

C-1355

Sub. Code

70511

M.B.A. DEGREE EXAMINATION, NOVEMBER 2023.

First Semester

Hospitality Management

MANAGEMENT CONCEPTS

(2023 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 1 = 10)

Answer **all** questions.

1. Lower level includes people like
 - (a) Clerks
 - (b) Supervisors
 - (c) Data entry operators
 - (d) All the above

2. _____ is about the unity of authority.
 - (a) Unity of direction (b) Authority
 - (c) Discipline (d) Unity of commands

3. _____ means giving right to the right person.
 - (a) Delegation of authority
 - (b) Responsibility
 - (c) Effective delegation
 - (d) All the above

4. _____ is from bottom to top.
- (a) downward communication
 - (b) upward communication
 - (c) horizontal communication
 - (d) unofficial communication
5. _____ are internally formed.
- (a) line organization
 - (b) line and staff organisation
 - (c) functional organization
 - (d) project organisation
6. Types of project organisation
- (a) function based (b) project based
 - (c) matrix based (d) all the above
7. Directing and controlling are important function of _____.
- (a) worker (b) clerk
 - (c) supervisor (d) none
8. Monitoring and keeping watch on the activity is known as _____.
- (a) Controlling (b) Directing
 - (c) Completing (d) Main puling
9. Management exists at the _____ level of the organisation.
- (a) lower (b) middle
 - (c) top (d) all the above

10. The control function of management embraces
(a) financial control (b) budgetary control
(c) cost control (d) all the above

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) What are the functions of management?

Or

- (b) What is management theory?

12. (a) What are the limitations of planning?

Or

- (b) What are the components of planning?

13. (a) Why is unity in authority important?

Or

- (b) Why is organising important in management?

14. (a) Why is communication important in motivation?

Or

- (b) What are the element of directing?

15. (a) What is the meaning of controlling?

Or

- (b) What are the techniques in controlling.

Part C

(5 × 8 = 40)

Answer **all** questions.

16. (a) Explain in detail the skills needed for a manager.

Or

(b) Explain the role and functions of management.

17. (a) Explain in detail the planning process.

Or

(b) Explain in detail the rationality in decision making.

18. (a) Explain in detail about the merits and demerits of decentralization.

Or

(b) Explain in detail the various forms of organisation.

19. (a) What are the various theories in directing?

Or

(b) Explain in detail the various styles of leadership.

20. (a) What are the various functions of controlling?

Or

(b) Explain in detail the new perspectives in management.

C-1356

Sub. Code

70512

M.B.A. DEGREE EXAMINATION, NOVEMBER 2023.

First Semester

Hospitality Management

FOOD AND BEVERAGE MANAGEMENT

(2023 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 1 = 10)

Answer **all** questions.

1. The person incharge of room service in a hotel is called as _____.
 - (a) demi - chef de rang
 - (b) chef d' etages
 - (c) chef de rang
 - (d) station head waiter

2. A customer who orders coeur de first would expect it to the
 - (a) Braised lambs hearts
 - (b) Stewed ox - tail
 - (c) Fried calf's liver
 - (d) Fillet of beef

3. Who is the most junior most?
(a) Chef d' etage (b) a dumb waiter
(c) demi chef de rang (d) commis debarrasseur
4. _____ is used to keep the food hot in a buffet
(a) Chafing dish (b) Sizzling pan
(c) Geuridon (d) Wooden chopping board
5. Which of this cost is controllable?
(a) Material cost (b) Promotion cost
(c) Both (a) and (b) (d) None of the above
6. Which cost remains static irrespective of volume of sales?
(a) Opportunity costs (b) Fixed costs
(c) Hierarchical costs (d) Prime cost
7. Which of the following is included in overheads?
(a) Packing material
(b) Insurance
(c) Salaries deduction
(d) All the above
8. _____ is operated as a facility to staff in large factories.
(a) Industrial catering
(b) Five star club
(c) Air catering
(d) Pubs
9. Catering is for passengers travelling by rules and private vehicles
(a) Airline (b) Ship
(c) Railway (d) Surface

