

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

(MPH/PHD/URS-EE-2019)

HOTEL MANAGEMENT

Code

A

Sr. No. **10053**

SET-“X”

Time : 1¼ Hours

Total Questions : 100

Max. Marks : 100

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

Name : _____ Father's Name : _____

Mother's Name : _____ Date of Examination : _____

(Signature of the candidate)

(Signature of the Invigilator)

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18.11.19 *18/11/19*

Question No.	Questions
1.	<p>Functional managers are responsible</p> <ol style="list-style-type: none"> (1) for a single area of activity (2) to the upper level of management and staff (3) for complex organizational sub-units (4) for obtaining copyrights and patents for newly developed processes and equipment
2.	<p>Concerning leadership concepts,</p> <ol style="list-style-type: none"> (1) leader roles are unnecessary in organizations like Gore-Tex, where a self leadership approach is used (2) it is likely that a particular set of leader characteristics and behaviours do suit specific situations and groups (3) it is likely that the need for leaders will decline in the 21st century due to more decentralized structures (4) the military model of leadership will become more popular in the 21st century
3.	<p>In order from lowest to highest, what are Maslow's five classes of needs ?</p> <ol style="list-style-type: none"> (1) Social esteem physiological safety self-actualization (2) Physiological safety social self-actualization esteem (3) Physiological safety social esteem self-actualization (4) Self-actualization esteem safety social physiological

PHD/URS-EE-2019 (Hotel Management) Code-A

(1)

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4.	<p>Groups created by managerial decision in order to accomplish stated goals of the organization are called</p> <p>(1) Formal groups (2) Informal groups (3) Task groups (4) Interest groups</p>
5.	<p>According to Herzberg, which of the following is a maintenance factor</p> <p>(1) Salary (2) Work itself (3) Responsibility (4) Recognition</p>
6.	<p>While guiding organization members in appropriate directions, a manager exhibits</p> <p>(1) Consideration behaviour (2) Authoritarian behaviour (3) Theory Y behaviour (4) Leadership behaviour</p>
7.	<p>Increasing the numbers of employed women and minorities forces managers to pay attention to what change factor</p> <p>(1) Strategy (2) Workforce (3) Equipment (4) Technology</p>
8.	<p>The front desk can be a hectic work area at times. Front desk clerks can still give good service under these conditions if they</p> <p>(1) are able to organize others (2) know how to avoid problems (3) have good accounting skills (4) stay calm during interruptions</p>

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9.	<p>The ultimate purpose of preparing a long, complex, business report is usually to</p> <ol style="list-style-type: none"> (1) present accurate data (2) be well organized (3) present all views (4) help with major decisions
10.	<p>How can lodging facilities best accommodate guests who have special needs during their stay</p> <ol style="list-style-type: none"> (1) Make sure that the hotel has ample wheelchairs and walkers available for guests with mobility impairments (2) Train each hotel employee in sign language to accommodate guests with hearing impairments (3) Have front desk employees provide guests with a special-needs questionnaire during the check-in process (4) Ask guests if they need special accommodations and make a notation during the reservation process
11.	<p>Which of the following is a basic guideline that front desk clerks should always follow when assisting guests who have disabilities</p> <ol style="list-style-type: none"> (1) Don't embarrass guests with disabilities by looking directly at them (2) Identify specific disabilities through observation (3) Raise your voice if a guest does not seem to understand you (4) Remember that the guest is a person with a disability

Question No.	Questions
12.	<p>Why is it important for hotel chains to assess global trends and opportunities</p> <ol style="list-style-type: none"> (1) Governments in other countries hold elections (2) Hotel chains hire employees from other countries (3) Worldwide economic conditions affect marketers (4) Foreign trade creates monopolies
13.	<p>Which of the following is a situation in which a bed and breakfast could use the budget information to make operating changes</p> <ol style="list-style-type: none"> (1) Accounts receivable are on target (2) Expected profits are increasing (3) Total revenues exceed projected costs (4) Estimated sales exceed actual sales
14.	<p>A hotel restaurant that inspects its equipment on a regular basis is practicing</p> <ol style="list-style-type: none"> (1) Preventive maintenance (2) Form utility (3) Vendor analysis (4) Physical inventory
15.	<p>Why would a hotel clerk run a guest's credit card through a credit-card validator</p> <ol style="list-style-type: none"> (1) To verify the reservation (2) To obtain an approval code (3) To print data on a voucher (4) To establish the room rate

Question No.	Questions
16.	<p>One way that hotel managers can promote ethical behaviour on the part of everyone in the hotel is by encouraging employees to</p> <ol style="list-style-type: none"> (1) Develop a code of ethics (2) Be thoughtful of others (3) Report unethical actions (4) Avoid social situations
17.	<p>To prevent spoilage, restaurants store fresh meats and dairy products in</p> <ol style="list-style-type: none"> (1) Refrigerated areas (2) Thawing facilities (3) Walk-in freezers (4) Time-controlled cases
18.	<p>Restaurant managers wait until after closing to conduct a physical inventory in order to get a more accurate assessment of the</p> <ol style="list-style-type: none"> (1) Costs of maintaining the inventory (2) Number of food items on hand (3) Age of the food items left in inventory (4) Most popular food items requested by customers
19.	<p>Which of the following is a factor that might impact the pricing strategies of a restaurant supply business that is planning to enter the international market</p> <ol style="list-style-type: none"> (1) Trade barriers (2) Advertising laws (3) Unstable governments (4) Required bribes

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20.	Sorting restaurant customers by their physical and social characteristics is called segmentation. (1) Behavioral (2) Demographic (3) Psychographic (4) Statistical
21.	An effective marketing plan usually contains a section that explains the marketing (1) Mix (2) Risk (3) Policy (4) Concept
22.	Which of the following is a question that should be asked when selecting sales forecasting method (1) What changes are occurring in the restaurant (2) What are the restaurant's past sales (3) What information is available to use (4) What are the operating expenses of the restaurant
23.	Employees who are unable to respond to questions about the company's goods or services can affect the customer's (1) Purchasing ability (2) Sourcing strategy (3) Image of the business (4) Price fixing

Question No.	Questions
24.	<p>Monica is starting a specialty restaurant. To decide the number and types of employees she will need to hire, Monica has determined what jobs will need to be done and has developed a written statement for each job, listing the duties and responsibilities of the job and the educational and professional experience required. This statement is a job</p> <p>(1) Qualification (2) Enrichment (3) Requisition (4) Description</p>
25.	<p>What do restaurant servers need to know to be able to explain the features and benefits of menu items to customers</p> <p>(1) Date of expiration (2) Method of preparation (3) Percentage of yield (4) Type of storage</p>
26.	<p>A hotel chain follows the generally accepted accounting principles (GAAP) because the principles help communicate financial information in a(n) way.</p> <p>(1) biased (2) uncooperative (3) consistent (4) adaptable</p>
27.	<p>If a hotel forecasts that it will seat 95 of its 120 available tables in its restaurants the next hour, what will be the restaurant's table-seating percentage</p> <p>(1) 76% (2) 77% (3) 79% (4) 80%</p>

