

Total No. of Printed Pages : 21

(DO NOT OPEN THIS QUESTION BOOKLET BEFORE TIME OR UNTIL YOU ARE ASKED TO DO SO)

A

SET-X

Ph.D./URS-EE-Jan-2022

SUBJECT : Hotel Management

Sr. No. 10045

Time : 1¼ Hours

Max. Marks : 100

Total Questions : 100

Roll No. (in figures) _____ (in words) _____

Name _____ Father's Name _____

Mother's Name _____ Date of Examination _____

(Signature of the Candidate)

(Signature of the Invigilator)

CANDIDATES MUST READ THE FOLLOWING INFORMATION/INSTRUCTIONS BEFORE STARTING THE QUESTION PAPER.

1. **All questions are compulsory.**
2. The candidates **must return** the question booklet as well as OMR Answer-Sheet to the Invigilator concerned before leaving the Examination Hall, failing which a case of use of unfair-means / mis-behaviour will be registered against him / her, in addition to lodging of an FIR with the police. Further the answer-sheet of such a candidate will not be evaluated.
3. Keeping in view the transparency of the examination system, carbonless OMR Sheet is provided to the candidate so that a copy of OMR Sheet may be kept by the candidate.
4. Question Booklet along with answer key of all the A, B, C & D code will be got uploaded on the University website after the conduct of Entrance Examination. In case there is any discrepancy in the Question Booklet/Answer Key, the same may be brought to the notice of the Controller of Examination in writing/through E.Mail within 24 hours of uploading the same on the University Website. Thereafter, no complaint in any case, will be considered.
5. The candidate **must not** do any rough work or writing in the OMR Answer-Sheet. Rough work, if any, may be done in the question booklet itself. Answers **must not** be ticked in the question booklet.
6. **There will be no negative marking. Each correct answer will be awarded one full mark. Cutting, erasing, overwriting and more than one answer in OMR Answer-Sheet will be treated as incorrect answer.**
7. Use only **Black or Blue Ball Point Pen** of good quality in the OMR Answer-Sheet.
8. **Before answering the questions, the candidates should ensure that they have been supplied correct and complete booklet. Complaints, if any, regarding misprinting etc. will not be entertained 30 minutes after starting of the examination.**

PHD/URS-EE-2022/(Hotel Mgt.)(SET-X)/(A)

SEAL

1. When is International's Chef day celebrated ?
 - (1) 20th April
 - (2) 20th October
 - (3) 20th May
 - (4) 20th November

2. Who is the founder of Oyo Rooms ?
 - (1) Lalit Suri
 - (2) Binny Bansal
 - (3) Ritesh Aggarwal
 - (4) Rakesh Sharma

3. A business lounge will be found in a :
 - (1) Independent Hotel
 - (2) Resort Hotel
 - (3) Business Hotel
 - (4) None of these

4. Earliest lodging places are called :
 - (1) Inns
 - (2) Restaurants
 - (3) Motels
 - (4) None of these

5. American service is otherwise called :
 - (1) Guardian Service
 - (2) Plate Service
 - (3) Chain Service
 - (4) None of these

6. What is the main feature of a time share establishment ?
 - (1) Is a private property
 - (2) Its rooms/resources are shared by guests/tourists according to specified time schedules
 - (3) It is a facility of one star grade
 - (4) It is open and closed on specific time

7. Which one of the following is *not* available in the in-flight menu ?
- (1) Beer (2) Red wine
(3) White wine (4) Cigarettes
8. What is a motel ?
- (1) A small hotel
(2) A small hotel on the highway where motorists check in
(3) A large hotel with packing facilities
(4) A hotel with a restaurant
9. Cocktails are mixed only by expert cocktail makers or experienced bartenders. Infact, they are proud of their skills. Why is that so ?
- (1) Cocktails are difficult to make
(2) It is important to mix different liquors and fruit juices in a correct proportion, the guest should not digest on add cocktail and become sick
(3) They are at the forefront of the sales departments in the bar and so, they feel proud of their cocktail making skills
(4) They know how to make ready mixtures in style and hence are proud of their skills
10. Name of the founder of Oberoi Group of Hotel Chain :
- (1) Mahavir Singh Obroi (2) Mahipal Singh Obroi
(3) Mohan Singh Oberoi (4) Mahipat Singh Broil
11. Which of the following features are considered as critical in qualitative research ?
- (1) Collecting data with the help of standardized research tools.
(2) Design sampling with probability sample techniques.
(3) Collecting data with bottom-up empirical evidence.
(4) Gathering data with top-down schematic evidence.

12. A research intends to explore the result of possible factors for the organization of effective mid-day meal interventions. Which research method will be most appropriate for this study ?
- (1) Descriptive survey method (2) Historical method
(3) Ex-post facto method (4) Experimental method
13. The format of thesis writing is the same as in :
- (1) Writing of seminar representation
(2) Preparation of research paper/article
(3) A research dissertation
(4) Presenting a workshop/conference paper
14. Which one among the following statements is *false* in the context of participatory research ?
- (1) It recognizes knowledge as power
(2) It is a collective process of inquiry
(3) It emphasizes people as experts
(4) Its sole purpose is the production of knowledge
15. What are the conditions in which Type-I error occurs ?
- (1) The null hypotheses get accepted even if it is false
(2) The null hypotheses get rejected even if it is true
(3) Both the null hypotheses as well as alternative hypotheses are rejected
(4) None of the above
16. What does the longitudinal research approach actually deal with ?
- (1) Long-term research (2) Short-term research
(3) Horizontal research (4) None of the above

17. A researcher is interested in studying the prospects of a particular political party in an urban area. So, what tool should he prefer for the study ?
- (1) Rating Scale (2) Interview
(3) Questionnaire (4) Schedule
18. Which one is called non-probability sampling ?
- (1) Quota sampling (2) Cluster sampling
(3) Systematic sampling (4) Stratified random sampling
19. The F-test :
- (1) Is essentially a two-tailed test.
(2) Is essentially a one-tailed test.
(3) Can be one-tailed as well as two-tailed depending on the hypotheses.
(4) Can never be one tailed test.
20. The process not needed in experimental research is :
- (1) Controlling (2) Observation
(3) Reference collection (4) Manipulation and replication
21. A reasoning where we start with certain particular statements and conclude with a universal statement is called :
- (1) Deductive Reasoning (2) Inductive Reasoning
(3) Abnormal Reasoning (4) Transcendental Reasoning
22. "Controlled Group" is a term used in :
- (1) Survey research (2) Historical research
(3) Experimental research (4) Descriptive research

23. Which of the following is *not* true about e journals ?
- (1) They are distributed through digital methods
 - (2) They also have editors or editorial boards
 - (3) They are publications of serial nature
 - (4) They are always free of cost
24. Who defined "Research" as "systematized effort to gain new knowledge" ?
- (1) Tom & Zerry
 - (2) Redman and Mory
 - (3) F. W Taylor
 - (4) Ross Taylor
25. A null hypothesis is :
- (1) Hypothesis of no difference
 - (2) Hypothesis that assigns value of zero to the variable
 - (3) Hypothesis of zero significance
 - (4) None of the above
26. Part of social research is :
- (1) Laboratory experiment
 - (2) Field experiment
 - (3) Survey research
 - (4) All of the above
27. As we move to the western part of India, we come to one of the most popular tourist spots known for its sun and sand. The place also has the first casino in India, which is this place ?
- (1) Chennai
 - (2) Cochin
 - (3) Goa
 - (4) Mumbai

28. Which city is known as the Silicon Valley of India ?
- (1) Hyderabad (2) Bangalore
(3) Mumbai (4) Chennai
29. The famous cricket stadium with the largest seating capacity in India is named what ?
- (1) Feroz Shah Kotla, Delhi (2) Eden Gardens, Kolkata
(3) Chepauk, Chennai (4) Chinnaswamy Stadium, Bangalore
30. Break-even analysis refers to :
- (1) Total Cost = Total Revenue
(2) Marginal Cost > Total Cost
(3) Total Cost > Total Revenue
(4) Marginal Cost = Average Cost
31. Arrange the following according to the hierarchy using the coded given below :
- I. Commis I
II. Executive Chef
III. Sous Chef
IV. Chef d' partie
- (1) IV, III, I, II (2) III, IV, II, I
(3) I, II, III, IV (4) II, III, IV, I
32. "Chef d' rang" is :
- (1) Position in the kitchen
(2) Position in the restaurant
(3) Position in the housekeeping department
(4) Position in the front office

33. The largest Tiger reserve 'Nagarjuna - Srisailem' Tiger reserve is located in :
- (1) Tamil Nadu (2) Karnataka
(3) Andhra Pradesh (4) Kerala
34. Where is the largest museum in India located ?
- (1) Kolkata (2) Bangalore
(3) New Delhi (4) Mumbai
35. Indian Tobacco Company, a fortune Company has its diversified interest in :
- (1) Tobacco and real estate (2) Hotel and Agri products
(3) Automobiles and Heavy Industry (4) Travel and Tour Operations
36. Commonly known as handling agencies and their main function is to organize tour arrangements for incoming tourist on the behalf of the overseas operators.
- (1) Inbound tour operator (2) Ground tour operator
(3) Outbound tour operator (4) Onbound tour operator
37. Which of the following is *not* a scenic tourist attraction ?
- (1) National park (2) Wild life
(3) Beach resort (4) Spas
38. Which one of the following is *not* correctly stated ?
- (1) Eco tourism is an important form of nature based tourism
(2) Eco tourism is community oriented and driven
(3) Eco tourism is government led and private sector controlled
(4) Eco tourism is an important form of sustainable tourism

39. Which one of the following is *correctly* stated ?

- (1) Carrying capacity is measured on the basis of expectation of visitors.
- (2) Carrying capacity is measured on the basis of perception of the visitors.
- (3) Carrying capacity is carried out on the basis of facilities and amenities.
- (4) Carrying capacity is estimated by taking into tourist foot falls.

40. Given below are two statements, one labelled as **Assertion (A)** and the other labelled as **Reason (R)** :

Assertion (A) : Trident hotel and Ginger hotel are the budget category hotels belonged to two major chains.

Reason (R) : To provide the wide range of rooms inventory for tourist.

Codes :

- (1) (A) is correct, but (R) is wrong.
- (2) Both (A) and (R) are correct.
- (3) (A) is wrong, but (R) is correct.
- (4) Both (A) and (R) are wrong.

