Total No. of Printed Pages : 21

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

### **SUBJECT : Hotel Management**

Sr. No. 10045

Time : 11/4 Hours	Max. Marks : 100		Total Questions : 100
Roll No. (in figures)	(in words)		
Name	Father's Name		
Mother's Name	Date of Examination		
		١	4

(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.
- 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.
- 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.

	4					
- #- 	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 :	and a second and a finite of the second s			
		(1) Inns	(2) Restaurants			
		(3) Motels	(4) None of these			
	5.	American service is otherwise called :	Bizin Aber alem of word word (1471-14)			
		(1) Guardian Service	(2) Plate Service			
		(3) Chain Service	(4) None of these			
	6.	What is the main feature of a time share	re establishment ?			
		(1) Is a private property				
		schedules	by guests/tourists according to specified time			
		(3) It is a facility of one star grade	nano di Anglia anti anti anti anti anti anti anti an			
		(4) It is open and closed on specific tin	ne			

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- 7. Which one of the following is *not* available in the in-flight menu?
  - (1) Beer

2

(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

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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

Which one is called non-probability sampling ? 18.

- (1) Quota sampling
- (2) Cluster sampling
- (3) Systematic sampling
- (4) Stratified random sampling

19. The F-test :

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- (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

- 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

(4) All of the above

- (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
- **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

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Which city is known as the Silicon Valley of India?

(1) Hyderabad

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(2) Bangalore

(3) Mumbai (4) Chennai

The famous cricket stadium with the largest seating capacity in India is named what? 29.

- (1) Feroz Shah Kotla, Delhi (2) Eden Gardens, Kolkata

(3) Chepauk, Chennai

(4) Chinnaswamy Stadium, Bangalore

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**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 :

- Commis I 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

- 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

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	The largest Tiger reserve 'Nagarjuna -	Srisailam' 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 C	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.	cies and their main function is to organize tou the behalf of the overseas operators.	ır	
	(1) Inbound tour operator	(2) Ground tour operator	
	(3) Outbound tour operator	(4) Onbound tour operator	
37.	Which of the following is <i>not</i> a scenic	e tourist attraction ?	
	(1) National park	(2) Wild life	
	(3) Beach resort	(4) Spas	
38.	Which one of the following is <i>not</i> cor	rectly stated ?	
	(1) Eco tourism is an important form	of nature based tourism	
	(2) Eco tourism is community oriente	ed and driven	
	(3) Eco tourism is government led an	ad private sector controlled	
	(4) Eco tourism is an important form	of sustainable tourism	
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- **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 :

8

- (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

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Which is the tallest mountain in the Indian territory?

(1) Kanchenjunga

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- (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

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

(2) II, III, I, IV (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.

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of these	, 53. ,	Moving to the east of India, we enter of for its tea plantations. Can you name this		f the popular hill stations of India, famous
		(1) Kodaikanal	(2)	Ooty
		(3) Darjeeling	(4)	Kulu-Manali
	54.	The Indian Government took its first to India campaign in :	urist	marketing initiative through the incredible
		(1) 2001	(2)	2000
		(3) 1999	(4)	2002
				, the second sec
	55.	The process of grouping people w characteristics or behavior is known as		a market according to similar needs
		(1) Tourism marketing	(2)	Segmentation
their		(3) Targeting	(4)	None of these
	56.	The best method of segmenting the mar	ket f	or 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 handle	d acc	cording to :
		(1) Your mood	(2)	Customer mood
		(3) Any way you want	(4)	Company policy

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

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B. International Departure Tax

C. Customer User Fee

D. Passenger Facility Charge

#### Codes :

	A	В	С	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

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#### 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

	61.	Internal Tourism includes a :	
- 10	,		No
5 a		(1) Domestic & Inbound Tourism	(2) Inbound Tourism
		(3) Domestic Tourism	(4) Outbound Tourism
6	62.	Visitors spending at least three hours	away from home outside their usual environmen
		for leisure but not staying away overni	ght is known as :
		(1) Leisure day visitor	(2) Twisty
		(3) Same day visitor	(4) None of these
(	63.	The combination of geographic and de	emographic segmentation is known as :
		(1) Geodemographic	(2) Psychographic
		(3) Segmentation	(4) None of these
(	64.	What is the Indian state famous for bo	ating activities on its backwaters ?
		(1) Kerala	(2) Karnataka
		(3) Jammu and Kashmir	(4) Odisha
(	65.	Continuing your journey in the Northe	rn part of India, you visit a city which is a Unior
		Territory and is also the capital of two	Indian states. Which is this city ?
		(1) Amritsar	(2) Chandigarh
		(3) Noida	(4) Shimla
6	66.	An arrival list is :	
		(1) The name and address of all reside	nt
		(2) Alphabetical list of guest due to an	rive
		(3) Alphabetical list of guest who have	e arrived
		(4) Alphabetical list of arrivals and de	partures
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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

A

- (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

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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 iii.

