

CP-9604

Sub. Code

90611

M.B.A. DEGREE EXAMINATION, NOVEMBER 2018

First Semester

Hotel Management and Catering Science

MANAGEMENT CONCEPTS

(2018 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define Scientific Management.
2. What is the meaning of Esprit de corps?
3. Write a note on tactical planning.
4. What do you mean by Structural decisions?
5. What is meant by Line Organisation?
6. State any two advantages of Decentralisation.
7. What are Non financial incentives?
8. What do you mean by Free rein leader?
9. What are the objectives of Controlling?
10. What is Scalar Chain?

Part B

(5 × 5 = 25)

Answer **all** the questions.

11. (a) Explain the Nature and purpose of Management.

Or

- (b) Explain the contribution of any one of the Management Thinkers.

12. (a) State the elements and types of Planning.

Or

- (b) Explain the decision making process used in Organizations.

13. (a) List the advantages and challenges of centralization.

Or

- (b) Define Delegation. What are the essential steps for effective Delegation?

14. (a) Explain the principles of Direction.

Or

- (b) State the importance of Motivation.

15. (a) Explain the process of Controlling.

Or

- (b) Write a note on (i) TQM (ii) Bench Marking (iii) Business process reengineering.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Trace the evolution of management thoughts. Propose your thoughts on the development of management function.

Or

- (b) Bring out clearly the nature, scope and characteristics of planning in a business organization.
17. (a) Explain the importance of delegation and problems in delegation.

Or

- (b) Discuss the types, process and barriers of communication.
18. (a) Explain the techniques of Controlling.

Or

- (b) Explain Maslow's theory of motivation.
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Sub. Code

90612

M.B.A. DEGREE EXAMINATION, NOVEMBER 2018

First Semester

Hotel Management and Catering Science

FOOD PRODUCTION AND PATISSERIE

(2018 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define personal hygiene.
2. Explain basal metabolism.
3. Name the different types of fuels used in kitchen.
4. Write down ten big kitchen equipments used in kitchen.
5. Define cutting. Name ten French cuts of vegetables and its uses.
6. What are the different heat transfer?
7. Define stock and its uses.
8. Name ten popular international soups and origin.
9. What are the basic ingredients used in Bakery?
10. What is batter?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain in detail about HACCP.

Or

- (b) Classify the ingredients with example.

12. (a) Write down the different kitchen equipments, name and uses.

Or

- (b) How will you select the fish and shell fish? Write down the cleaning procedure of fish?

13. (a) Discuss about “Microwave” cooking with example. Write merits and demerits of microwave cooking.

Or

- (b) What are the moist heat methods of cooking? Discuss in detail.

14. (a) Name the different thickening agent used in kitchen.

Or

- (b) Write short notes on “JUSROTI” and “JUSLIE”.

15. (a) What is Gluten? Which flour is suitable for bread and why?

Or

- (b) Write down the recipe and methods for ten portion of Bread Rolls.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) What are the basic major nutrients required for human body and discuss about the sources and deficiency.

Or

- (b) Discuss in detail about the kitchen hygiene and sanitation.
17. (a) Draw the causes of lamb, cuts, weight and its uses.

Or

- (b) Define sauce. Classify the sauce with example. Write down the recipe and methods for 1 litre of Espagnole sauce.
18. (a) Explain cooking. Classify the different methods of cooking with example.

Or

- (b) Define Mise-en-place. What are all the pre-preparation of ingredients?
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90613

M.B.A. DEGREE EXAMINATION, NOVEMBER 2018.

First Semester

Hotel Management and Catering Science

FOOD AND BEVERAGE SERVICE

(2018 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Write short notes on food and beverage service department.
2. Explain about speciality restaurant.
3. Write the sequence of service for a a la carte menu.
4. What does chef d'etage do on day to day schedule?
5. Name five linen used in a restaurant and its purpose.
6. Name some Aerated Water its brand names.
7. Define accompaniments and its importance.
8. Difference between Chinese Cruet and Oyster Cruet.
9. Explain Fork Buffet.
10. What is Russian Tea? How do you serve it?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Write ten special equipment used in Restaurant.

Or

- (b) What are the different types of buffet service?

12. (a) List the job description of Hostess.

Or

- (b) How will be you differentiate assisted service and self services?

13. (a) Write and explain the various meals of the day.

Or

- (b) What information is collected while accepting reservation for dining?

14. (a) Give the difference between table d'hote menu of commercial and welfare catering.

Or

- (b) List ten Napkin folding with their waves.

15. (a) Explain tisane with some example and its service.

Or

- (b) Short notes on :

- (i) Bore China.
- (ii) Preserves
- (iii) Porcelaion.
- (iv) Busboy.

Part C

(3 × 10 = 30)

Answer **all** the questions.

16. (a) Classify non-alcoholic beverage.

Or

- (b) Explain about 14 course French classical menu.

17. (a) Write in detail about Banquet booking its procedure with forms and formats.

Or

- (b) Draw and explain the food and beverage organization.

18. (a) Compile a English Breakfast menu and draw a cover for the same.

Or

- (b) Write about Gueridon service its do's and don't.
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90614

M.B.A. DEGREE EXAMINATION, NOVEMBER 2018

First Semester

Hotel Management and Catering Science

ACCOMMODATION OPERATIONS

(2018 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define the role of housekeeping in hospitality industry.
2. Write a short note on job description of assistant housekeeper.
3. Write a short note on motivation.
4. What is mean by briefing?
5. Define orientation.
6. What is mean by appraisal and draw a chart of it?
7. How would you staff the members for floor and public areas?
8. Write the job specification for assistant housekeeper.
9. Write a short note on purchasing.
10. Write a short note on budget.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Write the job specification for desk control supervisor.

Or

- (b) What is the role of executive housekeeper in the organisation and explain it.

12. (a) What is the inter departmental coordination between housekeeping and front office?

Or

- (b) What are the attributes of housekeeping staffs?

13. (a) What are the priority works done in the housekeeping department?

Or

- (b) Write a short note on personnel requirements of housekeeping department.

14. (a) Define :

- (i) Interview
- (ii) Training
- (iii) Outsourcing
- (iv) Performance appraisal.

Or

- (b) Write a short note on Room inspections.

15. (a) Explain the cleaning procedure for public area.

Or

(b) Define contract and effects on scheduling.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) What are the procedure followed while purchasing cleaning materials and guest supplies?

Or

(b) Draw the layout of housekeeping department and explain it.

17. (a) Write the cleaning procedure for guest room and maintenance work requested in detail.

Or

(b) What is the significance role of housekeeping in Hotel industry?

18. (a) What are the operational controls of property inspection in personal utilization?

Or

(b) Write the significance of work scheduling for rotational and tight scheduling.

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90615

M.B.A. DEGREE EXAMINATION, NOVEMBER 2018

First Semester

Hotel Management and Catering Science

FRONT OFFICE OPERATIONS

(2018 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define occupancy ratio.
2. What is called as evaluation of hotels by guest?
3. Define measuring yield.
4. What are the yield management in the hotel industry?
5. What is called as forecasting?
6. What are the benefits of forecasting?
7. What is called as first aid?
8. What are the roles of front office in security department?
9. What are the introduction to marketing?
10. What is budget?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain in detail about methods of measuring hotel performance by front office department.