41. FIFO AND LIFO are methods of calculating :

- | | |
|--------------------|-------------------------|
| (1) Depreciation | (2) Inventory Valuation |
| (3) Net Investment | (4) Working Capital |

42. This World Heritage Site in India houses the holy remains of St. Xavier. Name it :

- (1) St. Francis Xavier Church, Cochin
- (2) Basilica of Bom Jesus, Goa
- (3) St. Blaise Church, Mumbai
- (4) St. James Mar Thomas Church, Delhi

43. Which is the tallest mountain in the Indian territory ?
- (1) Kanchenjunga
 - (2) Mount Godwin Austen (K2)
 - (3) Mount Everest
 - (4) Nanga Parbat
44. The place at which a traveller terminates his journey is called :
- (1) Destination
 - (2) Domestic Tourism
 - (3) Excursionist
 - (4) Mass Tourism
45. 'Bloody Mary" and 'Screw Driver" are :
- (1) Brand of liquors served in hotel bars
 - (2) Classical cocktails served in hotel bars
 - (3) Classical mocktails served in hotel bars
 - (4) Brands of soft drinks served in hotel bars
46. Government of India conduct national level hospitality training under the ambit of :
- (1) National Council for Hotel Management and Catering Technology
 - (2) Federation of Hotel & Restaurant Association of India
 - (3) Central Board of Vocational & Secondary Education
 - (4) Indian Institute of Hotel Management
47. Which hill station is *not* served by Toy Train ?
- (1) Darjeeling
 - (2) Coonor
 - (3) Mount Abu
 - (4) Matheran

48. In the western part of India is the financial capital of India, Mumbai. Which of these monuments will you see in Mumbai ?
- (1) Fort St. George (2) India Gate
(3) Gateway of India (4) Writers Building
49. Ministry of Tourism is supporting AYUSH as a strategic approach to develop in the country.
- (1) Health & Medical Tourism (2) Religious Tourism
(3) Sports Tourism (4) Cultural Tourism
50. Which kind of Tourism is synonyms with MICE Tourism ?
- (1) Rural Tourism (2) Medical Tourism
(3) Farm Tourism (4) Business Tourism
51. Identify the sequence of the four Indian hotel chains according to the year of their establishment.
- I. Lemon tree group of hotels
II. Oberoi group of hotels
III. Welcome group of hotels
IV. Taj group of hotels
- (1) III, II, IV, I (2) II, III, I, IV
(3) IV, II, III, I (4) I, III, II, IV
52. Which one of the following is *correctly* stated ?
- (1) Tajmahal Palace Hotels and Resorts are first LEED certified Hotel in India
(2) Vivanta by Taj are the first LEED certified Hotel in India
(3) ITC Gardinea Hotel is the first LEED certified Hotel in India
(4) Trident Hotel of Oberois is the first LEED certified Hotel in India.

A

- of these
53. Moving to the east of India, we enter one of the popular hill stations of India, famous for its tea plantations. Can you name this town ?
- (1) Kodaikanal (2) Ooty
(3) Darjeeling (4) Kulu-Manali
54. The Indian Government took its first tourist marketing initiative through the incredible India campaign in :
- (1) 2001 (2) 2000
(3) 1999 (4) 2002
55. The process of grouping people within a market according to similar needs, characteristics or behavior is known as :
- (1) Tourism marketing (2) Segmentation
(3) Targeting (4) None of these
- of their
56. The best method of segmenting the market for tourism product and destination is :
- (1) Behavioural (2) Psychological
(3) Demographic (4) Geographic
57. One would find boatels in :
- (1) Manali (2) Srinagar
(3) Loktak (4) Ooty
58. Late Night registrations must be handled according to :
- (1) Your mood (2) Customer mood
(3) Any way you want (4) Company policy

59. This consist of two lists of the Tax and the Explanation. You have to match an item in one list with an item in the order.

List-I

(Name of the Tax)

- A. Air Transport tax
 B. International Departure Tax
 C. Customer User Fee
 D. Passenger Facility Charge

List-II

(Explanation for Taxes Collected)

- i. A fee assessed by the Central Government to defray customs operations at gateway airports.
 ii. A charge imposed by an Airport authority to fund an improvement of the infrastructure.
 iii. A Central tax applied to air transportation within India.
 iv. A tax assessed by the Indian Government from passenger who depart from India to international destination

Codes :

- | | | | | |
|-----|-----|----|-----|-----|
| | A | B | C | D |
| (1) | iii | ii | i | iv |
| (2) | i | ii | iv | iii |
| (3) | iii | iv | i | ii |
| (4) | i | iv | iii | ii |

60. The fares that must be purchased in advance of the departure date require travel to originate and terminate at the same point is known as :

- | | |
|---------------------|------------------|
| (1) Individual fare | (2) Group fare |
| (3) Excursion fare | (4) Transit fare |

61. Internal Tourism includes a :

- (1) Domestic & Inbound Tourism (2) Inbound Tourism
(3) Domestic Tourism (4) Outbound Tourism

62. Visitors spending at least three hours away from home outside their usual environment for leisure but not staying away overnight is known as :

- (1) Leisure day visitor (2) Twisty
(3) Same day visitor (4) None of these

63. The combination of geographic and demographic segmentation is known as :

- (1) Geodemographic (2) Psychographic
(3) Segmentation (4) None of these

64. What is the Indian state famous for boating activities on its backwaters ?

- (1) Kerala (2) Karnataka
(3) Jammu and Kashmir (4) Odisha

65. Continuing your journey in the Northern part of India, you visit a city which is a Union Territory and is also the capital of two Indian states. Which is this city ?

- (1) Amritsar (2) Chandigarh
(3) Noida (4) Shimla

66. An arrival list is :

- (1) The name and address of all resident
(2) Alphabetical list of guest due to arrive
(3) Alphabetical list of guest who have arrived
(4) Alphabetical list of arrivals and departures

67. Total Quality Management is a management approach :
- (1) Long term success through customer satisfaction.
 - (2) Continues improvement of the quality of product and processes.
 - (3) Defending the quality of the product.
 - (4) Understanding the product development process.
68. Tourist Visa is valid for how many days in India ?
- (1) 30 days
 - (2) 60 days
 - (3) 90 days
 - (4) 180 days
69. is a unique tourism product organized in the State of Maharashtra.
- (1) Kumbh Mela
 - (2) Shilp Gram Mela
 - (3) Pushkar Mela
 - (4) Odissa Handicraft Festival
70. Any package tour including two or more component such as airfare and accommodation designed for a specific client is known as :
- (1) Free Individual Travel
 - (2) Group Inclusive Travel
 - (3) Leisure Travel
 - (4) Corporate Travel
71. Employee who work at Airport for booking reservation, weighting and checking luggage and issue tickets are known as :
- (1) Traffic Assistant
 - (2) Airport Agent
 - (3) Ground Staff
 - (4) Airport Assistant

72. This consist of two lists names of Dynasties and names of Temples. The candidate has to match an item in the list - I with an item in the list - II :

List-I

List-II

(Name of Dynasty)

(Name of the Temple)

- | | |
|--------------------|-----------------------|
| A. Early Chalukyan | i. Hazararama |
| B. Hoysala | ii. Vaikuntha Perumal |
| C. Pallava | iii. Chinnakesava |
| D. Vijayanagara | iv. Papanatha |

Codes :

A B C D

- (1) iii iv ii i
 (2) iv ii i iii
 (3) iv iii ii i
 (4) ii i iii iv

73. is a hospitality, retail and education company owned by Government of India, under Ministry of Tourism.

- | | |
|----------|----------|
| (1) IATD | (2) WTTC |
| (3) TAAI | (4) ITDC |

74. ARR is the term used in the hotel industry for identifying :

- | | |
|--------------------------|-----------------------|
| (1) Average Revenue Rate | (2) Average Rack Rate |
| (3) Average Room Revenue | (4) Actual Room Rate |

75. This consists of two lists of terms and statements and the candidates has to match an item in one list with an item in the other :

List - I

- A. Bottom up approach
 B. Top down approach
 C. Participative approach
 D. Inclusive approach

List - II

- i. Formulation of policy with inputs from beneficiaries.
 ii. Mandate for development in all sectors.
 iii. Setting up of policy framework with expert knowledge of policy makers.
 iv. Creation of the blue print of the policy with the support of policy makers, planners and local community.

Codes :

A B C D

- (1) ii i iv iii
 (2) i iv iii ii
 (3) i iii iv ii
 (4) iv ii i iii

76. Which alcohol made from rice ?

- (1) Beer (2) Whisky
 (3) Rum (4) Sake

A

77. What is the main ingredient of Feni ?
- (1) Barley (2) Wheat
(3) Almond (4) Cashew
78. Which country is known as the top producer of the champagne ?
- (1) Italy (2) France
(3) USA (4) Australia
79. Which of the following service is **not** available in 3 star category hotel ?
- (1) Concierge (2) Room amenities
(3) Restaurant (4) Parking
80. Which of the following is **not** counted under the room categories in 5 star deluxe hotel ?
- (1) Suite (2) Executive
(3) Deluxe (4) Corporate
81. What temperature will ruin Red Wine ?
- (1) 15-20°C (2) 25-35°C
(3) 70-80°C (4) 49-55°C
82. How long does it take to complete the fermentation process in case of White Wine ?
- (1) 5 to 7 days (2) 3 to 5 days
(3) 7 to 11 days (4) 1 to 3 days
83. The name or logo of the establishment is put on to the linen item for identification is known as :
- (1) Spotting (2) Darning
(3) Monogramming (4) Printing

21

U

K

00

SEAL

84. Cylindrical passage used for transporting soiled linen from floor to laundry :
- (1) Dress chute
 - (2) Linen chute
 - (3) Valet
 - (4) Passage
85. Linen that is officially declared unfit for use :
- (1) Spill Over
 - (2) Cut down
 - (3) Makeovers
 - (4) Discarded linen
86. From which part of the flax plant is the linen fibre obtained ?
- (1) Seed head
 - (2) Stem
 - (3) Leaves
 - (4) None Of the Above
87. Capital Expenses includes the cost of :
- (1) Flowers & Horticultural
 - (2) Master & Department Budget
 - (3) Equipment's and Machinery
 - (4) Salary & Wages
88. The Physical verification of Inventory items by counting up stocks of all items (stock taking) is also termed as :
- (1) Zero based Scheduling
 - (2) Productivity Standard
 - (3) Par Level
 - (4) Conducting Inventory
89. Floral foam is also known as :
- (1) Sponge
 - (2) Oasis
 - (3) Filler
 - (4) Kenzen
90. The machine that draws out moisture of the linen with the help of centrifugal force is :
- (1) Incinerators
 - (2) Extractors
 - (3) Processors
 - (4) Calendering

91. Ikebana includes :

- (1) Color combinations (2) Natural shapes
(3) Graceful lines (4) All of the above

92. The another name for maid's cart trolley is :

- (1) Chambermaid's trolley (2) Janitor's trolley
(3) Mop wringer trolley (4) Russian trolley

93. The guest loan material from following :

- (1) Hair dryer (2) Laundry bag
(3) Soap (4) Tea/coffee sachet

94. Surfactant or a mixture of surfactants with cleaning properties in diluted solutions that is also used in cleaning purposes is known as :

- (1) Cleaning detergent (2) Purifier liquid
(3) Disinfectant (4) None of the above

95. Chamois leather is obtained from a variety of goat of :

- (1) Africa (2) Asia
(3) America (4) Europe

96. The approximate size of king size bed sheet is :

- (1) 6' × 8' (2) 7' × 7'
(3) 7' × 8' (4) 9' × 9'

97. Kapok is a :

- (1) Vegetable fibre (2) Animal fibre
(3) Mineral fibre (4) Manmade fibre

98. Warp and weft are related to :

- (1) Cleaning
- (2) Weaving
- (3) Polishing
- (4) Flower arrangement

99. Basic cleaning supply for a housekeeping department includes :

- (1) Germicide
- (2) Window and bowl cleaner
- (3) Furniture polishes
- (4) All of the above

100. Housekeeping means :

- (1) Room cleaning only
- (2) Floor cleaning
- (3) Roof top cleaning
- (4) Keeping entire premises clean and comfortable

Total No. of Printed Pages : 21

(DO NOT OPEN THIS QUESTION BOOKLET BEFORE TIME OR UNTIL YOU ARE ASKED TO DO SO)



SET-X

Ph.D./URS-EE-Jan-2022

SUBJECT : Hotel Management

10034

Sr. No.

Time : 1¼ Hours

Max. Marks : 100

Total Questions : 100

Roll No. (in figures) _____ (in words) _____

Name _____ Father's Name _____

Mother's Name _____ Date of Examination _____

(Signature of the Candidate)

(Signature of the Invigilator)

CANDIDATES MUST READ THE FOLLOWING INFORMATION/INSTRUCTIONS BEFORE STARTING THE QUESTION PAPER.