Question No.	Questions
32.	<p>What is a potential strength that a full-service restaurant manager might identify in a SWOT analysis</p> <p>(1) Market leadership (2) Large inventories (3) New foreign markets (4) Market saturation</p>
33.	<p>A hotel chain that currently has 2000 employees plans to expand and hire 150 more employees next year. If the hotel chain also expects to lose 15% of its employees to retirement and terminations, how many new employees will it need to hire next year</p> <p>(1) 420 (2) 270 (3) 300 (4) 450</p>
34.	<p>When a recession continues, many hotel business fail, and people lose their jobs; a(n) exists.</p> <p>(1) Depression (2) Trough (3) Expansion (4) Contraction</p>
35.	<p>Which of the following demonstrates the interrelationship among primary business activities</p> <p>(1) A new product is introduced, so business advertisements must adjust in response (2) A business changes its goals, so its strategies and tactics change too (3) One business activity changes, so the others must adjust in response (4) A business manager becomes vice president, so his/her department must adjust to the change</p>

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44.	What sort of variable is dress size (1) Ratio (2) Ordinal (3) Dependent (4) Normal
45.	A mediator variable is (1) responsible for the relationship between two other variables (2) another name for the independent variable (3) another name for the dependent variable (4) all of the above
46.	The difference between the mean of a researcher's sample and the mean of the population of the sample is known as the (1) Standard deviation (2) Sampling error (3) Mean deviation (4) None of the above
47.	In a longitudinal study, factors such as maturation changes, mortality and practice effects would be considered threats to what (1) Internal validity (2) Reliability (3) Instrumentation (4) Relevance
48.	Multiple regressions can be used to (1) determine the minimum number of predictors which can explain the maximum variance in the criterion (2) look at the productiveness of a particular set of variables (3) determine what the size, sign and significance of particular paths are in an explanatory model of behaviour (4) all of the above

Question No.	Questions
49.	<p>The criterion variable is the</p> <p>(1) Dependent variable (2) Independent variable</p> <p>(3) Correlation coefficient (4) None of these</p>
50.	<p>Plagiarism refers to</p> <p>(1) Fabrication of data</p> <p>(2) Using the work of another person without acknowledgement</p> <p>(3) Acknowledgement of others work</p> <p>(4) None of these</p>
51.	<p>Preventing other full-service restaurant distributors from obtaining and selling the same product to customers is an example of a(n) that is illegal.</p> <p>(1) exclusive dealing arrangement</p> <p>(2) strategic alliance</p> <p>(3) tying agreement</p> <p>(4) marketing plan</p>
52.	<p>Which of the following would be an effective way to communicate a job-related suggestion to your supervisor</p> <p>(1) A personal letter</p> <p>(2) A business letter</p> <p>(3) A letter of transmittal</p> <p>(4) An office memorandum</p>

Question No.	Questions
53.	<p>Statement 1 : There will be a shift of demand snacks, convenience food and organic and diet food</p> <p>Statement 2 : High taxation is a constraint for the hotel industry</p> <p>(1) True, False (2) True, True</p> <p>(3) False, False (4) False, True</p>
54.	<p>Which of the following is NOT a culinary use of oil in the hotel industry</p> <p>(1) Flavor (2) Texture</p> <p>(3) Softening (4) Shortening</p>
55.	<p>Nancy comes back home after 4 days of travel and to her dismay finds out that her refrigerator has stopped working. Which among these food products is safe consumption, based on the following assumptions</p> <p>(1) Fish had a slimy skin</p> <p>(2) Bananas and melons had an odor</p> <p>(3) Meat had an off-odor</p> <p>(4) None of the mentioned</p>
56.	<p>Relations between time and temperature to determine the stability of food products is obtained by using which of the following data</p> <p>(1) Measure of product quality</p> <p>(2) The number of days stored</p> <p>(3) The storage temperature</p> <p>(4) All of the mentioned</p>

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57.	<p>The First Heritage Village of India is</p> <p>(1) Pragpur (2) Kurukshetra</p> <p>(3) Jaipur (4) None of these</p>
58.	<p>The Oberoi Group of hotels founded in</p> <p>(1) 1934 (2) 1950</p> <p>(3) 1905 (4) None of these</p>
59.	<p>When did the Taj Hotel Group opened the "Taj Exotica" in Bentota, Sri Lanka</p> <p>(1) 2000 (2) 1998</p> <p>(3) 2002 (4) None of these</p>
60.	<p>The long-run objective of financial management is</p> <p>(1) Maximize of wealth</p> <p>(2) Maximize earnings per share</p> <p>(3) Maximize market share</p> <p>(4) All of above</p>
61.	<p>Half-board tariff will usually include</p> <p>(1) Room and buffet lunch</p> <p>(2) Room and breakfast</p> <p>(3) Room, breakfast and one main meal</p> <p>(4) Room, breakfast, and two main meals</p>

Question No.	Questions
62.	<p>You have been asked by your boss to plan a client event for the company. What is the first thing you need to consider</p> <p>(1) The budget for the event (2) Where will the clients be coming from (3) How many will be attending (4) What is the objective of the event</p>
63.	<p>You are booking an escorted tour at a resort. What type of meal plan should you expect</p> <p>(1) Modified American Plan (2) European Plan (3) Table d'hote (4) Full American Plan</p>
64.	<p>ITDC was established in</p> <p>(1) 1965 (2) 1966 (3) 1978 (4) 1990</p>
65.	<p>Hotels situated on highway are called</p> <p>(1) Motels (2) Resorts (3) Ecotels (4) None of these</p>
66.	<p>Groups created by managerial decision in order to accomplish stated goals of the organization are called</p> <p>(1) formal groups (2) informal groups (3) task groups (4) interest groups</p>

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67.	<p>Continued membership in a group will usually require</p> <ol style="list-style-type: none"> (1) supporting the group leader (2) conforming to group norms (3) encouraging cohesiveness in the group (4) developing a status system 				
68.	<p>The research data indicate a correlation of $-1 > r > 0$. What does that tell you</p> <ol style="list-style-type: none"> (1) The two variables tend to increase or decrease together (2) One variable increases as the other variable decreases (3) There is perfect correlation between the two variables (4) The two variables do not vary together at all 				
69.	<p>The purpose of using presentation software to prepare multimedia presentations often is to use those presentations to</p> <ol style="list-style-type: none"> (1) Support report findings (2) Develop web sites (3) Maintain customer files (4) Access online resources 				
70.	<p>A restaurant has decided to advertise its elegant atmosphere and qualified wait staff. This approach is an example of marketing.</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">(1) Product</td> <td style="width: 50%;">(2) Service</td> </tr> <tr> <td>(3) Place</td> <td>(4) Target</td> </tr> </table>	(1) Product	(2) Service	(3) Place	(4) Target
(1) Product	(2) Service				
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71.	<p>The digital convergence occurring on the Internet as</p> <p>(1) Internet companies increasing their bandwidth</p> <p>(2) Internet companies offering wireless service</p> <p>(3) Internet companies increasing their use of WANs</p> <p>(4) Internet companies offering phone service</p>
72.	<p>A hotel company is keeping documents regarding the accidental death of an employee while on the job. In case the employee's family sues the company, the business should have records on hand.</p> <p>(1) Promotional (2) Asset</p> <p>(3) Employee on Payroll (4) Legal</p>
73.	<p>What is the typical effect of an economic slowdown on the hotel industry</p> <p>(1) A decrease in the number of guests and an increase in the number of rooms available</p> <p>(2) A decrease in the number of guests and a decrease in the number of rooms available</p> <p>(3) An increase in the number of guests and a decrease in the number of rooms available</p> <p>(4) An increase in the number of guests and a increase in the number of rooms available</p>
74.	<p>The largest type of bed sheet is a</p> <p>(1) Double (2) King</p> <p>(3) Queen (4) None of these</p>

