

C-5477

Sub. Code

90612

M.B.A. DEGREE EXAMINATION, APRIL 2025

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. Give two sources for fibre rich food.
2. Define Minerals.
3. Name any large equipments used in commercial kitchen.
4. Name any two types of cooking fuels.
5. Define Poaching.
6. What is steaming?
7. What is Mirepoix?
8. Define a chicken stock.
9. Name the major ingredients used in bread making.
10. Name any two international snacks.

Part B

(5 × 5 = 25)

Answer **all** questions choosing either (a) or (b).

11. (a) List down the types of Breakfast.

Or

- (b) List down the functions of Salt.

12. (a) List down the rules to be followed while making a good sauce.

Or

- (b) Give the classification of soups.

13. (a) What are the characteristics of Braising?

Or

- (b) Why is microwaving considered a fast and rapid way for heat transfer?

14. (a) List down the selection points for lamb.

Or

- (b) Give the selection points for fish.

15. (a) What are the various ethics to be followed in Kitchen?

Or

- (b) List down the classification of ingredients.

Part C

(3 × 10 = 30)

Answer **all** the questions choosing either (a) or (b).

16. (a) Explain the importance of Personal hygiene in Kitchen.

Or

- (b) Explain in detail about the types of cooking fuels.

17. (a) Explain in detail about the various methods of cooking.

Or

- (b) Explain in detail about the various thickening agents.

18. (a) Explain in detail about soups.

Or

- (b) Explain in detail about the types of batters.
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C-5483

Sub. Code

90631

M.B.A. DEGREE EXAMINATION, APRIL 2025

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. Define work flow.
2. What are the tools and equipments used in the receiving area.
3. Name any two methods of issuing.
4. Name any two dry storage methods.
5. Name any four portion control devices used in hotel.
6. Define Food cost.
7. What is inventory?
8. What is Bar control?
9. Name two forms used in Bar.
10. Define Bar frauds.

Part B

(5 × 5 = 25)

Answer **all** questions, choosing either (a) or (b).

11. (a) How is kitchen space calculated?

Or

- (b) Why is 5PS important in any purchase?

12. (a) How is menu designing done for buffets?

Or

- (b) What are the various methods of issuing?

13. (a) What are the various concepts of cost?

Or

- (b) Write a note on Rechauffe.

14. (a) How are stock levels determined?

Or

- (b) How is food and wine paring done?

15. (a) How to control bar frauds?

Or

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

Part C

(3 × 10 = 30)

Answer **all** questions, choosing either (a) or (b).

16. (a) Explain in detail about Bar Management.

Or

- (b) Explain in detail about Menu Engineering.

17. (a) Explain in detail about Cook Chill system.

Or

(b) Explain in detail about the Principles of large Scale Commercial Cooking.

18. (a) Explain in detail How menu designing is done for various outlets.

Or

(b) Explain in detail about food Production systems.

C-5484

Sub. Code

90632

M.B.A. DEGREE EXAMINATION, APRIL 2025

Third Semester

Hotel Management and Catering Science

ACCOMMODATION MANAGEMENT

(2018 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Section A

(10 × 2 = 20)

Answer **all** questions.

1. What is Rule of Thumb Approach?
2. What is Room Tariff Card?
3. Write down the basic elements of budget.
4. Point out the objectives of budgetary control.
5. Define Yield Management.
6. What do you understand by Selective Overbooking?
7. What is Pathway chart?
8. What is a Duty roaster?
9. Point out the objectives of training.
10. What is Off-the-job-training?

Section B

(5 × 5 = 25)

Answer **all** questions, choosing either (a) or (b).

11. (a) Explain the various factors for evaluating front office operation.

Or

- (b) List out and explain the different types of meal plan.

12. (a) What are the various steps in preparing a budget? Explain.

Or

- (b) Differentiate between a capital budget and an operating budget.

13. (a) Explain the various benefits of yield management.

Or

- (b) Write down the importance of inventory control in yield management.