- 1. All questions are compulsory.**
- The candidates **must return** the question booklet as well as OMR Answer-Sheet to the Invigilator concerned before leaving the Examination Hall, failing which a case of use of unfair-means / mis-behaviour will be registered against him / her, in addition to lodging of an FIR with the police. Further the answer-sheet of such a candidate will not be evaluated.
- Keeping in view the transparency of the examination system, carbonless OMR Sheet is provided to the candidate so that a copy of OMR Sheet may be kept by the candidate.
- Question Booklet along with answer key of all the A, B, C & D code will be got uploaded on the University website after the conduct of Entrance Examination. In case there is any discrepancy in the Question Booklet/Answer Key, the same may be brought to the notice of the Controller of Examination in writing/through E.Mail within 24 hours of uploading the same on the University Website. Thereafter, no complaint in any case, will be considered.
- The candidate **must not** do any rough work or writing in the OMR Answer-Sheet. Rough work, if any, may be done in the question booklet itself. Answers **must not** be ticked in the question booklet.
- There will be no negative marking. Each correct answer will be awarded one full mark. Cutting, erasing, overwriting and more than one answer in OMR Answer-Sheet will be treated as incorrect answer.**
- Use only **Black or Blue Ball Point Pen** of good quality in the OMR Answer-Sheet.
- Before answering the questions, the candidates should ensure that they have been supplied correct and complete booklet. Complaints, if any, regarding misprinting etc. will not be entertained 30 minutes after starting of the examination.**

PHD/URS-EE-2022/(Hotel Mgt.)(SET-X)/(B)

SEAL

B

1

1. Employee who work at Airport for booking reservation, weighting and checking luggage and issue tickets are known as :

- (1) Traffic Assistant (2) Airport Agent
(3) Ground Staff (4) Airport Assistant

2. This consist of two lists names of Dynasties and names of Temples. The candidate has to match an item in the list - I with an item in the list - II :

List-I

(Name of Dynasty)

- A. Early Chalukyan
B. Hoysala
C. Pallava
D. Vijayanagara

List-II

(Name of the Temple)

- i. Hazararama
ii. Vaikuntha Perumal
iii. Chinnakesava
iv. Papanatha

Codes :

A B C D

- (1) iii iv ii i
(2) iv ii i iii
(3) iv iii ii i
(4) ii i iii iv

3. is a hospitality, retail and education company owned by Government of India, under Ministry of Tourism.

- (1) IATD (2) WTTC
(3) TAAI (4) ITDC

4. ARR is the term used in the hotel industry for identifying :

- (1) Average Revenue Rate (2) Average Rack Rate
(3) Average Room Revenue (4) Actual Room Rate

5. This consists of two lists of terms and statements and the candidates has to match an item in one list with an item in the other :

List - I

List - II

- | | |
|---------------------------|---|
| A. Bottom up approach | i. Formulation of policy with inputs from beneficiaries. |
| B. Top down approach | ii. Mandate for development in all sectors. |
| C. Participative approach | iii. Setting up of policy framework with expert knowledge of policy makers. |
| D. Inclusive approach | iv. Creation of the blue print of the policy with the support of policy makers, planners and local community. |

Codes :

- | | A | B | C | D |
|-----|----|-----|-----|-----|
| (1) | ii | i | iv | iii |
| (2) | i | iv | iii | ii |
| (3) | i | iii | iv | ii |
| (4) | iv | ii | i | iii |

6. Which alcohol made from rice ?
- (1) Beer (2) Whisky
(3) Rum (4) Sake
7. What is the main ingredient of Feni ?
- (1) Barley (2) Wheat
(3) Almond (4) Cashew
8. Which country is known as the top producer of the champagne ?
- (1) Italy (2) France
(3) USA (4) Australia
9. Which of the following service is **not** available in 3 star category hotel ?
- (1) Concierge (2) Room amenities
(3) Restaurant (4) Parking
10. Which of the following is **not** counted under the room categories in 5 star deluxe hotel ?
- (1) Suite (2) Executive
(3) Deluxe (4) Corporate
11. Identify the sequence of the four Indian hotel chains according to the year of their establishment.
- I. Lemon tree group of hotels
II. Oberoi group of hotels
III. Welcome group of hotels
IV. Taj group of hotels
- (1) III, II, IV, I (2) II, III, I, IV
(3) IV, II, III, I (4) I, III, II, IV

12. Which one of the following is *correctly* stated ?

- (1) Tajmahal Palace Hotels and Resorts are first LEED certified Hotel in India
- (2) Vivanta by Taj are the first LEED certified Hotel in India
- (3) ITC Gardinea Hotel is the first LEED certified Hotel in India
- (4) Trident Hotel of Oberoïs is the first LEED certified Hotel in India.

13. Moving to the east of India, we enter one of the popular hill stations of India, famous for its tea plantations. Can you name this town ?

- (1) Kodaikanal
- (2) Ooty
- (3) Darjeeling
- (4) Kulu-Manali

14. The Indian Government took its first tourist marketing initiative through the incredible India campaign in :

- (1) 2001
- (2) 2000
- (3) 1999
- (4) 2002

15. The process of grouping people within a market according to similar needs, characteristics or behavior is known as :

- (1) Tourism marketing
- (2) Segmentation
- (3) Targeting
- (4) None of these

16. The best method of segmenting the market for tourism product and destination is :

- (1) Behavioural
- (2) Psychological
- (3) Demographic
- (4) Geographic

17. One would find boatels in :

- (1) Manali
- (2) Srinagar
- (3) Loktak
- (4) Ooty

18. Late Night registrations must be handled according to :

- | | |
|----------------------|--------------------|
| (1) Your mood | (2) Customer mood |
| (3) Any way you want | (4) Company policy |

19. This consist of two lists of the Tax and the Explanation. You have to match an item in one list with an item in the order.

List-I

(Name of the Tax)

- A. Air Transport tax
- B. International Departure Tax
- C. Customer User Fee
- D. Passenger Facility Charge

List-II

(Explanation for Taxes Collected)

- i. A fee assessed by the Central Government to defray customs operations at gateway airports.
- ii. A charge imposed by an Airport authority to fund an improvement of the infrastructure.
- iii. A Central tax applied to air transportation within India.
- iv. A tax assessed by the Indian Government from passenger who depart from India to international destination

Codes :

- | | | | | |
|-----|-----|----|-----|-----|
| | A | B | C | D |
| (1) | iii | ii | i | iv |
| (2) | i | ii | iv | iii |
| (3) | iii | iv | i | ii |
| (4) | i | iv | iii | ii |

20. The fares that must be purchased in advance of the departure date require travel to originate and terminate at the same point is known as :

- (1) Individual fare (2) Group fare
(3) Excursion fare (4) Transit fare

21. Arrange the following according to the hierarchy using the coded given below :

I. Commis I

II. Executive Chef

III. Sous Chef

IV. Chef d' partie

- (1) IV, III, I, II (2) III, IV, II, I
(3) I, II, III, IV (4) II, III, IV, I

22. "Chef d' rang" is :

- (1) Position in the kitchen
(2) Position in the restaurant
(3) Position in the housekeeping department
(4) Position in the front office

23. The largest Tiger reserve 'Nagarjuna - Srisailam' Tiger reserve is located in :

- (1) Tamil Nadu (2) Karnataka
(3) Andhra Pradesh (4) Kerala

24. Where is the largest museum in India located ?

- (1) Kolkata (2) Bangalore
(3) New Delhi (4) Mumbai

25. Indian Tobacco Company, a fortune Company has its diversified interest in :
- (1) Tobacco and real estate (2) Hotel and Agri products
(3) Automobiles and Heavy Industry (4) Travel and Tour Operations
26. Commonly known as handling agencies and their main function is to organize tour arrangements for incoming tourist on the behalf of the overseas operators.
- (1) Inbound tour operator (2) Ground tour operator
(3) Outbound tour operator (4) Onbound tour operator
27. Which of the following is *not* a scenic tourist attraction ?
- (1) National park (2) Wild life
(3) Beach resort (4) Spas
28. Which one of the following is *not* correctly stated ?
- (1) Eco tourism is an important form of nature based tourism
(2) Eco tourism is community oriented and driven
(3) Eco tourism is government led and private sector controlled
(4) Eco tourism is an important form of sustainable tourism
29. Which one of the following is *correctly* stated ?
- (1) Carrying capacity is measured on the basis of expectation of visitors.
(2) Carrying capacity is measured on the basis of perception of the visitors.
(3) Carrying capacity is carried out on the basis of facilities and amenities.
(4) Carrying capacity is estimated by taking into tourist foot falls.

30. Given below are two statements, one labelled as **Assertion (A)** and the other labelled as **Reason (R)** :

Assertion (A) : Trident hotel and Ginger hotel are the budget category hotels belonged to two major chains.

Reason (R) : To provide the wide range of rooms inventory for tourist.

Codes :

- (1) (A) is correct, but (R) is wrong.
 - (2) Both (A) and (R) are correct.
 - (3) (A) is wrong, but (R) is correct.
 - (4) Both (A) and (R) are wrong.
31. Which of the following features are considered as critical in qualitative research ?
- (1) Collecting data with the help of standardized research tools.
 - (2) Design sampling with probability sample techniques.
 - (3) Collecting data with bottom-up empirical evidence.
 - (4) Gathering data with top-down schematic evidence.
32. A research intends to explore the result of possible factors for the organization of effective mid-day meal interventions. Which research method will be most appropriate for this study ?
- | | |
|-------------------------------|-------------------------|
| (1) Descriptive survey method | (2) Historical method |
| (3) Ex-post facto method | (4) Experimental method |
33. The format of thesis writing is the same as in :
- (1) Writing of seminar representation
 - (2) Preparation of research paper/article
 - (3) A research dissertation
 - (4) Presenting a workshop/conference paper

34. Which one among the following statements is *false* in the context of participatory research ?
- (1) It recognizes knowledge as power
 - (2) It is a collective process of inquiry
 - (3) It emphasizes people as experts
 - (4) Its sole purpose is the production of knowledge
35. What are the conditions in which Type-I error occurs ?
- (1) The null hypotheses get accepted even if it is false
 - (2) The null hypotheses get rejected even if it is true
 - (3) Both the null hypotheses as well as alternative hypotheses are rejected
 - (4) None of the above
36. What does the longitudinal research approach actually deal with ?
- (1) Long-term research
 - (2) Short-term research
 - (3) Horizontal research
 - (4) None of the above
37. A researcher is interested in studying the prospects of a particular political party in an urban area. So, what tool should he prefer for the study ?
- (1) Rating Scale
 - (2) Interview
 - (3) Questionnaire
 - (4) Schedule
38. Which one is called non-probability sampling ?
- (1) Quota sampling
 - (2) Cluster sampling
 - (3) Systematic sampling
 - (4) Stratified random sampling

39. The F-test :

- (1) Is essentially a two-tailed test.
- (2) Is essentially a one-tailed test.
- (3) Can be one-tailed as well as two-tailed depending on the hypotheses.
- (4) Can never be one tailed test.

