

**C-6368**

**Sub. Code**

**90612**

**M.B.A. DEGREE EXAMINATION, APRIL 2022**

**First Semester**

**Hotel Management and Catering Science**

**FOOD PRODUCTION AND PATISSERIE**

**(2018 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** questions.

1. Define the term – Basal metabolism.
2. What is garam masala?
3. What do you mean by LPG and Gobal gas?
4. Give any four examples for citrus fruits.
5. What is blanching?
6. Give any four examples for American dishes.
7. What is Mire Poix?
8. Mention the accompaniment and garnish for cream of tomato soup.
9. What do you mean by pan cake?
10. What is Baguette?

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) Comment on the sources of Carbohydrates. Mention the deficiency factors of Carbohydrates.

Or

- (b) Mention the importance of personal hygiene to food handlers.

12. (a) Write notes on cuts of pork and their uses.

Or

- (b) Mention the importance of safety training programmes to food production staff.

13. (a) What is roasting? Classify roasting and explain their characteristics.

Or

- (b) Give a brief note on any three continental dishes.

14. (a) Give the recipe for white stock.

Or

- (b) Differentiate between garnish and accomplishments by giving examples.

15. (a) Mention the uses of eggs in workery and bakery.

Or

- (b) How do you prepare the dough for white bread?

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) What are raising agents? Classify raising agents and explain their characteristics and uses.

Or

- (b) Give a detailed account on any five cuts of fish.

17. (a) Give a detailed account on salient features of Asian Cooking.

Or

- (b) Give the recipe for tomato sauce and state any two of its derivatives.

18. (a) Explain the role of ingredients in the production of bread rolls.

Or

- (b) Write notes on:

(i) Production of Sponge cake (5)

(ii) Any five herbs used in cookery. (5)

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**C-6370**

**Sub. Code**

**90614**

**M.B.A. DEGREE EXAMINATION, APRIL 2022.**

**First Semester**

**Hotel Management and Catering Science**

**ACCOMMODATION OPERATIONS**

**(2018 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** the questions.

1. What do you mean by Hospitality?
2. Mention the different interdepartments in hotel that housekeeping coordinates.
3. Define – Leadership.
4. What is motivation?
5. What do you mean by swing teams?
6. Who is executive Housekeeper?
7. What do you mean by Team staffing?
8. Mention any five points in selecting employees for housekeeping department.
9. What is periodic cleaning?
10. Mention any two objectives of performance appraisal.

**Part B**

(5 × 5 = 25)

Answer **all** the questions.

11. (a) Brief about the origins of Hospitality.

Or

- (b) Describe about the various attributes of housekeeping staff.

12. (a) Explain about the managerial Temperament.

Or

- (b) Distinguish between motivation and productivity.

13. (a) Write a note on Division of work document in housekeeping department.

Or

- (b) What do you mean by House break out plan? Describe.

14. (a) Distinguish the difference between evaluation and performance appraisal.

Or

- (b) Write a note on union contracts and their effects on scheduling.

15. (a) Explain the general cleaning procedure of guestrooms.

Or

- (b) Describe about the operating budget in Hotel.

**Part C**

(3 × 10 = 30)

Answer **all** the questions.

16. (a) Sketch the layout and explain the organisation structure of housekeeping department.

Or

- (b) Elaborate the management theory of Housekeeping administration.

17. (a) Explain the duties and responsibilities of Executive housekeeper in house keeping department.

Or

- (b) Enumerate the differences between standing Rotational scheduling and Tight scheduling.

18. (a) Discuss in detail the different methods of operational controls in Hotel Housekeeping.

Or

- (b) Explain in detail the cleaning and maintenance procedure of public area in hotel.
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**C-6371**

**Sub. Code**

**90615**

**M.B.A. DEGREE EXAMINATION, APRIL 2022**

**First Semester**

**Hotel Management and Catering Science**

**FRONT OFFICE OPERATIONS**

**(2018 onwards)**

Duration: 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** questions.

