight the listed below Is only the Scoper-field of Joseph What is the primary purpose of delegation within an organization?
  - (1) To increase job satisfaction
  - (2) To reduce costs
  - (3) To empower employees and improve efficiency
  - (4) To centralize decision-making
- Which of the following barriers to effective communication is primarily psychological in nature ? and at an one and a sum

  - (1) Language differences (2) Emotional barriers

  - (3) Physical barriers (4) Technological barriers
- 90. According to Herzberg's Two-Factor Theory, which factor is considered a 'motivator' that can lead to job satisfaction?
  - (1) Salary
  - (2) Company Policies
  - (3) Recognition and Achievement
  - (4) Working conditions

vision and

l' refer to ?

psychological

a 'motivator'

- 91. What is the primary objective of cooking food?
  - (1) Increasing food spoilage
  - (2) Enhancing flavor and texture
  - (3) Reducing nutritional value
  - (4) Decreasing food availability
- 92. Which quality is most essential for kitchen staff?
  - (1) Computer programming skills
  - (2) Culinary prowess
  - (3) Eye for detail
  - (4) Musical talent
- 93. How should kitchen staff handle kitchen accidents such as burns and cuts?
  - (1) Ignore the injuries
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  - (4) Panic and call for help
- 94. What is a primary concern when dealing with fire in the kitchen?
  - (1) Adding fuel to the fire
  - (2) Safely extinguishing the fire
  - (3) Ignoring the fire
  - (4) Increasing ventilation
- 95. What are the basic food nutrients?
  - (1) Vitamins, minerals and fiber only
  - (2) Carbohydrates, proteins and fats only
  - (3) Carbohydrates, proteins, fats, vitamins, minerals and water
  - (4) Sugars, salts and oils only

,		
96.	Which ingredient is commonly us	sed as a sweetener in cooking?
	(1) Milk	
	(2) Lemon juice	annya han myaffiy ii
	(3) Sugar	ening Linostynon go
	(4) Soy sauce	vallidallava bet digniz

- 97. What is a pre-preparation technique for ingredients?
  - (1) Serving them raw
  - (2) Washing, peeling and chopping
  - (3) Cooking them immediately
  - (4) Storing them in the freezer
- 98. What is an example of a cooking method?
  - (1) Slicing
  - (2) Grating
  - (3) Grilling
  - (4) Dicing
- 99. How are different types of kitchen equipment are chosen ?
  - (1) In terms of color only
  - (2) In terms of size only
  - (3) In terms of function and purpose
  - (4) In terms of weight only
- 100. Mornay is a derivative of which of the following mother sauces:
  - (1) Bechamel
  - (2) Hollandaise
  - (3) Mayonnaise
  - (4) Tomato

Total No. of Printed Pages: 21

### (DO NOT OPEN THIS QUESTION BOOKLET BEFORE TIME OR UNTIL YOU



# ARE ASKED TO DO SO) PHD-EE-2023-24 **Hotel Management**

SET-Y

10032

		Sr. No
Time: 11/4 Hours	Max. Marks: 100	Total Questions: 100
Roll No. (in figures)	(in words)	
Name	Date of Birth	
Father's Name	Mother's Name	
Date of Examination		
(Signature of the Candidate)		(Signature of the Invigilator)
(-0		

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

- 1. All questions are compulsory.
- 2. The candidates must return the question booklet as well as OMR Answer-Sheet to the Invigilator concerned before leaving the Examination Hall, failing which a case of use of unfairmeans / mis-behaviour 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 & D code shall be got uploaded on the University Website immediately after the conduct of Entrance Examination. Candidates may raise valid objection/complaint if any, with regard to discrepancy in the question booklet/answer key within 24 hours of uploading the same on the University Website. The complaint be sent by the students to the Controller of Examinations by hand or through email. 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 booklet itself. Answers must not be ticked in the question booklet.
- 6. There will be no negative marking. Each correct answer will be awarded one full mark. Cutting, erasing, overwriting and more than one answer in OMR Answer-Sheet will be treated as incorrect answer.
- 7. Use only Black or Blue Ball Point Pen of good quality in the OMR Answer-Sheet.
- 8. Before answering the questions, the candidates should ensure that they have been supplied correct and complete booklet. Complaints, if any, regarding misprinting etc. will not be entertained 30 minutes after starting of the examination.