40. The process not needed in experimental research is :

- (1) Controlling
- (2) Observation
- (3) Reference collection
- (4) Manipulation and replication

41. Ikebana includes :

- (1) Color combinations
- (2) Natural shapes
- (3) Graceful lines
- (4) All of the above

42. The another name for maid's cart trolley is :

- (1) Chambermaid's trolley
- (2) Janitor's trolley
- (3) Mop wringer trolley
- (4) Russian trolley

43. The guest loan material from following :

- (1) Hair dryer
- (2) Laundry bag
- (3) Soap
- (4) Tea/coffee sachet

44. Surfactant or a mixture of surfactants with cleaning properties in diluted solutions that is also used in cleaning purposes is known as :

- (1) Cleaning detergent
- (2) Purifier liquid
- (3) Disinfectant
- (4) None of the above

45. Chamois leather is obtained from a variety of goat of :
- (1) Africa (2) Asia
(3) America (4) Europe
46. The approximate size of king size bed sheet is :
- (1) 6' × 8' (2) 7' × 7'
(3) 7' × 8' (4) 9' × 9'
47. Kapok is a :
- (1) Vegetable fibre (2) Animal fibre
(3) Mineral fibre (4) Manmade fibre
48. Warp and weft are related to :
- (1) Cleaning (2) Weaving
(3) Polishing (4) Flower arrangement
49. Basic cleaning supply for a housekeeping department includes :
- (1) Germicide (2) Window and bowl cleaner
(3) Furniture polishes (4) All of the above
50. Housekeeping means :
- (1) Room cleaning only
(2) Floor cleaning
(3) Roof top cleaning
(4) Keeping entire premises clean and comfortable

51. Internal Tourism includes a :

- (1) Domestic & Inbound Tourism (2) Inbound Tourism
(3) Domestic Tourism (4) Outbound Tourism

52. Visitors spending at least three hours away from home outside their usual environment for leisure but not staying away overnight is known as :

- (1) Leisure day visitor (2) Twisty
(3) Same day visitor (4) None of these

53. The combination of geographic and demographic segmentation is known as :

- (1) Geodemographic (2) Psychographic
(3) Segmentation (4) None of these

54. What is the Indian state famous for boating activities on its backwaters ?

- (1) Kerala (2) Karnataka
(3) Jammu and Kashmir (4) Odisha

55. Continuing your journey in the Northern part of India, you visit a city which is a Union Territory and is also the capital of two Indian states. Which is this city ?

- (1) Amritsar (2) Chandigarh
(3) Noida (4) Shimla

56. An arrival list is :

- (1) The name and address of all resident
(2) Alphabetical list of guest due to arrive
(3) Alphabetical list of guest who have arrived
(4) Alphabetical list of arrivals and departures

57. Total Quality Management is a management approach :
- (1) Long term success through customer satisfaction.
 - (2) Continues improvement of the quality of product and processes.
 - (3) Defending the quality of the product.
 - (4) Understanding the product development process.
58. Tourist Visa is valid for how many days in India ?
- (1) 30 days
 - (2) 60 days
 - (3) 90 days
 - (4) 180 days
59. is a unique tourism product organized in the State of Maharashtra.
- (1) Kumbh Mela
 - (2) Shilp Gram Mela
 - (3) Pushkar Mela
 - (4) Odissa Handicraft Festival
60. Any package tour including two or more component such as airfare and accommodation designed for a specific client is known as :
- (1) Free Individual Travel
 - (2) Group Inclusive Travel
 - (3) Leisure Travel
 - (4) Corporate Travel
61. What temperature will ruin Red Wine ?
- (1) 15-20°C
 - (2) 25-35°C
 - (3) 70-80°C
 - (4) 49-55°C

62. How long does it take to complete the fermentation process in case of White Wine ?
- (1) 5 to 7 days (2) 3 to 5 days
(3) 7 to 11 days (4) 1 to 3 days
63. The name or logo of the establishment is put on to the linen item for identification is known as :
- (1) Spotting (2) Darning
(3) Monogramming (4) Printing
64. Cylindrical passage used for transporting soiled linen from floor to laundry :
- (1) Dress chute (2) Linen chute
(3) Valet (4) Passage
65. Linen that is officially declared unfit for use :
- (1) Spill Over (2) Cut down
(3) Makeovers (4) Discarded linen
66. From which part of the flax plant is the linen fibre obtained ?
- (1) Seed head (2) Stem
(3) Leaves (4) None Of the Above
67. Capital Expenses includes the cost of :
- (1) Flowers & Horticultural (2) Master & Department Budget
(3) Equipment's and Machinery (4) Salary & Wages
68. The Physical verification of Inventory items by counting up stocks of all items (stock taking) is also termed as :
- (1) Zero based Scheduling (2) Productivity Standard
(3) Par Level (4) Conducting Inventory

B

15

69. Floral foam is also known as :

- (1) Sponge
- (2) Oasis
- (3) Filler
- (4) Kenzen

70. The machine that draws out moisture of the linen with the help of centrifugal force is :

- (1) Incinerators
- (2) Extractors
- (3) Processors
- (4) Calendering

71. FIFO AND LIFO are methods of calculating :

- (1) Depreciation
- (2) Inventory Valuation
- (3) Net Investment
- (4) Working Capital

72. This World Heritage Site in India houses the holy remains of St. Xavier. Name it :

- (1) St. Francis Xavier Church, Cochin
- (2) Basilica of Bom Jesus, Goa
- (3) St. Blaise Church, Mumbai
- (4) St. James Mar Thomas Church, Delhi

73. Which is the tallest mountain in the Indian territory ?

- (1) Kanchenjunga
- (2) Mount Godwin Austen (K2)
- (3) Mount Everest
- (4) Nanga Parbat

74. The place at which a traveller terminates his journey is called :

- (1) Destination
- (2) Domestic Tourism
- (3) Excursionist
- (4) Mass Tourism

PHD/URS-EE-2022/(Hotel Mgt.)(SET-X)/(B)

P. T. O.

75. 'Bloody Mary' and 'Screw Driver' are :
- (1) Brand of liquors served in hotel bars
 - (2) Classical cocktails served in hotel bars
 - (3) Classical mocktails served in hotel bars
 - (4) Brands of soft drinks served in hotel bars
76. Government of India conduct national level hospitality training under the ambit of :
- (1) National Council for Hotel Management and Catering Technology
 - (2) Federation of Hotel & Restaurant Association of India
 - (3) Central Board of Vocational & Secondary Education
 - (4) Indian Institute of Hotel Management
77. Which hill station is *not* served by Toy Train ?
- (1) Darjeeling
 - (2) Coonor
 - (3) Mount Abu
 - (4) Matheran
78. In the western part of India is the financial capital of India, Mumbai. Which of these monuments will you see in Mumbai ?
- (1) Fort St. George
 - (2) India Gate
 - (3) Gateway of India
 - (4) Writers Building
79. Ministry of Tourism is supporting AYUSH as a strategic approach to develop in the country.
- (1) Health & Medical Tourism
 - (2) Religious Tourism
 - (3) Sports Tourism
 - (4) Cultural Tourism

80. Which kind of Tourism is synonyms with MICE Tourism ?
- (1) Rural Tourism (2) Medical Tourism
(3) Farm Tourism (4) Business Tourism
81. A reasoning where we start with certain particular statements and conclude with a universal statement is called :
- (1) Deductive Reasoning (2) Inductive Reasoning
(3) Abnormal Reasoning (4) Transcendental Reasoning
82. "Controlled Group" is a term used in :
- (1) Survey research (2) Historical research
(3) Experimental research (4) Descriptive research
83. Which of the following is *not* true about e journals ?
- (1) They are distributed through digital methods
(2) They also have editors or editorial boards
(3) They are publications of serial nature
(4) They are always free of cost
84. Who defined "Research" as "systematized effort to gain new knowledge" ?
- (1) Tom & Zerry (2) Redman and Mory
(3) F. W Taylor (4) Ross Taylor
85. A null hypothesis is :
- (1) Hypothesis of no difference
(2) Hypothesis that assigns value of zero to the variable
(3) Hypothesis of zero significance
(4) None of the above

86. Part of social research is :

- (1) Laboratory experiment (2) Field experiment
(3) Survey research (4) All of the above

87. As we move to the western part of India, we come to one of the most popular tourist spots known for its sun and sand. The place also has the first casino in India, which is this place ?

- (1) Chennai (2) Cochin
(3) Goa (4) Mumbai

88. Which city is known as the Silicon Valley of India ?

- (1) Hyderabad (2) Bangalore
(3) Mumbai (4) Chennai

89. The famous cricket stadium with the largest seating capacity in India is named what ?

- (1) Feroz Shah Kotla, Delhi (2) Eden Gardens, Kolkata
(3) Chepauk, Chennai (4) Chinnaswamy Stadium, Bangalore

90. Break-even analysis refers to :

- (1) Total Cost = Total Revenue
(2) Marginal Cost > Total Cost
(3) Total Cost > Total Revenue
(4) Marginal Cost = Average Cost

91. When is International's Chef day celebrated ?

- (1) 20th April (2) 20th October
(3) 20th May (4) 20th November

92. Who is the founder of Oyo Rooms ?

- (1) Lalit Suri (2) Binny Bansal
(3) Ritesh Aggarwal (4) Rakesh Sharma

93. A business lounge will be found in a :

- (1) Independent Hotel (2) Resort Hotel
(3) Business Hotel (4) None of these

94. Earliest lodging places are called :

- (1) Inns (2) Restaurants
(3) Motels (4) None of these

95. American service is otherwise called :

- (1) Guardian Service (2) Plate Service
(3) Chain Service (4) None of these

96. What is the main feature of a time share establishment ?

- (1) Is a private property
(2) Its rooms/resources are shared by guests/tourists according to specified time schedules
(3) It is a facility of one star grade
(4) It is open and closed on specific time

97. Which one of the following is **not** available in the in-flight menu ?

- (1) Beer (2) Red wine
(3) White wine (4) Cigarettes

98. What is a motel ?

- (1) A small hotel
- (2) A small hotel on the highway where motorists check in
- (3) A large hotel with packing facilities
- (4) A hotel with a restaurant

99. Cocktails are mixed only by expert cocktail makers or experienced bartenders. Infact, they are proud of their skills. Why is that so ?

- (1) Cocktails are difficult to make
- (2) It is important to mix different liquors and fruit juices in a correct proportion, the guest should not digest on add cocktail and become sick
- (3) They are at the forefront of the sales departments in the bar and so, they feel proud of their cocktail making skills
- (4) They know how to make ready mixtures in style and hence are proud of their skills

100. Name of the founder of Oberoi Group of Hotel Chain :

- | | |
|-------------------------|-------------------------|
| (1) Mahavir Singh Obroi | (2) Mahipal Singh Obroi |
| (3) Mohan Singh Oberoi | (4) Mahipat Singh Broil |

Total No. of Printed Pages : 21

(DO NOT OPEN THIS QUESTION BOOKLET BEFORE TIME OR UNTIL YOU ARE ASKED TO DO SO)



SET-X

Ph.D./URS-EE-Jan-2022

SUBJECT : Hotel Management

10031

Sr. No.

Time : 1¼ Hours

Max. Marks : 100

Total Questions : 100

Roll No. (in figures) _____ (in words) _____

Name _____ Father's Name _____

Mother's Name _____ Date of Examination _____

(Signature of the Candidate)

(Signature of the Invigilator)

CANDIDATES MUST READ THE FOLLOWING INFORMATION/INSTRUCTIONS BEFORE STARTING THE QUESTION PAPER.