D. Inclusive approach

### List - II

 Formulation of policy with inputs from beneficiaries.

ii. Mandate for development in all sectors.

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 :

	А	В	С	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

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Barley	
(3) Almond	
8. Which country is known as the to	op producer of the champagne?
(1) Italy	(2) France
(1) Iuly (3) USA	(4) Australia
	the set of
<b>9.</b> Which of the following service i	is <i>not</i> available in 3 star category hotel ?
(1) Concierge	(2) Room amenities
(3) Restaurant	(4) Parking
	in 5 star deluxe
	t counted under the room categories in 5 star deluxe
hotel ?	(2) Executive
(1) Suite	(4) Corporate
(3) Deluxe	(4) Corporate
ture will win Rec	d Wine ?
81. What temperature will ruin Rec	(2) 25-35°C
(1) 15-20°C	(4) 49-55°C
(3) 70-80°C	1970.1 83
and the second take to comp	plete the fermentation process in case of White Wine ?
	(2) 3 to 5 days
	(4) 1 to 3 days
(3) 7 to 11 days	· · · · · · · · · · · · · · · · · · ·
The esta	ablishment is put on to the linen item for identification is
<b>83.</b> The name of logo of the esta known as :	90. The machine data of the out backness of the lines of
	(2) Darning
(1) Spotting	(4) Printing
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	84.	Cylindrical passage used for transportin	g soiled linen from floor to laundry :
A the	•	(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 :	50, switches the meaning is not control
		(1) Flowers & Horticultural	(2) Master & Department Budget
		(3) Equipment's and Machinery	(4) Salary & Wages
	88.	The Physical verification of Inventory taking) is also termed as :	items by counting up stocks of all items (stock
		(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

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1.	Ikebana includes :	
63	(1) Color combinations	(2) Natural shapes
	(3) Graceful lines	(4) All of the above
92.	The another name for maid's cart t	rolley is :
	(1) Chambermaid's trolley	(2) Janitor's trolley
	(3) Mop wringer trolley	(4) Russian trolley
93.	The guest loan material from follo	wing :
	(1) Hair dryer	(2) Laundry bag
	(3) Soap	(4) Tea/coffee sachet
94.	Surfactant or a mixture of surfacta	ints with cleaning properties in diluted solutions that
	is also used in cleaning purposes i	s 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) $7' \times 7'$
	(3) 7'×8'	(4) 9' × 9'
97.		
97.		(2) Animal fibre

SEAL

(1) Cleaning

20

(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

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

## **SUBJECT : Hotel Management**

10034

Sr. No. .....

Time : 11/4 Hours	Max. Marks : 100		Total C	Question	s : 100
Roll No. (in figures)	(in words)				
Name	Father's Name				
Mother's Name	Date of Examination				
		1			
(Signature of the Candidate)		(Signat	ure of the	Invigilat	or)

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- 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 unfairmeans / 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.

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

(1) Traffic Assistant

(3) Ground Staff

(2) Airport Agent

(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

#### List-∏

(Name of Dynasty) (Name of the Temple)

A. Early Chalukyan

i. Hazararama

- B. Hoysala
- C. Pallava

Vaikuntha Perumal iii. Chinnakesava

D. Vijayanagara

iv. Papanatha

ii.

Codes :

- ABCD
- (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,

(1) IATD

(3) TAAI

(2) WTTC (4) ITDC

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1

B

- **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

i.

sectors.

