

**C-8648**

**Sub. Code**

**90612**

**M.B.A. DEGREE EXAMINATION, APRIL 2023**

**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. Write the importance of Personal Hygiene.
2. Brief the ethics required in the kitchen.
3. What are the fuels used in five star hotel kitchen?
4. Name any four mechanical equipments of a continental kitchen.
5. Define Poaching.
6. Write the uses of Microwave cooking.
7. Brief on Mire poix.
8. What are the types of thickening agent?
9. What are the prime ingredients of Bakery?
10. Define the term 'dough'.

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain the major nutrients. Mention their important and functions.

Or

- (b) Write the importance of HACCP.

12. (a) Explain the pre-preparation of ingredients.

Or

- (b) Describe on various cuts of Lamb.

13. (a) Give short answers :

(i) steaming

(ii) grilling.

Or

- (b) Explain the popular ingredients used in Oriental cuisine.

14. (a) State the importance of accompaniments and mention their food – examples.

Or

- (b) Write the procedure to prepare Veloute sauce.

15. (a) Explain the functions of yeast in Bread.

Or

- (b) What is mean by 'Brioche'? Write the recipe of Brioche.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) Write the deficiency of carbohydrates, proteins and fat.

Or

- (b) Explain the following terms :
- (i) Bengal gram dal – uses (5)
  - (ii) Sugar – uses (5)

17. (a) Write the selection procedure to purchase of poultry and game.

Or

- (b) Draw and label various cuts (joints) of Beef and mention their uses.

18. (a) Give short answers :
- (i) Asian cuisine (5)
  - (ii) Continental cuisine. (5)

Or

- (b) Explain the following :
- (i) Recipe of Scotch broth (5)
  - (ii) List out the English Breakfast items. (5)

**C-8649**

**Sub. Code**

**90614**

**M.B.A. DEGREE EXAMINATION, APRIL 2023.**

**First Semester**

**Hotel Management and Catering Science**

**ACCOMMODATION OPERATIONS**

**(2018 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** questions.

1. What is Work schedule?
2. What is second service?
3. Define the term "Periodical purchasing".
4. What is the advantage of total supply method of purchase?
5. Name any two housekeeping components of capital budgets.
6. What is operating budget?
7. Mention the uses of Area inventory List (AIL).
8. What is autocratic and participative style of leadership?
9. What is meaning of scheduling?
10. State two importance of house breakout plan.

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) Write the responsibilities of public area supervisor.

Or

- (b) Explain the cleaning procedure of Banquet hall in a hotel.

12. (a) Write the factors to be considered while ordering right quantity material for Housekeeping department.

Or

- (b) How to plan a capital budget in House keeping.

13. (a) Describe the factors of productivity standards.

Or

- (b) How team work and leadership is established in housekeeping?

14. (a) State the advantages of team work.

Or

- (b) Which type of skill training is offered in housekeeping department?

15. (a) Provide job specification of a laundry manager.

Or

- (b) State the importance of performance appraisal of housekeeping staff's.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) Write the principles of cleaning in Housekeeping.

Or

- (b) Explain the stages of purchasing in housekeeping department.

17. (a) What are the checklist for preparing a budget?

Or

- (b) Enumerate the organising function of management in housekeeping.

18. (a) What leadership quality does a Housekeeper possess?

Or

- (b) Enumerate the process of applying management theory in housekeeping.

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**C-8650**

**Sub. Code**

**90615**

**M.B.A. DEGREE EXAMINATION, APRIL 2023**

**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. How to calculate occupancy percentage?
2. What is Rack Rate?
3. What do you mean by Yield Statistics?
4. Define Yield.
5. What do you mean by formal forecasting?
6. What is Accident Report Form?
7. What is the use of Master Key?
8. What is Fire Warning System?
9. Define Marketing Budget.
10. What is Segmentation?

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain the benefits of room forecasting.

Or

- (b) Write down the factors for evaluating front office operations.

12. (a) Write down the elements of yield management.

Or

- (b) Explain the functions of yield management.

13. (a) Write down the limitations of forecasting process.

Or

- (b) State the various records required for forecasting room availability.

14. (a) Explain the basic guidelines to prevent accidents in a hotel.

Or

- (b) State the duties and responsibilities of hotel security staffs.

15. (a) Explain the components of hospitality marketing.