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81.	<p>In a very large hotel, dining room captains typically report to the</p> <ul style="list-style-type: none">(1) Restaurant manager(2) Food outlet manager(3) Director of food and beverage operations(4) None of these
82.	<p>Statement 1 : Portion control means controlling the size or quantity of food served to each customer.</p> <p>Statement 2 : Portion control is an essential factor in making profits for a restaurant.</p> <ul style="list-style-type: none">(1) True, False(2) True, True(3) False, False(4) False, True
83.	<p>Knife safety in the kitchen</p> <ul style="list-style-type: none">(1) Handle knives with care – hold them with the point facing down and in full view(2) Do not wave or play with knives, or leave them in a sink full of water(3) Never try to catch a falling knife(4) All of above
84.	<p>Fruit and vegetables can be kept in cool rooms for a short period of time at what temperature</p> <ul style="list-style-type: none">(1) A maximum of 2 Celsius(2) Between 0° and 4° Celsius(3) Below 0° Celsius(4) Between 5° and 6° Celsius

Question No.	Questions
94.	Kickback is term used to denote the theft and fraud in (1) Purchasing (2) Food preparation (3) Cash receipt (4) None of these
95.	Average Food Service Check (1) Ratio between the sales and the food cost (2) Dividing Total sales by no. of guests (3) Total sales to total revenue (4) None of these
96.	The concierge is under which department (1) Rooms Division (2) Security (3) Accounting (4) Front office
97.	Which of the following is not a front office module of the typical property management system (PMS) (1) Rooms management (2) Food and beverage management (3) Reservations management (4) Guest accounting management
98.	Which of the following piece of kitchen equipment would you select to braise a portion of round steak (1) Griddle (2) Broiler pan (3) Pressure cooker (4) Skillet

Question No.	Questions
99.	What is the best definition for the tourism industry (1) A business that provide services to people (2) A business that moves people from one place to another (3) A business that organizes and promotes travel and vacations (4) None of these are correct
100.	What technology tool is essential for today's hospitality business (1) Computerized cash register (2) Property Management System (3) Recordable locking system (credit card style key) (4) Computer with network access

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HOTEL MANAGEMENT

Sr. No. 10086

Code **B**

SET-“X”

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15.	<p>Nancy comes back home after 4 days of travel and to her dismay finds out that her refrigerator has stopped working. Which among these food products is safe consumption, based on the following assumptions</p> <p>(1) Fish had a slimy skin (2) Bananas and melons had an odor (3) Meat had an off-odor (4) None of the mentioned</p>
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PHD/URS-EE-2019 (Hotel Management) Code-B

(4)

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20.	<p>The long-run objective of financial management is</p> <p>(1) Maximize of wealth (2) Maximize earnings per share (3) Maximize market share (4) All of above</p>
21.	<p>What does a full-service restaurant try to identify as a result of conducting a situational analysis</p> <p>(1) Threats and opportunities (2) Goods and services (3) Revenues and expenses (4) Profits and losses</p>
22.	<p>What is a potential strength that a full-service restaurant manager might identify in a SWOT analysis</p> <p>(1) Market leadership (2) Large inventories (3) New foreign markets (4) Market saturation</p>
23.	<p>A hotel chain that currently has 2000 employees plans to expand and hire 150 more employees next year. If the hotel chain also expects to lose 15% of its employees to retirement and terminations, how many new employees will it need to hire next year</p> <p>(1) 420 (2) 270 (3) 300 (4) 450</p>
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26.	<p>Why does the government set and collect taxes</p> <ol style="list-style-type: none">(1) To help businesses grow and prosper(2) To provide economic security(3) To increase the use of technology(4) To help pay the expenses of government				
27.	<p>Content analysis uses which of the below methods</p> <table border="0"><tr><td>(1) Recording</td><td>(2) Counting</td></tr><tr><td>(3) Classifying</td><td>(4) All of these</td></tr></table>	(1) Recording	(2) Counting	(3) Classifying	(4) All of these
(1) Recording	(2) Counting				
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28.	<p>Which of the following is the best way to test a hypothesis according to the hypotheticodeductive method</p> <ol style="list-style-type: none">(1) By looking for instances where the hypothesis fails(2) By repeating a study looking for consistency in outcomes(3) By rejecting the hypothesis(4) By finding evidence which supports the hypothesis				

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29.	<p>What is comparative method</p> <ol style="list-style-type: none"> (1) A way of contrasting the findings of two different studies (2) Making comparisons between the findings from two or more different groups in a study (3) A way of comparing the outcomes of several different studies (4) A way of deciding which participants get the highest scores
30.	<p>You are about to do a literature search, what would be the first stage</p> <ol style="list-style-type: none"> (1) Do literatures search online (2) Read introductory textbooks (3) Order some inter-library loans (4) Ask your lecturer for some articles
31.	<p>Which of the following is a basic guideline that front desk clerks should always follow when assisting guests who have disabilities</p> <ol style="list-style-type: none"> (1) Don't embarrass guests with disabilities by looking directly at them (2) Identify specific disabilities through observation (3) Raise your voice if a guest does not seem to understand you (4) Remember that the guest is a person with a disability
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Question No.	Questions
33.	<p>Which of the following is a situation in which a bed and breakfast could use the budget information to make operating changes</p> <p>(1) Accounts receivable are on target (2) Expected profits are increasing (3) Total revenues exceed projected costs (4) Estimated sales exceed actual sales</p>
34.	<p>A hotel restaurant that inspects its equipment on a regular basis is practicing</p> <p>(1) Preventive maintenance (2) Form utility (3) Vendor analysis (4) Physical inventory</p>
35.	<p>Why would a hotel clerk run a guest's credit card through a credit-card validator</p> <p>(1) To verify the reservation (2) To obtain an approval code (3) To print data on a voucher (4) To establish the room rate</p>
36.	<p>One way that hotel managers can promote ethical behaviour on the part of everyone in the hotel is by encouraging employees to</p> <p>(1) Develop a code of ethics (2) Be thoughtful of others (3) Report unethical actions (4) Avoid social situations</p>