1. **All questions are compulsory.**
2. The candidates **must return** the question booklet as well as OMR Answer-Sheet to the Invigilator concerned before leaving the Examination Hall, failing which a case of use of unfair-means / mis-behaviour will be registered against him / her, in addition to lodging of an FIR with the police. Further the answer-sheet of such a candidate will not be evaluated.
3. Keeping in view the transparency of the examination system, carbonless OMR Sheet is provided to the candidate so that a copy of OMR Sheet may be kept by the candidate.
4. Question Booklet along with answer key of all the A, B, C & D code will be got uploaded on the University website after the conduct of Entrance Examination. In case there is any discrepancy in the Question Booklet/Answer Key, the same may be brought to the notice of the Controller of Examination in writing/through E.Mail within 24 hours of uploading the same on the University Website. Thereafter, no complaint in any case, will be considered.
5. The candidate **must not** do any rough work or writing in the OMR Answer-Sheet. Rough work, if any, may be done in the question booklet itself. Answers **must not** be ticked in the question booklet.
6. **There will be no negative marking. Each correct answer will be awarded one full mark. Cutting, erasing, overwriting and more than one answer in OMR Answer-Sheet will be treated as incorrect answer.**
7. Use only **Black or Blue Ball Point Pen** of good quality in the OMR Answer-Sheet.
8. **Before answering the questions, the candidates should ensure that they have been supplied correct and complete booklet. Complaints, if any, regarding misprinting etc. will not be entertained 30 minutes after starting of the examination.**

PHD/URS-EE-2022/(Hotel Mgt.)(SET-X)/(C)

SEAL

1. FIFO AND LIFO are methods of calculating :
 - (1) Depreciation
 - (2) Inventory Valuation
 - (3) Net Investment
 - (4) Working Capital

2. This World Heritage Site in India houses the holy remains of St. Xavier. Name it :
 - (1) St. Francis Xavier Church, Cochin
 - (2) Basilica of Bom Jesus, Goa
 - (3) St. Blaise Church, Mumbai
 - (4) St. James Mar Thomas Church, Delhi

3. Which is the tallest mountain in the Indian territory ?
 - (1) Kanchenjunga
 - (2) Mount Godwin Austen (K2)
 - (3) Mount Everest
 - (4) Nanga Parbat

4. The place at which a traveller terminates his journey is called :
 - (1) Destination
 - (2) Domestic Tourism
 - (3) Excursionist
 - (4) Mass Tourism

5. 'Bloody Mary' and 'Screw Driver' are :
 - (1) Brand of liquors served in hotel bars
 - (2) Classical cocktails served in hotel bars
 - (3) Classical mocktails served in hotel bars
 - (4) Brands of soft drinks served in hotel bars

6. Government of India conduct national level hospitality training under the ambit of :
- (1) National Council for Hotel Management and Catering Technology
 - (2) Federation of Hotel & Restaurant Association of India
 - (3) Central Board of Vocational & Secondary Education
 - (4) Indian Institute of Hotel Management
7. Which hill station is *not* served by Toy Train ?
- (1) Darjeeling
 - (2) Coonor
 - (3) Mount Abu
 - (4) Matheran
8. In the western part of India is the financial capital of India, Mumbai. Which of these monuments will you see in Mumbai ?
- (1) Fort St. George
 - (2) India Gate
 - (3) Gateway of India
 - (4) Writers Building
9. Ministry of Tourism is supporting AYUSH as a strategic approach to develop in the country.
- (1) Health & Medical Tourism
 - (2) Religious Tourism
 - (3) Sports Tourism
 - (4) Cultural Tourism
10. Which kind of Tourism is synonyms with MICE Tourism ?
- (1) Rural Tourism
 - (2) Medical Tourism
 - (3) Farm Tourism
 - (4) Business Tourism

11. A reasoning where we start with certain particular statements and conclude with a universal statement is called :

- (1) Deductive Reasoning (2) Inductive Reasoning
(3) Abnormal Reasoning (4) Transcendental Reasoning

12. "Controlled Group" is a term used in :

- (1) Survey research (2) Historical research
(3) Experimental research (4) Descriptive research

13. Which of the following is *not* true about e journals ?

- (1) They are distributed through digital methods
(2) They also have editors or editorial boards
(3) They are publications of serial nature
(4) They are always free of cost

14. Who defined "Research" as "systematized effort to gain new knowledge" ?

- (1) Tom & Zerry (2) Redman and Mory
(3) F. W Taylor (4) Ross Taylor

15. A null hypothesis is :

- (1) Hypothesis of no difference
(2) Hypothesis that assigns value of zero to the variable
(3) Hypothesis of zero significance
(4) None of the above

16. Part of social research is :

- (1) Laboratory experiment (2) Field experiment
(3) Survey research (4) All of the above

17. As we move to the western part of India, we come to one of the most popular tourist spots known for its sun and sand. The place also has the first casino in India, which is this place ?

- (1) Chennai (2) Cochin
(3) Goa (4) Mumbai

18. Which city is known as the Silicon Valley of India ?

- (1) Hyderabad (2) Bangalore
(3) Mumbai (4) Chennai

19. The famous cricket stadium with the largest seating capacity in India is named what ?

- (1) Feroz Shah Kotla, Delhi (2) Eden Gardens, Kolkata
(3) Chepauk, Chennai (4) Chinnaswamy Stadium, Bangalore

20. Break-even analysis refers to :

- (1) Total Cost = Total Revenue
(2) Marginal Cost > Total Cost
(3) Total Cost > Total Revenue
(4) Marginal Cost = Average Cost

21. When is International's Chef day celebrated ?

- (1) 20th April (2) 20th October
(3) 20th May (4) 20th November

22. Who is the founder of Oyo Rooms ?
- (1) Lalit Suri (2) Binny Bansal
(3) Ritesh Aggarwal (4) Rakesh Sharma
23. A business lounge will be found in a :
- (1) Independent Hotel (2) Resort Hotel
(3) Business Hotel (4) None of these
24. Earliest lodging places are called :
- (1) Inns (2) Restaurants
(3) Motels (4) None of these
25. American service is otherwise called :
- (1) Guardian Service (2) Plate Service
(3) Chain Service (4) None of these
26. What is the main feature of a time share establishment ?
- (1) Is a private property
(2) Its rooms/resources are shared by guests/tourists according to specified time schedules
(3) It is a facility of one star grade
(4) It is open and closed on specific time
27. Which one of the following is *not* available in the in-flight menu ?
- (1) Beer (2) Red wine
(3) White wine (4) Cigarettes

28. What is a motel ?

- (1) A small hotel
- (2) A small hotel on the highway where motorists check in
- (3) A large hotel with packing facilities
- (4) A hotel with a restaurant

29. Cocktails are mixed only by expert cocktail makers or experienced bartenders. Infact, they are proud of their skills. Why is that so ?

- (1) Cocktails are difficult to make
- (2) It is important to mix different liquors and fruit juices in a correct proportion, the guest should not digest on add cocktail and become sick
- (3) They are at the forefront of the sales departments in the bar and so, they feel proud of their cocktail making skills
- (4) They know how to make ready mixtures in style and hence are proud of their skills

30. Name of the founder of Oberoi Group of Hotel Chain :

- | | |
|-------------------------|-------------------------|
| (1) Mahavir Singh Obroi | (2) Mahipal Singh Obroi |
| (3) Mohan Singh Oberoi | (4) Mahipat Singh Broil |

31. What temperature will ruin Red Wine ?

- | | |
|-------------|-------------|
| (1) 15-20°C | (2) 25-35°C |
| (3) 70-80°C | (4) 49-55°C |

32. How long does it take to complete the fermentation process in case of White Wine ?

- | | |
|------------------|-----------------|
| (1) 5 to 7 days | (2) 3 to 5 days |
| (3) 7 to 11 days | (4) 1 to 3 days |

33. The name or logo of the establishment is put on to the linen item for identification is known as :
- (1) Spotting (2) Darning
(3) Monogramming (4) Printing
34. Cylindrical passage used for transporting soiled linen from floor to laundry :
- (1) Dress chute (2) Linen chute
(3) Valet (4) Passage
35. Linen that is officially declared unfit for use :
- (1) Spill Over (2) Cut down
(3) Makeovers (4) Discarded linen
36. From which part of the flax plant is the linen fibre obtained ?
- (1) Seed head (2) Stem
(3) Leaves (4) None Of the Above
37. Capital Expenses includes the cost of :
- (1) Flowers & Horticultural (2) Master & Department Budget
(3) Equipment's and Machinery (4) Salary & Wages
38. The Physical verification of Inventory items by counting up stocks of all items (stock taking) is also termed as :
- (1) Zero based Scheduling (2) Productivity Standard
(3) Par Level (4) Conducting Inventory
39. Floral foam is also known as :
- (1) Sponge (2) Oasis
(3) Filler (4) Kenzen

40. The machine that draws out moisture of the linen with the help of centrifugal force is :
- (1) Incinerators (2) Extractors
(3) Processors (4) Calendering
41. Internal Tourism includes a :
- (1) Domestic & Inbound Tourism (2) Inbound Tourism
(3) Domestic Tourism (4) Outbound Tourism
42. Visitors spending at least three hours away from home outside their usual environment for leisure but not staying away overnight is known as :
- (1) Leisure day visitor (2) Twisty
(3) Same day visitor (4) None of these
43. The combination of geographic and demographic segmentation is known as :
- (1) Geodemographic (2) Psychographic
(3) Segmentation (4) None of these
44. What is the Indian state famous for boating activities on its backwaters ?
- (1) Kerala (2) Karnataka
(3) Jammu and Kashmir (4) Odisha
45. Continuing your journey in the Northern part of India, you visit a city which is a Union Territory and is also the capital of two Indian states. Which is this city ?
- (1) Amritsar (2) Chandigarh
(3) Noida (4) Shimla

46. An arrival list is :

- (1) The name and address of all resident
- (2) Alphabetical list of guest due to arrive
- (3) Alphabetical list of guest who have arrived
- (4) Alphabetical list of arrivals and departures

47. Total Quality Management is a management approach :

- (1) Long term success through customer satisfaction.
- (2) Continues improvement of the quality of product and processes.
- (3) Defending the quality of the product.
- (4) Understanding the product development process.

48. Tourist Visa is valid for how many days in India ?

- (1) 30 days
- (2) 60 days
- (3) 90 days
- (4) 180 days

49. is a unique tourism product organized in the State of Maharashtra.

- (1) Kumbh Mela
- (2) Shilp Gram Mela
- (3) Pushkar Mela
- (4) Odissa Handicraft Festival

50. Any package tour including two or more component such as airfare and accommodation designed for a specific client is known as :

- (1) Free Individual Travel
- (2) Group Inclusive Travel
- (3) Leisure Travel
- (4) Corporate Travel

51. Arrange the following according to the hierarchy using the coded given below :

- I. Commis I
- II. Executive Chef
- III. Sous Chef
- IV. Chef d' partie

- (1) IV, III, I, II
- (3) I, II, III, IV

- (2) III, IV, II, I
- (4) II, III, IV, I

52. "Chef d' rang" is :

- (1) Position in the kitchen
- (2) Position in the restaurant
- (3) Position in the housekeeping department
- (4) Position in the front office

53. The largest Tiger reserve 'Nagarjuna - Srisaillam' Tiger reserve is located in :

- (1) Tamil Nadu
- (2) Karnataka
- (3) Andhra Pradesh
- (4) Kerala

54. Where is the largest museum in India located ?

- (1) Kolkata
- (2) Bangalore
- (3) New Delhi
- (4) Mumbai

55. Indian Tobacco Company, a fortune Company has its diversified interest in :

- (1) Tobacco and real estate
- (2) Hotel and Agri products
- (3) Automobiles and Heavy Industry
- (4) Travel and Tour Operations

56. Commonly known as handling agencies and their main function is to organize tour arrangements for incoming tourist on the behalf of the overseas operators.

- (1) Inbound tour operator
- (2) Ground tour operator
- (3) Outbound tour operator
- (4) Onbound tour operator

57. Which of the following is *not* a scenic tourist attraction ?

- (1) National park (2) Wild life
(3) Beach resort (4) Spas

58. Which one of the following is *not* correctly stated ?

- (1) Eco tourism is an important form of nature based tourism
(2) Eco tourism is community oriented and driven
(3) Eco tourism is government led and private sector controlled
(4) Eco tourism is an important form of sustainable tourism

59. Which one of the following is *correctly* stated ?

- (1) Carrying capacity is measured on the basis of expectation of visitors.
(2) Carrying capacity is measured on the basis of perception of the visitors.
(3) Carrying capacity is carried out on the basis of facilities and amenities.
(4) Carrying capacity is estimated by taking into tourist foot falls.