14. (a) Explain the factors to be consider while calculating staff strength in housekeeping department.

Or

- (b) Point out the various steps in making a duty roaster.

15. (a) Write down the concept of 'green housekeeping'.

Or

- (b) Explain the disadvantages of outsourcing housekeeping services.

Section C

(3 × 10 = 30)

Answer **all** questions, choosing either (a) or (b).

16. (a) Explain the various steps involved in calculating the room rate according to Hubbart formula.

Or

- (b) Discuss the various factors affecting budget planning in a five star property.
17. (a) Identify and discuss the factors that influence yield management decisions in the accommodation industry.

Or

- (b) Enumerate the benefits and advantages of using yield management software in the accommodation industry.
18. (a) Explain the key managerial styles commonly used in housekeeping management.

Or

- (b) Discuss the current trends in hospitality industry.
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C-5485

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90633

M.B.A. DEGREE EXAMINATION, APRIL 2025.

Third Semester

Hotel Management and Catering Science

RESEARCH METHODS IN HOSPITALITY INDUSTRY

(2018 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** the questions.

1. What is Descriptive research?
2. What is Hypothesis?
3. Point out the difference between questionnaire and schedule.
4. What is Sampling Error?
5. What is the use of Non-Comparative Scales?
6. What is qualitative data?
7. What do you mean by non-probability sampling method?
8. What is Statistical Data Analysis?
9. What is the relationship between mean, median and mode?
10. What is co-joint analysis?

Part B

(5 × 5 = 25)

Answer **all** questions, choosing either (a) or (b).

11. (a) Explain the various components of a research problem.

Or

- (b) Point out the importance of hypothesis in research.

12. (a) Explain the importance of obtaining secondary data before primary data.

Or

- (b) State the merits and demerits of sampling method.

13. (a) Point out the advantages of qualitative data analysis.

Or

- (b) Explain the primary scales of measurement.

14. (a) Point out the significance of data in Statistical Data Analysis.

Or

- (b) How is data presented using tabular method? Explain.

15. (a) What are the fundamental weaknesses of a report writing? Explain.

Or

- (b) Explain the steps involved in writing a research report.

Part C

(3 × 10 = 30)

Answer **all** questions, choosing either (a) or (b).

16. (a) Discuss the important points to keep in mind while defining the Research Problem.

Or

- (b) Evaluate the different methods of collecting data.

17. (a) How do you select an appropriate scaling technique for a research study? Discuss.

Or

- (b) Briefly explain the steps in cluster analysis.

18. (a) Explain the steps for preparing data for analysis.

Or

- (b) Discuss the significance of Chi-square test in statistical analysis.

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90634

M.B.A. DEGREE EXAMINATION, APRIL 2025

Third Semester

Hotel Management and Catering Science

FINANCIAL MANAGEMENT

(2018 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define Finance.
2. What is Equity?
3. Write a Short note on Public Deposits.
4. What is Debentures?
5. Write a Short note on Working Capital Gap?
6. What is IRR?
7. What is Decision Tree?
8. What is Current Assets?
9. Define Budgeting.
10. What is Inventory Costs?

Part B

(5 × 5 = 25)

Answer **all** questions, choosing either (a) or (b).

11. (a) Explain about Risk return trade off in Financial Management.

Or

- (b) Explain the Evaluation of Financial Management.

12. (a) Discuss about Regulations about Public Deposits.

Or

- (b) Explain about right Issues.

13. (a) Write a note on Financing Approaches.

Or

- (b) Explain about types of assistance.

14. (a) Explain about methods of capital investments.

Or

- (b) Discuss about optimum Capital Structure.

15. (a) Explain about factors affecting dividend decisions.

Or

- (b) Explain about Credit policy in a firm.

Part C

(3 × 10 = 30)

Answer **all** questions, choosing either (a) or (b).

16. (a) Define Financial Management and its Importance.

Or

- (b) Explain about Institutional Frame Work.

17. (a) Discuss about Financing Working Capital.

Or

(b) Write about Financing by commercial banks.