Question No.	Questions
37.	<p>To prevent spoilage, restaurants store fresh meats and dairy products in</p> <p>(1) Refrigerated areas (2) Thawing facilities</p> <p>(3) Walk-in freezers (4) Time-controlled cases</p>
38.	<p>Restaurant managers wait until after closing to conduct a physical inventory in order to get a more accurate assessment of the</p> <p>(1) Costs of maintaining the inventory</p> <p>(2) Number of food items on hand</p> <p>(3) Age of the food items left in inventory</p> <p>(4) Most popular food items requested by customers</p>
39.	<p>Which of the following is a factor that might impact the pricing strategies of a restaurant supply business that is planning to enter the international market</p> <p>(1) Trade barriers</p> <p>(2) Advertising laws</p> <p>(3) Unstable governments</p> <p>(4) Required bribes</p>
40.	<p>Sorting restaurant customers by their physical and social characteristics is called segmentation.</p> <p>(1) Behavioral</p> <p>(2) Demographic</p> <p>(3) Psychographic</p> <p>(4) Statistical</p>

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41.	Frozen storage is generally operated at temperature of (1) -0°C (2) -18°C (3) -50°C (4) -60°C
42.	The first synthetic sweetening agent used was (1) Saccharin (2) Cyclamates (3) Aspartame (4) Sucralose
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46.	<p>The concierge is under which department</p> <p>(1) Rooms Division (2) Security</p> <p>(3) Accounting (4) Front office</p>
47.	<p>Which of the following is not a front office module of the typical property management system (PMS)</p> <p>(1) Rooms management</p> <p>(2) Food and beverage management</p> <p>(3) Reservations management</p> <p>(4) Guest accounting management</p>
48.	<p>Which of the following piece of kitchen equipment would you select to braise a portion of round steak</p> <p>(1) Griddle</p> <p>(2) Broiler pan</p> <p>(3) Pressure cooker</p> <p>(4) Skillet</p>
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52.	<p>You have been asked by your boss to plan a client event for the company. What is the first thing you need to consider</p> <ul style="list-style-type: none"> (1) The budget for the event (2) Where will the clients be coming from (3) How many will be attending (4) What is the objective of the event
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54.	ITDC was established in (1) 1965 (2) 1966 (3) 1978 (4) 1990
55.	Hotels situated on highway are called (1) Motels (2) Resorts (3) Ecotels (4) None of these
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63.	<p>Knife safety in the kitchen</p> <p>(1) Handle knives with care – hold them with the point facing down and in full view</p> <p>(2) Do not wave or play with knives, or leave them in a sink full of water</p> <p>(3) Never try to catch a falling knife</p> <p>(4) All of above</p>
64.	<p>Fruit and vegetables can be kept in cool rooms for a short period of time at what temperature</p> <p>(1) A maximum of 2° Celsius (2) Between 0° and 4° Celsius</p> <p>(3) Below 0° Celsius (4) Between 5° and 6° Celsius</p>
65.	<p>Standard recipe cards (SRCs) can be used for which purposes</p> <p>(1) To determine portion and cost control</p> <p>(2) To indicate portion size</p> <p>(3) To determine dish and menu profitability</p> <p>(4) All of the above</p>
66.	<p>Which of the following statements is true in relation to an à la carte menu</p> <p>(1) The chef knows in advance what customers have ordered</p> <p>(2) The chef does not know in advance what customers will order</p> <p>(3) There is a set menu price</p> <p>(4) None of these</p>

Question No.	Questions
67.	<p>Meats should be stored in a cool room/refrigerator at what temperature</p> <p>(1) Maximum of 2° Celsius (2) Between 0° and 4° Celsius (3) Below 0° Celsius (4) Between 5° and 6° Celsius</p>
68.	<p>Yellow chopping boards are used for</p> <p>(1) Fish (2) Poultry (3) Vegetable (4) None of these</p>
69.	<p>Labour and overheads should be costed accurately to determine</p> <p>(1) Selling price (2) Profit (3) Net sale (4) Operating profit</p>
70.	<p>The activities to ensure control of quality in the food service</p> <p>(1) Check all food purchased and its storage (2) Inspect kitchen area, equipment and utensils for cleanliness and good order regularly (3) Monitor staff hygiene and adherence to safety regulations (4) All of above</p>
71.	<p>Which section of a journal article is provided in most online electronic databases</p> <p>(1) Abstract (2) Introduction (3) Results (4) Conclusion</p>

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72.	<p>What is deemed a good measure of the quality of a journal</p> <p>(1) The OPAC factor (2) Impact factor (3) The influence factor (4) The intake factor</p>
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74.	<p>What sort of variable is dress size</p> <p>(1) Ratio (2) Ordinal (3) Dependent (4) Normal</p>
75.	<p>A mediator variable is</p> <p>(1) responsible for the relationship between two other variables (2) another name for the independent variable (3) another name for the dependent variable (4) all of the above</p>

Question No.	Questions
76.	<p>The difference between the mean of a researcher's sample and the mean of the population of the sample is known as the</p> <p>(1) Standard deviation (2) Sampling error (3) Mean deviation (4) None of the above</p>
77.	<p>In a longitudinal study, factors such as maturation changes, mortality and practice effects would be considered threats to what</p> <p>(1) Internal validity (2) Reliability (3) Instrumentation (4) Relevance</p>
78.	<p>Multiple regressions can be used to</p> <p>(1) determine the minimum number of predictors which can explain the maximum variance in the criterion (2) look at the productiveness of a particular set of variables (3) determine what the size, sign and significance of particular paths are in an explanatory model of behaviour (4) all of the above</p>
79.	<p>The criterion variable is the</p> <p>(1) Dependent variable (2) Independent variable (3) Correlation coefficient (4) None of these</p>
80.	<p>Plagiarism refers to</p> <p>(1) Fabrication of data (2) Using the work of another person without acknowledgement (3) Acknowledgement of others work (4) None of these</p>

Question No.	Questions
85.	<p>What do restaurant servers need to know to be able to explain the features and benefits of menu items to customers</p> <p>(1) Date of expiration (2) Method of preparation (3) Percentage of yield (4) Type of storage</p>
86.	<p>A hotel chain follows the generally accepted accounting principles (GAAP) because the principles help communicate financial information in a(n) way.</p> <p>(1) biased (2) uncooperative (3) consistent (4) adaptable</p>
87.	<p>If a hotel forecasts that it will seat 95 of its 120 available tables in its restaurants the next hour, what will be the restaurant's table-seating percentage</p> <p>(1) 76% (2) 77% (3) 79% (4) 80%</p>
88.	<p>Which of the following is a benefit of cafeteria-style service</p> <p>(1) Servers can plate food in the kitchen (2) Side tables can be used when needed (3) Many customers can be served quickly (4) Food can be prepared when ordered</p>

PHD/URS-EE-2019 (Hotel Management) Code-B

(20)

