

SET-“Y” (Total No. of printed pages : 20)

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

PHD-EE, November-2025

ITHM (HOTEL MANAGEMENT)

Code

A

Sr. No. 10009

Time : 1½ Hours

Total Questions : 100

Max. Marks : 100

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

Name : _____

Date of Birth : _____

Father's Name : _____

Mother's Name : _____

Date of Examination : _____

(Signature of the candidate)

(Signature of the Invigilator)

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

1. **All questions are compulsory.**
2. **The candidates must return the Question book-let as well as OMR answer-sheet to the Invigilator concerned before leaving the Examination Hall, failing which a case of use of unfair-means / 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 and D code shall be got uploaded on the University Website immediately after the conduct of Entrance Examination. Candidates may raise valid objection/complaint if any, with regard to discrepancy in the question booklet/answer key within 24 hours of uploading the same on the University website. The complaint be sent by the students to the Controller of Examinations by hand or through email. Thereafter, no complaint in any case will be considered.**
5. **The candidate MUST NOT do any rough work or writing in the OMR Answer-Sheet. Rough work, if any, may be done in the question book-let itself. Answers MUST NOT be ticked in the Question book-let.**
6. **There will be negative marking and a deduction of 0.25 marks for each wrong answers. Cutting, erasing, overwriting and more than one answer in OMR Answer-Sheet will be treated as incorrect answer.**
7. **Use only Black or Blue BALL POINT PEN of good quality in the OMR Answer-Sheet.**
8. **BEFORE ANSWERING THE QUESTIONS, THE CANDIDATES SHOULD ENSURE THAT THEY HAVE BEEN SUPPLIED CORRECT AND COMPLETE BOOK-LET. COMPLAINTS, IF ANY, REGARDING MISPRINTING ETC. WILL NOT BE ENTERTAINED 30 MINUTES AFTER STARTING OF THE EXAMINATION.**



Question No.	Questions
1.	This section of hotel Front Office department primarily deals with the booking rooms for prospective guests. (1) Information (2) Reception (3) Reservation (4) Cash and Bills
2.	The essential qualities of a researcher include: (a) Spirit of free enquiry (b) Reliance on observation and evidence (c) Systematization or theorizing knowledge (d) Habit of procrastination (1) Only (a), (b), and (c) (2) Only (b) (3) Only (a) and (c) (4) Only (c) and (d)
3.	In hotel operations, the term "___" refers to a guest who leaves the hotel without settling their account. (1) Sleepers (2) Scanty Baggage (3) Gentleman (4) Skipper
4.	Crockery in a hotel refers to: (1) Metal serving trays (2) China and ceramic dishes like plates and cups (3) Linen used for table setting (4) Wooden service boards
5.	Which of the following is not a job role of Bell Boy? (1) Deliver messages, parcels, and newspapers to rooms (2) Escort guests to their rooms (3) Tag and deliver luggage to the correct room (4) Preparing bill at the time of guest departure

Question No.	Questions
6.	___ is a type of room reservation in which room is not released to walk-in guest even after cancellation hours. (1) Confirmed reservation (2) Guaranteed reservation (3) Waitlisted reservation (4) Tentative reservation
7.	Trolley service in a restaurant refers to: (1) Room cleaning done by housekeeping staff (2) Food service performed from a moveable trolley in front of the guest (3) Luggage handling by bellboys (4) Buffet service during lunch hours
8.	Which of the following is not a reason for practicing overbooking by hotels? (1) To ensure maximum room occupancy (2) To increase overall revenue (3) To handle last-minute cancellations and no-shows (4) To enhance guest satisfaction
9.	The primary purpose of a night audit in a hotel is to ____. (1) Record guests' meal preferences (2) Reconcile and verify the day's financial transactions (3) Schedule staff shifts for the next day (4) Maintain guest feedbacks
10.	A menu in a hotel restaurant is best defined as ____. (1) A housekeeping duty roster (2) A list of frequent visitors (3) A list of hotel employees (4) A list of dishes available to order by guests visiting restaurant

Question No.	Questions
11.	A restaurant that serves a specific type of cuisine and offers fine dining with themed decor is known as a ____. (1) Coffee Shop (2) Specialty Restaurant (3) Room Service Outlet (4) Snack Bar
12.	A minibar in a hotel is: (1) A full-sized public bar located in the lobby (2) A small refrigerator stocked with drinks and snacks in guest rooms (3) A self-service bar near the swimming pool (4) A bar that serves only wine
13.	A job description mainly provides information about: (1) The personal qualities required for a job (2) The duties, responsibilities, and working conditions of a job (3) The salary and benefits of a job (4) The training programs offered by the organization
14.	Wine is an alcoholic beverage made by the fermentation of ____. (1) Grapes (2) Barley (3) Rice (4) Wheat
15.	Which of the following departments is most closely associated with the night audit process? (1) Housekeeping (2) Engineering (3) Front Office (4) Food Production
16.	The best quality tea is obtained from which of the following tea leaves? (1) Second flush leaves (2) First flush leaves (3) Matured leaves (4) Wilted leaves

Question No.	Questions
17.	A job specification focuses on: (1) What the job involves (2) The company's mission and vision (3) The department structure (4) The physical and personal qualities required to perform the job
18.	Yield management in the hotel industry primarily aims to: (1) Maximize room revenue by managing pricing and inventory (2) Reduce marketing costs (3) Maintain fixed room rates throughout the year (4) Increase the number of employees
19.	Beer is produced by brewing and fermenting: (1) Coffee Beans (2) Grapes and Sugar (3) Barley Malt and Hops (4) Corn and Honey
20.	The main function of the housekeeping department in a hotel is to: (1) Maintain cleanliness and upkeep of guest rooms and public areas (2) Handle guest check-in and billing (3) Supervise kitchen operations (4) Prepare and serve food
21.	A Resort Hotel is best described as: (1) A hotel located near airports for transit passengers (2) A hotel that provides recreation and relaxation facilities in scenic locations (3) A hotel meant for business travelers in city centers (4) A hotel offering only budget accommodation

Question No.	Questions
22.	Which of the following is a common career option in the food and beverage industry? (1) Food and Beverage Manager (2) Software Developer (3) Glodsmith (4) Civil Engineer
23.	A ____ is defined as an establishment that offers food and shelter to "bonafide" travelers who are able to pay and are in a fit condition to be received. (1) Restaurant (2) Hotel (3) Coffee Shop (4) Cafe
24.	Which of the following is an example of an animal fat used in cooking? (1) Butter (2) Olive Oil (3) Coconut Oil (4) Groundnut Oil
25.	The master key in a hotel is used to: (1) Open all guest rooms and restricted areas within a section (2) Open only one specific guest room (3) Lock only store rooms (4) Open all rooms under maintenance
26.	In hotel terminology, a ____ refers to a guest who arrives at the hotel with very little or no luggage. (1) VIP Guest (2) Skipper guest (3) Walk-in guest (4) Scanty Baggage guest

Question No.	Questions
27.	Which of the following cereals is most commonly used for making breakfast flakes? (1) Rice (2) Wheat (3) Maize (Corn) (4) Barley
28.	Which of the following is not a component of yield management? (1) Capacity Management (2) Discount Allocation (3) Employee Scheduling (4) Duration Control
29.	Citrus fruits like oranges and lemons are rich sources of which vitamin? (1) Vitamin A (2) Vitamin B12 (3) Vitamin D (4) Vitamin C
30.	Which of the following vegetables is classified as a root vegetable? (1) Spinach (2) Tomato (3) Carrot (4) Cauliflower
31.	Which of the following sauces is a derivative of Hollandaise sauce? (1) Mornay sauce (2) Béarnaise sauce (3) Espagnole sauce (4) Tomato Concassé
32.	What is the primary function of eggs in a sponge cake mixture? (1) To increase sweetness (2) To reduce gluten formation (3) To act only as a preservative (4) To provide leavening and structure through aeration

Question No.	Questions
33.	Spring cleaning in housekeeping refers to: (1) Thorough and deep cleaning carried out periodically (2) Daily dusting of guest rooms (3) Cleaning only the public areas (4) Light cleaning done after check-out
34.	Which of the following dairy products is obtained by churning curd or cream? (1) Yogurt (2) Cheese (3) Paneer (4) Butter
35.	Which of the following combinations correctly represents a consommé? (1) A thick soup made from roux and milk (2) A cold soup made with yogurt and cucumber (3) A clear soup clarified with egg whites and lean meat (4) A puree soup made from lentils and vegetables
36.	Which of the following is an example of probability sampling? (1) Convenience Sampling (2) Judgmental Sampling (3) Simple Random Sampling (4) Quota Sampling
37.	A researcher wants to test differences between two independent groups when data are not normally distributed. Which test should be used? (1) ANOVA (2) Paired t-test (3) Mann-Whitney U test (4) z-test
38.	Which of the following is an example of a parametric test? (1) t-test (2) Chi-square test (3) Mann-Whitney U test (4) Kruskal-Wallis test