Or

- (b) Write down the basics of market segmentation.



**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) Describe the various methods of measuring hotel performance.

Or

- (b) State the importance of yield management in hotel business.

17. (a) Discuss the internal and external factors influencing forecasting.

Or

- (b) List and explain the different types of fire extinguisher used in a hotel industry.

18. (a) Explain the principles of First aid and list out the items in a first aid box.

Or

- (b) Discuss the need and importance of market segmentation in hospitality industry.

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**C-8651**

**Sub. Code**

**90621**

**M.B.A. DEGREE EXAMINATION, APRIL 2023**

**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. Write short notes on limitations of management Accounting.
2. How would you ascertain profit from incomplete records?
3. Discuss the importance of Debt-equity ratio.
4. Explain turnover ratio.
5. What is ARR method?
6. Define Master Budget.
7. Mention some uses of cash flow statement.
8. State the limitations of fund flow statement.
9. Write short notes on current liabilities.
10. Explain the preparation of Trial Balance.

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) Discuss about Break-even point.

Or

- (b) Enumerate the benefits of funds flow statement.

12. (a) What are the uses of PV ratio?

Or

- (b) Define contribution. Mention about its advantages.

13. (a) What is meant by zero-base budgeting?

Or

- (b) Explain the conversion method in single entry accounting.

14. (a) Distinguish between percentage analysis and ratio analysis relating to the interpretation of financial statements.

Or

- (b) What is the relationship of assets turnover rate to the rate of return on total assets?

15. (a) The cash flow statement is as useful to shareholders and lenders as to management. Explain.

Or

- (b) Discuss about statement of affairs methods.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) What do you mean by management Accounting?  
How does management accounting differ from cost accounting?

Or

- (b) Explain the various characteristics of management Accounting. Discuss the various tools and techniques of management accounting.
17. (a) What is cash flow statement? How is it prepared  
Distinguish between a cash flow statement and a cash book.

Or

- (b) Define the budgetary control. Explain the objectives and limitations of budgetary control.
18. (a) Raja started his business on 1 January, 2000 with a capital of Rs.10,000. On 31<sup>st</sup> December 2000 his assets were :

	Rs.
Cash	320
Stock	3,480
Debtors	3,100
Plant	8,500
Creditors	1,200
Loan from his brother	1,000

He withdrew Rs.200 per month for his personal use.  
Calculate the Profit or Loss.

Or

- (b) What do you understand by single entry system?  
What are its disadvantages?

**C-8652**

**Sub. Code**

**90622**

**M.B.A. DEGREE EXAMINATION, APRIL 2023**

**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. Define Human Resource Management.
2. Write the objectives of Human Resource Management.
3. What is Job description?
4. What do you mean by Job Specification?
5. What is Demotion?
6. What is Transfer?
7. What do you understand by Training?
8. What is Bonus?
9. What do you mean by Incentives?
10. Write short note on Trade Union.

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) Write the objectives of HRM.  
Or  
(b) Write the functions of a Human Resource Manager in a star hotel.
12. (a) Explain the different types of Training.  
Or  
(b) Explain the purpose of Job analysis.
13. (a) Discuss the concept and need of Separation.  
Or  
(b) Write the purposes and advantages of promotion.
14. (a) Explain the nature and objectives of compensation.  
Or  
(b) Explain various methods of wage payment.
15. (a) Explain the term Grievances.  
Or  
(b) Describe the methods of collective bargaining.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) What do you mean by the term "Recruitment"? Explain the process of recruitment.  
Or  
(b) What is Job analysis? Discuss the methods and contents of job analysis in detail.

17. (a) Explain the selection process followed in a star hotel.

Or

(b) Discuss the wage system in India.

18. (a) What is Job evaluation? Discuss the objectives and process of job evaluation.

Or

(b) Explain various employee grievances and their redressal in detail.

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**C-8653**

**Sub. Code**

**90631**

**M.B.A. DEGREE EXAMINATION, APRIL 2023**

**Third Semester**

**Hotel Management and Catering Science**

**FOOD AND BEVERAGE MANAGEMENT**

**(2018 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** questions.

1. Differentiate on ordering and receiving.
2. What is satellite kitchen?
3. Brief on FIFO method.
4. Define the term 'Buffets'.
5. What do you understand on cook chill systems?
6. Write the definition of 'pricing'.
7. Brief on 'yield management'.
8. Name any four liquor or hot drink.
9. Name any four international wines.
10. List out the bar equipments and tools required in reputed bar.