Code-B

Question No.	Questions
89.	<p>Electronic cash registers compute the restaurant customer's change, and the amount can be read from the of the cash registers.</p> <ul style="list-style-type: none">(1) Customer display window(2) Validation opening(3) Cash drawer(4) Print table
90.	<p>A fine restaurant currently has 2500 customers and develops a marketing plan to increase that number by 4% this year and 5% next year. If the plan is successful, how many customers will the restaurant have by the end of next year</p> <ul style="list-style-type: none">(1) 2600(2) 2,800(3) 2730(4) 2625
91.	<p>Functional managers are responsible</p> <ul style="list-style-type: none">(1) for a single area of activity(2) to the upper level of management and staff(3) for complex organizational sub-units(4) for obtaining copyrights and patents for newly developed processes and equipment

Question No.	Questions
92.	<p>Concerning leadership concepts,</p> <p>(1) leader roles are unnecessary in organizations like Gore-Tex, where a self leadership approach is used</p> <p>(2) it is likely that a particular set of leader characteristics and behaviours do suit specific situations and groups</p> <p>(3) it is likely that the need for leaders will decline in the 21st century due to more decentralized structures</p> <p>(4) the military model of leadership will become more popular in the 21st century</p>
93.	<p>In order from lowest to highest, what are Maslow's five classes of needs ?</p> <p>(1) Social esteem physiological safety self-actualization</p> <p>(2) Physiological safety social self-actualization esteem</p> <p>(3) Physiological safety social esteem self-actualization</p> <p>(4) Self-actualization esteem safety social physiological</p>
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95.	<p>According to Herzberg, which of the following is a maintenance factor</p> <p>(1) Salary (2) Work itself (3) Responsibility (4) Recognition</p>
96.	<p>While guiding organization members in appropriate directions, a manager exhibits</p> <p>(1) Consideration behaviour (2) Authoritarian behaviour (3) Theory Y behaviour (4) Leadership behaviour</p>
97.	<p>Increasing the numbers of employed women and minorities forces managers to pay attention to what change factor</p> <p>(1) Strategy (2) Workforce (3) Equipment (4) Technology</p>
98.	<p>The front desk can be a hectic work area at times. Front desk clerks can still give good service under these conditions if they</p> <p>(1) are able to organize others (2) know how to avoid problems (3) have good accounting skills (4) stay calm during interruptions</p>

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99.	<p>The ultimate purpose of preparing a long, complex, business report is usually to</p> <ol style="list-style-type: none"> (1) present accurate data (2) be well organized (3) present all views (4) help with major decisions
100.	<p>How can lodging facilities best accommodate guests who have special needs during their stay</p> <ol style="list-style-type: none"> (1) Make sure that the hotel has ample wheelchairs and walkers available for guests with mobility impairments (2) Train each hotel employee in sign language to accommodate guests with hearing impairments (3) Have front desk employees provide guests with a special-needs questionnaire during the check-in process (4) Ask guests if they need special accommodations and make a notation during the reservation process

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

(MPH/PHD/URS-EE-2019)

HOTEL MANAGEMENT

10075

Code

C

Sr. No. _____

SET-“X”

Time : 1¼ Hours

Total Questions : 100

Max. Marks : 100

Roll No. _____ (in figure) _____ (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 book-let as well as OMR answer-sheet to the Invigilator concerned before leaving the Examination Hall, failing which a case of use of unfair-means / misbehaviour 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 and 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 book-let itself. Answers **MUST NOT** be ticked in the Question book-let.
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 BOOK-LET. COMPLAINTS, IF ANY, REGARDING MISPRINTING ETC. WILL NOT BE ENTERTAINED 30 MINUTES AFTER STARTING OF THE EXAMINATION.**

18/11/19

18.11.19



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11.	An effective marketing plan usually contains a section that explains the marketing (1) Mix (2) Risk (3) Policy (4) Concept
12.	Which of the following is a question that should be asked when selecting a sales forecasting method (1) What changes are occurring in the restaurant (2) What are the restaurant's past sales (3) What information is available to use (4) What are the operating expenses of the restaurant
13.	Employees who are unable to respond to questions about the company's goods or services can affect the customer's (1) Purchasing ability (2) Sourcing strategy (3) Image of the business (4) Price fixing

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14.	<p>Monica is starting a specialty restaurant. To decide the number and types of employees she will need to hire, Monica has determined what jobs will need to be done and has developed a written statement for each job, listing the duties and responsibilities of the job and the educational and professional experience required. This statement is a job</p> <p>(1) Qualification (2) Enrichment (3) Requisition (4) Description</p>
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50.	<p>A restaurant has decided to advertise its elegant atmosphere and qualified wait staff. This approach is an example of marketing.</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">(1) Product</td> <td style="width: 50%;">(2) Service</td> </tr> <tr> <td>(3) Place</td> <td>(4) Target</td> </tr> </table>	(1) Product	(2) Service	(3) Place	(4) Target
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51.	<p>What does a full-service restaurant try to identify as a result of conducting a situational analysis</p> <ol style="list-style-type: none"> (1) Threats and opportunities (2) Goods and services (3) Revenues and expenses (4) Profits and losses 				

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52.	<p>What is a potential strength that a full-service restaurant manager might identify in a SWOT analysis</p> <p>(1) Market leadership (2) Large inventories (3) New foreign markets (4) Market saturation</p>
53.	<p>A hotel chain that currently has 2000 employees plans to expand and hire 150 more employees next year. If the hotel chain also expects to lose 15% of its employees to retirement and terminations, how many new employees will it need to hire next year</p> <p>(1) 420 (2) 270 (3) 300 (4) 450</p>
54.	<p>When a recession continues, many hotel business fail, and people lose their jobs; a(n) exists.</p> <p>(1) Depression (2) Trough (3) Expansion (4) Contraction</p>
55.	<p>Which of the following demonstrates the interrelationship among primary business activities</p> <p>(1) A new product is introduced, so business advertisements must adjust in response (2) A business changes its goals, so its strategies and tactics change too (3) One business activity changes, so the others must adjust in response (4) A business manager becomes vice president, so his/her department must adjust to the change</p>

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56.	<p>Why does the government set and collect taxes</p> <ol style="list-style-type: none"> (1) To help businesses grow and prosper (2) To provide economic security (3) To increase the use of technology (4) To help pay the expenses of government
57.	<p>Content analysis uses which of the below methods</p> <ol style="list-style-type: none"> (1) Recording (2) Counting (3) Classifying (4) All of these
58.	<p>Which of the following is the best way to test a hypothesis according to the hypotheticodeductive method</p> <ol style="list-style-type: none"> (1) By looking for instances where the hypothesis fails (2) By repeating a study looking for consistency in outcomes (3) By rejecting the hypothesis (4) By finding evidence which supports the hypothesis
59.	<p>What is comparative method</p> <ol style="list-style-type: none"> (1) A way of contrasting the findings of two different studies (2) Making comparisons between the findings from two or more different groups in a study (3) A way of comparing the outcomes of several different studies (4) A way of deciding which participants get the highest scores