PHD-EE-2023-24/(Hotel Mgt.)(SET-Y)/(D)

1.	order and descending order.	e pillerion of data when arranged in ascending	
	(1) Median		
	(2) Mean		
	(3) Mode		
	(4) Range		
2.	normal distribution, amongst other assu	the assume the data approximately follows a	
	(1) Parametric Tests	O Von-Parametric Tests	
	(3) Hypothesis	4 Multiple Tests	
3.	Which amongst the listed below is on Tourism from India?	the Teopus-indexed Journal of Hospitality &	
	(1) International Journal of Hospitaliny & Tourism Systems (IJHTS)		
	(2) Journal of Tourism - An Internation	na hornai (IOT)	
	(3) Atna - Journal of Tourism Studies	ATWA	
	(4) Journal of Hospitality Application	mi Research (JOHAR)	
4.	The difference between the Upper and	Lover Unit of a class is known as:	
	(1) Class Limit	(2) Class Interval	
	(3) Class Frequency	(44) Class Mark	
5.	What represents the foundational come efforts to achieve goals?	cert of management that involves coordinating	
	(1) Marketing		
	(2) Planning		
	(3) Accounting		
	(4) Hiring		
PHD-I	EE-2023-24/(Hotel Management) SET	P. T. C	

- 6. What managerial skill is critical for top level managers to develop a vision and strategic direction for the organization ? (1) Technical skills
  - (2) Human skills
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- 7. In the context of organizational structure, what does the term 'span of control' refer to?
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  - (3) Recognition and Achievement
  - (4) Working conditions

PHD-EE-2023-24/(Hotel Management)(SET-Y)/(11)

11.	Aboyeur is a French Name for :		
	(1) Barker		
	(2) Cook		
	(3) Waiter		
	(4) Pot Wash Man		
12.	This is a very elaborate food service also known as Sideb	ooard Service :	
	(1) American Service		
	(2) Gueridon Service		
	(3) Russian Service		
	(4) Buffet Service		
13.	It is a large open container partially filled with hot water dishes are kept hot?		
	^		
	(1) Buffet (2) Carvery		
	(3) Bain-marie		
	(4) Kiosk		
14.	It is believed that the term 'Menu' was first used in:		
	(1) 1541		
	(2) 1641		
	(3) 1741		
15.	What is a key rule for waiting at a table in fine dining ser		
	(1) Rushing guests to finish their meal		

PHD-EE-2023-24/(Hotel Management)(SET-Y)/(D)

(4) Serving food without any presentation

(3) Avoiding eye contact with guests

(2) Being attentive and responsive to guests' needs

16.	Spaghetti bolognaise is an exampl	e of:
	(1) Appetizer	
	(2) Pasta	
	(3) Releve	
	(4) Savouries	
17.	It is a tomato-flavoured Italian so	up:
	(1) Chicken Broth	(2) Potage Conde
	(3) Minestrone	(4) Potage St. Germain
18.	Which of the following is <b>not</b> a fe	oundation sauce ?
	(1) Espagnole Sauce	
	(2) Veloute Sauce	
	(3) Mayonnaise Sauce	
	(4) Worcestershire Sauce	
19.	Which of the following is <i>not</i> an	example of Savoureux ?
	(1) Croute	
	(2) Canape	
	(3) Pie	
	(4) Mousse de Jambon	

- - (1) Oolong Tea
  - (2) White Tea
  - (3) Yellow Tea
  - (4) Green Tea

PHD-EE-2023-24/(Hotel Management)(SET-Y)/(D)

- 21. Gazpacho is an international soup from:
  - (1) Italy
  - (2) Spain
  - (3) France
  - (4) Scotland
- 22. Chicken Chettinad is a dish from the cuisine of:
  - (1) Tamil Nadu
  - (2) Hyderabad
  - (3) Kashmir
  - (4) Assam
- 23. Pakhala Bhata, Chhena Poda are specialty from the cuisine of :
  - (1) Andhra Pradesh
  - (2) Tamil Nadu
  - (3) Kerala
  - (4) Odisha
- 24. What is a unique feature of Indian cuisine?
  - (1) Minimal use of spices
  - (2) Emphasis on cheese & dairy products
  - (3) Variety of vegetarian options
  - (4) Preference for bland flavors
- 25. What is an important consideration in making stocks?
  - (1) Adding excessive salt
  - (2) Using stale ingredients
  - (3) Simmering ingredients slowly for a given period
  - (4) Ignoring the seasoning