#### List - II

Formulation of policy with inputs

B

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

- from beneficiaries. ii. Mandate for development in all
  - 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 :

2

\$

2

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

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PHD

Which alcohol made from rice ?		
(1) Beer	(2) Whisky	
(3) Rum	(4) Sake	
What is the main ingredient of Fe	ni?	
(1) Barley	(2) Wheat	
(3) Almond	(4) Cashew	
Which country is known as the to	p producer of the champagne ?	
(1) Italy	(2) France	
(3) USA	(4) Australia	
Which of the following service is <i>not</i> available in 3 star category hotel ?		
(1) Concierge	(2) Room amenities	
(3) Restaurant	(4) Parking	
Which of the following is <i>not</i> counted under the room categories in 5 star deluxe hotel ?		
(1) Suite	(2) Executive	
(3) Deluxe	(4) Corporate	
	r Indian hotel chains according to the year of their	
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	
	(4) I, III, II, IV	
	<ol> <li>Beer</li> <li>Rum</li> <li>What is the main ingredient of Fe</li> <li>Barley</li> <li>Almond</li> <li>Which country is known as the to</li> <li>Italy</li> <li>USA</li> <li>Which of the following service is</li> <li>Concierge</li> <li>Restaurant</li> <li>Which of the following is not of hotel ?</li> <li>Suite</li> <li>Deluxe</li> </ol>	

4	2	В		
. 12.	Which one of the following is	correctly stated ?		
A.	(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			
		e first LEED certified Hotel in India		
		is the first LEED certified Hotel in India.		
13.	Moving to the east of India, for its tea plantations. Can yo	we enter one of the popular hill stations of India, famous ou name this town?		
	(1) Kodaikanal	(2) Ooty		
	(3) Darjeeling	(4) Kulu-Manali		
14.	The Indian Government took India campaign in :	t its first tourist marketing initiative through the incredible		
	(1) 2001	(2) 2000		
	(3) 1999	(4) 2002		
15.	<b>15.</b> The process of grouping people within a market according to characteristics or behavior is known as :			
	(1) Tourism marketing	(2) Segmentation		
	(3) Targeting	(4) None of these		
16.	The best method of segment	ting 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		
	(2) Laktak	(4) Ooty		
PHE	/URS-EE-2022/(Hotel Mgt.)	(SET-X)/(B)		

**18.** Late Night registrations must be handled according to :

(1) Your mood

B

(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	В	С	D
(1)	iii	ii	i	iv
(2)	i	ii	iv	iii
(3)	iii	iv	i	ii
(4)	i	iv	iii	ii

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P. T. O.

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 :

(4) II, III, IV, I

- (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

6

20.

- 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

**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

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PHD

(1) Tobacco and real estate (2) Hotel and Agri products

B

(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.

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P. T. O.

**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 :

8

- (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

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PHDA

- 384. 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

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

-10	
** <b>39.</b> The F-test :	
(1) Is essentially a two-tailed test.	
(2) Is assentially a one-tailed test.	the hypotheses.
<ul><li>(2) Is essentially domain of the second sec</li></ul>	tailed depending on the hypothesis
(4) Can never be one tailed test.	
<b>40.</b> The process not needed in experimen	tal research is :
(1) Controlling	(2) Observation
<ul><li>(1) Controlling</li><li>(3) Reference collection</li></ul>	(4) Manipulation and replication
<ul><li>41. Ikebana includes :</li><li>(1). Color combinations</li><li>(3) Graceful lines</li></ul>	<ul><li>(2) Natural shapes</li><li>(4) All of the above</li></ul>
<ul><li>42. The another name for maid's cart tr</li><li>(1) Chambermaid's trolley</li></ul>	rolley is : (2) Janitor's trolley
<ul><li>(1) Chamberhand's deep y</li><li>(3) Mop wringer trolley</li></ul>	(4) Russian trolley
43. The guest loan material from follo	owing :
<ul><li>(1) Hair dryer</li><li>(3) Soap</li></ul>	<ul><li>(2) Laundry bag</li><li>(4) Tea/coffee sachet</li></ul>
44. Surfactant or a mixture of surfact	ants with cleaning properties in diluted solutions that
is also used in cleaning purposes	is known as :
(1) Cleaning detergent	<ul><li>(2) Purifier liquid</li><li>(4) None of the above</li></ul>
(3) Disinfectant	(4) None of the local

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### \$10

45.	Chamois leather is obtained from	m a variety of goat of : abalant managed thereast at a
ж. ,	(1) Africa	(2) Asia
	(3) America	(4) Europe
46.	The approximate size of king size	ze 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) Nimeral 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 house	sekeeping department includes :
	(1) Germicide	(2) Window and bowl cleaner
	(3) Furniture polishes	(4) All of the above
50.		
50.	Housekeeping means :	
	(1) Room cleaning only	
	(2) Floor cleaning	
	(3) Roof top cleaning	(3) Alphabetical des of sawa who have arrived
	(4) Keeping entire premises clea	an and comfortable