Or

- (b) Explain in detail about the key factors in evaluation of hotels by guest.

12. (a) Explain in detail about yield management.

Or

- (b) Explain in detail about the advantages and disadvantages of yield management.

13. (a) What are the records required for forecasting room availability and explain it in detail?

Or

- (b) Explain in detail about yield management prospectus.

14. (a) Explain in detail about fire safety.

Or

- (b) Explain in detail about security department in hotel industry.

15. (a) Define the term hospitality marketing in front office department and explain it in detail.

Or

- (b) Explain the term 'budget' in front office department in detail.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) What are the roles of front office operations in hotel industry and explain it in detail?

Or

- (b) Explain

- (i) Market share index
- (ii) Occupancy ratio
- (iii) Average room rate per guest.

17. (a) Explain in detail about

- (i) Benefits of forecasting
- (ii) data required for forecasting
- (iii) records required for forecasting.

Or

- (b) Explain in detail about

- (i) Complaints
- (ii) Identifying complaints
- (iii) Handling complaints
- (iv) Follow-up procedures.

18. (a) Explain in detail about accidents in hotel, what are the various reports to be submitted?

Or

- (b) Explain in detail about how computer billing and maintenance of accounts helpful in credit monitoring the guest accounts.
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90611

M.B.A. DEGREE EXAMINATION, NOVEMBER 2018

First Semester

Hotel Management and Catering Science

MANAGEMENT CONCEPTS

(2016 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Explain esprit de corps.
2. Explain components of planning.
3. What is MBO?
4. State the important of Decision making.
5. Explain Delegation of authority.
6. What is Departmentation?
7. Explain motivation.
8. What is Democratic Leadership?
9. Define Decentralization.
10. What is Bench marking?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain MBO and its benefits.
- Or
- (b) Describe the steps involved in decision making process.
12. (a) Describe the various steps involved planning process.
- Or
- (b) Explain the process involved in communication.
13. (a) Explain importance of Decentralization.
- Or
- (b) Describe the various structures of organization.
14. (a) Explain motivation and discuss the Maslow's theory
- Or
- (b) Explain the various functions of management.
15. (a) Explain the need for coordination.
- Or
- (b) What is TQM? Explain its benefits.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain the Nature and Scope of Management.
- Or
- (b) What is mean by planning? Describe the various types of planning.

17. (a) Explain the various types of Leadership style.

Or

(b) Discuss about the barriers in communication and how can it removed?

18. (a) What is directing? Explain the principles and importance on directing.

Or

(b) What is decentralization? What are the problems in decentralization?

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90612

M.B.A. DEGREE EXAMINATION, NOVEMBER 2018

First Semester

Hotel Management and Catering Science

FINANCIAL AND MANAGEMENT ACCOUNTING

(2016 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** the questions.

1. What is personal account?
2. Define the term management accounting.
3. Write the golden rules of accounting.
4. What is depreciation?
5. What is gross profit?
6. What is Cash from operation?
7. What is Cash book?
8. What is solvency ratios?
9. What is capital budgeting?
10. What is cash budget?

Part B

(5 × 5 = 25)

Answer **all** the questions.

11. (a) Write note on accounting standard.

Or

- (b) Pass journal entries in the books of Xavier.

Jan 10, Started business with Capital of
Rs.10,00,000

Jan 15, Bought machinery Rs.3,00,000

Jan 15, Sold goods to John Rs.5,00,000

Jan 16, Drawings Rs.30,000.

12. (a) What are the merits of double entry system?

Or

- (b) Describe the advantages and limitations of Accounting.

13. (a) Discuss the nature of financial statement analysis.

Or

- (b) Calculate the value of creditors from the following:

Rs.

Opening Stock 8,000

Closing stock 17,000

Sales 85,000

B/P 6,000

Gross profit 10% on sales

Creditors velocity 78 days

14. (a) Explain the procedure for preparation of fund flow statement.

Or

- (b) Prepare a statement of Source and application of fund for the year 31.12.2012.

	Rs.
Increase in Working capital	8,000
N/P before writting off goodwill	21,000
Depreciation provided fixed assets	4,500
Dividend paid	8,000
Good will written off out of profits	12,000
Share capital issued for cash	15,000
Machinery purchased	20,000

15. (a) Explain Break-even analysis with chart.

Or

- (b) Discuss the significance of N.P.V.

Part C

(3 × 10 = 30)

Answer **all** the questions.

16. (a) Discuss the accounting concepts.

Or

- (b) What are the various types of errors?

17. (a) Explain the merits and demerits of ratio analysis.

Or

- (b) From the following, prepare Balance sheet. Current ratio – 1.75, liquid ratio – 1.25, Stock turnover ratio – 9, Gross profit ratio – 25%, Debt collection period – 1.5 months, Reserves and Surplus to capital – 0.2, Turn over to fixed assets – 1.2, Capital gearing ratio – 0.6, Fixed assets to networth – 1.25, Sales for the year Rs.12,00,00.

18. (a) Explain the merits and demerits of Capital rationing.

Or

- (b) The expenses for budgeted production of 10,000 units in a factory are furnished below.

	Per Unit
Material	70
Labour	25
Variable O/H	30
Fixed O/H [Rs.1,00,000]	10
Variable expense [direct]	5
Selling expense [10% fixed]	13
Distribution expenses	7
Total cost per unit	150

Prepare a budget.

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M.B.A. DEGREE EXAMINATION, NOVEMBER 2018

First Semester

Hotel Management and Catering Science

FOOD PRODUCTION AND PATISSERIE

(2016 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What is Croutons?
2. What is Fillet?
3. Define Texture.
4. Expand HACCP?
5. Expand FIFO.
6. What is Quiche?
7. What is portion?
8. Name any three Equipment used in gard d' manger.
9. Name any two Mushrooms.
10. What is fermentation?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Draw and explain about Cuts of lamp.

Or

- (b) Write short notes on spices and condiments and name some it used in Indian Cuisines.

12. (a) Define Fuels and explain about various types of Fuels used in Kitchen.

Or

- (b) Draw the Layout of Kitchen in Large hotels.

13. (a) Write short notes on Coffee.

Or

- (b) Write short note Yeast and Yeast products.

14. (a) Draw the structure of Egg and explain the parts and uses of Egg.

Or

- (b) Write some of Thickening agent used in continental cookery.

15. (a) Write short notes on Sugar and types of Sugar.

Or

- (b) Draw the structure of Wheat and Mark its parts.

Part C

(3 × 10 = 30)

Answer **all** the questions.

16. (a) Draw the chart of classification of Soup and explain with examples.

Or

- (b) Draw the Layout of a five star hotel kitchen.
17. (a) Explain any two methods of bread making in detail.

Or

- (b) Explain detail about Icing and its types.
18. (a) Explain about Gard 'd' Manger.

Or

- (b) List the Equipments used in Gard d' manger.
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90614

M.B.A. DEGREE EXAMINATION, NOVEMBER 2018

First Semester

Hotel Management Catering Science

FOOD AND BEVERAGE SERVICE

(2016 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What is Lounges?
2. What is Discotheque?
3. Write any five special equipments used in Restaurant.
4. Define pub.
5. Define Coffee shop.
6. What is Buffet?
7. What is Banquet?
8. What is Fermentation?
9. What is Blooms?
10. What is Sparkling wine?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain about French classical menu.