Question No.	Questions
39.	Which of the following is not considered a common pest in hotels? (1) Cockroach (2) Housefly (3) Glodfish (4) Bed Bug
40.	Which of the following best defines a Standard Purchase Specification (SPS) in a hotel kitchen? (1) A document listing all available suppliers (2) A written description of ingredients specifying quality, size, and weight standards (3) A purchase order used to pay suppliers (4) A cost-control sheet used for menu pricing
41.	The main difference between white stock and brown stock lies in - (1) Type of bones used only (2) Use of vegetables only (3) Roasting of bones and mirepoix before simmering (4) Duration of boiling only
42.	What does par stock refer to in housekeeping? (1) The number of staff required per shift (2) The amount of cleaning chemicals used per week (3) The number of rooms cleaned per day (4) The standard quantity of linen that must be available in circulation
43.	If a fair coin is tossed once, what is the probability of getting a head? (1) 0.15 (2) 0.25 (3) 0.50 (4) 0.75

Question No.	Questions
44.	Which of the following is not a measure of central tendency? (1) Mean (2) Median (3) Mode (4) Standard Deviation
45.	The process of sorting linen in laundry is carried out primarily to: (1) Separate clean linen from dirty linen (2) Classify linen according to type, colour, and degree of soiling (3) Make the laundry look organized (4) Avoid confusion among laundry staff
46.	The method of cooking food by direct heat from below is called- (1) Grilling (2) Steaming (3) Blanching (4) Boiling
47.	Which of the following is the most important criterion in selecting a research problem? (1) The problem must be complex and lengthy (2) The problem should be researchable and feasible within available resources (3) The problem should already be fully solved (4) The problem should be unrelated to the researcher's field of study
48.	The main function of a hydroextractor in laundry is to: (1) Dry linen completely using hot air (2) Remove excess water from washed linen by spinning (3) Remove stains from fabric (4) Rinse the linen with cold water

Question No.	Questions
49.	Which type of fire extinguisher is most suitable for electrical fires? (1) Water extinguisher (2) Carbon dioxide (CO ₂) extinguisher (3) Wet chemical extinguisher (4) Foam extinguisher
50.	In which cooking method is food cooked by dry heat in an oven? (1) Baking (2) Boiling (3) Poaching (4) Stewing
51.	Which of the following is not a characteristic of service product? (1) Perishability (2) Heterogeneity (3) Variability (4) Tangibility
52.	Which of the following is part of 4P's of product marketing? (1) People (2) Price (3) Process (4) Physical Evidence
53.	Which of the following is not an major tourism and hospitality product? (1) Hotel room (2) Breakfast (3) Car rental (4) Street light
54.	Which of the following stages is not a part of the Product Life Cycle? (1) Introduction (2) Growth (3) Decline (4) None of the above
55.	Which of the following is not a stage in the consumer buying behavior process? (1) Problem recognition (2) Information search (3) Product manufacturing (4) Post-purchase evaluation

Question No.	Questions
56.	Which of the following is known as the first function of management? (1) Organizing (2) Planning (3) Controlling (4) Directing
57.	Who is regarded as the Father of Modern Management? (1) Elton Mayo (2) Henry Fayol (3) F.W. Taylor (4) Max Weber
58.	The process of influencing people to work willingly toward organizational goals is called: (1) Staffing (2) Planning (3) Directing (4) Organizing
59.	Staffing in management primarily deals with: (1) Recruiting and training employees (2) Setting business objectives (3) Supervising daily operations (4) Preparing financial reports
60.	The principle of "Unity of Command" means: (1) One boss, one subordinate (2) One subordinate should receive order from one superior only (3) Every employee should command others (4) Many superiors for one subordinate

Question No.	Questions
61.	___ is a type of accommodation property which is located along with highways and provide boarding, lodging and refueling facilities to is users. (1) Casino (2) Resort (3) Motel (4) Transient Hotel
62.	The term cutlery refers to: (1) Glassware items used for serving drinks (2) Cooking utensils used in the kitchen (3) Knives, forks, and spoons used for dining (4) Plates and bowls used for serving food
63.	In a hotel laundry, a calendaring machine is used to: (1) Remove moisture from chef coat (2) Extract water using centrifugal force (3) Smoothen, flatten, and finish materials by passing them between series of heated rollers (4) Press uniforms of restaurant staff
64.	A Class B fire involves which of the following materials? (1) Electrical equipment (2) Flammable liquids like petrol and oil (3) Metals such as magnesium and sodium (4) Ordinary combustibles like wood and paper
65.	Which of the following is an example of vegetable stain? (1) Blood (2) Rust (3) Coffee (4) Butter

Question No.	Questions
66.	A ___ occurs when the sample data are incorrectly collected, recorded, or analyzed such as by selecting a biased sample, using a defective measurement instrument, or copying the data incorrectly. (1) Sampling error (2) Non-sampling error (3) Sample size (4) Sample
67.	The ___, of a set of data is the measure of center found by adding the data values and dividing the total by the number of data values. (1) Median (2) Mode (3) Mean (4) Standard deviation
68.	Which of the following is an example of referencing in APA Style? (1) Lipson, Charles, "Why are some international agreements informal?" <i>International Organization</i> 45 (Autumn 1991): 495-538. (2) Lipson, C. (1991). Why are some international agreements informal? <i>International Organization</i> 45, 495-538. (3) Lipson, C. <i>International Organization</i> 1991, 45, 495 (4) Ajami, Fouad. <i>The Dream palace of the Arabs: A Generation's Odyssey</i>. New York: Pantheon, 1998
69.	A ___ error occurs when the researcher rejects a true null hypothesis. (1) Type I (2) Type II (3) Type III (4) Type IV
70.	Which of the following is not an example of graphical representation of data? (1) Pie chart (2) Bar graph (3) Pictograph (4) Frequency Table

Question No.	Questions
71.	A ____ is a strategy for answering your research question using empirical data. (1) Research question (2) Research design (3) Sample size (4) Sampling design
72.	In research, ____ is defined as the watching of behavioural patterns of people in certain situations to obtain information about the phenomenon of interest. (1) Interview (2) Universe (3) Sample (4) Observation
73.	The process of drawing a sample from a population is known as ____. (1) Sample (2) Sampling (3) Sample size (4) Sampling error
74.	Which of the following is not an example of non-probability sampling method? (1) Convenience sampling (2) Volunteer sampling (3) Snowball sampling (4) Random sampling
75.	Which of the following are reasons behind citing the material used in research by a researcher? (a) To give credit to others work and ideas (b) To show readers the materials on which they base their analysis (c) To guide readers to access the materials themselves (1) Only (a) (2) Only (a) and (c) (3) Only (b) and (c) (4) (a), (b), and (c)

Question No.	Questions
76.	A ____ is a numerical measurement describing some characteristic of a population. (1) Parameter (2) Statistics (3) Sample (4) Sampling
77.	A ____ is a numerical measurement describing some characteristic of a sample. (1) Parameter (2) Statistics (3) Sample (4) Sampling
78.	Which of the following is an example of citation style? (a) Chicago style (b) MLA style (c) APA style (d) Turabian style (1) Only (a) and (b) (2) Only (b) and (c) (3) Only (a) and (d) (4) (a), (b), (c) and (d)
79.	A ____ is the difference between a sample result and the true population result; such an error results from chance sample fluctuations. (1) Sampling error (2) Non-sampling error (3) Sampling method (4) Sample size
80.	Sample values that lie very far away from the vast majority of the other sample values is known as ____. (1) Variation (2) Center (3) Distribution (4) Outliers

Question No.	Questions
81.	A variable that is presumed to cause a change in another variable is known as ____. (1) Independent variable (2) Dependent variable (3) Both Independent and Dependent variable (4) Neither Independent Nor Dependent variable
82.	A form of qualitative research focused on discovering and describing the culture of a group of people is known as ____. (1) Phenomenology (2) Ethnography (3) Narrative inquiry (4) Grounded theory
83.	____ is a scale of measurement that uses symbols, such as words or numbers, to label, classify, or identify people or objects. (1) Nominal scale (2) Ordinal scale (3) Interval scale (4) Ratio scale
84.	____ refers to the consistency or stability of a set of test scores. (1) Reliability (2) Validity (3) Both Reliability and Validity (4) Neither Reliability Nor Validity
85.	A ____ is a self-report data- collection instrument that each research participant completes as part of a research study. (1) Test (2) Sampling (3) Sample (4) Questionnaire

Question No.	Questions
86.	Which of the following may be used in data collection? (1) Google form (2) Survey Monkey (3) Both Google form and Survey Monkey (4) Neither Google form nor Survey Monkey
87.	___ is smaller group of people or objects selected from a larger population to participate in a study. (1) Sample size (2) Sampling Technique (3) Sample (4) Universe
88.	___ scale of measurement has a true zero point. (1) Nominal scale (2) Ordinal scale (3) Interval scale (4) Ratio scale
89.	___ sampling methods are ways to randomly select a sample from a population to represent it. (1) Non-Probability (2) Snowball (3) Probability (4) Judgement
90.	When selecting a research problem, a researcher may consider: (a) Their interest (b) Their expertise (c) Relevance (d) Data availability (1) Only (a) (2) Only (b) and (c) (3) Only (a) and (c) (4) (a), (b), (c) and (d)