PHD-EE-2023-24/(Hotel Management)(SET-Y)/(D)

P. T. O.

26.	Anise, mustard, cumin, fenugreek, nigella, radhuni are ingredients to make						
	(1) Bhatti Da Masala						
	(2) Dum Ka Masala						
	(3) Kolhapuri Masala						

- 27. Khuskka, Mangodi Chawal are popular rice dishes form the cuisine of :
  - (1) Rajasthan
  - (2) Punjab
  - (3) Himachal Pradesh

(4) Paanch Phoran Masala

- (4) Odisha
- Luchi, Radha balhobi are popular rice dishes form the cuisine of: 28.
  - (1) Rajasthan
  - (2) Uttar Pradesh
  - (3) Himachal
  - (4) Bengal
- Alle Belle, Bebinca, Bol, Doce de Garo are popular sweet dishes from : 29.
  - (1) Goa
  - (2) Tamil Nadu
  - (3) Mizoram
  - (4) Assam
- Bal Mithai, Singori, Jhangore ki Kheer are sweet dishes from: 30.
  - (1) Awadh
  - (2) Uttarakhand
  - (3) Bihar
  - (4) Kerala

PHD-EE-2023-24/(Hotel Management)(SET-Y)/(D)

			,					
31.	Which is India's largest hotel chain in the mid-priced hotel sector, is having a dedicated POOCH POLICY - CANINES (K9) ?							
	(1) Lemon Tree Hotels	(2) Fern Hotels						
	(3) Sarovar Hotels	(4) Treebo Hotels						
32.	Which amongst the following is an exclusive restaurant brand with an opulent decor that brings you a fine collection of vegetarian dishes based on the ancient Indian system of seasonal cooking associated with ITC Hotels?							
	(1) Loya	(2) Royal Vega						
	(3) Baluchi	(4) Machan						
33.	Room service is important for:							
	(1) Only delivering laundry							
	(2) Enhancing guest convenience by delivering food and beverages to their rooms							
	(3) Providing security services							
	(4) Organizing outdoor tours							
34.	The Continental breakfast typically	y includes :						
	(1) Bread, Fruit Juice, Tea, Coffee, and Jam, Butter							
	(2) A full-cooked meal including eggs, meat, and potatoes							
	(3) A variety of Indian breakfast dishes							
	(4) Pancakes and maple syrup							
35.	What F & B service method is characterized by guests serving themselves from a variety of dishes displayed on a table or counter?							
	(1) American Service							
	(2) Buffet Service							
	(3) French Service							
	(4) Russian Service							
	( ) A COLUMNIA LI DA TAGO							

26	Which	amonost	the	following	is	not	a	restaurant	napkin	Toru	
----	-------	---------	-----	-----------	----	-----	---	------------	--------	------	--

- (1) Bishop's Mitre
- (2) Cinderella Shoe
- (3) Foot Fold
- (4) Candle

# 37. It is made up of 50% China Clay, 25% Quartz and 25% feldspar. This Crockery is called is:

- (1) Earthenware
- (2) Bone China
- (3) Porcelain
- (4) Stoneware

# 38. Which of the following F & B Equipment is used to serve wine or hold carbonated water?

- (1) Carafe
- (2) Salver
- (3) Tureens
- (4) Decanter

# 39. What is a major consideration in bar layout and design?

- (1) Using complex machinery
- (2) Optimizing space for efficient service & guest convenience
- (3) Excessive decoration
- (4) Ignoring customer preferences

## 40. It's a type of Sugar with yellowish-brownish crystals:

- (1) Caster Sugar
- (2) Icing Sugar
- (3) Barbados Sugar
- (4) Demerara Sugar

## PHD-EE-2023-24/(Hotel Management)(SET-Y)/(D)

- 41. What is the primary objective of cooking food?
  - (1) Increasing food spoilage
  - (2) Enhancing flavor and texture
  - (3) Reducing nutritional value
  - (4) Decreasing food availability
- **42.** Which quality is most essential for kitchen staff?
  - (1) Computer programming skills
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- 43. How should kitchen staff handle kitchen accidents such as burns and cuts?
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  - (3) Carbohydrates, proteins, fats, vitamins, minerals and water
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P. T. O.