Or

- (b) Explain about American service and Flambe service.

12. (a) Write short note on Room service and its equipments.

Or

- (b) Explain detail about commercial and non-commercial catering.

13. (a) Explain about types of meals.

Or

- (b) Explain about types of lunch.

14. (a) How do you make a good coffee?

Or

- (b) Explain about the classification of Alcoholic beverages.

15. (a) Explain about menu compiling.

Or

- (b) Explain about Garnish and Accompaniments in detail.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) What is Menu and explain its purpose to compile factors to be considered while compiling?

Or

- (b) Explain about Room-service order taking procedures.

17. (a) Explain about wine producing method.

Or

- (b) Explain in detail about Gueridon service.

18. (a) List out the crockery, cutlery and its uses.

Or

- (b) Explain attributes of food and beverage personnel.

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90615

M.B.A. DEGREE EXAMINATION, NOVEMBER 2018

First Semester

Hotel Management and Catering Science

ACCOMMODATION OPERATIONS

(2016 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What is cleaning supplies?
2. What is OOO?
3. What is hand caddy?
4. What is stay over?
5. Define key.
6. Define par stock.
7. What is Lannai?
8. What is R1, R2, R3?
9. What is DND?
10. What is Linen Chute?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) How do you clean a occupied guest room?

Or

(b) Explain in detail the key and key handling procedures.

12. (a) Name some of the pest and explain about pest control followed in hotel.

Or

(b) Draw the structure of organization in large hotel.

13. (a) Explain the rules on guest floor.

Or

(b) Explain about lost and found procedure.

14. (a) Write the job description of executive housekeeper.

Or

(b) Explain about duties and responsibilities of house man.

15. (a) Write the job description of deputy house keeper.

Or

(b) Explain detail about types of rooms.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Draw the layout of Lenin Room and explain it.

Or

- (b) Explain detail about on Permiss Laundry and off Permiss Laundry.

17. (a) Explain the organizational structure of house keeping department in Large, small and medium hotel.

Or

- (b) Draw and name the parts of the Maids Cart.

18. (a) Define hotel and explain about classification of hotel.

Or

- (b) Define pest and explain some of the procedure followed in hotel with examples.

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90616

M.B.A. DEGREE EXAMINATION, NOVEMBER 2018

First Semester

Hotel Management and Catering Science

FRONT OFFICE OPERATIONS

(2016 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define the term Travel.
2. What is Dovon town hotel?
3. What is Wak up call?
4. Define occupancy list.
5. What is guaranteed Reservation?
6. What is Pegion hole?
7. What is Cabbana?
8. What is Motel?
9. What is Black list?
10. What is Crib Rate?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain the facilities does a hotel provide to its guests.

Or

- (b) Explain about origin and growth of the hotel industry in India.

12. (a) What was the impact of the grand tour on the development of the hotel industry in India?

Or

- (b) Explain about :

- (i) Pilgrimage tourism and
- (ii) Wild life tourism.

13. (a) Write about the role of Travel agency and their functions in tourism.

Or

- (b) Draw and explain the organization structure of medium hotel.

14. (a) Define :

- (i) Visa,
- (ii) Passport
- (iii) Ticketing
- (iv) FOREX.

Or

- (b) Explain about CRS in detail.

15. (a) Draw and explain standard Reservation form.

Or

(b) Explain in detail about over booking and up selling.

Part C (3 × 10 = 30)

Answer **all** questions.

16. (a) Classify hotels based on location factor and explain their salient features.

Or

(b) Explain the importance of night auditing process in hotel.

17. (a) Explain the factors that affecting tourism.

Or

(b) Draw and explain the lay out of front office department in large hotel.

18. (a) Define tourist and explain about International and domestic tourist.

Or

(b) Explain the hierarchy of front office staff for medium hotel.

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90621

M.B.A. DEGREE EXAMINATION, NOVEMBER 2018

Second Semester

Hotel Management and Catering Science

RESEARCH METHODS IN HOSPITALITY INDUSTRY

(2016 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What is applied research?
2. What is null hypothesis?
3. Distinguish between primary and secondary data.
4. What is judgement sampling?
5. What is a nominal scale?
6. State any two advantages of Likert Scale.
7. Mention the addition theorem of probability.
8. What is standard error?
9. What is cluster analysis?
10. What is bibliography?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Bring out the qualities of good research.
Or
(b) What are the characteristics of a workable hypothesis?
12. (a) What are the precautions to be taken by the researcher while using secondary data?
Or
(b) Point out the differences between experiments and surveys.
13. (a) Enumerate the steps in developing a semantic differential scale.
Or
(b) What are the factors to be considered by a researcher before deciding the technique of scaling?
14. (a) In a random sample of 1,000 persons from town A, 400 are found to be consumers of wheat. In a sample of 800 from town B, 400 are found to be consumers of wheat. Do these data reveal a significant difference between town A and town B, so far as the proportion of wheat consumers is concerned?
Or
(b) What are the properties of *t*-distribution?
15. (a) What are the assumptions of the '*F*' test?
Or
(b) 'The layout of the research report should be well thought out and must be in accordance with the objective of the research problem' – Elucidate.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain the various types of research.

Or

- (b) Elaborate the essentials of a good questionnaire.

17. (a) Explain the various forms of comparative scaling techniques.

Or

- (b) A certain drug is claimed to be effective in curing cold. In an experiment on 500 persons with cold, half of them were given the drug and half of them were given the sugar pills. The patients' reactions to the treatment are recorded in the following table.

	Helped	Harmed	No effect	Total
Drug	150	30	70	250
Sugar pills	130	40	80	250
Total	280	70	150	500

On the basis of the data can it be concluded that there is a significant difference in the effect of the drug and sugar pills?

For $\nu = 2$, $x_{0.05}^2 = 5.99$.

18. (a) What are multivariate techniques? Examine its applications in social science research.

Or

- (b) A tea company appoints four salesman
- A*
- ,
- B*
- ,
- C*
- and
- D*
- and observes their sales in three seasons-summer, winter and monsoon. The figures (in lakhs) are, given in the following table :

Seasons	Salesman				Season's total
	<i>A</i>	<i>B</i>	<i>C</i>	<i>D</i>	Total
Summer	36	36	21	35	128
Winter	28	29	31	32	120
Monsoon	26	28	29	29	112
Salesman's Totals	90	93	81	96	360

- (i) Do the salesmen significantly differ in performance?
- (ii) Is there significant difference between the seasons?

The critical value of F for $v_1 = 6$ at 5% level of significant is 5.14.

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M.B.A. DEGREE EXAMINATION, NOVEMBER 2018

Second Semester

Hotel Management and Catering Science

**HUMAN RESOURCE MANAGEMENT IN HOSPITALITY
INDUSTRY**

(2016 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What is the role of H.R?
2. Explain about HR training.
3. What is job design?
4. Explain job-specification.
5. Explain job-description.
6. What do you mean by promotion?
7. What do you mean by demotion?
8. Explain about job-analysis.
9. What are the objectives in H.R.M?
10. What are compensation incentives?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain the selection process of HR in an organisation.

Or

- (b) Explain the duties and responsibilities of HR department.
12. (a) How the training department is always inter-related to HR?

Or

- (b) What is the role of workers participation towards management?
13. (a) List out the essential attributes of training manager in the star hotel.