18. (a) Discuss about Management of Current Assets.

Or

(b) Explain about different of Dividend Policy.

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90635

M.B.A. DEGREE EXAMINATION, APRIL 2025

Third Semester

Hotel Management and Catering Science

HOSPITALITY PROJECT MANAGEMENT

(2018 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define Project.
2. What is Capital Expenditure?
3. Write a Short note on Feasibility.
4. What is Project Risk?
5. Define Appraisal.
6. Define Project Audit.
7. Write a short note on resource Monitoring.
8. What do you mean by project Evaluation?
9. Define CPM.
10. What is PERT?

Part B

(5 × 5 = 25)

Answer **all** questions, choosing either (a) or (b).

11. (a) Explain briefly government policies for investment in India.

Or

- (b) Explain importance of Capital Budgeting.

12. (a) Write a note on Preliminary Feasibility Study.

Or

- (b) Explain how to prepare Feasibility report.

13. (a) How to prepare model project effectively?

Or

- (b) Explain various facts of appraisal.

14. (a) What do you mean by multiple projects?

Or

- (b) What is Resource Management?

15. (a) Write down the procedure of CPM analysis.

Or

- (b) Explain various steps in PERT.

Part C

(3 × 10 = 30)

Answer **all** questions, choosing either (a) or (b).

16. (a) Discuss identification of project opportunities.

Or

- (b) Explain various procedure investment.

17. (a) Discuss Pre-Investment Stage in Project Management in Detail.

Or

- (b) Discuss about steps taken for recovery of industrial sickness.

18. (a) What are the good qualities required for Project Manager in an organization?

Or

- (b) Explain about Evaluation under uncertainty.
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Sub. Code

90636

M.B.A. DEGREE EXAMINATION, APRIL 2025

Third Semester

Hotel Management and Catering Science

HOSPITALITY LAW

(2018 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What is the purpose of the credit Act?
2. What is a “breach of contract”?
3. What do you mean by building codes?
4. What are contagious diseases with suitable examples?
5. What are bloodborne pathogens?
6. Define OSHA.
7. Why GST Registration is necessary?
8. What is FSSAI?
9. What do you mean by hearing impaired?
10. What is CTN Act?

Part B

(5 × 5 = 25)

Answer **all** questions, choosing either (a) or (b).

11. (a) Explain the types of contracts seen in hotel operations.

Or

- (b) State the significance of plain language law.

12. (a) Are there specific guidelines for pool and spa sanitation in hotels? Explain.

Or

- (b) What permits are required for construction projects according to the Building Codes Act?

13. (a) Explain the main components of OSHA hazard communication.

Or

- (b) How does the hospitality industry manage fire safety, including evacuation procedures?

14. (a) Explain the power and liabilities of a partner.

Or

- (b) Write down the documents required for obtaining Liquor Licenses.

15. (a) Explain the regulations on copyright license for playing music in hotel.

Or

- (b) What are the conditions for resale of interstate and international telephone service?

Part C

(3 × 10 = 30)

Answer **all** questions, choosing either (a) or (b).

16. (a) Discuss the key points of Consumer Protection Act in India.

Or

- (b) List down and explain the various Consumer protection laws affecting hotel industry in India.

17. (a) Discuss the various features of Building Codes Act.

Or

- (b) Illustrate the various Environment Laws that effect Hotel Industry in India.

18. (a) Explain the key occupational health and safety regulations that apply to the hotel industry.

Or

- (b) Explain the Boarding and Lodging License seen in hotel operations.

C-5489

Sub. Code

90641

M.B.A. DEGREE EXAMINATION, APRIL 2025

Fourth Semester

Hotel Management Catering Science

HOSPITALITY MARKETING

(2018 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define the term “Hospitality marketing”.
2. Give any two examples for products of hospitality industry.
3. What is monitoring in hospitality?
4. Write brief about marketing planning approaches.
5. Why is guest behaviour important?
6. Write brief about cognitive dissonance.
7. Why do we need marketing information management?
8. Define the term “Questionnaire”.
9. Define the term “Product mix”.
10. What is public relations?