**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) Plan a layout of large quantity kitchen.

Or

- (b) Write a note on purchasing procedure and purchasing methods.

12. (a) Explain the principles of storage of cold items.

Or

- (b) Write the definition of 'Banquets' and its functions.

13. (a) Describe on 'Rechauffe cooking' and mention the effective use of leftovers.

Or

- (b) Explain in detail on 'cook freeze system' and mention its uses.

14. (a) Write the classification of beverage management.

Or

- (b) Describe on bar stock taking and storage procedure.

15. (a) Explain the preparation of wine and other drinks list.

Or

- (b) Describe on inventory and storage of Bar.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) Elaborate on the principles of material management.

Or

- (b) Explain in detail on methods of issuing.

17. (a) Write in order of temperature for storing perishables and non-perishables food.

Or

- (b) Describe the principles of large scale commercial cooking.

18. (a) Write an essay on the hospitality industry and its products.

Or

- (b) Explain on objective of menu engineering with examples of menu cards.
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**C-8654**

**Sub. Code**

**90641**

**M.B.A. DEGREE EXAMINATION, APRIL 2023**

**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. Define Marketing Mix.
2. Give any two advantages of market orientation.
3. Write the importance of marketing plan.
4. Name the different types of sales forecasting.
5. What is consumer research process?
6. Define Consumer segmentation.
7. What is Marketing Intelligence?
8. What is simple random sampling?
9. What is distribution mix?
10. Define Relationship marketing.

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain the characteristics of hospitality marketing.

Or

- (b) What are the five philosophies of marketing? Explain any two.

12. (a) Write down the propose of strategic plan in hospitality marketing.

Or

- (b) Explain the different levels in hospitality marketing planning.

13. (a) Explain the various factors affecting consumer behaviour.

Or

- (b) Write down the characteristics and nature of reference group.

14. (a) Point out the uses of marketing data in the hospitality industry.

Or

- (b) How will you formulate a hypothesis in marketing research? Explain.

15. (a) List out and explain the elements of marketing communication mix.

Or

- (b) Explain the various factors influence the development of the lodging industry in India.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) Discuss the five phases of marketing orientations with suitable example.

Or

- (b) Evaluate the points to be consider while planning the marketing strategies of a hotel.

17. (a) Write down the different methods of forecasting along with its application in hospitality industry.

Or

- (b) Analyse the role and importance of information system in hospitality industry.

18. (a) Discuss the internal and external factors influencing marketing mix.

Or

- (b) Describe the current trends and issues in global hospitality industry.

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**C-8655**

**Sub. Code**

**90642**

**M.B.A. DEGREE EXAMINATION, APRIL 2023**

**Fourth Semester**

**Hotel Management and Catering Science**

**STRATEGIC MANAGEMENT**

**(2018 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** questions.

1. Define Strategic Management.
2. What is Mission Statement?
3. Write a Short note on Corporate Strategy.
4. What is Project Life?
5. What is an objective?
6. What is Strategic alternative?
7. Write a short note on Amalgamation.
8. What is Joint Venture?
9. Define ERP.
10. Define Organizational Climate.

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain briefly characteristics of Strategic Management.

Or

- (b) Explain the Strategic analysis of Functional areas.

12. (a) Discuss about BCG Matrix.

Or

- (b) Explain about Foundation of Strategy.

13. (a) Write a note on Turnaround Strategy.

Or

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

14. (a) Write a note on evolution of organizational Structure.

Or

- (b) Write a note on Line and Staff Functions.

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

Or

- (b) Define leadership. Explain any two leadership styles.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

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

Or

- (b) Discuss the important steps involved in strategic management process.

17. (a) Explain key elements in developing a mission statement.

Or

- (b) Differentiate Horizontal Integration and Vertical Integration.

18. (a) Discuss about External Growth Strategy.

Or

- (b) Explain about planning and control of implementation.

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**C-8656**

**Sub. Code**

**90643**

**M.B.A. DEGREE EXAMINATION, APRIL 2023**

**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 "Hospitality".
2. What is Silk Route?
3. Write the concept of Paid Holiday.
4. What is Perspective Attitude?
5. Give Four Examples for Arts.
6. What is Sustainable Tourism?
7. Define the term "Ecology".
8. What is Branding?
9. Expand: UNEP.
10. Define the term "Tourism Circuit".