Or

- (b) What is job analysis and job design?
14. (a) What are trade unions? List out and explain the multiplicity of trade unions.

Or

- (b) List out the employee grievances and their redressal.
15. (a) Explain about placement and induction.

Or

- (b) Explain training and development.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Discuss the various HR policies followed in star hotel.

Or

- (b) What are the welfare, safety and discipline of employees towards the administration?

17. (a) Explain about employee compensation.

Or

- (b) Explain about Human Resource Information System.

18. (a) List out the steps taken for the welfare and safety towards an employee.

Or

- (b) Explain about job evaluation systems.

CP-9617

Sub. Code

90631

M.B.A. DEGREE EXAMINATION, NOVEMBER 2018

Third Semester

Hotel Management and Catering Science

FINANCIAL MANAGEMENT

(2016 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define financial management.
2. What is Risk/Return Trade off?
3. List down the long term sources of finance.
4. What are public deposits?
5. State the aggressive approach of financing working capital.
6. What is working capital gap?
7. What is capital budgeting?
8. What is meant by a flexible capital structure?
9. What is EOQ?
10. What are bonus shares?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) What role should the financial manager play in a modern enterprise?

Or

- (b) Explain the profit maximization objective of financial management.

12. (a) Distinguish between shares and debentures.

Or

- (b) Bring out the disadvantages of preference shares.

13. (a) Explain the importance of trade credit and accruals as sources of working capital.

Or

- (b) Explain the rationale of the Tandon Committee's recommendations on working capital financing.

14. (a) A choice is to be made between two competing projects which require an equal investment of Rs. 50,000 and are expected to generate net cash flow as under :

	Project I Rs.	Project II Rs.
End of year 1	25,000	10,000
End of year 2	15,000	12,000
End of year 3	10,000	18,000

	Project I Rs.	Project II Rs.
End of year 4	Nil	25,000
End of year 5	12,000	8,000
End of year 6	6,000	4,000

Evaluate the project proposals under Pay-back Period.

Or

(b) What is optimum capital structure? How it can be achieved?

15. (a) What are the motives for holding cash?

Or

(b) What are the assumptions of MM Theory of dividend?

Part C (3 × 10 = 30)

Answer **all** questions.

16. (a) What are the major types of financial decisions that a business firm makes? How do they involve risk return trade off?

Or

(b) Summarize the merits and demerits of equity shares as a long term source of finance for a company.

17. (a) Elaborate the various determinants of working capital.

Or

- (b) From the following capital structure of a company, calculate the overall cost of capital, using (i) book value weights and (ii) market value weights.

Source	Book value	Market value
Equity share capital (Rs. 10 shares)	Rs. 45,000	Rs. 90,000
Retained earnings	15,000	–
Preference share capital	10,000	10,000
Debentures	30,000	30,000

The after-tax cost of different sources of finance is as follows:

Equity share capital: 14%; Retained earnings: 13%;
Preference share capital: 10%; Debentures: 5%.

18. (a) Explain any four techniques of inventory management.

Or

- (b) Explain the factors affecting the dividend policy of a company.

CP-9618

Sub. Code

90632

M.B.A. DEGREE EXAMINATION, NOVEMBER 2018

Third Semester

Hotel Management and Catering Science

HOSPITALITY PROJECT MANAGEMENT

(2016 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What are the sources of project ideas in the hospitality sector?
2. What is Accounting Rate of Return?
3. What are the objectives of a feasibility report?
4. What are the different elements of cost for a hospitality project?
5. What is meant by commercial appraisal of a project?
6. What is project risk?
7. State any two reasons for cost overruns in hospitality project.
8. What is an 'event' in a network?
9. What do you mean by 'slack'?
10. What is project audit?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) 'Indian hospitality sector offers tremendous opportunities for new projects'- Elucidate.

Or

- (b) What is capital budgeting? Examine its need in hospitality project management.
12. (a) What do you mean by preliminary feasibility study? Why is it undertaken?

Or

- (b) As an entrepreneur how would you establish the technical feasibility of a hospitality project?
13. (a) Bring out the merits of equity shares as a source of finance in hospitality sector.

Or

- (b) Identify the risks faced by the Indian hospitality sector.
14. (a) What are the steps involved in the construction of a network?

Or

- (b) What are the constraints involved in implementing a hospitality project?
15. (a) What is project monitoring? How it can be done?

Or

- (b) 'A project audit provides an opportunity to identify the issues and challenges encountered in the execution of a project' – Elaborate.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain the investment procedure to be adopted for setting up a hospitality project in India.

Or

- (b) As an entrepreneur, how would you prepare a feasibility report for setting up a small restaurant in a town?
17. (a) Explain the points to be considered by an entrepreneur while making presentation of his project ideas to the banks and other financiers.

Or

- (b) Examine the role of project management software in the successful execution of a hospitality project.
18. (a) Explain the various methods meant for evaluation of projects under uncertainty.

Or

- (b) Explain the role of MIS in the monitoring of a hospitality project.
-

CP-9619

Sub. Code

90633

M.B.A. DEGREE EXAMINATION, NOVEMBER 2018

Third Semester

Hotel Management and Catering Science

HOSPITALITY LAW

(2016 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** the questions.

1. What is meant by credit card laws?
2. Define Medical ethics.
3. What is meant by posting offer rates?
4. What do meant by building codes?
5. Write about any two objectives of hospitality law?
6. What do you meant by Compensation?
7. What do meant by hazard communication standards?
8. Write any two types of regulations.
9. What do you meant by public health and safety requirements?
10. What is Guest property?

Part B**(5 × 5 = 25)**Answer **all** the questions.

11. (a) Discuss about the hospital welfare services.

Or

- (b) Discuss the features of the Tamilnadu clinic act.

12. (a) Explain the functions of intensive care unit.

Or

- (b) Discuss the medical ethics.

13. (a) Discuss about the Occupational Safety and Health Act.

Or

- (b) Explain the merits of general health care.

14. (a) Explain the types of regulations.

Or

- (b) Discuss about licensing and regulation of hotels.

15. (a) Explain the punishment of medical negligence.

Or

- (b) How will you manage the Bio Medical Waste in a hospital?

Part C

(3 × 10 = 30)

Answer **all** the questions.

16. (a) Explain basic principles governing hospital operations.

Or

- (b) Explain the rights and duties of a hotel related to guest in a hotel.

17. (a) What is compensation? What are the methods of fixing compensation?

Or

- (b) Write notes on the following:

- (i) Customer register
- (ii) Food and Beverage
- (iii) Guest
- (iv) Working Hours.

18. (a) Write about the Act on contagious diseases.

Or

- (b) What is Law of contracts? How it govern a hotel keeper?
-

CP-9620

Sub. Code

90641

M.B.A DEGREE EXAMINATION, NOVEMBER 2018

Fourth Semester

Hotel Management and Catering Science

HOSPITALITY MARKETING

(2016 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What is marketing philosophy?
2. Explain functional perspective.
3. What are the types of strategic views?
4. What do you mean by "Attitude towards planning"?
5. What is Guest Attitudes?
6. Explain perceptions of Images on Guest Behavior.
7. Write four application using in MIS?
8. What is survey?
9. Define the term Public relations.
10. What is meant by "Leadership Paradizes"?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain the functional structures towards on effective Hospitality marketing.