60. Given below are two statements, one labelled as **Assertion (A)** and the other labelled as **Reason (R)** :

Assertion (A) : Trident hotel and Ginger hotel are the budget category hotels belonged to two major chains.

Reason (R) : To provide the wide range of rooms inventory for tourist.

Codes :

- (1) (A) is correct, but (R) is wrong.
(2) Both (A) and (R) are correct.
(3) (A) is wrong, but (R) is correct.
(4) Both (A) and (R) are wrong.

61. Employee who work at Airport for booking reservation, weighting and checking luggage and issue tickets are known as :

- (1) Traffic Assistant (2) Airport Agent
(3) Ground Staff (4) Airport Assistant

62. This consist of two lists names of Dynasties and names of Temples. The candidate has to match an item in the list - I with an item in the list - II :

List-I

(Name of Dynasty)

- A. Early Chalukyan
B. Hoysala
C. Pallava
D. Vijayanagara

List-II

(Name of the Temple)

- i. Hazararama
ii. Vaikuntha Perumal
iii. Chinnakesava
iv. Papanatha

Codes :

A B C D

- (1) iii iv ii i
(2) iv ii i iii
(3) iv iii ii i
(4) ii i iii iv

63. is a hospitality, retail and education company owned by Government of India, under Ministry of Tourism.

- (1) IATD (2) WTTC
(3) TAAI (4) ITDC

64. ARR is the term used in the hotel industry for identifying :

- (1) Average Revenue Rate (2) Average Rack Rate
(3) Average Room Revenue (4) Actual Room Rate

65. This consists of two lists of terms and statements and the candidates has to match an item in one list with an item in the other :

List - I

List - II

- | | |
|---------------------------|---|
| A. Bottom up approach | i. Formulation of policy with inputs from beneficiaries. |
| B. Top down approach | ii. Mandate for development in all sectors. |
| C. Participative approach | iii. Setting up of policy framework with expert knowledge of policy makers. |
| D. Inclusive approach | iv. Creation of the blue print of the policy with the support of policy makers, planners and local community. |

Codes :

- | | A | B | C | D |
|-----|----|-----|-----|-----|
| (1) | ii | i | iv | iii |
| (2) | i | iv | iii | ii |
| (3) | i | iii | iv | ii |
| (4) | iv | ii | i | iii |

66. Which alcohol made from rice ?

- (1) Beer (2) Whisky
(3) Rum (4) Sake

67. What is the main ingredient of Feni ?

- (1) Barley (2) Wheat
(3) Almond (4) Cashew

68. Which country is known as the top producer of the champagne ?

- (1) Italy (2) France
(3) USA (4) Australia

69. Which of the following service is *not* available in 3 star category hotel ?

- (1) Concierge (2) Room amenities
(3) Restaurant (4) Parking

70. Which of the following is *not* counted under the room categories in 5 star deluxe hotel ?

- (1) Suite (2) Executive
(3) Deluxe (4) Corporate

71. Ikebana includes :

- (1) Color combinations (2) Natural shapes
(3) Graceful lines (4) All of the above

C

72. The another name for maid's cart trolley is :

- (1) Chambermaid's trolley (2) Janitor's trolley
(3) Mop wringer trolley (4) Russian trolley

73. The guest loan material from following :

- (1) Hair dryer (2) Laundry bag
(3) Soap (4) Tea/coffee sachet

74. Surfactant or a mixture of surfactants with cleaning properties in diluted solutions that is also used in cleaning purposes is known as :

- (1) Cleaning detergent (2) Purifier liquid
(3) Disinfectant (4) None of the above

75. Chamois leather is obtained from a variety of goat of :

- (1) Africa (2) Asia
(3) America (4) Europe

76. The approximate size of king size bed sheet is :

- (1) 6' × 8' (2) 7' × 7'
(3) 7' × 8' (4) 9' × 9'

77. Kapok is a :

- (1) Vegetable fibre (2) Animal fibre
(3) Mineral fibre (4) Manmade fibre

78. Warp and weft are related to :

- (1) Cleaning
- (2) Weaving
- (3) Polishing
- (4) Flower arrangement

79. Basic cleaning supply for a housekeeping department includes :

- (1) Germicide
- (2) Window and bowl cleaner
- (3) Furniture polishes
- (4) All of the above

80. Housekeeping means :

- (1) Room cleaning only
- (2) Floor cleaning
- (3) Roof top cleaning
- (4) Keeping entire premises clean and comfortable

81. Which of the following features are considered as critical in qualitative research ?

- (1) Collecting data with the help of standardized research tools.
- (2) Design sampling with probability sample techniques.
- (3) Collecting data with bottom-up empirical evidence.
- (4) Gathering data with top-down schematic evidence.

82. A research intends to explore the result of possible factors for the organization of effective mid-day meal interventions. Which research method will be most appropriate for this study ?

- (1) Descriptive survey method
- (2) Historical method
- (3) Ex-post facto method
- (4) Experimental method

83. The format of thesis writing is the same as in :
- (1) Writing of seminar representation
 - (2) Preparation of research paper/article
 - (3) A research dissertation
 - (4) Presenting a workshop/conference paper
84. Which one among the following statements is *false* in the context of participatory research ?
- (1) It recognizes knowledge as power
 - (2) It is a collective process of inquiry
 - (3) It emphasizes people as experts
 - (4) Its sole purpose is the production of knowledge
85. What are the conditions in which Type-I error occurs ?
- (1) The null hypotheses get accepted even if it is false
 - (2) The null hypotheses get rejected even if it is true
 - (3) Both the null hypotheses as well as alternative hypotheses are rejected
 - (4) None of the above
86. What does the longitudinal research approach actually deal with ?
- (1) Long-term research
 - (2) Short-term research
 - (3) Horizontal research
 - (4) None of the above
87. A researcher is interested in studying the prospects of a particular political party in an urban area. So, what tool should he prefer for the study ?
- (1) Rating Scale
 - (2) Interview
 - (3) Questionnaire
 - (4) Schedule

88. Which one is called non-probability sampling ?
- (1) Quota sampling (2) Cluster sampling
(3) Systematic sampling (4) Stratified random sampling
89. The F-test :
- (1) Is essentially a two-tailed test.
(2) Is essentially a one-tailed test.
(3) Can be one-tailed as well as two-tailed depending on the hypotheses.
(4) Can never be one tailed test.
90. The process not needed in experimental research is :
- (1) Controlling (2) Observation
(3) Reference collection (4) Manipulation and replication
91. Identify the sequence of the four Indian hotel chains according to the year of their establishment.
- I. Lemon tree group of hotels
II. Oberoi group of hotels
III. Welcome group of hotels
IV. Taj group of hotels
- (1) III, II, IV, I (2) II, III, I, IV
(3) IV, II, III, I (4) I, III, II, IV
92. Which one of the following is *correctly* stated ?
- (1) Tajmahal Palace Hotels and Resorts are first LEED certified Hotel in India
(2) Vivanta by Taj are the first LEED certified Hotel in India
(3) ITC Gardinea Hotel is the first LEED certified Hotel in India
(4) Trident Hotel of Oberois is the first LEED certified Hotel in India.

C

93. Moving to the east of India, we enter one of the popular hill stations of India, famous for its tea plantations. Can you name this town ?

- (1) Kodaikanal (2) Ooty
(3) Darjeeling (4) Kulu-Manali

94. The Indian Government took its first tourist marketing initiative through the incredible India campaign in :

- (1) 2001 (2) 2000
(3) 1999 (4) 2002

95. The process of grouping people within a market according to similar needs, characteristics or behavior is known as :

- (1) Tourism marketing (2) Segmentation
(3) Targeting (4) None of these

96. The best method of segmenting the market for tourism product and destination is :

- (1) Behavioural (2) Psychological
(3) Demographic (4) Geographic

97. One would find boatels in :

- (1) Manali (2) Srinagar
(3) Loktak (4) Ooty

98. Late Night registrations must be handled according to :

- (1) Your mood (2) Customer mood
(3) Any way you want (4) Company policy

SEAL

99. This consist of two lists of the Tax and the Explanation. You have to match an item in one list with an item in the order.

List-I

(Name of the Tax)

- A. Air Transport tax
B. International Departure Tax
C. Customer User Fee
D. Passenger Facility Charge

List-II

(Explanation for Taxes Collected)

- i. A fee assessed by the Central Government to defray customs operations at gateway airports.
ii. A charge imposed by an Airport authority to fund an improvement of the infrastructure.
iii. A Central tax applied to air transportation within India.
iv. A tax assessed by the Indian Government from passenger who depart from India to international destination

Codes :

- | | A | B | C | D |
|-----|-----|----|-----|-----|
| (1) | iii | ii | i | iv |
| (2) | i | ii | iv | iii |
| (3) | iii | iv | i | ii |
| (4) | i | iv | iii | ii |

100. The fares that must be purchased in advance of the departure date require travel to originate and terminate at the same point is known as :

- | | |
|---------------------|------------------|
| (1) Individual fare | (2) Group fare |
| (3) Excursion fare | (4) Transit fare |

Total No. of Printed Pages : 21

(DO NOT OPEN THIS QUESTION BOOKLET BEFORE TIME OR UNTIL YOU
ARE ASKED TO DO SO)

D

SET-X

Ph.D./URS-EE-Jan-2022

SUBJECT : Hotel Management

10032

Sr. No.

Time : 1¼ Hours

Max. Marks : 100

Total Questions : 100

Roll No. (in figures) _____ (in words) _____

Name _____ Father's Name _____

Mother's Name _____ Date of Examination _____

(Signature of the Candidate)

(Signature of the Invigilator)

**CANDIDATES MUST READ THE FOLLOWING INFORMATION/INSTRUCTIONS BEFORE
STARTING THE QUESTION PAPER.**

1. **All questions are compulsory.**
2. The candidates **must return** the question booklet as well as OMR Answer-Sheet to the Invigilator concerned before leaving the Examination Hall, failing which a case of use of unfair-means / mis-behaviour will be registered against him / her, in addition to lodging of an FIR with the police. Further the answer-sheet of such a candidate will not be evaluated.
3. Keeping in view the transparency of the examination system, carbonless OMR Sheet is provided to the candidate so that a copy of OMR Sheet may be kept by the candidate.
4. Question Booklet along with answer key of all the A, B, C & D code will be got uploaded on the University website after the conduct of Entrance Examination. In case there is any discrepancy in the Question Booklet/Answer Key, the same may be brought to the notice of the Controller of Examination in writing/through E.Mail within 24 hours of uploading the same on the University Website. Thereafter, no complaint in any case, will be considered.
5. The candidate **must not** do any rough work or writing in the OMR Answer-Sheet. Rough work, if any, may be done in the question booklet itself. Answers **must not** be ticked in the question booklet.
6. **There will be no negative marking. Each correct answer will be awarded one full mark. Cutting, erasing, overwriting and more than one answer in OMR Answer-Sheet will be treated as incorrect answer.**
7. Use only **Black** or **Blue Ball Point Pen** of good quality in the OMR Answer-Sheet.
8. **Before answering the questions, the candidates should ensure that they have been supplied correct and complete booklet. Complaints, if any, regarding misprinting etc. will not be entertained 30 minutes after starting of the examination.**

PHD/URS-EE-2022/(Hotel Mgt.)(SET-X)/(D)

SEAL

1. Which of the following features are considered as critical in qualitative research ?
 - (1) Collecting data with the help of standardized research tools.
 - (2) Design sampling with probability sample techniques.
 - (3) Collecting data with bottom-up empirical evidence.
 - (4) Gathering data with top-down schematic evidence.