Question No.	Questions
60.	<p>You are about to do a literature search, what would be the first stage</p> <p>(1) Do literatures search online (2) Read introductory textbooks (3) Order some inter-library loans (4) Ask your lecturer for some articles</p>
61.	<p>The digital convergence occurring on the Internet as</p> <p>(1) Internet companies increasing their bandwidth (2) Internet companies offering wireless service (3) Internet companies increasing their use of WANs (4) Internet companies offering phone service</p>
62.	<p>A hotel company is keeping documents regarding the accidental death of an employee while on the job. In case the employee's family sues the company, the business should have records on hand.</p> <p>(1) Promotional (2) Asset (3) Employee on Payroll (4) Legal</p>
63.	<p>What is the typical effect of an economic slowdown on the hotel industry</p> <p>(1) A decrease in the number of guests and an increase in the number of rooms available (2) A decrease in the number of guests and a decrease in the number of rooms available (3) An increase in the number of guests and a decrease in the number of rooms available (4) An increase in the number of guests and a increase in the number of rooms available</p>

Question No.	Questions
64.	<p>The largest type of bed sheet is a</p> <p>(1) Double (2) King</p> <p>(3) Queen (4) None of these</p>
65.	<p>After the laundry is done, you need to hang or the clothes.</p> <p>(1) Stain (2) Fold</p> <p>(3) Rinse (4) None of these</p>
66.	<p>The is defined as a set of activities performed across the organization creating as output of value to the customer.</p> <p>(1) Development process (2) Business process</p> <p>(3) Quality process (4) Customer focus</p>
67.	<p>An is a set of processes and procedures that transform data into information and knowledge.</p> <p>(1) Information system (2) Knowledge system</p> <p>(3) Database system (4) Computer system</p>
68.	<p>The opposite of messy is</p> <p>(1) Dirty (2) Tidy</p> <p>(3) Damp (4) None of these</p>
69.	<p>Earlier lodging places were called</p> <p>(1) Rest house</p> <p>(2) Inns</p> <p>(3) Sarais</p> <p>(4) None of these</p>

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70.	<p>Which of the following is typically true of hotel room-service departments</p> <p>(1) Room-service menus cannot typically cross-sell other hotel services</p> <p>(2) Menus have relatively high selling prices</p> <p>(3) Most operations generate significant profits</p> <p>(4) All of above</p>
71.	<p>In a very large hotel, dining room captains typically report to the</p> <p>(1) Restaurant manager</p> <p>(2) Food outlet manager</p> <p>(3) Director of food and beverage operations</p> <p>(4) None of these</p>
72.	<p>Statement 1 : Portion control means controlling the size or quantity of food served to each customer.</p> <p>Statement 2 : Portion control is an essential factor in making profits for a restaurant.</p> <p>(1) True, False (2) True, True</p> <p>(3) False, False (4) False, True</p>
73.	<p>Knife safety in the kitchen</p> <p>(1) Handle knives with care – hold them with the point facing down and in full view</p> <p>(2) Do not wave or play with knives, or leave them in a sink full of water</p> <p>(3) Never try to catch a falling knife</p> <p>(4) All of above</p>

Question No.	Questions
74.	<p>Fruit and vegetables can be kept in cool rooms for a short period of time at what temperature</p> <p>(1) A maximum of 2° Celsius (2) Between 0° and 4° Celsius (3) Below 0° Celsius (4) Between 5° and 6° Celsius</p>
75.	<p>Standard recipe cards (SRCs) can be used for which purposes</p> <p>(1) To determine portion and cost control (2) To indicate portion size (3) To determine dish and menu profitability (4) All of the above</p>
76.	<p>Which of the following statements is true in relation to an à la carte menu</p> <p>(1) The chef knows in advance what customers have ordered (2) The chef does not know in advance what customers will order (3) There is a set menu price (4) None of these</p>
77.	<p>Meats should be stored in a cool room/refrigerator at what temperature</p> <p>(1) Maximum of 2° Celsius (2) Between 0° and 4° Celsius (3) Below 0° Celsius (4) Between 5° and 6° Celsius</p>
78.	<p>Yellow chopping boards are used for</p> <p>(1) Fish (2) Poultry (3) Vegetable (4) None of these</p>

Question No.	Questions
79.	Labour and overheads should be costed accurately to determine (1) Selling price (2) Profit (3) Net sale (4) Operating profit
80.	The activities to ensure control of quality in the food service (1) Check all food purchased and its storage (2) Inspect kitchen area, equipment and utensils for cleanliness and good order regularly (3) Monitor staff hygiene and adherence to safety regulations (4) All of above
81.	Which of the following is a basic guideline that front desk clerks should always follow when assisting guests who have disabilities (1) Don't embarrass guests with disabilities by looking directly at them (2) Identify specific disabilities through observation (3) Raise your voice if a guest does not seem to understand you (4) Remember that the guest is a person with a disability
82.	Why is it important for hotel chains to assess global trends and opportunities (1) Governments in other countries hold elections (2) Hotel chains hire employees from other countries (3) Worldwide economic conditions affect marketers (4) Foreign trade creates monopolies

Question No.	Questions
83.	<p>Which of the following is a situation in which a bed and breakfast could use the budget information to make operating changes</p> <p>(1) Accounts receivable are on target (2) Expected profits are increasing (3) Total revenues exceed projected costs (4) Estimated sales exceed actual sales</p>
84.	<p>A hotel restaurant that inspects its equipment on a regular basis is practicing</p> <p>(1) Preventive maintenance (2) Form utility (3) Vendor analysis (4) Physical inventory</p>
85.	<p>Why would a hotel clerk run a guest's credit card through a credit-card validator</p> <p>(1) To verify the reservation (2) To obtain an approval code (3) To print data on a voucher (4) To establish the room rate</p>
86.	<p>One way that hotel managers can promote ethical behaviour on the part of everyone in the hotel is by encouraging employees to</p> <p>(1) Develop a code of ethics (2) Be thoughtful of others (3) Report unethical actions (4) Avoid social situations</p>

Question No.	Questions
87.	<p>To prevent spoilage, restaurants store fresh meats and dairy products in</p> <p>(1) Refrigerated areas (2) Thawing facilities</p> <p>(3) Walk-in freezers (4) Time-controlled cases</p>
88.	<p>Restaurant managers wait until after closing to conduct a physical inventory in order to get a more accurate assessment of the</p> <p>(1) Costs of maintaining the inventory</p> <p>(2) Number of food items on hand</p> <p>(3) Age of the food items left in inventory</p> <p>(4) Most popular food items requested by customers</p>
89.	<p>Which of the following is a factor that might impact the pricing strategies of a restaurant supply business that is planning to enter the international market</p> <p>(1) Trade barriers (2) Advertising laws</p> <p>(3) Unstable governments (4) Required bribes</p>
90.	<p>Sorting restaurant customers by their physical and social characteristics is called segmentation.</p> <p>(1) Behavioral (2) Demographic</p> <p>(3) Psychographic (4) Statistical</p>
91.	<p>Preventing other full-service restaurant distributors from obtaining and selling the same product to customers is an example of a(n) that is illegal.</p> <p>(1) exclusive dealing arrangement</p> <p>(2) strategic alliance</p> <p>(3) tying agreement</p> <p>(4) marketing plan</p>