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) Write the History of Tourism in Ancient Times.

Or

- (b) Write the Tourism Development in Pre-Historic Period.

12. (a) State the importance of personality in Hospitality Industry.

Or

- (b) Differentiate between Perception and Attitude.

13. (a) Write the Socio-Cultural Impacts on Tourism.

Or

- (b) List down the different types of Tourism Statistics.

14. (a) Point out the features of Cultural Tourism.

Or

- (b) Write about various International Tourism Organisation.

15. (a) Write essay on Tourism Building Peace.

Or

- (b) State the Geographical Components of Tourism.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) Analyse the positive effects of Transportation in the Industrial Revolution.

Or

- (b) Discuss the positive and negative impacts of Tourism on the environment.

17. (a) Highlight the Advantages and Disadvantages of International Tourism.

Or

- (b) Comment – Environment as Major Tourism Attraction.

18. (a) Describe the different levels of Tourism Planning and Development.

Or

- (b) Explain the various classification of Research Methods.

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**C-8657**

**Sub. Code**

**90644**

**M.B.A. DEGREE EXAMINATION, APRIL 2023.**

**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. What is ongoing Coaching?
2. Write the definition for Development.
3. What is Job Specification?
4. Name any four Psychological Test.
5. Mention the benefits of Independent Study.
6. Give examples for Audio Visual Aids.
7. What is Departmental Training?
8. List the types of Incentive.
9. What is an Assessment?
10. Name some modern training methods.

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) Write short introduction to coaching.

Or

- (b) List down the Training needs of an organization.

12. (a) Write the process of Job Analysis.

Or

- (b) State the Importance of Training for Hospitality Industry.

13. (a) Give the process of designing a Training Programme.

Or

- (b) Write short note on “Off the Job Training’.

14. (a) State the Steps in Evaluation Process.

Or

- (b) List down the benefits of Accountability in the work place.

15. (a) Write the methods of Performance Appraisal.

Or

- (b) Differentiate between Analysis and Interpretation.

**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) Discuss the Recruitment and Training Process in details.

Or

- (b) Describe the Importance of Job Analysis in Training and Development.

17. (a) Examine the impact of Audio Visual Media in Training methods.

Or

(b) Explain the method of Group Training Techniques.

18. (a) Narrate the Role of Training and Development in the Performance Management.

Or

(b) Highlight the benefits of Performance Reviews.

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**C-8658**

**Sub. Code**

**90645**

**M.B.A. DEGREE EXAMINATION, APRIL 2023.**

**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. What is hard key system?
2. State two advantages of electronic key system in hotels.
3. What are fire safety codes?
4. What is electronic locking system?
5. Define the term "Danger sign".
6. What is the use of Sprinkler system?
7. Define the term "evacuation process"
8. Mention any two significance of safety and security in Hotels.
9. Define the term "cyber crimes".
10. Who is termed as "Unauthorised visitor" in a hotel?

**Part B**

(5 × 5 = 25)

Answer **all** questions.

11. (a) Draw and explain the organisation of security department.

Or

- (b) How will you develop fire safety plans for Hotels?

12. (a) How will you classify accident prevent signs in hotels?

Or

- (b) Write the guidelines for protecting guest and their valuables.

13. (a) Provide any five guidelines for maintaining security in Hotels.

Or

- (b) What procedures are followed by hotels in any post disaster incidence?

14. (a) Describe the term Hotel advisory and its sources.

Or

- (b) What threat does cyber crime pose to hotel and tourism industry?

15. (a) Classify the types of alarm systems used in hotels.

Or

- (b) State the advantages of safe deposit lockers for guest in a Hotel.



**Part C**

(3 × 10 = 30)

Answer **all** questions.

16. (a) Write the job analysis of director of security.

Or

- (b) Highlight the common problems with hotels and tourism destination security.

17. (a) How will you establish an Effective Guestroom Lock Policy?

Or

- (b) What are the steps taken by hotels for Telephone operators to handle any awkward situations?

18. (a) Describe the functions of Engineering department for protecting guest and their luggage.

Or

- (b) Enumerate the common problems and challenges with Hotel and tourism destination security.

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