10. Expand FIFO
- (a) First In First Out
 - (b) First In Farst Out
 - (c) Fast Out In First Out
 - (d) All the above

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) What do you mean by SPS?
- Or
- (b) Why is material management important for food and beverage management?
12. (a) Draw the layout of storage area for beverages.
- Or
- (b) List down the importance of Bin Card.
13. (a) What are the types of pricing?
- Or
- (b) What are the types of forecasting?
14. (a) How are stock levels determined?
- Or
- (b) What are the books maintained in Bar?
15. (a) Write a note on cashier banking system.
- Or
- (b) Write short note on Revenue control.

Part C

(5 × 8 = 40)

Answer **all** questions.

16. (a) What are the factors that affect F & B management?

Or

- (b) Explain in detail the receiving procedures.

17. (a) List down the storage procedures for beverages.

Or

- (b) How is menu planning done for function catering?

18. (a) Explain the effective use of left overs.

Or

- (b) Explain in detail about catering systems.

19. (a) Explain in detail about Bar frauds.

Or

- (b) What are the objectives of menu engineering?

20. (a) How are duty schedules prepared?

Or

- (b) (i) Explain the impact of technology in F & B industry.

- (ii) Explain in detail about restaurant revenue management.

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Sub. Code

70514

M.B.A. DEGREE EXAMINATION, NOVEMBER 2023.

First Semester

Hospitality Management

FINANCIAL AND MANAGEMENT ACCOUNTING

(2023 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 1 = 10)

Answer **all** questions.

1. Which person in a financial firm play a key role in management accounting?
 - (a) Investors
 - (b) Manages
 - (c) Supplies
 - (d) Customers

2. What are the tools related to management accounting?
 - (a) Marginal costing
 - (b) Standard costing
 - (c) Budget costing
 - (d) All the above

3. Which of the following is not management accounting tool?
 - (a) Cash flow statement
 - (b) Fund flow statement
 - (c) Ratio analysis
 - (d) Process costing

4. What is the scope of management accounting?
 - (a) Cost accounting
 - (b) Budgeting
 - (c) Forecasting
 - (d) All the above
5. Management accounting deals with managing _____
 - (a) Decision making
 - (b) Raising finance
 - (c) Tax returns
 - (d) Final accounts preparation
6. The purpose of management accounting is the help _____ make decisions.
 - (a) Managers
 - (b) Investors
 - (c) Marketers
 - (d) Banks
7. _____ play a key role in management accounting.
 - (a) Investors
 - (b) Managers
 - (c) Customers
 - (d) Suppliers
8. Management accounting is mainly applicable to _____ entities.
 - (a) Non profit
 - (b) Service
 - (c) Manufacturing
 - (d) All the above
9. Goodwill is one of the _____
 - (a) Current assets
 - (b) Tangible assets
 - (c) Intangible assets
 - (d) Liquid ratio
10. Salary is one of the
 - (a) Direct expenses
 - (b) Non cash expenses
 - (c) Capital expenses
 - (d) Revenue expenses

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Why is accounting important in Hotel Management profession?

Or

- (b) What is the scope of accounting?

12. (a) What are the advantages of accounting books?

Or

- (b) What is double entry system of accounting?

13. (a) What are the uses of financial analysis?

Or

- (b) What are comparative and common size statements?

14. (a) What is the need for fund flow statement?

Or

- (b) What are the limitations of fund flow statement?

15. (a) What are the types of budget?

Or

- (b) How are budgets prepared?

Part C

(5 × 8 = 40)

Answer **all** questions.

16. (a) Explain about seven types of accounting.

Or

- (b) Explain in detail about scope of accounts.

17. (a) Explain in detail about the preparation of journals.