Or

- (b) Explain the logic of marketing mix perspectives.

12. (a) Explain – How do you plan for strategic decisions in Hospitality marketing.

Or

- (b) Explain the types of plants in Hospitality marketing strategies.

13. (a) Explain the term

- (i) Preference model
- (ii) Self-Image
- (iii) Guest Attitudes.

Or

- (b) Discuss–external forces which affects the individual guest behaviour.

14. (a) How do you obtain the marketing Information through Research?

Or

- (b) Briefly explain the validity and Reliability in marketing Information system.

15. (a) Explain the role of Advertising and Public relations in marketing mix.

Or

- (b) Explain the social focus on Entrepreneurship.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Discuss the managerial function in Hospitality marketing sector.

Or

- (b) Explain briefly about the strategic decisions planning in Hospitality marketing.

17. (a) Explain the essential need for marketing Data and Information system.

Or

- (b) Briefly explain the process in Hospitality marketing research.

18. (a) Explain the various types of product mix in Hospitality market.

Or

- (b) Explain Neatly about “Woman Entrepreneurship” with a neat example.
-

CP-9621

Sub. Code

90642

M.B.A. DEGREE EXAMINATION, NOVEMBER 2018

Fourth Semester

Hotel Management and Catering Science

STRATEGIC MANAGEMENT

(2016 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What do you mean by “Mission and Vision”?
2. Expand SWOT.
3. What is meant by Matrix Analysis?
4. What is Portfolio Analysis?
5. Explain Generic strategy.
6. What are the combinations in strategy?
7. What is meant by “Amalgamation”?
8. Define organization structure.
9. Expand ERP.
10. List out the Element's of strategy.

Part B**(5 × 5 = 25)**Answer **all** questions.

11. (a) Briefly explain the “Objectives of Business”.
- Or
- (b) Explain the role of Human Resources Marketing in strategic management.
12. (a) Explain the nature and scope of strategic planning.
- Or
- (b) What is stop-high strategy matrix? Explain briefly.
13. (a) Describe combination and turnaround strategy.
- Or
- (b) Elaborate the “Evolution of Organisation structure”.
14. (a) Explain neatly about – merger acquisition and joint ventures.
- Or
- (b) Explain vertical diversification.
15. (a) What are ERP – features and applications – Explain.
- Or
- (b) Elaborate SAB – functional features.

Part C**(3 × 10 = 30)**Answer **all** questions.

16. (a) Explain the corporate capabilities of Analysing Techniques.
- Or
- (b) Describe the strategic analysis of functional Area.

17. (a) Brief out the foundation of strategy.

Or

(b) Explain strategic decision making.

18. (a) Describe the external growth strategy in an organization.

Or

(b) Discuss on your own about the difficulties on implementation of strategy.

CP-9622

Sub. Code

90643

M.B.A. DEGREE EXAMINATION, NOVEMBER 2018

Fourth Semester

Hotel Management and Catering Science

TOURISM IN THE HOSPITALITY INDUSTRY

(2016 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. How does the middle age civilization travelled?
2. What is biological tourism?
3. What is meant by “personality”?
4. Explain cultural tourism.
5. Define domestic tourism.
6. List out the tools of economic tourism.
7. Define the international dimensions on tourism.
8. What is meant by “Tourism policy”?
9. List out the domestic tourism organization.
10. What is meant by “Home Away from Home”?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Elaborate the middle age civilization travel.

Or

- (b) Explain the travel in ancient civilization.

12. (a) Explain values and learning in psychological dimension.

Or

- (b) Explain the role of motivation in hospitality tourism.

13. (a) Discuss the interaction on development of tourism in hospitality sector.

Or

- (b) Brief out cultural tourism.

14. (a) What do you mean by tourism development life cycle? And explain.

Or

- (b) Explain the role of international tourism in hospitality industry.

15. (a) Explain briefly about tourism planning.

Or

- (b) Explain the types of researches in tourism.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Describe the psychological dimension on tourism.

Or

- (b) Briefly discuss about the domestic and international tourism.

17. (a) Explain briefly about social and cultural dimension on tourism.

Or

- (b) Explain the travel flows on international tourism.

18. (a) What is overseas tourism organization? And the role of development on tourism sector.

Or

- (b) Is that the growth of hospitality industry depends on tourism– Discuss.

CP-9623

Sub. Code

90644

M.B.A. DEGREE EXAMINATION, NOVEMBER 2018

Fourth Semester

Hotel Management and Catering Sciences

HOSPITALITY TRAINING AND DEVELOPMENT

(2016 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What you mean by Job analysis?
2. What is meant by Hospital training?
3. What you mean by on the job training?
4. What you mean by Hiring of employee?
5. What are the objectives of Hospital training?
6. What you mean by Departmental training?
7. What you mean by Management training?
8. What you mean by Budget?
9. What is meant by Performance reviews?
10. What is called work simplification?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) What are the process involved in hospital training?

Or

- (b) What are the essentials of hospital training?

12. (a) What are the sources of hospital recruitments?

Or

- (b) What are the strategies for effective selection of employees to hospitals?

13. (a) What are the methods of Training and Development?

Or

- (b) What are the techniques of Group training?

14. (a) What are various elements of Pre-opening training?

Or

- (b) What are the procedure for conducting performance reviews of hospital employees?

15. (a) What you mean by monitoring benefits? Why its necessary?

Or

- (b) What are the benefits of performance management system?

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) What are the merits and demerits of hospital training?

Or

- (b) What are the plannings are required to conduct perfect training?

17. (a) What are the visual aids required for effective hospital training?

Or

- (b) What are the functions of audio visual media for hospital training?

18. (a) What you mean by HRM? What are the HRM practices in hospital training?

Or

- (b) What you mean by Group leadership? What are the techniques for development effective Group leadership?
-

CP-9624

Sub. Code

90645

M.B.A. DEGREE EXAMINATION, NOVEMBER 2018

Fourth Semester

Hotel Management and Catering Science

HOSPITALITY SECURITY AND SYSTEMS

(2016 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What is meant by effectiveness management?
2. What you mean by hospitality?
3. What is meant by physical security?
4. What is called communication system?
5. What you mean by key card controls?
6. What is meant by beverage?
7. What you mean by computer security?
8. What is emergency management?
9. What is called medical emergency?
10. Who are all called guests?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) What are the securities are required for hospital?
- Or
- (b) What are the elements of hospital security training?
12. (a) What are the safety equipments are required in the hospital?
- Or
- (b) What you mean by perimeter security? What are the advantages?
13. (a) How to open a hospital room safe and how to ensure the rooms are safe?
- Or
- (b) What are the various alarm systems are required for hospital security?
14. (a) What are the responsibilities of human resource department in hospital security?
- Or
- (b) What are the functions of recreation department in hospital security?
15. (a) What are the procedures for managing the emergency in the hospital?
- Or
- (b) What are the various reports available in the hospital for security?

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) What are the responsibility of hospital committee for developing the hospital security?

Or

- (b) How much does a security guard at a hospital make?

17. (a) What are the responsibilities of engineering department in hospital security?

Or

- (b) What are the role of special guests in relation to executive hospital?

18. (a) What are the internal control procedures in hospital accounting?

Or

- (b) What are the components of strong hospital security and systems?
-

CP-9625

Sub. Code

90611

M.B.A. DEGREE EXAMINATION, NOVEMBER 2018.