)		
46.	Which ingredient is commonly used as a sweet	etener in cooking?
	(1) Milk	
	(2) Lemon juice	
	(3) Sugar	
	(4) Soy sauce	

- 47. What is a pre-preparation technique for ingredients?
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  - (2) Hollandaise
  - (3) Mayonnaise
  - (4) Tomato

51.	The Essence of India and True Hotel Chain:	Indian Luxury are marketing taglines of which Indian
	(1) The Park Group	
	(2) The Leela Group	
	(3) The Taj Group	
	(4) The ITC Hotels	
52.	Offering an experience of dining platters curated specially for finitiative of:	g like royalty, offering delicious local flavors on grand food connoisseurs as Welcomsthalika is a marketing
	(1) Taj Group of Hotels	
	(2) Oberoi Group of Hotels	
	(3) ITC Hotels	
	(4) The Ashok Group of Hotels	
53.	India. (1) Park Hotels (2) Taj Hotels (3) ITC Hotels	s brand as a five-star luxury boutique hotel chain in
54.	If somebody can afford a deshis/her wants into:	ired service or product, then, he/she is transforming
	(1) Need	(2) Demands
	(3) Value	(4) WoW
55.	Tagline 'Fly the New Feeling' product and feel the difference is	, encouraging its potential customers to explore the s of which Airlines ?
	(1) Go First	(2) Vistara
	(3) Indigo	(4) Spice Jet
HD-	EE-2023-24/(Hotel Management	r)(SET-Y)/(D) P. T. O.

56. What is a consideration in pricing strategies in hospitality marketing?

D

- 61. What is a primary attribute of a good housekeeper?
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  - (3) Rearranging the layout
  - (4) Removing the carpet

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  - (2) Rhythm
  - (3) Harmony
  - (4) Proportion

		15
71.	What is a common type of laundry equipment used in ho	tale for massing avertal these
	(1) Calander Machine	
	(2) Marking Machine	
	(3) Steam press	
	(4) Hydro extractor	
72.	What is the purpose of linen inventory management in a	hotel?
	(1) Ignoring linen quality	
	(2) Managing linen discard	
	(3) Increasing Linen Costs	
	(4) Ensuring adequate supply and minimizing waste	
73.	Which element of design refers to the repetition or recuspace?	arrence of a design element in a
	(1) Rhythm	
	(2) Form	
	(3) Line	
	(4) Texture	
74.	What is the advantage of in-house laundry compared to	contract laundry services ?
	(1) Higher costs	
	(2) More control over quality and scheduling	
	(3) Limited equipment options	
	(4) Less storage space required	
75.	What is an essential aspect of stain removal in laundry n	nanagement?
	(1) Ignoring stains	
	(2) Using excessive detergent	
	(3) Increasing water temperature	
	(4) Identifying stain types and applying appropriate ren	noval methods

6		1 2
70	What is an important consideration	in the layout of a laundry room?
76.	(1) Excessive clutter	
	(2) Lack of ventilation	sses
	(3) Efficient flow of laundry proce	
	(4) Absence of equipment	
-7-7	Which chamical do we remove blo	od stains ?
77.		
	(1) Dilute Oxalic Acid	
	(2) Wax	
	(3) Oil	
	(4) Detergent	
78.	Sanatory Fixtures meant for thorou	igh washing of the genitals:
	(1) Bidet	
	(2) Faucet	
	(3) Jacuzzi	
	(4) Dustette	
79.		top of the dust ruffle. It does not reach down to the
	floor.	
	(1) Coverlet	
	(2) Crinkle Sheet	
	(3) Autotrophic	
	(4) Duvet	
80.	All the luxury items that a hotel gi	ives away at no extra costs to the guests:
	(1) Guest Amenities	ania magrimos(t + t)
	(2) Guest Essentials	
	(3) Guest Expendables	
	(5) Suest Experidables	

(4) Guest Supplies

- In the context of hotel ownership structures, which option allows an individual or entity to operate a hotel under an established brand name, adhering to specific standards and
  - (1) Sole Proprietorship

  - (3) Franchisees
  - (4) Management Contract
- In a hotel, what is the primary role of the Front Office department? 82.
  - (1) Managing hotel security
  - (2) Guest services and check-in/check-out procedures
  - (3) Housekeeping and room maintenance
  - (4) Food and beverage services
- How does a hotel's front office layout impact its operations? 83.
  - (1) Determines the hotel's overall design theme
  - (2) Affects efficiency, service quality and guest impression
  - (3) Influences the hotel's security measures
  - (4) Decides the technological needs of the hotel
- The new Mascot & fresh tagline of ITDC, a Public Sector Undertaking under the administrative control of the Ministry of Tourism is:
  - (1) ADVIK
  - (2) ANANT
  - (3) ATULYA
  - (4) ADYANT
- 85. NEUPASS Loyalty Program is of which Hotel Chain?
  - (1) Taj Group of Hotels
- (2) ITC Hotels

(3) Lalit Hotels

(4) Oberoi Hotels

86.