Or

(b) Journalise the following transactions in the books of Moon and post them into the ledger for the month of August :

Aug

- 10 Moon commenced business with a capital of 1,50,000
- 11 Cash deposited into bank 50,000
- 12 Bought equipment for 15,000
- 13 Bought goods worth 20,000 from Star and payment made by cheque
- 14 Sold goods to Sun for 15,000 and payment received through cheque
- 16 Paid rent by cheque 5,000
- 17 Took loan from Mr. Storm 25,000
- 18 Received commission from Mr. Air by cheque 5,000
- 19 Wages paid 15,000
- 20 Withdrew from bank for personal use 3,000
- 21 Withdrew from bank for office use 10,000
- 22 Bought goods for 25,000
- 23 Cash paid into bank 30,000
- 24 Interest paid through cheque 2,000
- 25 Give loan to Mr. Wind 10,000
- 26 Amount paid to Mr. Storm on loan account 15,000
- 27 Salary paid to Manager Mr. Liquid 5,000
- 28 Postage paid 1,000
- 29 Received cheque from Mr. Wind on loan account 3,000
- 30 Sold part of the equipment for 2,000

18. (a) Explain in detail about the uses and limitations of ratio.

Or

- (b) Calculate the Trade receivables turnover ratio from the following information :

Total Revenue from operations 4,00,000

Cash Revenue from operations 20% of Total Revenue from operations

Trade receivables as at 1.4.2014 Rs. 40,000

Trade receivables as at 31.3.2015 Rs. 1,20,000

19. (a) Explain in detail about the difference between fund flow statement and cash flow statement.

Or

- (b) Ramco Cements presents the following information and you are required to calculate funds from operations:

PROFIT AND LOSS ACCOUNT

	Rs.		Rs.
To Operation Expenses	1,00,000	By Gross profit	2,00,000
To Depreciation	40,000	By Gain on Sale of Plant	20,000
To Loss on Sale of Building	10,000		
To Advertisement Suspense Account	5,000		
To Discount Allowed	500		
To Discount on Issue of Shares written off	500		
To Goodwill written off	12,000		
To Net Profit	52,000		
	<u>2,20,000</u>		<u>2,20,000</u>

20. (a) What are the rules to be followed while preparing budget?

Or

(b) Explain in detail about the various types of budget.

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Sub. Code

70515A

M.B.A. DEGREE EXAMINATION, NOVEMBER 2023.

First Semester

Hospitality Management

**MSCV – ORAL COMMUNICATION AND
INTERPERSONAL SKILLS**

(2023 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Section A

(10 × 1 = 10)

Answer **all** questions.

1. Which of these should not be avoided for effective communication?
 - (a) Noise
 - (b) Planning
 - (c) Semantic problems
 - (d) Wrong assumptions

2. _____ are problems arising from expressions.
 - (a) Cultural barriers
 - (b) Semantic barriers
 - (c) Wrong assumptions
 - (d) Selecting perceptions

3. Which of the following are basic causes of these?
 - (a) Social stressors (b) Physiological
 - (c) Thoughts (d) All the above

4. Example for physiological stress are
- (a) Menopause
 - (b) Giving breath
 - (c) Sleep disturbances
 - (d) All of the above
5. Anxiety can cause the following moods.
- (a) Irritable (b) Panicky
 - (c) Anxious (d) All the above
6. Which of there is not a type of public speech?
- (a) Short speech (b) Informal speech
 - (c) Written speech (d) Professional speech
7. The England fast bowler, is ————— than accurate.
- (a) More fast (b) Faster
 - (c) Less fast (d) More faster
8. Which of the following word is plural?
- (a) Index (b) Analysis
 - (c) Crisis (d) Criteria
9. Which is a main element of non verbal communication?
- (a) Volume of the speaker
 - (b) Name of the speaker
 - (c) Name of the listener
 - (d) Age of the speaker

10. Which of these is not an element of communication?
- (a) Personal appearance
 - (b) Posture
 - (c) Eye contact
 - (d) Name of the speaker

Section B

(5 × 5 = 25)

Answer **all** questions.