Question No.	Questions
91.	Which of the following is an example of quantitative variable? (1) Gender of respondent (2) Religion of respondent (3) Annual income of respondent (4) Marital status of respondent
92.	___ relies primarily on the collection and analysis of qualitative data. (1) Quantitative research (2) Qualitative research (3) Both Quantitative research and Qualitative research (4) Neither Qualitative research nor Quantitative research
93.	Which of the following is not an example of categorical variable? (1) Sex of respondent (2) Religious belief of respondent (3) Political affiliation of respondent (4) Height of respondent
94.	A ___ is a condition or characteristic that can take on different values or categories. (1) Variable (2) Constant (3) Abstract (4) Reference
95.	A variable that is made up of different types or categories of a phenomenon is known as ____. (1) Categorical variable (2) Quantitative variable (3) Both Categorical variable and Quantitative variable (4) Neither Categorical variable Nor Quantitative variable

Question No.	Questions
96.	___ relies primarily on the collection and analysis of quantitative data. (1) Quantitative research (2) Qualitative research (3) Both Quantitative research and Qualitative research (4) Neither Qualitative research Nor Quantitative research
97.	A research focused on solving local problems that a practitioner is facing is known as ___. (1) Basic research (2) Orientational research (3) Action research (4) Evolutional research
98.	___ is aimed at generating fundamental knowledge and theoretical understanding about basic human and other natural processes. (1) Basic research (2) Applied research (3) Both Basic research and Applied research (4) Neither Basic research Nor Applied research
99.	A brief summary of a research paper or article is known as ___. (1) Key words (2) Abstract (3) Conclusion (4) Review of literature
100.	In the food and beverage industry, a person responsible for designing menus and ensuring food quality is called a: (1) Front Office Executive (2) Maintenance Engineer (3) Executive Chef (4) Travel Agent

SET-“Y” (Total No. of printed pages : 20)

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

PHD-EE, November-2025

ITHM (HOTEL MANAGEMENT)

Code **B**

Sr. No. **10006**

Time : 1½ Hours

Total Questions : 100

Max. Marks : 100

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

Name : _____

Date of Birth : _____

Father's Name : _____

Mother's Name : _____

Date of Examination : _____

(Signature of the candidate)

(Signature of the Invigilator)

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

1. All questions are compulsory.
2. The candidates must return the Question book-let as well as OMR answer-sheet to the Invigilator concerned before leaving the Examination Hall, failing which a case of use of unfair-means / 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 and D code shall be got uploaded on the University Website immediately after the conduct of Entrance Examination. Candidates may raise valid objection/complaint if any, with regard to discrepancy in the question booklet/answer key within 24 hours of uploading the same on the University website. The complaint be sent by the students to the Controller of Examinations by hand or through email. Thereafter, no complaint in any case will be considered.
5. The candidate MUST NOT do any rough work or writing in the OMR Answer-Sheet. Rough work, if any, may be done in the question book-let itself. Answers MUST NOT be ticked in the Question book-let.
6. There will be negative marking and a deduction of 0.25 marks for each wrong answers. Cutting, erasing, overwriting and more than one answer in OMR Answer-Sheet will be treated as incorrect answer.
7. Use only Black or Blue **BALL POINT PEN** of good quality in the OMR Answer-Sheet.
8. BEFORE ANSWERING THE QUESTIONS, THE CANDIDATES SHOULD ENSURE THAT THEY HAVE BEEN SUPPLIED CORRECT AND COMPLETE BOOK-LET. COMPLAINTS, IF ANY, REGARDING MISPRINTING ETC. WILL NOT BE ENTERTAINED 30 MINUTES AFTER STARTING OF THE EXAMINATION.



Question No.	Questions
1.	A ____ is a strategy for answering your research question using empirical data. (1) Research question (2) Research design (3) Sample size (4) Sampling design
2.	In research, ____ is defined as the watching of behavioural patterns of people in certain situations to obtain information about the phenomenon of interest. (1) Interview (2) Universe (3) Sample (4) Observation
3.	The process of drawing a sample from a population is known as ____. (1) Sample (2) Sampling (3) Sample size (4) Sampling error
4.	Which of the following is not an example of non-probability sampling method? (1) Convenience sampling (2) Volunteer sampling (3) Snowball sampling (4) Random sampling
5.	Which of the following are reasons behind citing the material used in research by a researcher? (a) To give credit to others work and ideas (b) To show readers the materials on which they base their analysis (c) To guide readers to access the materials themselves (1) Only (a) (2) Only (a) and (c) (3) Only (b) and (c) (4) (a), (b), and (c)

Question No.	Questions
6.	A ____ is a numerical measurement describing some characteristic of a population. (1) Parameter (2) Statistics (3) Sample (4) Sampling
7.	A ____ is a numerical measurement describing some characteristic of a sample. (1) Parameter (2) Statistics (3) Sample (4) Sampling
8.	Which of the following is an example of citation style? (a) Chicago style (b) MLA style (c) APA style (d) Turabian style (1) Only (a) and (b) (2) Only (b) and (c) (3) Only (a) and (d) (4) (a), (b), (c) and (d)
9.	A ____ is the difference between a sample result and the true population result; such an error results from chance sample fluctuations. (1) Sampling error (2) Non-sampling error (3) Sampling method (4) Sample size
10.	Sample values that lie very far away from the vast majority of the other sample values is known as ____. (1) Variation (2) Center (3) Distribution (4) Outliers

Question No.	Questions
11.	Which of the following is not a characteristic of service product? (1) Perishability (2) Heterogeneity (3) Variability (4) Tangibility
12.	Which of the following is part of 4P's of product marketing? (1) People (2) Price (3) Process (4) Physical Evidence
13.	Which of the following is not an major tourism and hospitality product? (1) Hotel room (2) Breakfast (3) Car rental (4) Street light
14.	Which of the following stages is not a part of the Product Life Cycle? (1) Introduction (2) Growth (3) Decline (4) None of the above
15.	Which of the following is not a stage in the consumer buying behavior process? (1) Problem recognition (2) Information search (3) Product manufacturing (4) Post-purchase evaluation
16.	Which of the following is known as the first function of management? (1) Organizing (2) Planning (3) Controlling (4) Directing
17.	Who is regarded as the Father of Modern Management? (1) Elton Mayo (2) Henry Fayol (3) F.W. Taylor (4) Max Weber

Question No.	Questions
18.	The process of influencing people to work willingly toward organizational goals is called: (1) Staffing (2) Planning (3) Directing (4) Organizing
19.	Staffing in management primarily deals with: (1) Recruiting and training employees (2) Setting business objectives (3) Supervising daily operations (4) Preparing financial reports
20.	The principle of "Unity of Command" means: (1) One boss, one subordinate (2) One subordinate should receive order from one superior only (3) Every employee should command others (4) Many superiors for one subordinate
21.	Which of the following sauces is a derivative of Hollandaise sauce? (1) Mornay sauce (2) Béarnaise sauce (3) Espagnole sauce (4) Tomato Concassé
22.	What is the primary function of eggs in a sponge cake mixture? (1) To increase sweetness (2) To reduce gluten formation (3) To act only as a preservative (4) To provide leavening and structure through aeration

Question No.	Questions
23.	Spring cleaning in housekeeping refers to: (1) Thorough and deep cleaning carried out periodically (2) Daily dusting of guest rooms (3) Cleaning only the public areas (4) Light cleaning done after check-out
24.	Which of the following dairy products is obtained by churning curd or cream? (1) Yogurt (2) Cheese (3) Paneer (4) Butter
25.	Which of the following combinations correctly represents a consommé? (1) A thick soup made from roux and milk (2) A cold soup made with yogurt and cucumber (3) A clear soup clarified with egg whites and lean meat (4) A puree soup made from lentils and vegetables
26.	Which of the following is an example of probability sampling? (1) Convenience Sampling (2) Judgmental Sampling (3) Simple Random Sampling (4) Quota Sampling
27.	A researcher wants to test differences between two independent groups when data are not normally distributed. Which test should be used? (1) ANOVA (2) Paired t-test (3) Mann-Whitney U test (4) z-test
28.	Which of the following is an example of a parametric test? (1) t-test (2) Chi-square test (3) Mann-Whitney U test (4) Kruskal-Wallis test

Question No.	Questions
29.	Which of the following is not considered a common pest in hotels? (1) Cockroach (2) Housefly (3) Glodfish (4) Bed Bug
30.	Which of the following best defines a Standard Purchase Specification (SPS) in a hotel kitchen? (1) A document listing all available suppliers (2) A written description of ingredients specifying quality, size, and weight standards (3) A purchase order used to pay suppliers (4) A cost-control sheet used for menu pricing
31.	A restaurant that serves a specific type of cuisine and offers fine dining with themed decor is known as a ____. (1) Coffee Shop (2) Specialty Restaurant (3) Room Service Outlet (4) Snack Bar
32.	A minibar in a hotel is: (1) A full-sized public bar located in the lobby (2) A small refrigerator stocked with drinks and snacks in guest rooms (3) A self-service bar near the swimming pool (4) A bar that serves only wine
33.	A job description mainly provides information about: (1) The personal qualities required for a job (2) The duties, responsibilities, and working conditions of a job (3) The salary and benefits of a job (4) The training programs offered by the organization