1. Write briefly about Average daily rate.
2. What is Average room rate per guest?
3. What is Yield?
4. What do you mean by Identical yields?
5. Write briefly about forecasting.
6. What do you mean by forecasting data?
7. Write short notes on accident report in a Hotel.
8. What do you mean by First aid?
9. What is Marketing?
10. Define the term "Budget".

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain about Occupancy ratio and Revenue per available room.

Or

- (b) Write notes on Market Share Index and Evaluation of Hotel by guests.

12. (a) Write notes on Yield management strategies in a Hotel.

Or

- (b) Explain the Elements of yield management in a Hotel.

13. (a) Explain the benefits of Forecasting in a Hotel.

Or

- (b) Write notes on Yield Management Prospects in Hotel Industry.

14. (a) Explain about Security and Control of room keys in a Hotel.

Or

- (b) Write notes on Accidents in Hotels and Accident Report in a Hotel.

15. (a) Explain the basic concepts of Marketing in a Hotel.

Or

- (b) Write notes on Marketing Mix and Marketing Segmentation.



**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) Discuss in detail about methods of measuring Hotel Performance in a Hotel.

Or

- (b) Write notes on Yield Management Strategies and Problems in Yield Management in a Hotel.

17. (a) Discuss in detail about various records of Forecasting room availability in a Hotel.

Or

- (b) Describe about role of Front office operations and Fire safety procedures in a Hotel.

18. (a) Discuss in detail about Sales and Marketing of Hospitality Products in Front office operation in a Hotel.

Or

- (b) What are the various types of budget in a Hotel? Explain in detail.

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**C-6372**

**Sub. Code**

**90621**

**M.B.A. DEGREE EXAMINATION, APRIL 2022**

**Second Semester**

**Hotel Management and Catering Science**

**FINANCIAL AND MANAGEMENT ACCOUNTING**

**(2018 onwards)**

Duration: 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** questions.

1. Highlight the scope of accounting.
2. What is full disclosure?
3. Which transactions are recorded in subsidiary book?
4. Define trend analysis.
5. What is financial statement?
6. What is ratio analysis?
7. What is balance sheet?
8. What is working capital system?
9. Define budget.
10. What is DCF method?

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) Write the meaning and scope of accounting.

Or

- (b) Discuss about the importance of international accounting standards.

12. (a) Explain the format for the preparation of a trading account.

Or

- (b) Write the features of Incomplete Records accounting.

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

Or

- (b) Give the steps to make effective use of ratio analysis.

14. (a) Explain the need and meaning of fund flow statements.

Or

- (b) Write the salient features of cash flow statements.

15. (a) Classify budget according to the function of accounting.

Or

- (b) Write the importance of capital budgeting system.

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

16. (a) The following information is supplied, from which you are required to prepare Trading and Profit and Loss Account for the year ended and Balance Sheet as on 31<sup>st</sup> March 2012:

Assets and Liabilities	April 1, 2011 Rs.	March 31, 2012 Rs.
Creditors	15,770	12,400
General Expenses Owing	600	330
Sundry Fixed Assets	11,610	12,040
Stock	8,040	11,120
Cash in hand and at Bank	6,960	8,080
Debtors	?	17,870

**Other Transactions**

Cash and discount credited to Debtors	64,000
Returns from debtors	1,450
Bad Debts	420
Sales – Cash and Credit	81,810
Discounts allowed by Creditors	700
Returns to Creditors	400
Capital introduced (paid into Bank)	8,500
Receipts from Debtors (paid into Bank)	62,500
Cash Purchases	1,030
Expenses, paid in cash	9,570
Purchase of Furniture by cheque	430
Drawings by cheque	13,180
Cash payments into Bank	15,000
Cash withdrawn from Bank	9,240
Payments to Creditors by cheque	60,290
Cash in hand on 31 <sup>st</sup> March, 2012	1,200

Or

- (b) Elaborate the principles and historical functions of accounting.

17. (a) Mr. Raghu keeps the accounts under single entry system. The position of his financial position for the years 31.12.2018 and 31.12.2019 is given below.