11. (a) What are emotional barriers in communication?

Or

- (b) What are physical barrier?

12. (a) Why does meditation play an important role in stress management?

Or

- (b) List down few relaxation techniques.

13. (a) Why is it necessary to know our audience in public speaking?

Or

- (b) How important are effective speaking skills?

14. (a) What is verb in grammar?

Or

- (b) What is the use of tenses?

15. (a) What are the benefits of non verbal communication?

Or

- (b) Name any five audio visual aids used in communication.

Section C

(5 × 8 = 40)

Answer **all** the questions.

16. (a) Explain in detail the listening barriers in communication.

Or

- (b) How to overcome the barriers in communication?

17. (a) Explain in detail about Resilience building.

Or

- (b) Why is practice of self care important in communication?

18. (a) What are the essential qualities of a good speaker?

Or

- (b) Explain in detail about handling meetings.

19. (a) Differentiate active and passive voice.

Or

- (b) What are the golden rules to be followed in public speech?

20. (a) Why is personal appearance important in communication?

Or

- (b) Why is body language important in communication?

C-1359

Sub. Code

70515B

M.B.A. DEGREE EXAMINATION, NOVEMBER 2023.

First Semester

Hospitality Management

HOTEL FACILITY MANAGEMENT

(2023 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 1 = 10)

Answer **all** questions.

1. _____ is the livable area of the room.
(a) Carpet (b) Plinth
(c) Superbuilt (d) All area
2. _____ hotel are located in the vicinity of airport.
(a) Motel (b) Airport
(c) Floated (d) Downtown
3. Resorts are located was _____
(a) City (b) Hill stations
(c) Airport (d) All the above
4. Five star hotel must have _____ % skilled staff.
(a) 40% (b) 50%
(c) 60% (d) 100%

5. What should you use to take something out of a hot oven?
- (a) Tea Towel (b) Paper Towel
(c) Oven mitts (d) Hands
6. To avoid an accident on the stove, pot handles should be turned
- (a) Hanging over the edge of the stove
(b) Inwards towards middle of stove
(c) Inwards over a stove element
(d) Forward the front of the stove
7. How many steps are there in supply chain excellence?
- (a) 5 (b) 6
(c) 4 (d) 3
8. In which layout the work in process inventory is generally maximum?
- (a) product (b) Process
(c) Group (d) All the above
9. Which of the following is a non-renewable resource?
- (a) Coal (b) Forests
(c) Water (d) Wildlife
10. Which of the following is not a renewable source of energy?
- (a) Solar energy (b) Biomass
(c) Hydropower (d) Geothermal

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Write a short note on Apartment hotel.
Or
(b) How does location selection play an important role in hotel marketing?
12. (a) Explain any two types of parking.
Or
(b) Explain the role of vaastushastea for buildings.
13. (a) List down the care and maintenance for freezers.
Or
(b) List down ten heavy equipments used for commercial kitchen.
14. (a) List down the role of a storekeeper.
Or
(b) How is waste disposal done for bottles and cans.
15. (a) What are the various resources of energy?
Or
(b) What are the facilities provided for Blind guest?

Part C

(5 × 8 = 40)

Answer **all** questions.

16. (a) Explain in detail about the classification guide lines for four star hotel.
Or
(b) Explain in detail about the architectural features for hotels.

17. (a) Explain in detail about formulation of project report.

Or

(b) Explain in detail about feasibility report.

18. (a) Draw and give the equipment specification for Chinese gas cooking range.

Or

(b) What are the safety features followed for hotel kitchen?

19. (a) Explain in detail about various waste disposal methods.

Or

(b) Explain in detail about concept of flow functional requirement.

20. (a) Explain in detail about the American Norms for special guests.

Or

(b) Explain in detail about the major resources of energy.

C-1360

Sub. Code

70516A

M.B.A. DEGREE EXAMINATION, NOVEMBER 2023.