Question No.	Questions
34.	Wine is an alcoholic beverage made by the fermentation of ____. (1) Grapes (2) Barley (3) Rice (4) Wheat
35.	Which of the following departments is most closely associated with the night audit process? (1) Housekeeping (2) Engineering (3) Front Office (4) Food Production
36.	The best quality tea is obtained from which of the following tea leaves? (1) Second flush leaves (2) First flush leaves (3) Matured leaves (4) Wilted leaves
37.	A job specification focuses on: (1) What the job involves (2) The company's mission and vision (3) The department structure (4) The physical and personal qualities required to perform the job
38.	Yield management in the hotel industry primarily aims to: (1) Maximize room revenue by managing pricing and inventory (2) Reduce marketing costs (3) Maintain fixed room rates throughout the year (4) Increase the number of employees
39.	Beer is produced by brewing and fermenting: (1) Coffee Beans (2) Grapes and Sugar (3) Barley Malt and Hops (4) Corn and Honey

Question No.	Questions
40.	The main function of the housekeeping department in a hotel is to: (1) Maintain cleanliness and upkeep of guest rooms and public areas (2) Handle guest check-in and billing (3) Supervise kitchen operations (4) Prepare and serve food
41.	Which of the following is an example of quantitative variable? (1) Gender of respondent (2) Religion of respondent (3) Annual income of respondent (4) Marital status of respondent
42.	___ relies primarily on the collection and analysis of qualitative data. (1) Quantitative research (2) Qualitative research (3) Both Quantitative research and Qualitative research (4) Neither Qualitative research nor Quantitative research
43.	Which of the following is not an example of categorical variable? (1) Sex of respondent (2) Religious belief of respondent (3) Political affiliation of respondent (4) Height of respondent
44.	A ___ is a condition or characteristic that can take on different values or categories. (1) Variable (2) Constant (3) Abstract (4) Reference

Question No.	Questions
45.	A variable that is made up of different types or categories of a phenomenon is known as ____. (1) Categorical variable (2) Quantitative variable (3) Both Categorical variable and Quantitative variable (4) Neither Categorical variable Nor Quantitative variable
46.	____ relies primarily on the collection and analysis of quantitative data. (1) Quantitative research (2) Qualitative research (3) Both Quantitative research and Qualitative research (4) Neither Qualitative research Nor Quantitative research
47.	A research focused on solving local problems that a practitioner is facing is known as ____. (1) Basic research (2) Orientational research (3) Action research (4) Evolutional research
48.	____ is aimed at generating fundamental knowledge and theoretical understanding about basic human and other natural processes. (1) Basic research (2) Applied research (3) Both Basic research and Applied research (4) Neither Basic research Nor Applied research
49.	A brief summary of a research paper or article is known as ____. (1) Key words (2) Abstract (3) Conclusion (4) Review of literature

Question No.	Questions
50.	In the food and beverage industry, a person responsible for designing menus and ensuring food quality is called a: (1) Front Office Executive (2) Maintenance Engineer (3) Executive Chef (4) Travel Agent
51.	___ is a type of accommodation property which is located along with highways and provide boarding, lodging and refueling facilities to is users. (1) Casino (2) Resort (3) Motel (4) Transient Hotel
52.	The term cutlery refers to: (1) Glassware items used for serving drinks (2) Cooking utensils used in the kitchen (3) Knives, forks, and spoons used for dining (4) Plates and bowls used for serving food
53.	In a hotel laundry, a calendaring machine is used to: (1) Remove moisture from chef coat (2) Extract water using centrifugal force (3) Smoothen, flatten, and finish materials by passing them between series of heated rollers (4) Press uniforms of restaurant staff
54.	A Class B fire involves which of the following materials? (1) Electrical equipment (2) Flammable liquids like petrol and oil (3) Metals such as magnesium and sodium (4) Ordinary combustibles like wood and paper

Question No.	Questions
55.	Which of the following is an example of vegetable stain? (1) Blood (2) Rust (3) Coffee (4) Butter
56.	A ___ occurs when the sample data are incorrectly collected, recorded, or analyzed such as by selecting a biased sample, using a defective measurement instrument, or copying the data incorrectly. (1) Sampling error (2) Non-sampling error (3) Sample size (4) Sample
57.	The ___, of a set of data is the measure of center found by adding the data values and dividing the total by the number of data values. (1) Median (2) Mode (3) Mean (4) Standard deviation
58.	Which of the following is an example of referencing in APA Style? (1) Lipson, Charles, "Why are some international agreements informal?" <i>International Organization</i> 45 (Autumn 1991): 495-538. (2) Lipson, C. (1991). Why are some international agreements informal? <i>International Organization</i> 45, 495-538. (3) Lipson, C. <i>International Organization</i> 1991, 45, 495 (4) Ajami, Fouad. <i>The Dream palace of the Arabs: A Generation's Odyssey</i> . New York: Pantheon, 1998
59.	A ___ error occurs when the researcher rejects a true null hypothesis. (1) Type I (2) Type II (3) Type III (4) Type IV

Question No.	Questions
60.	Which of the following is not an example of graphical representation of data? (1) Pie chart (2) Bar graph (3) Pictograph (4) Frequency Table
61.	A variable that is presumed to cause a change in another variable is known as ____. (1) Independent variable (2) Dependent variable (3) Both Independent and Dependent variable (4) Neither Independent Nor Dependent variable
62.	A form of qualitative research focused on discovering and describing the culture of a group of people is known as ____. (1) Phenomenology (2) Ethnography (3) Narrative inquiry (4) Grounded theory
63.	____ is a scale of measurement that uses symbols, such as words or numbers, to label, classify, or identify people or objects. (1) Nominal scale (2) Ordinal scale (3) Interval scale (4) Ratio scale
64.	____ refers to the consistency or stability of a set of test scores. (1) Reliability (2) Validity (3) Both Reliability and Validity (4) Neither Reliability Nor Validity

Question No.	Questions
65.	A ___ is a self-report data- collection instrument that each research participant completes as part of a research study. (1) Test (2) Sampling (3) Sample (4) Questionnaire
66.	Which of the following may be used in data collection? (1) Google form (2) Survey Monkey (3) Both Google form and Survey Monkey (4) Neither Google form nor Survey Monkey
67.	___ is smaller group of people or objects selected from a larger population to participate in a study. (1) Sample size (2) Sampling Technique (3) Sample (4) Universe
68.	___ scale of measurement has a true zero point. (1) Nominal scale (2) Ordinal scale (3) Interval scale (4) Ratio scale
69.	___ sampling methods are ways to randomly select a sample from a population to represent it. (1) Non-Probability (2) Snowball (3) Probability (4) Judgement

Question No.	Questions
70.	When selecting a research problem, a researcher may consider: (a) Their interest (b) Their expertise (c) Relevance (d) Data availability (1) Only (a) (2) Only (b) and (c) (3) Only (a) and (c) (4) (a), (b), (c) and (d)
71.	The main difference between white stock and brown stock lies in - (1) Type of bones used only (2) Use of vegetables only (3) Roasting of bones and mirepoix before simmering (4) Duration of boiling only
72.	What does par stock refer to in housekeeping? (1) The number of staff required per shift (2) The amount of cleaning chemicals used per week (3) The number of rooms cleaned per day (4) The standard quantity of linen that must be available in circulation
73.	If a fair coin is tossed once, what is the probability of getting a head? (1) 0.15 (2) 0.25 (3) 0.50 (4) 0.75
74.	Which of the following is not a measure of central tendency? (1) Mean (2) Median (3) Mode (4) Standard Deviation

Question No.	Questions
75.	The process of sorting linen in laundry is carried out primarily to: (1) Separate clean linen from dirty linen (2) Classify linen according to type, colour, and degree of soiling (3) Make the laundry look organized (4) Avoid confusion among laundry staff
76.	The method of cooking food by direct heat from below is called- (1) Grilling (2) Steaming (3) Blanching (4) Boiling
77.	Which of the following is the most important criterion in selecting a research problem? (1) The problem must be complex and lengthy (2) The problem should be researchable and feasible within available resources (3) The problem should already be fully solved (4) The problem should be unrelated to the researcher's field of study
78.	The main function of a hydroextractor in laundry is to: (1) Dry linen completely using hot air (2) Remove excess water from washed linen by spinning (3) Remove stains from fabric (4) Rinse the linen with cold water
79.	Which type of fire extinguisher is most suitable for electrical fires? (1) Water extinguisher (2) Carbon dioxide (CO₂) extinguisher (3) Wet chemical extinguisher (4) Foam extinguisher

**Question
No.**

Questions

80.

In which cooking method is food cooked by dry heat in an oven?

- (1) Baking (2) Boiling
(3) Poaching (4) Stewing

81.

A Resort Hotel is best described as:

- (1) A hotel located near airports for transit passengers
- (2) A hotel that provides recreation and relaxation facilities in scenic locations
- (3) A hotel meant for business travelers in city centers
- (4) A hotel offering only budget accommodation

82.

Which of the following is a common career option in the food and beverage industry?

- (1) Food and Beverage Manager
- (2) Software Developer
- (3) Glodsmith
- (4) Civil Engineer

83.

A ____ is defined as an establishment that offers food and shelter to "bonafide" travelers who are able to pay and are in a fit condition to be received.

- (1) Restaurant (2) Hotel
(3) Coffee Shop (4) Cafe

84.

Which of the following is an example of an animal fat used in cooking?