12	ž		в	
51.	Internal Tourism includes a :			
A AM	(1) Domestic & Inbound Tourism	(2) Inbound Tourism		
	(3) Domestic Tourism	(4) Outbound Tourism		
52.	Visitors spending at least three hours av	vay from home outside their usual environment	¢.	
	for leisure but not staying away overnight	ht is known as :		
	(1) Leisure day visitor	(2) Twisty		
	(3) Same day visitor	(4) None of these		
53.	The combination of geographic and dem	ographic segmentation is known as :		
	(1) Geodemographic	(2) Psychographic		
	(3) Segmentation	(4) None of these		
54.	What is the Indian state famous for boat	ing activities on its backwaters ?		
	(1) Kerala	(2) Karnataka	•	
	(3) Jammu and Kashmir	(4) Odisha		
55.	Continuing your journey in the Northern	a part of India, you visit a city which is a Union		
	Territory and is also the capital of two Ir	ndian 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	t .		
	(2) Alphabetical list of guest due to arriv	ve		
	(3) Alphabetical list of guest who have arrived			
	(4) Alphabetical list of arrivals and depa	urtures		
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6

61.

PHD/UT

<ul> <li>Total Quality Management is a manage</li> <li>(1) Long term success through custome</li> <li>(2) Continues improvement of the qual</li> <li>(3) Defending the quality of the produce</li> <li>(4) Understanding the product develops</li> <li>Fourist Visa is valid for how many days</li> <li>(1) 30 days</li> <li>(3) 90 days</li> <li>(1) Kumbh Mela</li> </ul>	er satisfaction. ity of product and processes. t. ment process. in India ? (2) 60 days (4) 180 days
<ul> <li>(2) Continues improvement of the qual</li> <li>(3) Defending the quality of the product</li> <li>(4) Understanding the product develope</li> <li>(4) Understanding the product develope</li> <li>(4) Tourist Visa is valid for how many days</li> <li>(1) 30 days</li> <li>(3) 90 days</li> <li>(3) 90 days</li> <li>(4) is a unique tourism product</li> <li>(5) Kumbh Mela</li> </ul>	ity of product and processes. t. ment process. in India ? (2) 60 days (4) 180 days corganized in the State of Maharashtra.
<ul> <li>(3) Defending the quality of the product</li> <li>(4) Understanding the product developm</li> <li>(4) Understanding the product developm</li> <li>(4) Understanding the product developm</li> <li>(5) Tourist Visa is valid for how many days</li> <li>(1) 30 days</li> <li>(3) 90 days</li> <li>(4) 30 days</li> <li>(5) 90 days</li> <li>(6) 10 days</li> <li>(7) 10 days</li> <li>(8) 10 days</li> <li>(9) 10 days</li> <li>(1) 1</li></ul>	t. ment process. in India ? (2) 60 days (4) 180 days corganized in the State of Maharashtra.
<ul> <li>(4) Understanding the product develops</li> <li>Fourist Visa is valid for how many days</li> <li>(1) 30 days</li> <li>(3) 90 days</li> <li>(1) Sumbh Mela</li> </ul>	nent process. in India ? (2) 60 days (4) 180 days organized in the State of Maharashtra.
<ul> <li>Fourist Visa is valid for how many days</li> <li>30 days</li> <li>90 days</li> <li> is a unique tourism product</li> <li>1) Kumbh Mela</li> </ul>	in India ? (2) 60 days (4) 180 days organized in the State of Maharashtra.
<ol> <li>30 days</li> <li>90 days</li> <li> is a unique tourism product</li> <li>Kumbh Mela</li> </ol>	<ul> <li>(2) 60 days</li> <li>(4) 180 days</li> <li>organized in the State of Maharashtra.</li> </ul>
<ul> <li>3) 90 days</li> <li> is a unique tourism product</li> <li>1) Kumbh Mela</li> </ul>	(4) 180 days organized in the State of Maharashtra.
<ul><li>1) Kumbh Mela</li></ul>	organized in the State of Maharashtra.
1) Kumbh Mela	(1) Spill G er
	(2) Shilp Gram Mela
	(-) Shinp Grunn Moru
3) Pushkar Mela	(4) Odissa Handicraft Festival
Any package tour including two ccommodation designed for a specific of	or more component such as airfare and client is known as :
1) Free Individual Travel	(2) Group Inclusive Travel
3) Leisure Travel	(4) Corporate Travel
Vhat temperature will ruin Red Wine?	
1) 15-20°C	(2) 25-35°C
3) 70-80°C	(4) 49-55°C
	P. T. O.
	<ul> <li>3) Leisure Travel</li> <li>What temperature will ruin Red Wine ?</li> <li>1) 15-20°C</li> <li>3) 70-80°C</li> </ul>