Part B

(5 × 5 = 25)

Answer **all** questions, choosing either (a) or (b).

11. (a) Explain about effective risk-taking for marketing success.

Or

- (b) Differentiate between marketing philosophy and traditional approaches.

12. (a) Enlist the developing and implementing marketing action plans.

Or

- (b) Describe the factors influence the success of marketing.

13. (a) Summarize about purchase stimuli.

Or

- (b) "Identifying the buyers behaviour is an important task in marketing". Justify this statement.

14. (a) Mention the significance of Marketing research.

Or

- (b) Explain about marketing information and problem solving.

15. (a) Summarize about hospitality networks, pricing mix, strategies and tactics.

Or

- (b) Explain about future hospitality marketing developments.

Part C

(3 × 10 = 30)

Answer **all** questions, choosing either (a) or (b).

16. (a) Elaborate the sales orientation phase and promotional oriented phase.

Or

- (b) Discuss in detailed notes on hospitality marketing check list.

17. (a) Briefly describe about planning for strategic decisions in hospitality marketing.

Or

- (b) Illustrate about sales forecasts and marketing plans in hospitality industry.

18. (a) Illustrate the sources of hospitality marketing information systems.

Or

- (b) Enumerate the specialities of hospitality marketing mix.

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Sub. Code

90642

M.B.A. DEGREE EXAMINATION, APRIL 2025

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. Write the elements of SWOT Analysis.
2. Define the term “Marketing”.
3. What is Corporate Strategy?
4. Give examples for vision.
5. What are the levels of Strategy?
6. What are stabilization strategies?
7. Define the term “Joint Venture”.
8. What is Internal Growth?
9. Expand: ERP.
10. What is SAP in Strategic Management?

Part B

(5 × 5 = 25)

Answer **all** questions, choosing either (a) or (b).

11. (a) State the objectives of Business System in Strategic Management.

Or

- (b) Write the Functional Planning Policies in Strategic Management.

12. (a) Draw the project life cycle diagram.

Or

- (b) Write the Strategic decision making process with example.

13. (a) List down the 11 Alternative Strategy in Strategic Management.

Or

- (b) Differentiate between Horizontal and Vertical Diversification.

14. (a) Write the importance of merge and acquisitions in Strategic Management.

Or

- (b) Provide the organisational structure of Strategic Management.

15. (a) Write the planning and control strategy in Strategic Management.

Or

- (b) Highlight the role of leader in facilitating the organisation.

Part C

(3 × 10 = 30)

Answer **all** questions, choosing either (a) or (b).

16. (a) Analyse the role of Strategic management in Marketing and Finance.

Or

- (b) Discuss the importance of SWOT analysis in Strategic Management.

17. (a) Explain the stages of Strategic Planning Process.

Or

- (b) Elaborate the Advantages and Disadvantages of stability in Strategic Management.

18. (a) Narrate the evolution condition of Strategic Management.

Or

- (b) Examine the various models of Organisational Climate.

C-5491

Sub. Code

90643

M.B.A. DEGREE EXAMINATION, APRIL 2025

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 traveler's ages?
3. What is attitudes of tourism?
4. Write brief about perception in tourism.
5. What do you mean by social tourism?
6. Define the term "cultural tourism".
7. What is International tourism and peace?
8. Define the term "International tourism".
9. Name any four environmental factors of hospitality industry.
10. Write brief about need of tourism policy.

Part B

(5 × 5 = 25)

Answer **all** questions, choosing either (a) or (b).

11. (a) Explain about travel in the industrial ages.

Or

- (b) Summarize about travel in the middle ages in the hospitality industry.

12. (a) Enlist the motivations for travel.

Or

- (b) Summarize about psychological dimensions of tourism.

13. (a) Summarize about cultural dimensions of tourism.

Or

- (b) Describe the social interaction of tourism.

14. (a) Summarize about tools of tourism.