First Semester

Hotel Management and Catering Science

MANAGEMENT CONCEPTS

(Upto 2015 Batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. What are the objectives of management?
2. What are the significance of MBO?
3. What are the importance of decision making?
4. What are the qualities of a leader?
5. What are the objectives of controlling?
6. What you mean by TQM? What are the advantages of TQM?

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. What are the functions of management?
8. What are the types of decision making?

9. What you mean by delegation of authority? What are the elements of delegation?
10. What you mean by communication? What are the barriers of communication?
11. What are the techniques of controlling?
12. What you mean by core competency? What are the importance of core competency?

Part C

(1 × 10 = 10)

Compulsory

13. What you mean by strategic alliances? What are the goals of strategic alliances?
-

CP-9626

Sub. Code

90612

M.B.A. DEGREE EXAMINATION, NOVEMBER 2018

First Semester

Hotel Management and Catering Science

ORGANISATIONAL BEHAVIOUR

(Upto 2015 Batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. What are the elements of organisational behaviour?
2. What you mean by perception? What are the features of perception?
3. What are the sources for management of stress?
4. What are the significance of organisational climate?
5. What are the process of communication?
6. What are the sources of power?

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. What are the various approaches of organisational behaviour?
8. What do you mean by personality? What are the personality traits?

9. What are the importance of organisational communication?
10. What are the characteristics of organisational power?
11. What are the implications of organisational culture on organisational behaviour?
12. What do you mean by organisational change? What are the causes of organisational change?

Part C (1 × 10 = 10)

Compulsory.

13. What are the methods to be followed to reduce the barriers in organisational communication?
-

CP-9627

Sub. Code

90613

M.B.A. DEGREE EXAMINATION, NOVEMBER 2018

First Semester

Hotel Management and Catering Science

FINANCIAL AND MANAGEMENT ACCOUNTING

(Upto 2015 batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. Define Financial Accounting.
2. What is double entry system?
3. Define Ratio analysis.
4. State the need for Fund flow statement.
5. What is master Budget?
6. Write the importance of Capital Budgeting system.

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Explain the scope of accounting.
8. Write the Specimen for Trading, Profit and loss Account and Balance Sheet.

9. Calculate Current Assets from the given information.
Current Ratio = 2.5; Current Liabilities = Rs. 60,000.
10. State the limitations of Fund flow Statement.
11. What are the objectives of budgetary Control?
12. Explain ARR and DCF method.

Part C

(1 × 10 = 10)

Compulsory

13. Explain in detail the various classification of Ratios.
-

CP-9628

Sub. Code

90614

M.B.A. DEGREE EXAMINATION, NOVEMBER 2018.

First Semester

Hotel Management and Catering Science

ECONOMICS OF TOURISM

(Upto 2015 Batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. What are the types of tourism?
2. State the factors responsible for the growth of international tourism.
3. Write about the Volume in India.
4. State any three merits of Survey Methodologies.
5. What is CHIBS study?
6. Write about the results of CTD Study of Calcutta — Digha.

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Explain the major components of tourist demand.
8. Write about the Third world scenario

9. "Poor state of statistics about India" — Comment.
10. Explain the alternative methodological approaches to Forecasting.
11. State the involvement of Government in tourism development in post-independence period.
12. Explain Objective conceptual model.

Part C

(1 × 10 = 10)

(Compulsory)

13. Explain in detail the emergence of mass tourism in modern World.
-

CP-9629

Sub. Code

90615

M.B.A. DEGREE EXAMINATION, NOVEMBER 2018

First Semester

Hotel Management and Catering Science

HOTEL FACILITY MANAGEMENT

(Upto 2015 Batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. Write the general Procedure of Location.
2. What is Work Space Design?
3. Give the importance of Facility Design.
4. Define the Lobby.
5. What is the Role of Project Planning Team?
6. Write the issues related to Renovation.

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Explain the factors affecting Location.
8. Briefly explain the concept Space determination.
9. What is the Role of Planning and Design in Site?

10. Write the Functions of Administrative Office.
11. What are the factors you will consider while Designing the Dining Room?
12. Explain the life cycle of a Hotel.

Part C (1 × 10 = 10)

Compulsory.

13. Write in detail about the Project Planning Team, their role and Design of various Function Areas.

CP-9630

Sub. Code

90616

M.B.A. DEGREE EXAMINATION, NOVEMBER 2018

First Semester

Hotel Management and Catering Science

**ECOLOGICAL AND ENVIRONMENTAL ASPECTS OF
TOURISM**

(Upto 2015 batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. What is ecological imbalance?
2. Briefly write on pollution.
3. Give the different types of pollution.
4. List positive effects of tourism on the ecosystem.
5. What are the organisations working on preserving the flora and fauna?
6. Brief on : Global eco-tourism.

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Explain the role of ecosystem in the development of tourism.
8. Write in detail about all kinds of pollutions and their effect on tourism.

9. Discuss the causes and remedies for different kinds of pollutions.
10. Enumerate the positive and negative effects of tourism on the ecosystem.
11. Give the details of organisations working on the development of Eco-tourism.
12. List the trends and preservation systems followed worldwide with reference to eco-tourism.

Part C (1 × 10 = 10)

Compulsory.

13. (a) What are your novel thoughts on eco-tourism in India?
 - (b) How will you contribute to maintaining ecosystem as a tourist head?
-

CP-9631

Sub. Code

90617

M.B.A. DEGREE EXAMINATION, NOVEMBER 2018.

First Semester

Hotel Management and Catering Science

IT SKILLS — OFFICE AUTOMATION (PRACTICAL)

(Upto 2015 Batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. What are the advantages of MS Word?
2. List various types of Charts in MS Excel.
3. What is Animation?
4. Define Software. Give example.
5. Write short note on Recipe Management Software.
6. How will you add header and footer in MS Word?

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. What is the purpose of mail merge in MS Word? Explain its steps with suitable example.
8. (a) Explain the steps to enter a data series in MS-Excel. (3)
(b) Illustrate with example about averages and named ranges in MS-Excel. (5)

9. Explain various types of views in Power Point with example.
10. Briefly explain the functions of Hospital Accounting Software Application.
11. Discuss in detail about Integrated Food Service Software.
12. Write short note on :
 - (a) Point of Sale system Software (4)
 - (b) Front office Application Software. (4)

Part C (1 × 10 = 10)

(Compulsory)

13. Explain the role of Computer Software and hardware for Hotel and Catering Management System.
-

CP-9632

Sub. Code

90621

M.B.A. DEGREE EXAMINATION, NOVEMBER 2018

Second Semester

Hotel Management and Catering Science

RESEARCH METHODS IN HOSPITALITY INDUSTRY

(Upto 2015 batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. What is research?
2. Brief on : Questionnaire.
3. What are qualitative variables in data quality?
4. What is T test?
5. What is cluster analysis?
6. List the purpose of tables and pictures in research reports.

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Explain qualities of search in research and components of research problems.
8. Enumerate on Data collection.

9. Explain scales methods in data qualities.
10. Elaborate on point and interval estimates of means and proportions.
11. Explain multivariate techniques and their applications.
12. Write elaborately on research reports.

Part C (1 × 10 = 10)

Compulsory.