on

14 2		В			
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 known as :				
	(1) Spotting	(2) Darning			
	(3) Monogramming	(4) Printing			
64.	Cylindrical passage used for transport	rting soiled linen from floor to laundry :			
	(1) Dress chute	(2) Linen chute			
	(3) Valet	(4) Passage			
65.	Linen that is officially declared unfit	t 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.	67. Capital Expenses includes the cost of :				
	(1) Flowers & Horticultural	(2) Master & Department Budget			
	(3) Equipment's and Machinery	(4) Salary & Wages			
68.	<b>68.</b> The Physical verification of Inventory items by counting up stocks of all i taking) is also termed as :				
	(1) Zero based Scheduling	(2) Productivity Standard			
	(3) Par Level	(4) Conducting Inventory			
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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 : (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.

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75. 'Bloody Mary" and 'Screw Driver" are :

16

- (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

В			1
<b>₹</b> 80.	Which kind of Tourism is synonyms	with MICE Tourism ?	
1 - P	• (1) Rural Tourism	(2) Medical Tourism	
	(3) Farm Tourism	(4) Business Tourism	
81.	A reasoning where we start with ce universal statement is called :	ertain particular statements and conclude with	a
	(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	r
	(3) Experimental research	(4) Descriptive research	
83.	Which of the following is not true about	ut e journals ?	
	(1) They are distributed through digita	l methods	
	(2) They also have editors or editorial	boards	
	(3) They are publications of serial natu	Ire	
	(4) They are always free of cost		
84.	Who defined "Research" as "systematiz	zed 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	Back Bitter (1)	
	(4) None of the above		
PHD/U	RS-EE-2022/(Hotel Mgt.)(SET-X)/(B)	DIAL TRANSPORTATION P. T. C	,

18

86.

- (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
- (4) Chinnaswamy Stadium, Bangalore

(2) Eden Gardens, Kolkata

**90.** Break-even analysis refers to :

(3) Chepauk, Chennai

- (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

	2		
92.	Who is the founder of Oyo Roor	ns ?	
*	(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	<ol> <li>Cecking an unicult to main</li> </ol>	
	(1) Inns	(2) Restaurants .	
	(3) Motels	(4) None of these	
95.	American service is otherwise ca	lled :	
	(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	
	(2) Its rooms/resources are sh schedules	ared by guests/tourists according to specified time	
	(3) It is a facility of one star grad	le	
	(4) It is open and closed on spec	ific time	
97.	Which one of the following is no	t available in the in-flight menu?	
	(1) Beer	(2) Red wine	
	(3) White wine	(4) Cigarettes	

What is a motel ?

20

- (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(4) Mahipat Singh Broil

(3) Mohan Singh Oberoi

Total No. of Printed Pages : 21

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



# **SUBJECT : Hotel Management**

10031 Sr. No.

Time : 11/4 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 unfairmeans / 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.

- . FIFO AND LIFO are methods of calculating :
  - (1) Depreciation

C

(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

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

2

6.

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

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PH

С

- **1.** 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

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P. T. O.

3

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C 2 Part of social research is : (2) Field experiment (1) Laboratory experiment (4) All of the above (3) Survey research 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 ? (2) Cochin (1) Chennai (4) Mumbai (3) Goa **18.** Which city is known as the Silicon Valley of India ? (2) Bangalore (1) Hyderabad (4) Chennai (3) Mumbai **19.** The famous cricket stadium with the largest seating capacity in India is named what ? (2) Eden Gardens, Kolkata (1) Feroz Shah Kotla, Delhi (4) Chinnaswamy Stadium, Bangalore (3) Chepauk, Chennai 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 ? (2) 20th October (1) 20th April (4) 20th November (3) 20th May PHD/URS-EE-2022/(Hotel Mgt.)(SET-X)/(C)

27

PHD

C	4		
22.			
	(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 V	
	(3) Motels	(4) None of these	
25.	American service is otherwise called :	(3) They are at the forefrom of the sole of their coefficient metales static	
	(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 schedules	guests/tourists according to specified tin	ne
	(3) It is a facility of one star grade		
	(4) It is open and closed on specific time	e	
27.	Which one of the following is not available	ble in the in-flight menu ?	
	(1) Beer	(2) Red wine	
	(3) White wine	(4) Cigarettes	

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P. T. O.