Or

- (b) Explain about economical importance of tourism.

15. (a) Explain about types of research tourism.

Or

- (b) Summarize about International tourism organizations.

Part C

(3 × 10 = 30)

Answer **all** questions, choosing either (a) or (b).

16. (a) Elaborate the history of travel and tourism.

Or

- (b) Discuss in detailed notes on travel in ancient civilization.

17. (a) Briefly describe about the international tourists and travel formalities.

Or

- (b) Discuss in detailed notes on social impacts of tourism.

18. (a) How does tourism affect natural environment of a country? Give some examples in India.

Or

- (b) Analyze in detail about role of tourism policies in India.

C-5492

Sub. Code

90644

M.B.A. DEGREE EXAMINATION, APRIL 2025

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 do you understand by the term 'Training'?
2. What do you mean by ongoing coaching?
3. What is Pedagogy?
4. What are the objectives of training programmes?
5. What do you mean by job specification?
6. Define the learning principles.
7. What is resistant in training?
8. Mention the benefits of monitoring.
9. What do you mean by brainstorming?
10. What is pre-opening training?

Part B

(5 × 5 = 25)

Answer **all** questions, choosing either (a) or (b).

11. (a) What are the merits and demerits of training and development?

Or

- (b) Highlight the various training needs.

12. (a) Mention of benefits of training to employees.

Or

- (b) Write short notes on performance standards.

13. (a) What is learning? How is it related to training?

Or

- (b) Name a few on-the-job training programmes and their benefits.

14. (a) Discuss the steps involved in conducting a training programme in a systematic way.

Or

- (b) What are the objectives of good training?

15. (a) What are the various problems involved in evaluation of training programmes?

Or

- (b) Explain the elements of pre-opening training.

Part C

(3 × 10 = 30)

Answer **all** questions, choosing either (a) or (b).

16. (a) Why training is essential in an organization?
Explain the need of training and development.

Or

- (b) Explain the different methods of training in an organisation.

17. (a) Explain the process of job analysis.

Or

- (b) Explain the roles and responsibilities of Training Managers.

18. (a) Write an essay on pre-opening training in the hospitality industry.

Or

- (b) Explain the procedure for monitoring and evaluation of training programmes.

C-5493

Sub. Code

90645

M.B.A. DEGREE EXAMINATION, APRIL 2025

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. Give examples for Security Programme.
2. What is Class 4 Security Service?
3. What is Alarm in Safety?
4. Define the term "Physical Security Parameter".
5. What is key control in Front Office?
6. What is Hospitality Service?
7. Write the concept of Recreation.
8. Name any four Hotel Events.
9. Define the term "Cashiering in a Hotel".
10. What is Hotel Credit Policies?

Part B

(5 × 5 = 25)

Answer **all** questions, choosing either (a) or (b).

11. (a) Write the importance of Hotel Safety and Security.

Or

- (b) State the elements of an effective Safety Management System.

12. (a) Bring out the Role of Surveillance Security.

Or

- (b) Enlist the Security Equipments used in Hotel Industry.

13. (a) State the key handling procedure in Hotel Industry.

Or

- (b) Write the importance of Lost and found procedure in Hotel.

14. (a) Provide the Responsibilities of Engineering Department in Hotel Industry.

Or

- (b) Write the Control Systems in Food and Beverage Control.

15. (a) List out the effects of natural Disasters on Tourism and Hospitality.

Or

- (b) Write the standard procedure for dealing with bomb threats.

Part C

(3 × 10 = 30)

Answer **all** questions, choosing either (a) or (b).

16. (a) Discuss the Safety and Security measures should be taken in a Hotel.

Or

- (b) Explain the steps on implementing an Information Security Programme.

17. (a) Elaborate the Communication Systems in Safety and Security.

Or

- (b) Describe the main functions of Human Resource Department of a Hotel.

18. (a) Narrate the importance of Computer in Hotel Industry.

Or

- (b) Examine the various Types of Medical Emergency on Tourism and Hospitality Industry.