2. A research intends to explore the result of possible factors for the organization of effective mid-day meal interventions. Which research method will be most appropriate for this study ?
 - (1) Descriptive survey method
 - (2) Historical method
 - (3) Ex-post facto method
 - (4) Experimental method

3. The format of thesis writing is the same as in :
 - (1) Writing of seminar representation
 - (2) Preparation of research paper/article
 - (3) A research dissertation
 - (4) Presenting a workshop/conference paper

4. Which one among the following statements is *false* in the context of participatory research ?
 - (1) It recognizes knowledge as power
 - (2) It is a collective process of inquiry
 - (3) It emphasizes people as experts
 - (4) Its sole purpose is the production of knowledge

5. What are the conditions in which Type-I error occurs ?
- (1) The null hypotheses get accepted even if it is false
 - (2) The null hypotheses get rejected even if it is true
 - (3) Both the null hypotheses as well as alternative hypotheses are rejected
 - (4) None of the above
6. What does the longitudinal research approach actually deal with ?
- (1) Long-term research
 - (2) Short-term research
 - (3) Horizontal research
 - (4) None of the above
7. A researcher is interested in studying the prospects of a particular political party in an urban area. So, what tool should he prefer for the study ?
- (1) Rating Scale
 - (2) Interview
 - (3) Questionnaire
 - (4) Schedule
8. Which one is called non-probability sampling ?
- (1) Quota sampling
 - (2) Cluster sampling
 - (3) Systematic sampling
 - (4) Stratified random sampling
9. The F-test :
- (1) Is essentially a two-tailed test.
 - (2) Is essentially a one-tailed test.
 - (3) Can be one-tailed as well as two-tailed depending on the hypotheses.
 - (4) Can never be one tailed test.

10. The process not needed in experimental research is :

- | | |
|--------------------------|----------------------------------|
| (1) Controlling | (2) Observation |
| (3) Reference collection | (4) Manipulation and replication |

11. Ikebana includes :

- | | |
|------------------------|----------------------|
| (1) Color combinations | (2) Natural shapes |
| (3) Graceful lines | (4) All of the above |

12. The another name for maid's cart trolley is :

- | | |
|---------------------------|-----------------------|
| (1) Chambermaid's trolley | (2) Janitor's trolley |
| (3) Mop wringer trolley | (4) Russian trolley |

13. The guest loan material from following :

- | | |
|----------------|-----------------------|
| (1) Hair dryer | (2) Laundry bag |
| (3) Soap | (4) Tea/coffee sachet |

14. Surfactant or a mixture of surfactants with cleaning properties in diluted solutions that is also used in cleaning purposes is known as :

- | | |
|------------------------|-----------------------|
| (1) Cleaning detergent | (2) Purifier liquid |
| (3) Disinfectant | (4) None of the above |

15. Chamois leather is obtained from a variety of goat of :

- | | |
|-------------|------------|
| (1) Africa | (2) Asia |
| (3) America | (4) Europe |

16. The approximate size of king size bed sheet is :

- (1) 6' × 8'
- (2) 7' × 7'
- (3) 7' × 8'
- (4) 9' × 9'

17. Kapok is a :

- (1) Vegetable fibre
- (2) Animal fibre
- (3) Nimeral fibre
- (4) Manmade fibre

18. Warp and weft are related to :

- (1) Cleaning
- (2) Weaving
- (3) Polishing
- (4) Flower arrangement

19. Basic cleaning supply for a housekeeping department includes :

- (1) Germicide
- (2) Window and bowl cleaner
- (3) Furniture polishes
- (4) All of the above

20. Housekeeping means :

- (1) Room cleaning only
- (2) Floor cleaning
- (3) Roof top cleaning
- (4) Keeping entire premises clean and comfortable

21. Employee who work at Airport for booking reservation, weighting and checking luggage and issue tickets are known as :

- (1) Traffic Assistant
- (2) Airport Agent
- (3) Ground Staff
- (4) Airport Assistant

22. This consist of two lists names of Dynasties and names of Temples. The candidate has to match an item in the list - I with an item in the list - II :

List-I	List-II
(Name of Dynasty)	(Name of the Temple)
A. Early Chalukyan	i. Hazararama
B. Hoysala	ii. Vaikuntha Perumal
C. Pallava	iii. Chinnakesava
D. Vijayanagara	iv. Papanatha

Codes :

- | A | B | C | D |
|---------|-----|-----|-----|
| (1) iii | iv | ii | i |
| (2) iv | ii | i | iii |
| (3) iv | iii | ii | i |
| (4) ii | i | iii | iv |

23. is a hospitality, retail and education company owned by Government of India, under Ministry of Tourism.

- | | |
|----------|----------|
| (1) IATD | (2) WTTC |
| (3) TAAI | (4) ITDC |

24. ARR is the term used in the hotel industry for identifying :

- | | |
|--------------------------|-----------------------|
| (1) Average Revenue Rate | (2) Average Rack Rate |
| (3) Average Room Revenue | (4) Actual Room Rate |

25. This consists of two lists of terms and statements and the candidates has to match an item in one list with an item in the other :

List - I

- A. Bottom up approach
 B. Top down approach
 C. Participative approach
 D. Inclusive approach

List - II

- i. Formulation of policy with inputs from beneficiaries.
 ii. Mandate for development in all sectors.
 iii. Setting up of policy framework with expert knowledge of policy makers.
 iv. Creation of the blue print of the policy with the support of policy makers, planners and local community.

Codes :

- | | A | B | C | D |
|-----|----|-----|-----|-----|
| (1) | ii | i | iv | iii |
| (2) | i | iv | iii | ii |
| (3) | i | iii | iv | ii |
| (4) | iv | ii | i | iii |

26. Which alcohol made from rice ?

- | | |
|----------|------------|
| (1) Beer | (2) Whisky |
| (3) Rum | (4) Sake |

27. What is the main ingredient of Feni ?

- | | |
|------------|------------|
| (1) Barley | (2) Wheat |
| (3) Almond | (4) Cashew |

28. Which country is known as the top producer of the champagne ?
- (1) Italy (2) France
(3) USA (4) Australia
29. Which of the following service is *not* available in 3 star category hotel ?
- (1) Concierge (2) Room amenities
(3) Restaurant (4) Parking
30. Which of the following is *not* counted under the room categories in 5 star deluxe hotel ?
- (1) Suite (2) Executive
(3) Deluxe (4) Corporate
31. Identify the sequence of the four Indian hotel chains according to the year of their establishment.
- I. Lemon tree group of hotels
II. Oberoi group of hotels
III. Welcome group of hotels
IV. Taj group of hotels
- (1) III, II, IV, I (2) II, III, I, IV
(3) IV, II, III, I (4) I, III, II, IV
32. Which one of the following is *correctly* stated ?
- (1) Tajmahal Palace Hotels and Resorts are first LEED certified Hotel in India
(2) Vivanta by Taj are the first LEED certified Hotel in India
(3) ITC Gardinea Hotel is the first LEED certified Hotel in India
(4) Trident Hotel of Oberois is the first LEED certified Hotel in India.

33. Moving to the east of India, we enter one of the popular hill stations of India, famous for its tea plantations. Can you name this town ?
- (1) Kodaikanal (2) Ooty
(3) Darjeeling (4) Kulu-Manali
34. The Indian Government took its first tourist marketing initiative through the incredible India campaign in :
- (1) 2001 (2) 2000
(3) 1999 (4) 2002
35. The process of grouping people within a market according to similar needs, characteristics or behavior is known as :
- (1) Tourism marketing (2) Segmentation
(3) Targeting (4) None of these
36. The best method of segmenting the market for tourism product and destination is :
- (1) Behavioural (2) Psychological
(3) Demographic (4) Geographic
37. One would find boatels in :
- (1) Manali (2) Srinagar
(3) Loktak (4) Ooty
38. Late Night registrations must be handled according to :
- (1) Your mood (2) Customer mood
(3) Any way you want (4) Company policy

39. This consist of two lists of the Tax and the Explanation. You have to match an item in one list with an item in the order.

List-I	List-II
(Name of the Tax)	(Explanation for Taxes Collected)
A. Air Transport tax	i. A fee assessed by the Central Government to defray customs operations at gateway airports.
B. International Departure Tax	ii. A charge imposed by an Airport authority to fund an improvement of the infrastructure.
C. Customer User Fee	iii. A Central tax applied to air transportation within India.
D. Passenger Facility Charge	iv. A tax assessed by the Indian Government from passenger who depart from India to international destination

Codes :

	A	B	C	D
(1)	iii	ii	i	iv
(2)	i	ii	iv	iii
(3)	iii	iv	i	ii
(4)	i	iv	iii	ii

40. The fares that must be purchased in advance of the departure date require travel to originate and terminate at the same point is known as :

- | | |
|---------------------|------------------|
| (1) Individual fare | (2) Group fare |
| (3) Excursion fare | (4) Transit fare |

41. Arrange the following according to the hierarchy using the coded given below :

I. Commis I

II. Executive Chef

III. Sous Chef

IV. Chef d' partie

(1) IV, III, I, II

(2) III, IV, II, I

(3) I, II, III, IV

(4) II, III, IV, I

42. "Chef d' rang" is :

(1) Position in the kitchen

(2) Position in the restaurant

(3) Position in the housekeeping department

(4) Position in the front office

43. The largest Tiger reserve 'Nagarjuna - Srisailem' Tiger reserve is located in :

(1) Tamil Nadu

(2) Karnataka

(3) Andhra Pradesh

(4) Kerala

44. Where is the largest museum in India located ?

(1) Kolkata

(2) Bangalore

(3) New Delhi

(4) Mumbai

45. Indian Tobacco Company, a fortune Company has its diversified interest in :

(1) Tobacco and real estate

(2) Hotel and Agri products

(3) Automobiles and Heavy Industry

(4) Travel and Tour Operations

46. Commonly known as handling agencies and their main function is to organize tour arrangements for incoming tourist on the behalf of the overseas operators.

(1) Inbound tour operator

(2) Ground tour operator

(3) Outbound tour operator

(4) Onbound tour operator

47. Which of the following is **not** a scenic tourist attraction ?
- (1) National park (2) Wild life
(3) Beach resort (4) Spas
48. Which one of the following is **not** correctly stated ?
- (1) Eco tourism is an important form of nature based tourism
(2) Eco tourism is community oriented and driven
(3) Eco tourism is government led and private sector controlled
(4) Eco tourism is an important form of sustainable tourism
49. Which one of the following is **correctly** stated ?
- (1) Carrying capacity is measured on the basis of expectation of visitors.
(2) Carrying capacity is measured on the basis of perception of the visitors.
(3) Carrying capacity is carried out on the basis of facilities and amenities.
(4) Carrying capacity is estimated by taking into tourist foot falls.
50. Given below are two statements, one labelled as **Assertion (A)** and the other labelled as **Reason (R)** :
- Assertion (A)** : Trident hotel and Ginger hotel are the budget category hotels belonged to two major chains.
- Reason (R)** : To provide the wide range of rooms inventory for tourist.
- Codes :**
- (1) (A) is correct, but (R) is wrong.
(2) Both (A) and (R) are correct.
(3) (A) is wrong, but (R) is correct.
(4) Both (A) and (R) are wrong.