Particulars	2018 Rs.	2019 Rs.
Cash	10,860	1,000
Stock in trade	38,520	57,020
Machinery	54,420	61,000
Receivable bill	--	18,840
Creditors	82,040	90,000
Debtors	35,840	54,940
Furniture	4,980	5,550
Drawings	--	6,000

During the years he introduced the additional capital of Rs.40,000. From the above given particulars prepare a statement of Profit and loss of Mr.Raghu for the year ended 31.12.2019.

Or

- (b) Enumerate on the types of financial statement analysis with examples.
18. (a) Elaborate the types and factors affecting the efficiency of ratios.

Or

- (b) Explain in detail about the methods of capital expenditure appraisal.

**C-6373**

**Sub. Code**

**90622**

**M.B.A. DEGREE EXAMINATION, APRIL 2022**

**Second Semester**

**Hotel Management and Catering Science**

**HUMAN RESOURCE MANAGEMENT IN  
HOSPITALITY INDUSTRY**

**(2018 onwards)**

Duration: 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** questions.

1. Write short notes on human resources management.
2. Write briefly about objectives of human resource management.
3. Write short notes on human resource planning.
4. Write briefly about job description.
5. What do you mean by recruitment?
6. Write briefly about transfer.
7. What are fringe benefits?
8. Write short notes on employee compensation.
9. Write briefly about welfare and safety in workplace.
10. What is trade union?

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) Write notes on structure of human resource management in hospitality industry.

Or

- (b) Explain about major activities of human resource management.

12. (a) Explain about objectives of human resource planning.

Or

- (b) Write notes on job analysis in human resources planning.

13. (a) Write notes on selection process in human resource management in hospitality industry.

Or

- (b) Explain about placement and induction in hospitality industry.

14. (a) Explain about wage and salary administration in hospitality industry.

Or

- (b) Write notes on job evaluation system in hospitality industry.

15. (a) Write notes on Employee maintenance and integration in hospitality industry.

Or

- (b) Write notes on multiplicity of trade unions and workers participation in management.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain about role of human resource management in hospitality industry.

Or

- (b) Discuss in detail about the duties and responsibilities of Human Resource Manager in a Hotel.

17. (a) Discuss in detail about job specification in human resource planning.

Or

- (b) Write notes on job design in human resource planning.

18. (a) Write notes on:

- (i) Bonus and Incentives (5)  
(ii) Training and development. (5)

Or

- (b) Discuss in detail about Human resource information system and Administration of discipline.

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**C-6374**

**Sub. Code**

**90631**

**M.B.A. DEGREE EXAMINATION, APRIL 2022**

**Third Semester**

**Hotel Management and Catering Science**

**FOOD AND BEVERAGE MANAGEMENT**

**(2008 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** questions.

1. What is a larder kitchen?
2. What is the meaning of quantity food production?
3. What is danger zone cooking?
4. What are the basic rules for food presentation?
5. How are non perishable foods stored effectively?
6. Define cook chill systems.
7. Define sous vide.
8. What is menu analysis?
9. What are the threats of a restaurant?
10. List any two objectives of menu engineering.

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) Discuss the principles of materials management.  
Or  
(b) Give the procedure for requisition and ordering of materials for a restaurant.
12. (a) Strategically explain the layout of a banquet hall.  
Or  
(b) Define and explain quick freeze system.
13. (a) Give the principles of large scale commercial cooking.  
Or  
(b) Explain the concept of costing.
14. (a) Write a note on building a restaurant's wine list.  
Or  
(b) What are the steps in determining stock levels?
15. (a) Enumerate the types of bar frauds.  
Or  
(b) Give the objectives of menu engineering.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) Write a note on production work flow.  
Or  
(b) Explain how to make an action plan for a new restaurant for a chef.

17. (a) Explain the books maintained for beverage control.

Or

(b) Enumerate the plating techniques.

18. (a) What are the principles of large scale commercial cooking?

Or

(b) Explain the products and characteristics of hospitality industry.