First Semester

Hospitality Management

FOOD SAFETY AND QUALITY CONTROL

(2023 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 1 = 10)

Answer **all** questions.

1. To identify defects in a developed product before its released is the goal of
 - (a) Quality assurance
 - (b) Food business operator
 - (c) Food safety management system
 - (d) Quality control

2. The main objective of quality assurance is _____
 - (a) Proof of fitness of product
 - (b) Inspection of quality of product
 - (c) Quality conformance
 - (d) Customer satisfaction

3. Which of the following is covered under 'raw materials quality assurance?
- (a) Specifications (b) Survey program
(c) Service (d) All the above
4. Damage once done to a frozen product with respect to temperature can be unnerve
- (a) True (b) False
(c) Both (a) and (b) (d) None of the above
5. Pork has a higher shelf life than beef
- (a) True (b) False
(c) Both (a) and (b) (d) None of the above
6. _____ is added to fruits prior to freezing commercially to protect their quality
- (a) Vit. C (b) Ascorbic acid
(c) Water (d) None of the above
7. Which of the following does not constitute 90% of dry weight of any food?
- (a) Carbohydrates (b) Fibers
(c) Proteins (d) Fats
8. Pasteurization is a method of preservation of
- (a) Paneer (b) Beverage
(c) Vegetables (d) Milk
9. Mark on the canned Jam or Jelly is
- (a) AGMARK (b) ISI
(c) FPO (d) None of the above

10. Food does not spoil for months if it is stored at

- (a) -18°C (b) 5°C
(c) 10°C (d) -5°C

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) What are the beneficial role of microbes in food production?

Or

(b) How does heat help in food preservation.

12. (a) What are the dry methods of food preservation?

Or

(b) What are additives.

13. (a) Write a note on food spoilage.

Or

(b) What is Infection?

14. (a) Write a note on food adulterants.

Or

(b) How does contamination enhance food spoilage?

15. (a) What are physical hazards?

Or

(b) What is TQM?

Part C

(5 × 8 = 40)

Answer **all** questions.

16. (a) Examine the detail about why food safety has to be included in Hospitality curriculum.

Or

- (b) What are the factors that affect microbial growth?

17. (a) List down the Types of food preservation.

Or

- (b) What are the reasons to go for food preservation.

18. (a) What are the various sources of contamination?

Or

- (b) Write in detail about food borne diseases.

19. (a) What are the various way to avoid food contamination?

Or

- (b) What are the adverse effects of food adultrants?

20. (a) Explain in detail about HACCP.

Or

- (b) Explain in detail about FSSAI.

C-1361

Sub. Code

70516B

M.B.A. DEGREE EXAMINATION, NOVEMBER 2023.

First Semester

Hospitality Management

CRUISELINE MANAGEMENT

(2023 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 1 = 10)

Answer **all** questions.

1. Which of the following is non-commercial catering?
(a) Ship (b) Railway
(c) Jail (d) airline
2. Which space below deck is designated for the storage of cargo?
(a) Compartment (b) Cargo room
(c) Storage room (d) Cargo hold
3. After which sewage treatment can the water be sent to the natural source.
(a) Primary (b) Tertiary
(c) Secondary (d) None of the above
4. Which of the following is not a water borne disease?
(a) Typhoid (b) Itching
(c) Cholera (d) Hepatitis

5. How many types of health hazards are there?
(a) 1 (b) 2
(c) 3 (d) 4
6. Metals come under which class of fire?
(a) B (b) C
(c) D (d) A
7. Eco-tourism relates to _____
(a) Economic system (b) Financial system
(c) Nature (d) E-Commerce
8. _____ is cultural capital of India
(a) Mumbai (b) Delhi
(c) Chennai (d) Calcutta
9. Which among this is not a residential sector?
(a) Hotels (b) Motels
(c) Night clubs (d) Resorts
10. Showmanship skills are seen in
(a) Speciality Restaurants
(b) disco
(c) grill Rooms
(d) Theme restaurant

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Name any five cruise Breads.