51. A reasoning where we start with certain particular statements and conclude with a universal statement is called :
- (1) Deductive Reasoning
 - (2) Inductive Reasoning
 - (3) Abnormal Reasoning
 - (4) Transcendental Reasoning
52. "Controlled Group" is a term used in :
- (1) Survey research
 - (2) Historical research
 - (3) Experimental research
 - (4) Descriptive research
53. Which of the following is *not* true about e journals ?
- (1) They are distributed through digital methods
 - (2) They also have editors or editorial boards
 - (3) They are publications of serial nature
 - (4) They are always free of cost
54. Who defined "Research" as "systematized effort to gain new knowledge" ?
- (1) Tom & Zerry
 - (2) Redman and Mory
 - (3) F. W Taylor
 - (4) Ross Taylor
55. A null hypothesis is :
- (1) Hypothesis of no difference
 - (2) Hypothesis that assigns value of zero to the variable
 - (3) Hypothesis of zero significance
 - (4) None of the above

56. Part of social research is :
- (1) Laboratory experiment (2) Field experiment
(3) Survey research (4) All of the above
57. As we move to the western part of India, we come to one of the most popular tourist spots known for its sun and sand. The place also has the first casino in India, which is this place ?
- (1) Chennai (2) Cochin
(3) Goa (4) Mumbai
58. Which city is known as the Silicon Valley of India ?
- (1) Hyderabad (2) Bangalore
(3) Mumbai (4) Chennai
59. The famous cricket stadium with the largest seating capacity in India is named what ?
- (1) Feroz Shah Kotla, Delhi (2) Eden Gardens, Kolkata
(3) Chepauk, Chennai (4) Chinnaswamy Stadium, Bangalore
60. Break-even analysis refers to :
- (1) Total Cost = Total Revenue
(2) Marginal Cost > Total Cost
(3) Total Cost > Total Revenue
(4) Marginal Cost = Average Cost
61. FIFO AND LIFO are methods of calculating :
- (1) Depreciation (2) Inventory Valuation
(3) Net Investment (4) Working Capital

62. This World Heritage Site in India houses the holy remains of St. Xavier. Name it :
- (1) St. Francis Xavier Church, Cochin
 - (2) Basilica of Bom Jesus, Goa
 - (3) St. Blaise Church, Mumbai
 - (4) St. James Mar Thomas Church, Delhi
63. Which is the tallest mountain in the Indian territory ?
- (1) Kanchenjunga
 - (2) Mount Godwin Austen (K2)
 - (3) Mount Everest
 - (4) Nanga Parbat
64. The place at which a traveller terminates his journey is called :
- | | |
|------------------|----------------------|
| (1) Destination | (2) Domestic Tourism |
| (3) Excursionist | (4) Mass Tourism |
65. 'Bloody Mary" and 'Screw Driver" are :
- (1) Brand of liquors served in hotel bars
 - (2) Classical cocktails served in hotel bars
 - (3) Classical mocktails served in hotel bars
 - (4) Brands of soft drinks served in hotel bars
66. Government of India conduct national level hospitality training under the ambit of :
- (1) National Council for Hotel Management and Catering Technology
 - (2) Federation of Hotel & Restaurant Association of India
 - (3) Central Board of Vocational & Secondary Education
 - (4) Indian Institute of Hotel Management

67. Which hill station is *not* served by Toy Train ?
- (1) Darjeeling (2) Coonor
(3) Mount Abu (4) Matheran
68. In the western part of India is the financial capital of India, Mumbai. Which of these monuments will you see in Mumbai ?
- (1) Fort St. George (2) India Gate
(3) Gateway of India (4) Writers Building
69. Ministry of Tourism is supporting AYUSH as a strategic approach to develop in the country.
- (1) Health & Medical Tourism (2) Religious Tourism
(3) Sports Tourism (4) Cultural Tourism
70. Which kind of Tourism is synonyms with MICE Tourism ?
- (1) Rural Tourism (2) Medical Tourism
(3) Farm Tourism (4) Business Tourism
71. Internal Tourism includes a :
- (1) Domestic & Inbound Tourism (2) Inbound Tourism
(3) Domestic Tourism (4) Outbound Tourism
72. Visitors spending at least three hours away from home outside their usual environment for leisure but not staying away overnight is known as :
- (1) Leisure day visitor (2) Twisty
(3) Same day visitor (4) None of these

73. The combination of geographic and demographic segmentation is known as :
- (1) Geodemographic (2) Psychographic
(3) Segmentation (4) None of these
74. What is the Indian state famous for boating activities on its backwaters ?
- (1) Kerala (2) Karnataka
(3) Jammu and Kashmir (4) Odisha
75. Continuing your journey in the Northern part of India, you visit a city which is a Union Territory and is also the capital of two Indian states. Which is this city ?
- (1) Amritsar (2) Chandigarh
(3) Noida (4) Shimla
76. An arrival list is :
- (1) The name and address of all resident
(2) Alphabetical list of guest due to arrive
(3) Alphabetical list of guest who have arrived
(4) Alphabetical list of arrivals and departures
77. Total Quality Management is a management approach :
- (1) Long term success through customer satisfaction.
(2) Continues improvement of the quality of product and processes.
(3) Defending the quality of the product.
(4) Understanding the product development process.
78. Tourist Visa is valid for how many days in India ?
- (1) 30 days (2) 60 days
(3) 90 days (4) 180 days

79. is a unique tourism product organized in the State of Maharashtra.
- (1) Kumbh Mela (2) Shilp Gram Mela
(3) Pushkar Mela (4) Odissa Handicraft Festival
80. Any package tour including two or more component such as airfare and accommodation designed for a specific client is known as :
- (1) Free Individual Travel (2) Group Inclusive Travel
(3) Leisure Travel (4) Corporate Travel
81. When is International's Chef day celebrated ?
- (1) 20th April (2) 20th October
(3) 20th May (4) 20th November
82. Who is the founder of Oyo Rooms ?
- (1) Lalit Suri (2) Binny Bansal
(3) Ritesh Aggarwal (4) Rakesh Sharma
83. A business lounge will be found in a :
- (1) Independent Hotel (2) Resort Hotel
(3) Business Hotel (4) None of these
84. Earliest lodging places are called :
- (1) Inns (2) Restaurants
(3) Motels (4) None of these
85. American service is otherwise called :
- (1) Guardian Service (2) Plate Service
(3) Chain Service (4) None of these

86. What is the main feature of a time share establishment ?
- (1) Is a private property
 - (2) Its rooms/resources are shared by guests/tourists according to specified time schedules
 - (3) It is a facility of one star grade
 - (4) It is open and closed on specific time
87. Which one of the following is *not* available in the in-flight menu ?
- | | |
|----------------|----------------|
| (1) Beer | (2) Red wine |
| (3) White wine | (4) Cigarettes |
88. What is a motel ?
- (1) A small hotel
 - (2) A small hotel on the highway where motorists check in
 - (3) A large hotel with packing facilities
 - (4) A hotel with a restaurant
89. Cocktails are mixed only by expert cocktail makers or experienced bartenders. Infact, they are proud of their skills. Why is that so ?
- (1) Cocktails are difficult to make
 - (2) It is important to mix different liquors and fruit juices in a correct proportion, the guest should not digest on add cocktail and become sick
 - (3) They are at the forefront of the sales departments in the bar and so, they feel proud of their cocktail making skills
 - (4) They know how to make ready mixtures in style and hence are proud of their skills

90. Name of the founder of Oberoi Group of Hotel Chain :
- (1) Mahavir Singh Obroi
(2) Mahipal Singh Obroi
(3) Mohan Singh Oberoi
(4) Mahipat Singh Broil
91. What temperature will ruin Red Wine ?
- (1) 15-20°C
(2) 25-35°C
(3) 70-80°C
(4) 49-55°C
92. How long does it take to complete the fermentation process in case of White Wine ?
- (1) 5 to 7 days
(2) 3 to 5 days
(3) 7 to 11 days
(4) 1 to 3 days
93. The name or logo of the establishment is put on to the linen item for identification is known as :
- (1) Spotting
(2) Darning
(3) Monogramming
(4) Printing
94. Cylindrical passage used for transporting soiled linen from floor to laundry :
- (1) Dress chute
(2) Linen chute
(3) Valet
(4) Passage
95. Linen that is officially declared unfit for use :
- (1) Spill Over
(2) Cut down
(3) Makeovers
(4) Discarded linen
96. From which part of the flax plant is the linen fibre obtained ?
- (1) Seed head
(2) Stem
(3) Leaves
(4) None Of the Above

- 97.** Capital Expenses includes the cost of :
- (1) Flowers & Horticultural
 - (2) Master & Department Budget
 - (3) Equipment's and Machinery
 - (4) Salary & Wages
- 98.** The Physical verification of Inventory items by counting up stocks of all items (stock taking) is also termed as :
- (1) Zero based Scheduling
 - (2) Productivity Standard
 - (3) Par Level
 - (4) Conducting Inventory
- 99.** Floral foam is also known as :
- (1) Sponge
 - (2) Oasis
 - (3) Filler
 - (4) Kenzen
- 100.** The machine that draws out moisture of the linen with the help of centrifugal force is :
- (1) Incinerators
 - (2) Extractors
 - (3) Processors
 - (4) Calendering

Answer Key of Hotel Management Ph.D/URS Entrance Exam
2021-22

Q. No	A	B	C	D
1	2	3	2	3
2	3	3	2	3
3	3	4	1	3
4	1	3	1	4
5	2	3	2	4
6	2	4	1	1
7	4	4	3	3
8	2	2	3	1
9	2	1	1	3
10	3	4	1	2
11	3	3	2	4
12	3	3	3	1
13	3	3	4	1
14	4	4	2	1
15	4	2	1	4
16	1	1	4	4
17	3	2	3	1
18	1	4	2	2
19	3	3	2	4
20	2	3	1	4
21	2	4	2	3
22	3	2	3	3
23	4	3	3	4
24	2	1	1	3
25	1	2	2	3
26	4	2	2	4
27	3	4	4	4
28	2	3	2	2
29	2	4	2	1
30	1	2	3	4
31	4	3	3	3
32	2	3	3	3
33	3	3	3	3
34	1	4	2	4
35	2	4	4	2
36	2	1	2	1
37	4	3	3	2
38	3	1	4	4
39	4	3	2	3
40	2	2	2	3
41	2	4	1	4
42	2	1	3	2
43	1	1	1	3
44	1	1	1	1
45	2	4	2	2
46	1	4	4	2
47	3	1	2	4
48	3	2	3	3
49	1	4	1	4
50	1	4	1	2

Opd
10/2/2022

S2
10/2/22

2

51	3	1	4	2
52	3	3	2	3
53	3	1	3	4
54	4	1	1	2
55	2	2	2	1
56	1	4	2	4
57	2	2	4	3
58	4	3	3	2
59	3	1	4	2
60	3	1	2	1
61	1	3	3	2
62	3	3	3	2
63	1	3	4	1
64	1	2	3	1
65	2	4	3	2
66	4	2	4	1
67	2	3	4	3
68	3	4	2	3
69	1	2	1	1
70	1	2	4	1
71	3	2	4	1
72	3	2	1	3
73	4	1	1	1
74	3	1	1	1
75	3	2	4	2
76	4	1	4	4
77	4	3	1	2
78	2	3	2	3
79	1	1	4	1
80	4	1	4	1
81	3	2	3	2
82	3	3	3	3
83	3	4	3	3
84	2	2	4	1
85	4	1	4	2
86	2	4	1	2
87	3	3	3	4
88	4	2	1	2
89	2	2	3	2
90	2	1	2	3
91	4	2	3	3
92	1	3	3	3
93	1	3	3	3
94	1	1	4	2
95	4	2	2	4
96	4	2	1	2
97	1	4	2	3
98	2	2	4	4
99	4	2	3	2
100	4	3	3	2

O'Connell
10/2/2022

S 2
10/2/2022