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**C-6380**

**Sub. Code**

**90641**

**M.B.A. DEGREE EXAMINATION, APRIL 2022.**

**Fourth Semester**

**Hotel Management and Catering Science**

**HOSPITALITY MARKETING**

**(2018 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** questions.

1. Who is a marketer?
2. Who are our customers?
3. How is marketing organised?
4. What is marketing strategy?
5. How do you plan a sales forecast?
6. What is guest behaviour?
7. What do you mean by cognitive dissonance?
8. Why information system is used for marketing?
9. Who suggested product, pricing, place, promotion all these in a company represents "Market Mix"?
10. Which is known as the paid form of promotion?

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) Differentiate between marketing philosophy versus traditional approaches.

Or

- (b) Elaborate on marketing as a High-Risk Necessity.

12. (a) How are customer buying decisions made in the service industry?

Or

- (b) What is consumer behaviour? What is the importance of studying consumer behaviour?

13. (a) What are the ethical issues in marketing research?

Or

- (b) Write short notes on sales forecasting.

14. (a) Explain the planning for strategic decisions in hospitality marketing.

Or

- (b) What is marketing plan? Discuss the important features of marketing plan.

15. (a) What will be the future developments in the lodging sector?

Or

- (b) Explain the difference between promotion and advertising with appropriate examples.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) Elaborate on the developments of hospitality marketing.

Or

- (b) Explain the models of guest behaviour.

17. (a) Explain the marketing planning process.

Or

- (b) Explain the 7 P's of marketing mix

18. (a) Write short notes on (any two):

- (i) Advertising
- (ii) Publicity
- (iii) Public Relation Process

Or

- (b) Discuss future perspectives of hospitality marketing.

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**C-6381**

**Sub. Code**

**90642**

**M.B.A. DEGREE EXAMINATION, APRIL 2022.**

**Fourth Semester**

Hotel Management and Catering Science

**STRATEGIC MANAGEMENT**

**(Upto 2018 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** questions.

1. Define Goals
2. What is organizational vision?
3. What is mission?
4. What is Portfolio Analysis?
5. What is Strategy?
6. What is corporate social responsibility?
7. Write a short note on Conglomerate diversification
8. What is Joint Venture?
9. Define Value chain analysis
10. Define leadership

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) Discuss the important steps involved in strategic management process.

Or

- (b) Explain briefly characteristics of Strategic Management.

12. (a) Write short notes on SWOT Analysis.

Or

- (b) Explain about Strategic Planning.

13. (a) Explain Generic Strategic alternatives.

Or

- (b) Write a note on Turnaround Strategy.

14. (a) Write a note on Merger and Acquisition.

Or

- (b) Write a note on Corporate Development.

15. (a) Discuss any four issues in strategy implementation.

Or

- (b) Explain implementation difficulties of ERP

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain areas of objectives set for all areas and departments of an organization.

Or

- (b) Explain the relationship between the leadership style and organisational climate.



17. (a) Explain BCG matrix, and list out its advantages and disadvantages.

Or

- (b) Briefly explain criteria for evaluating strategic alternatives.

18. (a) Discuss successful maintenance of strategic control

Or

- (b) Discuss the steps involved in process of strategic control.

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**C-6382**

**Sub. Code**

**90643**

**M.B.A. DEGREE EXAMINATION, APRIL 2022.**

**Fourth Semester**

**Hotel management and Catering Science**

**TOURISM IN THE HOSPITALITY INDUSTRY**

**(2018 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** questions.

1. Define the term "Tourism".
2. What is Travel Age?
3. What is Responsible Tourism?
4. Give examples for Crafts.
5. What is Environmental Behaviour?
6. What is Travel Flow?
7. Name any Four International Organisations.
8. Define the term "Tourism Life Cycle".
9. What is National Tourism Policy?
10. Expand: UNESCO.

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) Write the Impact of Transportation in the Industrial Revolution.

Or

- (b) List down the Reasons for Travel in Neolithic Times.

12. (a) Write the importance of Personality in Hospitality Industry.

Or

- (b) Differentiate between Perception and Attitudes.

13. (a) Write the Characteristics of Sustainable Tourism.