Or

(b) How do modern cruise ship work?

12. (a) What is an EHS role?

Or

(b) What are the types of environmental complaince?

13. (a) What is the latest solars convention?

Or

(b) What are the requirements of a crew muster stations?

14. (a) Write a note on tourist's itinerary.

Or

(b) Why do cruise ships change itinerary?

15. (a) List down the duties and responsibilities for a wine waiter.

Or

(b) List down the Job description of an assistant F and B manager.

Part C

(5 × 8 = 40)

Answer **all** questions.

16. (a) Explain in detail about cruise operations.

Or

(b) Explain in detail about the evolution of the cruise industry.

17. (a) Explain in detail about the health and sanitation department manual.

Or

(b) Explain in detail about maritime organisation.

18. (a) Explain in detail about basics ship orientation.

Or

(b) What are the personal life saving equipments needed in cruise ship?

19. (a) Explain in detail about identifying the region seasonal patterns.

Or

(b) Explain in detail about the do's and dont's in itinerary planning.

20. (a) Draw the organisational chart of a cruise ship for F and B department.

Or

(b) Explain in detail about customers demand and operational capabilities.

C-1362

Sub. Code

70517

M.B.A. DEGREE EXAMINATION, NOVEMBER 2023.

First Semester

Hospitality Management

EVENT MANAGEMENT

(2023 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 1 = 10)

Answer **all** questions.

1. Event Management is consider on of the strategic
 - (a) Entertainment Section
 - (b) Message deliver
 - (c) Marketing tools
 - (d) Fun factor
2. What is the major role of account planner?
 - (a) Analysing
 - (b) Creating long term relationship
 - (c) Planning
 - (d) None of the above
3. The informations that event proposal should include
 - (a) Description
 - (b) Purpose
 - (c) Venue
 - (d) all the above

4. Which among these is not an event planning for
 - (a) Maps
 - (b) Creative brief
 - (c) Models
 - (d) Run Sheet
5. Mishaps in an event
 - (a) Current planning
 - (b) Event Insurance
 - (c) Liaison agent
 - (d) Traffic Management
6. Which of the following is not a type of event impact?
 - (a) Social
 - (b) Economical
 - (c) Physical
 - (d) Environmental
7. Event Marketing is —————
 - (a) good
 - (b) Tangible
 - (c) Service
 - (d) Products
8. Growth opportunities for special events include
 - (a) global business
 - (b) all the answers
 - (c) Public relations
 - (d) Marketing and Retail sales
9. The most popular form of sports sponsorship is
 - (a) League
 - (b) Event
 - (c) Team
 - (d) Individual
10. Embracing Equalitarianian means
 - (a) Equality
 - (b) Team work
 - (c) Employee engagement
 - (d) Motivation

Part B

(5 × 5 = 25)

Answer **all** the questions.

11. (a) What are the needs of an event?

Or

(b) What are the duties of an event manager?

12. (a) How is a chief guest selected for an event?

Or

(b) What are the importance of event planning?

13. (a) What is Back stage arrangement?

Or

(b) Why is brand management important?

14. (a) How does stage decoration help in event promotion?

Or

(b) What are the audio acids needed for an event?

15. (a) What is an Exhibition?

Or

(b) Why is concept important for an event?

Part C

(5 × 8 = 40)

Answer **all** questions.

16. (a) Explain the organizational structure of a Event company.

Or

(b) What are the functions of an event company.

17. (a) How are sponsors arranged for an event?

Or

(b) What are the factors that affect an event?

18. (a) Why is Brand Marketing important in Event success?

Or

(b) What are the leadership qualities needed for an event manager?

19. (a) What are the etiquette to be maintained in Event planning.

Or

(b) How is selection of location done for an Event.

20. (a) Explain in detail about concept events.

Or

(b) How is space allocation done for Event Management.