- (1) Butter (2) Olive Oil
(3) Coconut Oil (4) Groundnut Oil

Question No.	Questions
85.	The master key in a hotel is used to: (1) Open all guest rooms and restricted areas within a section (2) Open only one specific guest room (3) Lock only store rooms (4) Open all rooms under maintenance
86.	In hotel terminology, a ____ refers to a guest who arrives at the hotel with very little or no luggage. (1) VIP Guest (2) Skipper guest (3) Walk-in guest (4) Scanty Baggage guest
87.	Which of the following cereals is most commonly used for making breakfast flakes? (1) Rice (2) Wheat (3) Maize (Corn) (4) Barley
88.	Which of the following is not a component of yield management? (1) Capacity Management (2) Discount Allocation (3) Employee Scheduling (4) Duration Control
89.	Citrus fruits like oranges and lemons are rich sources of which vitamin? (1) Vitamin A (2) Vitamin B12 (3) Vitamin D (4) Vitamin C
90.	Which of the following vegetables is classified as a root vegetable? (1) Spinach (2) Tomato (3) Carrot (4) Cauliflower

Question No.	Questions
91.	This section of hotel Front Office department primarily deals with the booking rooms for prospective guests. (1) Information (2) Reception (3) Reservation (4) Cash and Bills
92.	The essential qualities of a researcher include: (a) Spirit of free enquiry (b) Reliance on observation and evidence (c) Systematization or theorizing knowledge (d) Habit of procrastination (1) Only (a), (b), and (c) (2) Only (b) (3) Only (a) and (c) (4) Only (c) and (d)
93.	In hotel operations, the term "___" refers to a guest who leaves the hotel without settling their account. (1) Sleepers (2) Scanty Baggage (3) Gentleman (4) Skipper
94.	Crockery in a hotel refers to: (1) Metal serving trays (2) China and ceramic dishes like plates and cups (3) Linen used for table setting (4) Wooden service boards
95.	Which of the following is not a job role of Bell Boy? (1) Deliver messages, parcels, and newspapers to rooms (2) Escort guests to their rooms (3) Tag and deliver luggage to the correct room (4) Preparing bill at the time of guest departure

Question No.	Questions
96.	___ is a type of room reservation in which room is not released to walk-in guest even after cancellation hours. (1) Confirmed reservation (2) Guaranteed reservation (3) Waitlisted reservation (4) Tentative reservation
97.	Trolley service in a restaurant refers to: (1) Room cleaning done by housekeeping staff (2) Food service performed from a moveable trolley in front of the guest (3) Luggage handling by bellboys (4) Buffet service during lunch hours
98.	Which of the following is not a reason for practicing overbooking by hotels? (1) To ensure maximum room occupancy (2) To increase overall revenue (3) To handle last-minute cancellations and no-shows (4) To enhance guest satisfaction
99.	The primary purpose of a night audit in a hotel is to ____. (1) Record guests' meal preferences (2) Reconcile and verify the day's financial transactions (3) Schedule staff shifts for the next day (4) Maintain guest feedbacks
100.	A menu in a hotel restaurant is best defined as ____. (1) A housekeeping duty roster (2) A list of frequent visitors (3) A list of hotel employees (4) A list of dishes available to order by guests visiting restaurant

SET-“Y” (Total No. of printed pages : 20)

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

PHD-EE, November-2025

ITHM (HOTEL MANAGEMENT)

Sr. No. 10007

Code



Time : 1½ Hours

Total Questions : 100

Max. Marks : 100

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

Name : _____

Date of Birth : _____

Father's Name : _____

Mother's Name : _____

Date of Examination : _____

(Signature of the candidate)

(Signature of the Invigilator)

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

1. All questions are compulsory.
2. The candidates must return the Question book-let as well as OMR answer-sheet to the Invigilator concerned before leaving the Examination Hall, failing which a case of use of unfair-means / 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 and D code shall be got uploaded on the University Website immediately after the conduct of Entrance Examination. Candidates may raise valid objection/complaint if any, with regard to discrepancy in the question booklet/answer key within 24 hours of uploading the same on the University website. The complaint be sent by the students to the Controller of Examinations by hand or through email. Thereafter, no complaint in any case will be considered.
5. The candidate MUST NOT do any rough work or writing in the OMR Answer-Sheet. Rough work, if any, may be done in the question book-let itself. Answers MUST NOT be ticked in the Question book-let.
6. There will be negative marking and a deduction of 0.25 marks for each wrong answers. Cutting, erasing, overwriting and more than one answer in OMR Answer-Sheet will be treated as incorrect answer.
7. Use only Black or Blue **BALL POINT PEN** of good quality in the OMR Answer-Sheet.
8. BEFORE ANSWERING THE QUESTIONS, THE CANDIDATES SHOULD ENSURE THAT THEY HAVE BEEN SUPPLIED CORRECT AND COMPLETE BOOK-LET. COMPLAINTS, IF ANY, REGARDING MISPRINTING ETC. WILL NOT BE ENTERTAINED 30 MINUTES AFTER STARTING OF THE EXAMINATION.



Question No.	Questions
1.	The main difference between white stock and brown stock lies in - (1) Type of bones used only (2) Use of vegetables only (3) Roasting of bones and mirepoix before simmering (4) Duration of boiling only
2.	What does par stock refer to in housekeeping? (1) The number of staff required per shift (2) The amount of cleaning chemicals used per week (3) The number of rooms cleaned per day (4) The standard quantity of linen that must be available in circulation
3.	If a fair coin is tossed once, what is the probability of getting a head? (1) 0.15 (2) 0.25 (3) 0.50 (4) 0.75
4.	Which of the following is not a measure of central tendency? (1) Mean (2) Median (3) Mode (4) Standard Deviation
5.	The process of sorting linen in laundry is carried out primarily to: (1) Separate clean linen from dirty linen (2) Classify linen according to type, colour, and degree of soiling (3) Make the laundry look organized (4) Avoid confusion among laundry staff
6.	The method of cooking food by direct heat from below is called- (1) Grilling (2) Steaming (3) Blanching (4) Boiling

Question No.	Questions
7.	Which of the following is the most important criterion in selecting a research problem? (1) The problem must be complex and lengthy (2) The problem should be researchable and feasible within available resources (3) The problem should already be fully solved (4) The problem should be unrelated to the researcher's field of study
8.	The main function of a hydroextractor in laundry is to: (1) Dry linen completely using hot air (2) Remove excess water from washed linen by spinning (3) Remove stains from fabric (4) Rinse the linen with cold water
9.	Which type of fire extinguisher is most suitable for electrical fires? (1) Water extinguisher (2) Carbon dioxide (CO₂) extinguisher (3) Wet chemical extinguisher (4) Foam extinguisher
10.	In which cooking method is food cooked by dry heat in an oven? (1) Baking (2) Boiling (3) Poaching (4) Stewing
11.	A Resort Hotel is best described as: (1) A hotel located near airports for transit passengers (2) A hotel that provides recreation and relaxation facilities in scenic locations (3) A hotel meant for business travelers in city centers (4) A hotel offering only budget accommodation

Question No.	Questions
12.	Which of the following is a common career option in the food and beverage industry? (1) Food and Beverage Manager (2) Software Developer (3) Goldsmith (4) Civil Engineer
13.	A ___ is defined as an establishment that offers food and shelter to "bonafide" travelers who are able to pay and are in a fit condition to be received. (1) Restaurant (2) Hotel (3) Coffee Shop (4) Cafe
14.	Which of the following is an example of an animal fat used in cooking? (1) Butter (2) Olive Oil (3) Coconut Oil (4) Groundnut Oil
15.	The master key in a hotel is used to: (1) Open all guest rooms and restricted areas within a section (2) Open only one specific guest room (3) Lock only store rooms (4) Open all rooms under maintenance
16.	In hotel terminology, a ___ refers to a guest who arrives at the hotel with very little or no luggage. (1) VIP Guest (2) Skipper guest (3) Walk-in guest (4) Scanty Baggage guest
17.	Which of the following cereals is most commonly used for making breakfast flakes? (1) Rice (2) Wheat (3) Maize (Corn) (4) Barley

Question No.	Questions
18.	Which of the following is not a component of yield management? (1) Capacity Management (2) Discount Allocation (3) Employee Scheduling (4) Duration Control
19.	Citrus fruits like oranges and lemons are rich sources of which vitamin? (1) Vitamin A (2) Vitamin B12 (3) Vitamin D (4) Vitamin C
20.	Which of the following vegetables is classified as a root vegetable? (1) Spinach (2) Tomato (3) Carrot (4) Cauliflower
21.	This section of hotel Front Office department primarily deals with the booking rooms for prospective guests. (1) Information (2) Reception (3) Reservation (4) Cash and Bills
22.	The essential qualities of a researcher include: (a) Spirit of free enquiry (b) Reliance on observation and evidence (c) Systematization or theorizing knowledge (d) Habit of procrastination (1) Only (a), (b), and (c) (2) Only (b) (3) Only (a) and (c) (4) Only (c) and (d)
23.	In hotel operations, the term "___" refers to a guest who leaves the hotel without settling their account. (1) Sleepers (2) Scanty Baggage (3) Gentleman (4) Skipper