13. What are the procedures involved in submission of a research report?
-

CP-9633

Sub. Code

90622

M.B.A. DEGREE EXAMINATION, NOVEMBER 2018.

Second Semester

Hotel Management and Catering Science

**HUMAN RESOURCE MANAGEMENT IN
HOSPITALITY INDUSTRY**

(Upto 2015 Batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. Write the functions of HR Department in a Hotel.
2. What is Job Design?
3. What is Induction?
4. What is the difference between Bonus and Incentives?
5. What is HR information system?
6. What do you mean by Trade Union?

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Draw the hierarchy of the HR Department in a Star Hotel. Write the duties and responsibility of all.
8. Describe the various levels of Human Resource Planning.

9. Explain the contents of an employee induction programme.
10. Write down the principles of wages and salary administration.
11. Describe the role and functions of trade union.
12. Write briefly on the issues of workers participation in management.

Part C (1 × 10 = 10)

Compulsory.

13. How will you identify training needs of an organisation? Describe the process of training.

CP-9634

Sub. Code

90623

M.B.A. DEGREE EXAMINATION, NOVEMBER 2018

Second Semester

Hotel Management and Catering Science

ADVANCED FOOD PRODUCTION AND PATISSERIE

(upto 2015 batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. Write any three examples of oriental dishes.
2. List out any four Mexican food items.
3. What is food cost percentage?
4. Write the importance of evaluation of recipe.
5. What is terrines? Write two varieties of terrines.
6. What is Mousse?

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Explain in detail about French cuisine.
8. Write the difference between cook-chill and cook-freeze methods of food production system.

9. Explain the importance of hygiene in food production area.
10. Write the causes of accidents in kitchen.
11. Explain the different types of sausages.
12. Explain the different types of Icings.

Part C

(1 × 10 = 10)

Compulsory.

13. Who is kitchen supervisor? Write the duties and responsibilities of kitchen supervisor in a star hotel.
-

CP-9635

Sub. Code

90624

M.B.A. DEGREE EXAMINATION, NOVEMBER 2018

Second Semester

Hotel Management and Catering Science

**ADVANCED FOOD AND BEVERAGE SERVICE
CONTROL**

(Upto 2015 batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. Write the purchase specification for fillet of beef.
2. What is formal buying?
3. What is standard recipe?
4. What is optimal price?
5. What is Beverage costing?
6. What do you mean by BEP?

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Explain the security system followed in purchasing.
8. Write short notes on:
 - (a) Dairy products
 - (b) Meat.

9. Explain the forces affecting the distribution system.
10. Explain the selection factors for the following (a) fish
(b) poultry.
11. Give a detailed note on food cost control records.
12. Explain any four methods of making coffee.

Part C (1 × 10 = 10)
(Compulsory)

13. What are the various records maintained in bar for control purpose? Explain.
-

CP-9636

Sub. Code

90625

M.B.A. DEGREE EXAMINATION, NOVEMBER 2018

Second Semester

Hotel Management and Catering Science

ADVANCED ACCOMMODATION OPERATION

(Upto 2015 batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. What is Stock Taking? Give the Format of a Stock Record.
2. List out - Importance of Housekeeping Departments.
3. Give a short note on Department Budget.
4. Write a short notes on Ceiling Tiles and Planks.
5. Give a Brief note on Material Planning.
6. Write short notes on Fabric Wall Coverings.

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Explain - (a) Capital Budget (b) Planning the Operating Budget.
8. Explain - (a) Types of Purchasing (b) Principles of Purchasing.

9. List out & Explain - (a) Types of Ceiling Surfaces (b) Wall & Wall coverings.
10. Explain - Contract Cleaning.
11. What are the different types of Guest Room Furniture and Fixture available in the Market? And Explain its Selection Procedures.
12. Explain - Different Stages and Trainings involved in developing the Quality of Executive Housekeepers.

Part C

(1 × 10 = 10)

(Compulsory)

13. Explain about the Different Concepts of Safeguarding Assets on Behalf of Mr. Johnson who is working as an Executive House Keeper in Hotel Ciaz, Goa.

CP-9637

Sub. Code

90626

M.B.A. DEGREE EXAMINATION, NOVEMBER 2018

Second Semester

Hotel Management and Catering Science

ADVANCED FRONT OFFICE OPERATION

(Upto 2015 Batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. Write short notes on Guest Cycle.
2. Give a brief note on PMS.
3. Write Short notes on Benefits of Forecasting.
4. Give a Brief note on Budget.
5. Write short notes on Yield Management.
6. Give a short note on Night Audit.

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Explain :
 - (a) Front Desk Module
 - (b) Rooms Modules
 - (c) Reservation Modules.
8. List out – Different types of Equipments used in Front Office department and explain its uses.

9. List out and Explain Interdepartmental Relationship of Front Office department with other departments.
10. What are the different types of Records and Reports required for Forecasting Room availability? – Explain.
11. List out and Explain – Different Methods of Measuring Hotel Performances..
12. Explain :
 - (a) Benefits of Yield Management
 - (b) Measuring Yield.

Part C (1 × 10 = 10)
(Compulsory)

13. You are working as a Front Office Manager in Hotel Intercontinental at Kolkata. How will you handle the following Emergency Situations?
 - (a) Vandalism
 - (b) Theft
 - (c) Fire
 - (d) Flood.
-

CP-9638

Sub. Code

90631

M.B.A. DEGREE EXAMINATION, NOVEMBER 2018

Third Semester

Hotel Management and Catering Science

FINANCIAL MANAGEMENT

(Upto 2015 batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. What is financial management?
2. What is mean by Debentures?
3. What is working Capital?
4. Write a note on Payback.
5. What is weighted average cost?
6. Explain credit policy.

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Explain the nature of financial management.
8. Discuss the merits of Equity shares.

9. Explain the significant of working capital gap.
10. What is capital budgeting? Explain it's significant.
11. Describe the Determinants of capital structure.
12. Discuss the importance of inventory management.

Part C (1 × 10 = 10)

(Compulsory)

13. Explain the concept of Cost of capital in detail.
-

CP-9639

Sub. Code

90632

M.B.A. DEGREE EXAMINATION, NOVEMBER 2018

Third Semester

Hotel Management and Catering Science

HOSPITALITY PROJECT MANAGEMENT

(Upto 2015 batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. What is capital budget?
2. What do you mean by preliminary survey pertaining to a new hotel project?
3. What is project risk?
4. What do you mean by trial run pertaining to new hotel project?
5. Differentiate between PERT and CPM.
6. What is project audit?

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Comment on industrial back ground in India.
8. Elucidate the various steps involved in the preparation of feasibility report for hotel projects.

9. Comment on the preparation of model projects and their presentation.
10. Comment on the importance of project management software.
11. Explain the significance of resource monitoring.
12. Give an account on project evaluation under uncertainty.

Part C

(1 × 10 = 10)

Compulsory.

13. How do you prepare project for a stand alone multi-cuisine restaurant in an area with floating crowd in a town?
-

CP-9640

Sub. Code

90633

M.B.A. DEGREE EXAMINATION, NOVEMBER 2018

Third Semester

Hotel Management and Catering Science

HOSPITALITY LAWS

(Upto 2015 batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. What is Credit Card?
2. What do you mean by linen? Give any four examples for guest room linen.
3. What is hazard communication standard?
4. Differentiate between “on license” and “off license” pertaining to bar.
5. What do you mean by “coin box telephones”?
6. Define the term “copy right”.