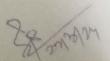
- Which of the following job descriptions best fits the role of a Front Desk Agent ?
  - (1) Manages hotel security and safety protocols
  - (2) Oversees the operation of the hotel restaurant
  - (3) Handles guest check-ins and check-outs, reservations, and inquiries
  - (4) Coordinates housekeeping services and room assignments
- 'ama STAYS & TRAILS' is a brand associated with which hotel group: 87.
  - (1) Taj Group of Hotels
  - (2) ITC Hotels
  - (3) ITDC The Ashok Group of Hotels
  - (4) Leela Hotels, Palaces & Resorts
- 88. Govt. of India has a dedicated portal for visitors to experience our incredible fairs & festivals. The portal is:
  - (1) https://incredibleindia.org
- (2) https://utsav.gov.in/
- (3) https://mahotsav.gov.in
- (4) https://festivalsofindia.gov.in
- 89. Effective telephone etiquette in the front office is essential for :
  - (1) Creating a positive first impression and facilitating communication
  - (2) Increasing call duration
  - (3) Discouraging direct bookings
  - (4) Complicating reservation processes
- 90. In guest accounting, the night auditor's role includes:
  - (1) Exclusively handling guest check-ins
  - (2) Preparing financial reports for management review
  - (3) Managing the hotel's social media accounts
  - (4) Overseeing the hotel's catering services

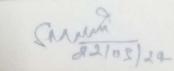
V		
91.	The concept of express check-out (ECO) is designed to:  (1) Increase the time guests spend at the check-out counter.	
	(1) Increase the time guests are (ECO) is designed to:	
	(1) Increase the time guests spend at the check-out counter  (2) Facilitate a quick and efficient check-out process for	
	(2) Facilitate a quick and efficient check-out counter (3) Complicate the billing process	
	(4) Decrease botal	
	(4) Decrease hotel revenue	
92.	What does the night and:	
92.	What does the night audit process primarily involve?	
	and appearing room rates	
	(2) Training front office staff	
	(3) Checking the quality of room service	
	(4) Reconciling the day's financial activities	
93.	What is a critical step in the registration process for foreigners?	
	(1) Assigning the most expensive rooms	
	(2) Verifying travel documents and visa status	
	(3) Offering currency exchange services immediately	
	(4) Mandatory room upgrades	
94.	Yield management is crucial for:	
	(1) Decreasing hotel occupancy	
	(2) Increasing operational costs	
	(3) Maximizing revenue through inventory management	
	CO -	
	(4) Reducing staff efficiency	
95.		
	(1) Rack rate (2) Seasonal Rate	
	(3) Crib Rate (4) Crew Rate	
PHD.	P. T. C	).

96.	This plan is also called an En F	Chiston of
	(1) Continental Plan	
	(2) Bermuda Plan	
	(3) European Plan	
	(4) American Plan	
97.	Taj Fort Aguada Resort & Spa	is a popular beach resort in:
	(1) Kerala	
	(2) Goa	
	(3) Tamil Nadu	
	(4) Andhra Pradesh	
98.	Late Capt. C. P. Krishnan Nair	opened The Leela Mumbai in year:
	(1) 1966	(2) 1976
	(3) 1986	(4) 1996
99.	Traditionally Modern, Subtly I hotel chain?	Luxurious, Distinctly is the tagline of which
	(1) The Lalit	(2) The Leela
	(3) ITC Hotels	(4) Taj Hotels
100.	culinary brands like Bukhara	obally recognized repertoire of Indian and International a, Dum Pukht, Avartana and Ottimo amongst others d heighten the diners experience with distinctive flavours
	(1) The Ashok Group of Hote	ls
	(2) The Taj Group of Hotels	
	(3) The Park Group of Hotels	
	(4) ITC Hotels	
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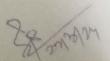
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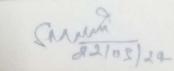
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