5

What is a motel ?

A 6

28

- (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

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

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

(3) 7 to 11 days

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C

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22	The name or loss of the establisher	ant is nut on to the lines it for identify the	
33.	known as :	ent is put on to the linen item for identification i	
	(1) Spotting	(2) Darning	
	(3) Monogramming	(4) Printing	
34.	Cylindrical passage used for transpo	rting soiled linen from floor to laundry :	
	(1) Dress chute	(2) Linen chute	
	(3) Valet	(4) Passage	
35.	Linen that is officially declared unfit	t 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 o	f:	
	(1) Flowers & Horticultural	(2) Master & Department Budget	
	(3) Equipment's and Machinery	(4) Salary & Wages	
38.	The Physical verification of Inventor taking) is also termed as :	bry items by counting up stocks of all items (stock	
	(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	

C 8 The machine that draws out moisture of the linen with the help of centrifugal force is : 40. (2) Extractors (1) Incinerators (4) Calendering (3) Processors Internal Tourism includes a : 41. (1) Domestic & Inbound Tourism (2) Inbound Tourism (4) Outbound Tourism (3) Domestic 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 : (2) Twisty (1) Leisure day visitor (4) None of these (3) Same day visitor 43. The combination of geographic and demographic segmentation is known as : (2) Psychographic (1) Geodemographic (4) None of these (3) Segmentation 44. What is the Indian state famous for boating activities on its backwaters ? (2) Karnataka (1) Kerala (4) Odisha (3) Jammu and Kashmir 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 ? (2) Chandigarh (1) Amritsar (4) Shimla (3) Noida

An arrival list is :

C

- (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.

ion

- ..... 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

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P. T. O.

9

10 2

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 - Srisailam' 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

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P

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 :

C

(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.

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P. T. O.

10 12

3

61. Employee who work at Airport for booking reservation, weighting and checking

luggage and issue tickets are known as :

(2) Airport Agent

(1) Traffic Assistant

(4) Airport Assistant

(3) Ground Staff

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

# List-II

(Name of Dynasty) (Name of the Temple)

Hazararama

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

#### Codes :

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

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

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

13

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

(1) Average Revenue Rate (2) Average Rack Rate

C

- (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

A. Bottom up approach

B. Top down approach

Participative approach C.

Inclusive approach D.

Formulation of policy with inputs i. from beneficiaries.

List - II

- Mandate for development in all ii. sectors.
- Setting up of policy framework iii. with expert knowledge of policy makers.

Creation of the blue print of the iv. policy with the support of policy makers, planners and local community.

#### Codes :

	A	В	С	D
(1)	ii	i	iv	iii
(2)	i	iv	iii	ii
(3)	i	iii	iv	ii
(4)	iv	ii	i	iii

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P. T. O.

14 3		2		С
66.		Which alcohol made from rice ?		
4		(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 produ	acer of the champagne?	
		(1) Italy	(2) France	
		(3) USA	(4) Australia	
	69.	Which of the following service is not av	ailable in 3 star category hotel?	
		(1) Concierge	(2) Room amenities	
		(3) Restaurant	(4) Parking	
	70.	Which of the following is <i>not</i> counter hotel?	d under the room categories in 5 star delu	xe
		(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	
	PHD	/URS-EE-2022/(Hotel Mgt.)(SET-X)/(C		

2 FELLE

С		15
*	2	
72.	The another name for maid's cart trolley	is:
14	(1) Chambermaid's trolley	(2) Janitor's trolley
	(3) Mop wringer trolley	(4) Russian trolley
	the second s	78. Ensic creating supply for a kousekeepin
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 w	ith cleaning properties in diluted solutions that
	is also used in cleaning purposes is kno	
		(2) Purifier liquid
	(1) Cleaning detergent	
	(3) Disinfectant	(4) None of the above
75.	Chamois leather is obtained from a var	icty of goat of :
	(1) Africa	(2) Asia
	(3) America	(4) Europe
	. The approximate size of king size bed	sheet is :
76		(2) $7' \times 7'$
	(1) 6'×8'	(2) / × /
	(3) 7'×8'	(4) 9'×9'
	Treast series as they bottom demands to	
77	. Kapok is a :	in the state of th
	(1) Vegetable fibre	(2) Animal fibre
	(3) Nimeral fibre	(4) Manmade fibre
PHI	D/URS-EE-2022/(Hotel Mgt.)(SET-X)/(	C) P. T.