Question No.	Questions
24.	Crockery in a hotel refers to: (1) Metal serving trays (2) China and ceramic dishes like plates and cups (3) Linen used for table setting (4) Wooden service boards
25.	Which of the following is not a job role of Bell Boy? (1) Deliver messages, parcels, and newspapers to rooms (2) Escort guests to their rooms (3) Tag and deliver luggage to the correct room (4) Preparing bill at the time of guest departure
26.	___ is a type of room reservation in which room is not released to walk-in guest even after cancellation hours. (1) Confirmed reservation (2) Guaranteed reservation (3) Waitlisted reservation (4) Tentative reservation
27.	Trolley service in a restaurant refers to: (1) Room cleaning done by housekeeping staff (2) Food service performed from a moveable trolley in front of the guest (3) Luggage handling by bellboys (4) Buffet service during lunch hours
28.	Which of the following is not a reason for practicing overbooking by hotels? (1) To ensure maximum room occupancy (2) To increase overall revenue (3) To handle last-minute cancellations and no-shows (4) To enhance guest satisfaction

Question No.	Questions
29.	The primary purpose of a night audit in a hotel is to ____. (1) Record guests' meal preferences (2) Reconcile and verify the day's financial transactions (3) Schedule staff shifts for the next day (4) Maintain guest feedbacks
30.	A menu in a hotel restaurant is best defined as ____. (1) A housekeeping duty roster (2) A list of frequent visitors (3) A list of hotel employees (4) A list of dishes available to order by guests visiting restaurant
31.	Which of the following is an example of quantitative variable? (1) Gender of respondent (2) Religion of respondent (3) Annual income of respondent (4) Marital status of respondent
32.	____ relies primarily on the collection and analysis of qualitative data. (1) Quantitative research (2) Qualitative research (3) Both Quantitative research and Qualitative research (4) Neither Qualitative research nor Quantitative research
33.	Which of the following is not an example of categorical variable? (1) Sex of respondent (2) Religious belief of respondent (3) Political affiliation of respondent (4) Height of respondent

Question No.	Questions
34.	A ___ is a condition or characteristic that can take on different values or categories. (1) Variable (2) Constant (3) Abstract (4) Reference
35.	A variable that is made up of different types or categories of a phenomenon is known as ___. (1) Categorical variable (2) Quantitative variable (3) Both Categorical variable and Quantitative variable (4) Neither Categorical variable Nor Quantitative variable
36.	___ relies primarily on the collection and analysis of quantitative data. (1) Quantitative research (2) Qualitative research (3) Both Quantitative research and Qualitative research (4) Neither Qualitative research Nor Quantitative research
37.	A research focused on solving local problems that a practitioner is facing is known as ___. (1) Basic research (2) Orientational research (3) Action research (4) Evolutional research

Question No.	Questions
38.	___ is aimed at generating fundamental knowledge and theoretical understanding about basic human and other natural processes. (1) Basic research (2) Applied research (3) Both Basic research and Applied research (4) Neither Basic research Nor Applied research
39.	A brief summary of a research paper or article is known as ____. (1) Key words (2) Abstract (3) Conclusion (4) Review of literature
40.	In the food and beverage industry, a person responsible for designing menus and ensuring food quality is called a: (1) Front Office Executive (2) Maintenance Engineer (3) Executive Chef (4) Travel Agent
41.	___ is a type of accommodation property which is located along with highways and provide boarding, lodging and refueling facilities to its users. (1) Casino (2) Resort (3) Motel (4) Transient Hotel
42.	The term cutlery refers to: (1) Glassware items used for serving drinks (2) Cooking utensils used in the kitchen (3) Knives, forks, and spoons used for dining (4) Plates and bowls used for serving food

Question No.	Questions				
43.	In a hotel laundry, a calendaring machine is used to: (1) Remove moisture from chef coat (2) Extract water using centrifugal force (3) Smoothen, flatten, and finish materials by passing them between series of heated rollers (4) Press uniforms of restaurant staff				
44.	A Class B fire involves which of the following materials? (1) Electrical equipment (2) Flammable liquids like petrol and oil (3) Metals such as magnesium and sodium (4) Ordinary combustibles like wood and paper				
45.	Which of the following is an example of vegetable stain? <table border="0" style="width: 100%;"> <tr> <td style="width: 50%;">(1) Blood</td><td style="width: 50%;">(2) Rust</td></tr> <tr> <td>(3) Coffee</td><td>(4) Butter</td></tr> </table>	(1) Blood	(2) Rust	(3) Coffee	(4) Butter
(1) Blood	(2) Rust				
(3) Coffee	(4) Butter				
46.	A ___ occurs when the sample data are incorrectly collected, recorded, or analyzed such as by selecting a biased sample, using a defective measurement instrument, or copying the data incorrectly. <table border="0" style="width: 100%;"> <tr> <td style="width: 50%;">(1) Sampling error</td><td style="width: 50%;">(2) Non-sampling error</td></tr> <tr> <td>(3) Sample size</td><td>(4) Sample</td></tr> </table>	(1) Sampling error	(2) Non-sampling error	(3) Sample size	(4) Sample
(1) Sampling error	(2) Non-sampling error				
(3) Sample size	(4) Sample				
47.	The ___, of a set of data is the measure of center found by adding the data values and dividing the total by the number of data values. <table border="0" style="width: 100%;"> <tr> <td style="width: 50%;">(1) Median</td><td style="width: 50%;">(2) Mode</td></tr> <tr> <td>(3) Mean</td><td>(4) Standard deviation</td></tr> </table>	(1) Median	(2) Mode	(3) Mean	(4) Standard deviation
(1) Median	(2) Mode				
(3) Mean	(4) Standard deviation				

Question No.	Questions
48.	Which of the following is an example of referencing in APA Style? (1) Lipson, Charles, "Why are some international agreements informal?" <i>International Organization</i> 45 (Autumn 1991): 495-538. (2) Lipson, C. (1991). Why are some international agreements informal? <i>International Organization</i> 45, 495-538. (3) Lipson, C. <i>International Organization</i> 1991, 45, 495 (4) Ajami, Fouad. <i>The Dream palace of the Arabs: A Generation's Odyssey</i>. New York: Pantheon, 1998
49.	A ____ error occurs when the researcher rejects a true null hypothesis. (1) Type I (2) Type II (3) Type III (4) Type IV
50.	Which of the following is not an example of graphical representation of data? (1) Pie chart (2) Bar graph (3) Pictograph (4) Frequency Table
51.	Which of the following sauces is a derivative of Hollandaise sauce? (1) Mornay sauce (2) Béarnaise sauce (3) Espagnole sauce (4) Tomato Concassé
52.	What is the primary function of eggs in a sponge cake mixture? (1) To increase sweetness (2) To reduce gluten formation (3) To act only as a preservative (4) To provide leavening and structure through aeration

Question No.	Questions
53.	Spring cleaning in housekeeping refers to: (1) Thorough and deep cleaning carried out periodically (2) Daily dusting of guest rooms (3) Cleaning only the public areas (4) Light cleaning done after check-out
54.	Which of the following dairy products is obtained by churning curd or cream? (1) Yogurt (2) Cheese (3) Paneer (4) Butter
55.	Which of the following combinations correctly represents a consommé? (1) A thick soup made from roux and milk (2) A cold soup made with yogurt and cucumber (3) A clear soup clarified with egg whites and lean meat (4) A puree soup made from lentils and vegetables
56.	Which of the following is an example of probability sampling? (1) Convenience Sampling (2) Judgmental Sampling (3) Simple Random Sampling (4) Quota Sampling
57.	A researcher wants to test differences between two independent groups when data are not normally distributed. Which test should be used? (1) ANOVA (2) Paired t-test (3) Mann-Whitney U test (4) z-test
58.	Which of the following is an example of a parametric test? (1) t-test (2) Chi-square test (3) Mann-Whitney U test (4) Kruskal-Wallis test

Question No.	Questions
59.	Which of the following is not considered a common pest in hotels? (1) Cockroach (2) Housefly (3) Glodfish (4) Bed Bug
60.	Which of the following best defines a Standard Purchase Specification (SPS) in a hotel kitchen? (1) A document listing all available suppliers (2) A written description of ingredients specifying quality, size, and weight standards (3) A purchase order used to pay suppliers (4) A cost-control sheet used for menu pricing
61.	A ___ is a strategy for answering your research question using empirical data. (1) Research question (2) Research design (3) Sample size (4) Sampling design
62.	In research, ___ is defined as the watching of behavioural patterns of people in certain situations to obtain information about the phenomenon of interest. (1) Interview (2) Universe (3) Sample (4) Observation
63.	The process of drawing a sample from a population is known as ____. (1) Sample (2) Sampling (3) Sample size (4) Sampling error
64.	Which of the following is not an example of non-probability sampling method? (1) Convenience sampling (2) Volunteer sampling (3) Snowball sampling (4) Random sampling

Question No.	Questions
65.	Which of the following are reasons behind citing the material used in research by a researcher? (a) To give credit to others work and ideas (b) To show readers the materials on which they base their analysis (c) To guide readers to access the materials themselves (1) Only (a) (2) Only (a) and (c) (3) Only (b) and (c) (4) (a), (b), and (c)
66.	A ____ is a numerical measurement describing some characteristic of a population. (1) Parameter (2) Statistics (3) Sample (4) Sampling
67.	A ____ is a numerical measurement describing some characteristic of a sample. (1) Parameter (2) Statistics (3) Sample (4) Sampling
68.	Which of the following is an example of citation style? (a) Chicago style (b) MLA style (c) APA style (d) Turabian style (1) Only (a) and (b) (2) Only (b) and (c) (3) Only (a) and (d) (4) (a), (b), (c) and (d)