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Explain the significance of consumer contracts pertaining to hotels.
8. Explain the measures followed by hotels to protect the health of residential guests.

9. Comment on "OSHA" regulations on blood borne pathogens.
10. Write notes on :
 - (a) Permitted hours (4)
 - (b) Occasional license. (4)
11. Comment on the telephone regulations for the hearing impaired.
12. Comment on the exemptions under copy right law of 1976.

Part C (1 × 10 = 10)

(Compulsory)

13. As a general manager of a luxury hotel, what measures will you adopt for the protection of guest property?
-

CP-9641

Sub. Code

90641

M.B.A. DEGREE EXAMINATION, NOVEMBER 2018

Fourth Semester

Hotel Management and Catering Science

HOSPITALITY MARKETING

(Upto 2015 batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. Differentiate between sales and marketing.
2. What do you mean by promotional orientation phase?
3. Mention the importance of planning in marketing.
4. Define the term "Motivation".
5. What do you mean by "Interview"?
6. What is marketing intelligence?

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Give a detailed account on marketing mix perspectives in hospitality operations.
8. How do you plan strategic decisions in hospitality marketing?

9. Give a detailed account on models of guest behaviour.
10. Explain the various steps involved in hospitality marketing research process.
11. Write notes on :
 - (a) Holiday package plans in hotels. (4)
 - (b) Marketing philosophy in operation. (4)
12. Write notes on :
 - (a) Guest attitudes (4)
 - (b) Hospitality marketing information system. (4)

Part C (1 × 10 = 10)

Compulsory.

13. Give an account on marketing strategies to be followed for boosting sales in food and beverage service outlets of luxury hotels.
-

CP-9642

Sub. Code

90642

M.B.A. DEGREE EXAMINATION, NOVEMBER 2018

Fourth Semester

Hotel Management and Catering Science

EVENT MANAGEMENT

(Upto 2015 Batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. Define Event.
2. Explain the structure of Event Service.
3. What is idea Progressing?
4. Write note on Budget Creation.
5. List the Importance of marketing plan.
6. What do you understand about Event organization?

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Explain the scope of the Event market.
8. Discuss in detail about the implication of economic and political development on event business.

9. Explain the planning process of Managing event.
10. Explain about Logistics and support service in the Event.
11. Describe about the Legalities and insurance of public relation for events.
12. What is staffing? Explain types of Staff and factors influence the Number.

Part C

(1 × 10 = 10)

Compulsory

13. Prepare a event plan for the open ceremony of a retail Textile shop in your home town.
-

CP-9643

Sub. Code

90643

M.B.A. DEGREE EXAMINATION, NOVEMBER 2018

Fourth Semester

Hotel Management and Catering Science

BEVERAGE AND BAR MANAGEMENT

(Upto 2015 batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. What is Beverage operation?
2. Define the term "Management".
3. What is Bar sanitation?
4. What is Service orientation?
5. Define market mix.
6. Write short note on product control.

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. How would you manage bar and beverage operation?
8. Discuss about maintaining a professional and hygienic appearance.

9. How would you establish service standards?
10. Explain about beverage pricing strategies.
11. How would you handle the service problems?
12. Explain the community regulations in bar control system.

Part C (1 × 10 = 10)

(Compulsory)

13. Explain briefly about the history of various types of bar and beverage operation.
-

CP-9644

Sub. Code

90644

M.B.A. DEGREE EXAMINATION, NOVEMBER 2018

Fourth Semester

Hotel Management and Catering Science

TOURISM IN THE HOSPITALITY INDUSTRY

(Upto 2015 batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. Define tourism.
2. Write the meaning of values.
3. What do you understand by cultural dimension?
4. Define International tourism.
5. What is tourism planning?
6. Define policy.

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Explain the historical dimension of travel in ancient civilization.
8. Explain various types of psychological dimension.

9. Explain with illustration the social impact of tourism.
10. Explain various tools of tourism economics.
11. Explain the importance of tourism planning and development.
12. International tourism organization plays an important role in strengthening the tourism — Elucidate.

Part C

(1 × 10 = 10)

Compulsory

13. How will you manage seasonal tourism and also give solutions for the problems of Seasonality Tourism?
-

CP-9645

Sub. Code

90645

M.B.A. DEGREE EXAMINATION, NOVEMBER 2018

Fourth Semester

Hotel Management and Catering Science

HOSPITALITY TRAINING AND DEVELOPMENT

(Upto 2015 batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. Write the importance of training.
2. Define job analysis.
3. Write a brief note on monitoring.
4. What is departmental training?
5. What do you mean by a budget?
6. List out the elements of pre-opening training.

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Explain the process for conducting training.
8. Define selection and explain its process.

9. Discuss the theories of learning and its application in designing training.
10. Explain the types of training with illustrations.
11. Explain the budget elements of pre-opening training.
12. Elaborate the training evaluation process with illustrations.

Part C

(1 × 10 = 10)

Compulsory.

13. The effectiveness of the Training programme also dependent on layout and Interactions”– discuss.
-

CP-9646

Sub. Code

90646

M.B.A. DEGREE EXAMINATION, NOVEMBER 2018

Fourth Semester

Hotel Management and Catering Science

HOSPITALITY SECURITY AND SYSTEMS

(Upto 2015 batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. Mention any one Legal Definition.
2. What is Surveillance?
3. What is Safe Deposit Box?
4. Put in plain words on Report Writing.
5. What is Cashiering?
6. Write about :
 - (a) Fire
 - (b) Hurricanes.

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Explain the Process of setting up a Security Program.
8. Write about the Physical Security and Perimeter Control.

9. What are the measures to be taken in Lost and Found Procedures?
10. What are the measures to be taken in case of Shortage in Food and Beverage?
11. How will you establish a credit policy and Procedures?
12. In case of Crisis how will you develop an emergency management Program?

Part C

(1 × 10 = 10)

Compulsory.

13. Write a detailed note on the following cases in your practical point of view.
 - (a) How will work and stop on an unauthorized person?
 - (b) How will you handle the cases in Losses Affecting Department?

CP-9647

Sub. Code

90647

M.B.A. DEGREE EXAMINATION, NOVEMBER 2018.

Fourth Semester

Hotel Management and Catering Science

IT SKILLS — E-COMMERCE PRACTICAL

(Upto 2015 Batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. Name any two e-mail security Protocols.
2. What is the use of Hyper Text Markup Language (HTML)?
3. What do you meant by Data Independence?
4. List the Electronic Data Interchange (EDI) Components.
5. Write short note on Key Management.
6. What do you meant by Digital Signature?

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Briefly explain various types of Computer network topologies with neat diagram.
8. Discuss about sending, forwarding and receiving e-mails with attachments.

9. Explain various types of database models with its merits and demerits.
10. Briefly explain about EDI standards, Softwares and Networks.
11. Discuss in detail about Symmetric Cryptosystems.
12. Write short note on :
 - (a) BAN System.
 - (b) Article Numbering in E-commerce.

Part C (1 × 10 = 10)

Compulsory.

13. Describe the method of Customers Registration, E-Booking of rooms in Hotel and food preferences from Catering Department through website.