Question No.	Questions
100.	The long-run objective of financial management is <ul style="list-style-type: none">(1) Maximize of wealth(2) Maximize earnings per share(3) Maximize market share(4) All of above

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

(MPH/PHD/URS-EE-2019)

HOTEL MANAGEMENT

Code

D

Sr. No. 10068

SET-“X”

Time : 1¼ Hours

Total Questions : 100

Max. Marks : 100

Roll No. _____ (in figure) _____ (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 book-let as well as OMR answer-sheet to the Invigilator concerned before leaving the Examination Hall, failing which a case of use of unfair-means / misbehaviour 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 and 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 book-let itself. Answers **MUST NOT** be ticked in the Question book-let.
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 BOOK-LET. COMPLAINTS, IF ANY, REGARDING MISPRINTING ETC. WILL NOT BE ENTERTAINED 30 MINUTES AFTER STARTING OF THE EXAMINATION.**



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18/11/19

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18.11.19

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11.	<p>Frozen storage is generally operated at temperature of</p> <p>(1) -0°C (2) -18°C (3) -50°C (4) -60°C</p>
12.	<p>The first synthetic sweetening agent used was</p> <p>(1) Saccharin (2) Cyclamates (3) Aspartame (4) Sucralose</p>
13.	<p>Economic Order Quantity</p> <p>(1) Economic Order Quantity is the optimum quantity of raw material to be bought at each order</p> <p>(2) It sets equilibrium between carrying costs and ordering costs</p> <p>(3) At this point cost of carrying and cost of ordering are equal and the total cost is the lowest</p> <p>(4) All of above</p>

Question No.	Questions
19.	<p>What is the best definition for the tourism industry</p> <p>(1) A business that provide services to people</p> <p>(2) A business that moves people from one place to another</p> <p>(3) A business that organizes and promotes travel and vacations</p> <p>(4) None of these are correct</p>
20.	<p>What technology tool is essential for today's hospitality business</p> <p>(1) Computerized cash register</p> <p>(2) Property Management System</p> <p>(3) Recordable locking system (credit card style key)</p> <p>(4) Computer with network access</p>
21.	<p>The digital convergence occurring on the Internet as</p> <p>(1) Internet companies increasing their bandwidth</p> <p>(2) Internet companies offering wireless service</p> <p>(3) Internet companies increasing their use of WANs</p> <p>(4) Internet companies offering phone service</p>
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23.	<p>What is the typical effect of an economic slowdown on the hotel industry</p> <p>(1) A decrease in the number of guests and an increase in the number of rooms available</p> <p>(2) A decrease in the number of guests and a decrease in the number of rooms available</p> <p>(3) An increase in the number of guests and a decrease in the number of rooms available</p> <p>(4) An increase in the number of guests and a increase in the number of rooms available</p>
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32.	<p>Which of the following would be an effective way to communicate a job-related suggestion to your supervisor</p> <p>(1) A personal letter (2) A business letter</p> <p>(3) A letter of transmittal (4) An office memorandum</p>

Question No.	Questions
33.	<p>Statement 1 : There will be a shift of demand snacks, convenience food and organic and diet food</p> <p>Statement 2 : High taxation is a constraint for the hotel industry</p> <p>(1) True, False (2) True, True</p> <p>(3) False, False (4) False, True</p>
34.	<p>Which of the following is NOT a culinary use of oil in the hotel industry</p> <p>(1) Flavor (2) Texture</p> <p>(3) Softening (4) Shortening</p>
35.	<p>Nancy comes back home after 4 days of travel and to her dismay finds out that her refrigerator has stopped working. Which among these food products is safe consumption, based on the following assumptions</p> <p>(1) Fish had a slimy skin</p> <p>(2) Bananas and melons had an odor</p> <p>(3) Meat had an off-odor</p> <p>(4) None of the mentioned</p>
36.	<p>Relations between time and temperature to determine the stability of food products is obtained by using which of the following data</p> <p>(1) Measure of product quality</p> <p>(2) The number of days stored</p> <p>(3) The storage temperature</p> <p>(4) All of the mentioned</p>

Question No.	Questions
37.	<p>The First Heritage Village of India is</p> <p>(1) Pragpur (2) Kurukshetra</p> <p>(3) Jaipur (4) None of these</p>
38.	<p>The Oberoi Group of hotels founded in</p> <p>(1) 1934 (2) 1950</p> <p>(3) 1905 (4) None of these</p>
39.	<p>When did the Taj Hotel Group opened the "Taj Exotica" in Bentota, Sri Lanka</p> <p>(1) 2000 (2) 1998</p> <p>(3) 2002 (4) None of these</p>
40.	<p>The long-run objective of financial management is</p> <p>(1) Maximize of wealth</p> <p>(2) Maximize earnings per share</p> <p>(3) Maximize market share</p> <p>(4) All of above</p>
41.	<p>What does a full-service restaurant try to identify as a result of conducting a situational analysis</p> <p>(1) Threats and opportunities</p> <p>(2) Goods and services</p> <p>(3) Revenues and expenses</p> <p>(4) Profits and losses</p>

Question No.	Questions
42.	<p>What is a potential strength that a full-service restaurant manager might identify in a SWOT analysis</p> <p>(1) Market leadership (2) Large inventories (3) New foreign markets (4) Market saturation</p>
43.	<p>A hotel chain that currently has 2000 employees plans to expand and hire 150 more employees next year. If the hotel chain also expects to lose 15% of its employees to retirement and terminations, how many new employees will it need to hire next year</p> <p>(1) 420 (2) 270 (3) 300 (4) 450</p>
44.	<p>When a recession continues, many hotel business fail, and people lose their jobs; a(n) exists.</p> <p>(1) Depression (2) Trough (3) Expansion (4) Contraction</p>
45.	<p>Which of the following demonstrates the interrelationship among primary business activities</p> <p>(1) A new product is introduced, so business advertisements must adjust in response (2) A business changes its goals, so its strategies and tactics change too (3) One business activity changes, so the others must adjust in response (4) A business manager becomes vice president, so his/her department must adjust to the change</p>

Question No.	Questions
62.	<p>What is deemed a good measure of the quality of a journal</p> <p>(1) The OPAC factor (2) Impact factor</p> <p>(3) The influence factor (4) The intake factor</p>
63.	<p>A cross sectional study is carried out to examine whether Teaching personnel of a higher rank have more positive coping skills than those of a lower rank. Which of the following statement is true of this study</p> <p>(1) The independent variable is rank and the dependent variable is coping skills</p> <p>(2) The independent variable is coping the dependent variable is high rank</p> <p>(3) The independent variable is coping and the dependent variable is low rank</p> <p>(4) Neither variable is dependent as the researcher cannot manipulate them</p>
64.	<p>What sort of variable is dress size</p> <p>(1) Ratio (2) Ordinal</p> <p>(3) Dependent (4) Normal</p>
65.	<p>A mediator variable is</p> <p>(1) responsible for the relationship between two other variables</p> <p>(2) another name for the independent variable</p> <p>(3) another name for the dependent variable</p> <p>(4) all of the above</p>