Question No.	Questions
69.	A ___ is the difference between a sample result and the true population result; such an error results from chance sample fluctuations. (1) Sampling error (2) Non-sampling error (3) Sampling method (4) Sample size
70.	Sample values that lie very far away from the vast majority of the other sample values is known as ___. (1) Variation (2) Center (3) Distribution (4) Outliers
71.	A variable that is presumed to cause a change in another variable is known as ___. (1) Independent variable (2) Dependent variable (3) Both Independent and Dependent variable (4) Neither Independent Nor Dependent variable
72.	A form of qualitative research focused on discovering and describing the culture of a group of people is known as ___. (1) Phenomenology (2) Ethnography (3) Narrative inquiry (4) Grounded theory
73.	___ is a scale of measurement that uses symbols, such as words or numbers, to label, classify, or identify people or objects. (1) Nominal scale (2) Ordinal scale (3) Interval scale (4) Ratio scale

Question No.	Questions
74.	___ refers to the consistency or stability of a set of test scores. (1) Reliability (2) Validity (3) Both Reliability and Validity (4) Neither Reliability Nor Validity
75.	A ___ is a self-report data- collection instrument that each research participant completes as part of a research study. (1) Test (2) Sampling (3) Sample (4) Questionnaire
76.	Which of the following may be used in data collection? (1) Google form (2) Survey Monkey (3) Both Google form and Survey Monkey (4) Neither Google form nor Survey Monkey
77.	___ is smaller group of people or objects selected from a larger population to participate in a study. (1) Sample size (2) Sampling Technique (3) Sample (4) Universe
78.	___ scale of measurement has a true zero point. (1) Nominal scale (2) Ordinal scale (3) Interval scale (4) Ratio scale

Question No.	Questions
79.	___ sampling methods are ways to randomly select a sample from a population to represent it. (1) Non-Probability (2) Snowball (3) Probability (4) Judgement
80.	When selecting a research problem, a researcher may consider: (a) Their interest (b) Their expertise (c) Relevance (d) Data availability (1) Only (a) (2) Only (b) and (c) (3) Only (a) and (c) (4) (a), (b), (c) and (d)
81.	A restaurant that serves a specific type of cuisine and offers fine dining with themed decor is known as a ___. (1) Coffee Shop (2) Specialty Restaurant (3) Room Service Outlet (4) Snack Bar
82.	A minibar in a hotel is: (1) A full-sized public bar located in the lobby (2) A small refrigerator stocked with drinks and snacks in guest rooms (3) A self-service bar near the swimming pool (4) A bar that serves only wine
83.	A job description mainly provides information about: (1) The personal qualities required for a job (2) The duties, responsibilities, and working conditions of a job (3) The salary and benefits of a job (4) The training programs offered by the organization

Question No.	Questions
84.	Wine is an alcoholic beverage made by the fermentation of ____. (1) Grapes (2) Barley (3) Rice (4) Wheat
85.	Which of the following departments is most closely associated with the night audit process? (1) Housekeeping (2) Engineering (3) Front Office (4) Food Production
86.	The best quality tea is obtained from which of the following tea leaves? (1) Second flush leaves (2) First flush leaves (3) Matured leaves (4) Wilted leaves
87.	A job specification focuses on: (1) What the job involves (2) The company's mission and vision (3) The department structure (4) The physical and personal qualities required to perform the job
88.	Yield management in the hotel industry primarily aims to: (1) Maximize room revenue by managing pricing and inventory (2) Reduce marketing costs (3) Maintain fixed room rates throughout the year (4) Increase the number of employees
89.	Beer is produced by brewing and fermenting: (1) Coffee Beans (2) Grapes and Sugar (3) Barley Malt and Hops (4) Corn and Honey

Question No.	Questions
90.	The main function of the housekeeping department in a hotel is to: (1) Maintain cleanliness and upkeep of guest rooms and public areas (2) Handle guest check-in and billing (3) Supervise kitchen operations (4) Prepare and serve food
91.	Which of the following is not a characteristic of service product? (1) Perishability (2) Heterogeneity (3) Variability (4) Tangibility
92.	Which of the following is part of 4P's of product marketing? (1) People (2) Price (3) Process (4) Physical Evidence
93.	Which of the following is not an major tourism and hospitality product? (1) Hotel room (2) Breakfast (3) Car rental (4) Street light
94.	Which of the following stages is not a part of the Product Life Cycle? (1) Introduction (2) Growth (3) Decline (4) None of the above
95.	Which of the following is not a stage in the consumer buying behavior process? (1) Problem recognition (2) Information search (3) Product manufacturing (4) Post-purchase evaluation

Question No.	Questions
96.	Which of the following is known as the first function of management? (1) Organizing (2) Planning (3) Controlling (4) Directing
97.	Who is regarded as the Father of Modern Management? (1) Elton Mayo (2) Henry Fayol (3) F.W. Taylor (4) Max Weber
98.	The process of influencing people to work willingly toward organizational goals is called: (1) Staffing (2) Planning (3) Directing (4) Organizing
99.	Staffing in management primarily deals with: (1) Recruiting and training employees (2) Setting business objectives (3) Supervising daily operations (4) Preparing financial reports
100.	The principle of "Unity of Command" means: (1) One boss, one subordinate (2) One subordinate should receive order from one superior only (3) Every employee should command others (4) Many superiors for one subordinate

SET-“Y” (Total No. of printed pages : 20)

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

PHD-EE, November-2025
ITHM (HOTEL MANAGEMENT)

Code



Sr. No. **10012**

Time : 1¼ Hours

Total Questions : 100

Max. Marks : 100

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

Name : _____

Date of Birth : _____

Father's Name : _____

Mother's Name : _____

Date of Examination : _____

(Signature of the candidate)

(Signature of the Invigilator)

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

1. All questions are compulsory.
2. The candidates must return the Question book-let as well as OMR answer-sheet to the Invigilator concerned before leaving the Examination Hall, failing which a case of use of unfair-means / 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 and D code shall be got uploaded on the University Website immediately after the conduct of Entrance Examination. Candidates may raise valid objection/complaint if any, with regard to discrepancy in the question booklet/answer key within 24 hours of uploading the same on the University website. The complaint be sent by the students to the Controller of Examinations by hand or through email. Thereafter, no complaint in any case will be considered.
5. The candidate **MUST NOT** do any rough work or writing in the OMR Answer-Sheet. Rough work, if any, may be done in the question book-let itself. Answers **MUST NOT** be ticked in the Question book-let.
6. There will be negative marking and a deduction of 0.25 marks for each wrong answers. Cutting, erasing, overwriting and more than one answer in OMR Answer-Sheet will be treated as incorrect answer.
7. Use only Black or Blue **BALL POINT PEN** of good quality in the OMR Answer-Sheet.
8. **BEFORE ANSWERING THE QUESTIONS, THE CANDIDATES SHOULD ENSURE THAT THEY HAVE BEEN SUPPLIED CORRECT AND COMPLETE BOOK-LET. COMPLAINTS, IF ANY, REGARDING MISPRINTING ETC. WILL NOT BE ENTERTAINED 30 MINUTES AFTER STARTING OF THE EXAMINATION.**



Question No.	Questions
1.	A restaurant that serves a specific type of cuisine and offers fine dining with themed decor is known as a ____. (1) Coffee Shop (2) Specialty Restaurant (3) Room Service Outlet (4) Snack Bar
2.	A minibar in a hotel is: (1) A full-sized public bar located in the lobby (2) A small refrigerator stocked with drinks and snacks in guest rooms (3) A self-service bar near the swimming pool (4) A bar that serves only wine
3.	A job description mainly provides information about: (1) The personal qualities required for a job (2) The duties, responsibilities, and working conditions of a job (3) The salary and benefits of a job (4) The training programs offered by the organization
4.	Wine is an alcoholic beverage made by the fermentation of ____. (1) Grapes (2) Barley (3) Rice (4) Wheat
5.	Which of the following departments is most closely associated with the night audit process? (1) Housekeeping (2) Engineering (3) Front Office (4) Food Production
6.	The best quality tea is obtained from which of the following tea leaves? (1) Second flush leaves (2) First flush leaves (3) Matured leaves (4) Wilted leaves

Question No.	Questions
7.	A job specification focuses on: (1) What the job involves (2) The company's mission and vision (3) The department structure (4) The physical and personal qualities required to perform the job
8.	Yield management in the hotel industry primarily aims to: (1) Maximize room revenue by managing pricing and inventory (2) Reduce marketing costs (3) Maintain fixed room rates throughout the year (4) Increase the number of employees
9.	Beer is produced by brewing and fermenting: (1) Coffee Beans (2) Grapes and Sugar (3) Barley Malt and Hops (4) Corn and Honey
10.	The main function of the housekeeping department in a hotel is to: (1) Maintain cleanliness and upkeep of guest rooms and public areas (2) Handle guest check-in and billing (3) Supervise kitchen operations (4) Prepare and serve food
11.	Which of the following is an example of quantitative variable? (1) Gender of respondent (2) Religion of respondent (3) Annual income of respondent (4) Marital status of respondent