Or

- (b) Write the measures to reduce the Impacts of Tourism.

14. (a) Write the various types of Cultural Tourism.

Or

- (b) State the different types of Research Methods.

15. (a) Write the factors influencing patterns of Tourist Flow.

Or

- (b) Point out the Relationship between Tourism and Geography.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) Trace the History of Tourism and Hospitality Industry.

Or

- (b) Narrate the various types of Travel Motivation for Tourism.

17. (a) Explain the Socio-Cultural Impacts of Tourism.

Or

- (b) Discuss Tourism Industry Promotes World Peace and Unity.

18. (a) Highlight the Importance of International Tourism.

Or

- (b) Describe the value of Tourism Planning and Development.
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**C-6383**

**Sub. Code**

**90644**

**M.B.A. DEGREE EXAMINATION, APRIL 2022.**

**Fourth Semester**

**Hotel Management and Catering Science**

**HOSPITALITY TRAINING AND DEVELOPMENT**

**(2018 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** questions.

1. Write the best definition of Coaching.
2. Name some types of Training.
3. What is an Interview?
4. Write the basic principles of Learning.
5. Write the qualities of Good Leader.
6. Give examples for Audio Visual Materials.
7. What is specialized training?
8. Name some evaluation Tools.
9. Write the Modern Training Methods.
10. What is PMS System in Human Resource?

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) Write the Purpose of Training Programmes.

Or

- (b) Write the basic steps to conducting Training Programme.

12. (a) State the Relation between Selection and Recruitment.

Or

- (b) Write the value of Job Analysis in Human Resource Management.

13. (a) Write the process of employee selection and orientation.

Or

- (b) Write short note on "On the Job Training".

14. (a) Point out the advantages of monitoring a service.

Or

- (b) Write the effect of accountability in the work place.

15. (a) Differentiate between Analysis and Interpretation.

Or

- (b) Write the various types of Training Evaluation methods.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) Discuss the importance of Training for Hospitality Industry.

Or

- (b) Describe the recruitment process in detail.

17. (a) Narrate the uses of Audio Visual Aids in Training Methods.

Or

- (b) Bring out the salient features of group training method.

18. (a) Examine the process of Evaluation.

Or

- (b) Explain the Functioning of effective Performance Appraisal.

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**C-6384**

**Sub. Code**

**90645**

**M.B.A. DEGREE EXAMINATION, APRIL 2022.**

**Fourth Semester**

**Hotel Management and Catering Science**

**HOSPITALITY SECURITY AND SYSTEMS**

**(2018 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** questions.

1. Define the term “crisis management” with examples.
2. How systematic inspection of lobby is carried out?
3. What is internal theft? Give two specific reasons for that.
4. How do you classify guest who use cash to defraud a business (Hotel)?
5. What is the use of Defibrillation units?
6. State the functions of security cameras.
7. What is perimeter control?
8. What is red-tag system?
9. What is the uses of accident book?
10. What is the use of master key?



**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain any five significant elements of Hotel security programme.

Or

- (b) How hotels establish effect guestroom lock policy?

12. (a) How hotels prevent fraudulent payment of a bill through the use of an unauthorized credit card?

Or

- (b) Write the evacuation procedure of F and B outlets incase of fire in the Hotel.

13. (a) What are the safety precautions taken by kitchen staff while working in kitchen?

Or

- (b) Write short notes on post crisis assessment.

14. (a) Write the procedure in case the guest loses his key for his Room.

Or

- (b) Describe any two guest room security gadgets.

15. (a) Explain external security resources used in public areas of a hotel.

Or

- (b) Explain any two cause of fire in (i) laundry area (ii) kitchen.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) State the advantages of pre-planning in crisis management.

Or

- (b) Give guidelines for Handling credit cards.

17. (a) Describe the first response instruction during fire at the Hotel.

Or

- (b) Give any ten guideline for dealing with media during crisis.

18. (a) Discuss about the important preventive measure in eliminating contagious disease like COVID19.

Or

- (b) Explain proper safe deposit procedures followed by hotel to protect its property.

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