Question No.	Questions
66.	<p>The difference between the mean of a researcher's sample and the mean of the population of the sample is known as the</p> <p>(1) Standard deviation (2) Sampling error (3) Mean deviation (4) None of the above</p>
67.	<p>In a longitudinal study, factors such as maturation changes, mortality and practice effects would be considered threats to what</p> <p>(1) Internal validity (2) Reliability (3) Instrumentation (4) Relevance</p>
68.	<p>Multiple regressions can be used to</p> <p>(1) determine the minimum number of predictors which can explain the maximum variance in the criterion (2) look at the productiveness of a particular set of variables (3) determine what the size, sign and significance of particular paths are in an explanatory model of behaviour (4) all of the above</p>
69.	<p>The criterion variable is the</p> <p>(1) Dependent variable (2) Independent variable (3) Correlation coefficient (4) None of these</p>
70.	<p>Plagiarism refers to</p> <p>(1) Fabrication of data (2) Using the work of another person without acknowledgement (3) Acknowledgement of others work (4) None of these</p>

Question No.	Questions
71.	Half-board tariff will usually include (1) Room and buffet lunch (2) Room and breakfast (3) Room, breakfast and one main meal (4) Room, breakfast, and two main meals
72.	You have been asked by your boss to plan a client event for the company. What is the first thing you need to consider (1) The budget for the event (2) Where will the clients be coming from (3) How many will be attending (4) What is the objective of the event
73.	You are booking an escorted tour at a resort. What type of meal plan should you expect (1) Modified American Plan (2) European Plan (3) Table d'hote (4) Full American Plan
74.	ITDC was established in (1) 1965 (2) 1966 (3) 1978 (4) 1990
75.	Hotels situated on highway are called (1) Motels (2) Resorts (3) Ecotels (4) None of these

Question No.	Questions
76.	<p>Groups created by managerial decision in order to accomplish stated goals of the organization are called</p> <p>(1) formal groups (2) informal groups (3) task groups (4) interest groups</p>
77.	<p>Continued membership in a group will usually require</p> <p>(1) supporting the group leader (2) conforming to group norms (3) encouraging cohesiveness in the group (4) developing a status system</p>
78.	<p>The research data indicate a correlation of $-1 > r > 0$. What does that tell you</p> <p>(1) The two variables tend to increase or decrease together (2) One variable increases as the other variable decreases (3) There is perfect correlation between the two variables (4) The two variables do not vary together at all</p>
79.	<p>The purpose of using presentation software to prepare multimedia presentations often is to use those presentations to</p> <p>(1) Support report findings (2) Develop web sites (3) Maintain customer files (4) Access online resources</p>

Question No.	Questions
83.	<p>In order from lowest to highest, what are Maslow's five classes of needs?</p> <p>(1) Social esteem physiological safety self-actualization</p> <p>(2) Physiological safety social self-actualization esteem</p> <p>(3) Physiological safety social esteem self-actualization</p> <p>(4) Self-actualization esteem safety social physiological</p>
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85.	<p>According to Herzberg, which of the following is a maintenance factor</p> <p>(1) Salary (2) Work itself</p> <p>(3) Responsibility (4) Recognition</p>
86.	<p>While guiding organization members in appropriate directions, a manager exhibits</p> <p>(1) Consideration behaviour (2) Authoritarian behaviour</p> <p>(3) Theory Y behaviour (4) Leadership behaviour</p>
87.	<p>Increasing the numbers of employed women and minorities forces managers to pay attention to what change factor</p> <p>(1) Strategy (2) Workforce</p> <p>(3) Equipment (4) Technology</p>

Question No.	Questions
88.	<p>The front desk can be a hectic work area at times. Front desk clerks can still give good service under these conditions if they</p> <ol style="list-style-type: none"> (1) are able to organize others (2) know how to avoid problems (3) have good accounting skills (4) stay calm during interruptions
89.	<p>The ultimate purpose of preparing a long, complex, business report is usually to</p> <ol style="list-style-type: none"> (1) present accurate data (2) be well organized (3) present all views (4) help with major decisions
90.	<p>How can lodging facilities best accommodate guests who have special needs during their stay</p> <ol style="list-style-type: none"> (1) Make sure that the hotel has ample wheelchairs and walkers available for guests with mobility impairments (2) Train each hotel employee in sign language to accommodate guests with hearing impairments (3) Have front desk employees provide guests with a special-needs questionnaire during the check-in process (4) Ask guests if they need special accommodations and make a notation during the reservation process

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91.	<p>In a very large hotel, dining room captains typically report to the</p> <p>(1) Restaurant manager (2) Food outlet manager (3) Director of food and beverage operations (4) None of these</p>
92.	<p>Statement 1 : Portion control means controlling the size or quantity of food served to each customer.</p> <p>Statement 2 : Portion control is an essential factor in making profits for a restaurant.</p> <p>(1) True, False (2) True, True (3) False, False (4) False, True</p>
93.	<p>Knife safety in the kitchen</p> <p>(1) Handle knives with care – hold them with the point facing down and in full view (2) Do not wave or play with knives, or leave them in a sink full of water (3) Never try to catch a falling knife (4) All of above</p>
94.	<p>Fruit and vegetables can be kept in cool rooms for a short period of time at what temperature</p> <p>(1) A maximum of 2° Celsius (2) Between 0° and 4° Celsius (3) Below 0° Celsius (4) Between 5° and 6° Celsius</p>

Question No.	Questions
95.	<p>Standard recipe cards (SRCs) can be used for which purposes</p> <p>(1) To determine portion and cost control (2) To indicate portion size (3) To determine dish and menu profitability (4) All of the above</p>
96.	<p>Which of the following statements is true in relation to an à la carte menu</p> <p>(1) The chef knows in advance what customers have ordered (2) The chef does not know in advance what customers will order (3) There is a set menu price (4) None of these</p>
97.	<p>Meats should be stored in a cool room/refrigerator at what temperature</p> <p>(1) Maximum of 2° Celsius (2) Between 0° and 4° Celsius (3) Below 0° Celsius (4) Between 5° and 6° Celsius</p>
98.	<p>Yellow chopping boards are used for</p> <p>(1) Fish (2) Poultry (3) Vegetable (4) None of these</p>
99.	<p>Labour and overheads should be costed accurately to determine</p> <p>(1) Selling price (2) Profit (3) Net sale (4) Operating profit</p>

Question No.	Questions
100.	<p>The activities to ensure control of quality in the food service</p> <ol style="list-style-type: none">(1) Check all food purchased and its storage(2) Inspect kitchen area, equipment and utensils for cleanliness and good order regularly(3) Monitor staff hygiene and adherence to safety regulations(4) All of above

Answer Key of M.Phil/Ph.D 2019 Hotel Gateway

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

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

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18.11