SEAL

**78.** Warp and weft are related to :

(1) Cleaning

16

(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

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PHD

- **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

C

- (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

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P. T. O.

#### 18

# \*

**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

(3) Reference collection

(2) Observation

(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

(1) 111, 11, 17, 1	(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.

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

C

-

	2	1
3.	Moving to the east of India, we enter for its tea plantations. Can you name t	r one of the popular hill stations of India, famous this town?
	(1) Kodaikanal	(2) Ooty
	(3) Darjeeling	(4) Kulu-Manali
4.	The Indian Government took its first India campaign in :	tourist marketing initiative through the incredible
	(1) 2001	(2) 2000
	(3) 1999	(4) 2002
	characteristics or behavior is known as	5:
5.	The process of grouping people	within a market according to similar needs,
	(1) Tourism marketing	(2) Segmentation
	(3) Targeting	(4) None of these
j.	The best method of segmenting the ma	rket for tourism product and destination is :
	(1) Behavioural	(2) Psychological
	(3) Demographic	(4) Geographic
·-	One would find boatels in :	
	(1) Manali	(2) Srinagar
	(3) Loktak	(4) Ooty
	Late Night registrations must be handle	ed according to :
	(1) Your mood	(2) Customer mood
	(3) Any way you want	(4) Company policy

SEAL

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

20

99.

B. International Departure Tax

- C. Customer User Fee
- D. Passenger Facility Charge

#### Codes :

	Α	В	С	D	
(1)	iii	ii	i	iv	
(2)	i	ii	iv	iii	
(3)	iii	iv	i	ii	
(4)	i	iv	iii	ii	

#### List-II

C

(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

**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
 (3) Excursion fare

(2) Group fare

(4) Transit fare

(DO NOT OPEN THIS QUESTION BOOKLET BEFORE TIME OR UNTIL	L YOU
ARE ASKED TO DO SO)	SET-X
D Ph.D./URS-EE-Jan-2022	
SUBJECT : Hotel Management	
100	32
Sr. No	
Time : 1¼ Hours Max. Marks : 100 Total Quest	tions : 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)

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## 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 unfairmeans / 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.

- 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.

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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	vis:
	(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 wi	th cleaning properties in diluted solutions that
	is also used in cleaning purposes is know	vn as :
	(1) Cleaning detergent	(2) Purifier liquid
	(3) Disinfectant	(4) None of the above
15.	Chamois leather is obtained from a varie	ty of goat of :
	(1) Africa	(2) Asia
	(3) America	(4) Europe

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P. T. O.

3

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

- (1)  $6' \times 8'$  (2)  $7' \times 7'$
- (3)  $7' \times 8'$  (4)  $9' \times 9'$

**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
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4

**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)					(1	Name of the Temple)
Α.	A. Early Chalukyan				i.	Hazararama
В.	B. Hoysala				ii.	Vaikuntha Perumal
C.	C. Pallava				iii.	Chinnakesava
D.	D. Vijayanagara			ara	iv.	Papanatha
Codes :						
A	١	В	С	D		
(1) i	ii	iv	ii	i		
(2) i	V	ii	i	iii		
(3) ir	v	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

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

#### List - I

### Formulation of policy with inputs A. Bottom up approach i. Β. Top down approach ii. sectors. C. Participative approach iii.

D. Inclusive approach makers, planners and

## Codes :

	Α	В	С	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
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### List - II

- from beneficiaries. Mandate for development in all 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 local community.

- (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.

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- 28. Which country is known as the top producer of the champagne?
  - (1) Italy (2) France
  - (3) USA (4) Australia

Which of the following service is *not* available in 3 star category hotel ? 29.

- (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
  - (2) II, III, I, IV (1) III, II, IV, I
  - (4) I, III, II, IV (3) IV, II, III, I
- Which one of the following is *correctly* stated? 32.

- **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	
(2) Transating	(4) None of these	

(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	
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(Name of the Tax)

A. Air Transport tax

- B. International Departure Tax
- C. Customer User Fee
- D. Passenger Facility Charge

List-II

9

(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 С D i (1) iii ii iv (2) i ii iv iii i ii (3) iii iv (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

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41.	Arrange the following according to the h	ierarchy using the coded given below :
41.	I. Commis I	
	II. Executive Chef	
	III. Sous Chef	
	IV. Chef d' partie	
	(1) IV, III, I, II	(2) III, IV, II, I
	(3) 1, 11, 111, 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 departs	nent
	(4) Position in the front office	
43.	The largest Tiger reserve 'Nagarjuna - S	risailam' Tiger reserve is located in :
	(1) Tamil Nadu	(2) Karnataka
	(3) Andhra Pradesh	(4) Kerala
44.	Where is the largest museum in India lo	cated ?
	(1) Kolkata	(2) Bangalore
	(3) New Delhi	(4) Mumbai
45.	Indian Tobacco Company, a fortune Co	mpany 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 agencian arrangements for incoming tourist on the	es and their main function is to organize tour e behalf of the overseas operators.
	(1) Inbound tour operator	(2) Ground tour operator

(3) Outbound tour operator (4) Onbound tour operator

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- **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 :

(2) Inductive Reasoning

(4) Transcendental Reasoning

- (1) Deductive Reasoning
- (3) Abnormal 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

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13

**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

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67.

- (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

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

15

- The combination of geographic and demographic segmentation is known as : (2) Psychographic 73.
  - (1) Geodemographic
  - (4) None of these (3) Segmentation

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

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

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 ? 75.

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

#### An arrival list is : 76.

- (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
- Total Quality Management is a management approach : 77.
  - (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.
- Tourist Visa is valid for how many days in India ? 78.
  - (1) 30 days (2) 60 days
  - (3) 90 days (4) 180 days

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

74.

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79.

(1) Kumbh Mela

	(1) Rumon Micia	(2) Shilp Gram Mela	
	(3) Pushkar Mela	(4) Odissa Handicraft Festival	
80.	Any package tour including two accommodation designed for a specific	or more component such as airfar client is known as :	e and
	(1) Free Individual Travel	(2) Group Inclusive Travel	
	(3) Leisure Travel	(4) Corporate Travel	
81.	When is International's Chef day celebr	ated ?	
	(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	
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..... is a unique tourism product organized in the State of Maharashtra.

- What is the main feature of a time share establishment? 86.
  - (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
- Which one of the following is *not* available in the in-flight menu? 87.

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

- What is a motel ? 88.
  - (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 G	19
	<ul><li>(1) Mahavir Singh Obroi</li><li>(3) Mohan Singh Oberoi</li></ul>	<ul> <li>(2) Mahipal Singh Obroi</li> <li>(4) Mahipat Singh Broil</li> </ul>
91	<ul> <li>What temperature will ruin Red V</li> <li>(1) 15-20°C</li> <li>(3) 70-80°C</li> </ul>	Wine ? (2) 25-35°C (4) 49-55°C
92.	How long does it take to complete (1) 5 to 7 days (3) 7 to 11 days	e the fermentation process in case of White Wine ? (2) 3 to 5 days (4) 1 to 3 days
93.	The name or logo of the establish known as :	ment is put on to the linen item for identification is
	<ol> <li>(1) Spotting</li> <li>(3) Monogramming</li> </ol>	<ul><li>(2) Darning</li><li>(4) Printing</li></ul>
94.	<ul><li>Cylindrical passage used for transp</li><li>(1) Dress chute</li><li>(3) Valet</li></ul>	porting soiled linen from floor to laundry : (2) Linen chute (4) Passage
95.	<ul><li>Linen that is officially declared unit</li><li>(1) Spill Over</li><li>(3) Makeovers</li></ul>	fit for use : (2) Cut down (4) Discarded linen
96.	From which part of the flax plant is (1) Seed head (3) Leaves	<ul> <li>the linen fibre obtained ?</li> <li>(2) Stem</li> <li>(4) None Of the Above</li> </ul>

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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 taking) is also termed as :	items by counting up stocks of all items (stock

(1) Zero based Scheduling (2) Productivity Standard

- (3) Par Level
- **99.** Floral foam is also known as :
  - (1) Sponge
  - (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

(2) Oasis

(4) Conducting Inventory

(3) Processors

(4) Calendering

### 20

Q. No	А	D	-	-
1	2	B 3	C	D
2	3	3	2	3
3	3	4	2	3
4	1	3	1	3
5	2	3	1	4
6	2		2	4
7	4	4	1	1
8	2	4	3	3
9	2	2	3	1
10	3	1	1	3
11	3	4	1	2
12	3	3	2	4
13		3	3	1
14	3	3	4	1
15	4	4	2	1
16	4	2	1	4
17	1	1	4	4
18	3	2	3	1
19	1	4	2	2
20	3	3	2	4
21	2	3	1	4
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24	4	3	3	4
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7	2	1	2	1
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