Question No.	Questions
12.	___ relies primarily on the collection and analysis of qualitative data. (1) Quantitative research (2) Qualitative research (3) Both Quantitative research and Qualitative research (4) Neither Qualitative research nor Quantitative research
13.	Which of the following is not an example of categorical variable? (1) Sex of respondent (2) Religious belief of respondent (3) Political affiliation of respondent (4) Height of respondent
14.	A ___ is a condition or characteristic that can take on different values or categories. (1) Variable (2) Constant (3) Abstract (4) Reference
15.	A variable that is made up of different types or categories of a phenomenon is known as ___. (1) Categorical variable (2) Quantitative variable (3) Both Categorical variable and Quantitative variable (4) Neither Categorical variable Nor Quantitative variable
16.	___ relies primarily on the collection and analysis of quantitative data. (1) Quantitative research (2) Qualitative research (3) Both Quantitative research and Qualitative research (4) Neither Qualitative research Nor Quantitative research

Question No.	Questions
17.	A research focused on solving local problems that a practitioner is facing is known as ____. (1) Basic research (2) Orientational research (3) Action research (4) Evolutional research
18.	____ is aimed at generating fundamental knowledge and theoretical understanding about basic human and other natural processes. (1) Basic research (2) Applied research (3) Both Basic research and Applied research (4) Neither Basic research Nor Applied research
19.	A brief summary of a research paper or article is known as ____. (1) Key words (2) Abstract (3) Conclusion (4) Review of literature
20.	In the food and beverage industry, a person responsible for designing menus and ensuring food quality is called a: (1) Front Office Executive (2) Maintenance Engineer (3) Executive Chef (4) Travel Agent
21.	A ____ is a strategy for answering your research question using empirical data. (1) Research question (2) Research design (3) Sample size (4) Sampling design

Question No.	Questions
22.	In research, ___ is defined as the watching of behavioural patterns of people in certain situations to obtain information about the phenomenon of interest. (1) Interview (2) Universe (3) Sample (4) Observation
23.	The process of drawing a sample from a population is known as ____. (1) Sample (2) Sampling (3) Sample size (4) Sampling error
24.	Which of the following is not an example of non-probability sampling method? (1) Convenience sampling (2) Volunteer sampling (3) Snowball sampling (4) Random sampling
25.	Which of the following are reasons behind citing the material used in research by a researcher? (a) To give credit to others work and ideas (b) To show readers the materials on which they base their analysis (c) To guide readers to access the materials themselves (1) Only (a) (2) Only (a) and (c) (3) Only (b) and (c) (4) (a), (b), and (c)
26.	A ___ is a numerical measurement describing some characteristic of a population. (1) Parameter (2) Statistics (3) Sample (4) Sampling

Question No.	Questions
27.	A ____ is a numerical measurement describing some characteristic of a sample. (1) Parameter (2) Statistics (3) Sample (4) Sampling
28.	Which of the following is an example of citation style? (a) Chicago style (b) MLA style (c) APA style (d) Turabian style (1) Only (a) and (b) (2) Only (b) and (c) (3) Only (a) and (d) (4) (a), (b), (c) and (d)
29.	A ____ is the difference between a sample result and the true population result; such an error results from chance sample fluctuations. (1) Sampling error (2) Non-sampling error (3) Sampling method (4) Sample size
30.	Sample values that lie very far away from the vast majority of the other sample values is known as ____. (1) Variation (2) Center (3) Distribution (4) Outliers
31.	Which of the following is not a characteristic of service product? (1) Perishability (2) Heterogeneity (3) Variability (4) Tangibility

Question No.	Questions
32.	Which of the following is part of 4P's of product marketing? (1) People (2) Price (3) Process (4) Physical Evidence
33.	Which of the following is not an major tourism and hospitality product? (1) Hotel room (2) Breakfast (3) Car rental (4) Street light
34.	Which of the following stages is not a part of the Product Life Cycle? (1) Introduction (2) Growth (3) Decline (4) None of the above
35.	Which of the following is not a stage in the consumer buying behavior process? (1) Problem recognition (2) Information search (3) Product manufacturing (4) Post-purchase evaluation
36.	Which of the following is known as the first function of management? (1) Organizing (2) Planning (3) Controlling (4) Directing
37.	Who is regarded as the Father of Modern Management? (1) Elton Mayo (2) Henry Fayol (3) F.W. Taylor (4) Max Weber

Question No.	Questions
38.	The process of influencing people to work willingly toward organizational goals is called: (1) Staffing (2) Planning (3) Directing (4) Organizing
39.	Staffing in management primarily deals with: (1) Recruiting and training employees (2) Setting business objectives (3) Supervising daily operations (4) Preparing financial reports
40.	The principle of "Unity of Command" means: (1) One boss, one subordinate (2) One subordinate should receive order from one superior only (3) Every employee should command others (4) Many superiors for one subordinate
41.	Which of the following sauces is a derivative of Hollandaise sauce? (1) Mornay sauce (2) Béarnaise sauce (3) Espagnole sauce (4) Tomato Concassé
42.	What is the primary function of eggs in a sponge cake mixture? (1) To increase sweetness (2) To reduce gluten formation (3) To act only as a preservative (4) To provide leavening and structure through aeration

Question No.	Questions
43.	Spring cleaning in housekeeping refers to: (1) Thorough and deep cleaning carried out periodically (2) Daily dusting of guest rooms (3) Cleaning only the public areas (4) Light cleaning done after check-out
44.	Which of the following dairy products is obtained by churning curd or cream? (1) Yogurt (2) Cheese (3) Paneer (4) Butter
45.	Which of the following combinations correctly represents a consommé? (1) A thick soup made from roux and milk (2) A cold soup made with yogurt and cucumber (3) A clear soup clarified with egg whites and lean meat (4) A puree soup made from lentils and vegetables
46.	Which of the following is an example of probability sampling? (1) Convenience Sampling (2) Judgmental Sampling (3) Simple Random Sampling (4) Quota Sampling
47.	A researcher wants to test differences between two independent groups when data are not normally distributed. Which test should be used? (1) ANOVA (2) Paired t-test (3) Mann-Whitney U test (4) z-test
48.	Which of the following is an example of a parametric test? (1) t-test (2) Chi-square test (3) Mann-Whitney U test (4) Kruskal-Wallis test

PHD-EE-November, 2025 ITHM (Hotel Management) Code-D

Question No.	Questions
54.	Which of the following is an example of an animal fat used in cooking? (1) Butter (2) Olive Oil (3) Coconut Oil (4) Groundnut Oil
55.	The master key in a hotel is used to: (1) Open all guest rooms and restricted areas within a section (2) Open only one specific guest room (3) Lock only store rooms (4) Open all rooms under maintenance
56.	In hotel terminology, a ___ refers to a guest who arrives at the hotel with very little or no luggage. (1) VIP Guest (2) Skipper guest (3) Walk-in guest (4) Scanty Baggage guest
57.	Which of the following cereals is most commonly used for making breakfast flakes? (1) Rice (2) Wheat (3) Maize (Corn) (4) Barley
58.	Which of the following is not a component of yield management? (1) Capacity Management (2) Discount Allocation (3) Employee Scheduling (4) Duration Control
59.	Citrus fruits like oranges and lemons are rich sources of which vitamin? (1) Vitamin A (2) Vitamin B12 (3) Vitamin D (4) Vitamin C

Question No.	Questions
60.	Which of the following vegetables is classified as a root vegetable? (1) Spinach (2) Tomato (3) Carrot (4) Cauliflower
61.	The main difference between white stock and brown stock lies in - (1) Type of bones used only (2) Use of vegetables only (3) Roasting of bones and mirepoix before simmering (4) Duration of boiling only
62.	What does par stock refer to in housekeeping? (1) The number of staff required per shift (2) The amount of cleaning chemicals used per week (3) The number of rooms cleaned per day (4) The standard quantity of linen that must be available in circulation
63.	If a fair coin is tossed once, what is the probability of getting a head? (1) 0.15 (2) 0.25 (3) 0.50 (4) 0.75
64.	Which of the following is not a measure of central tendency? (1) Mean (2) Median (3) Mode (4) Standard Deviation
65.	The process of sorting linen in laundry is carried out primarily to: (1) Separate clean linen from dirty linen (2) Classify linen according to type, colour, and degree of soiling (3) Make the laundry look organized (4) Avoid confusion among laundry staff

Question No.	Questions
66.	The method of cooking food by direct heat from below is called- (1) Grilling (2) Steaming (3) Blanching (4) Boiling
67.	Which of the following is the most important criterion in selecting a research problem? (1) The problem must be complex and lengthy (2) The problem should be researchable and feasible within available resources (3) The problem should already be fully solved (4) The problem should be unrelated to the researcher's field of study
68.	The main function of a hydroextractor in laundry is to: (1) Dry linen completely using hot air (2) Remove excess water from washed linen by spinning (3) Remove stains from fabric (4) Rinse the linen with cold water
69.	Which type of fire extinguisher is most suitable for electrical fires? (1) Water extinguisher (2) Carbon dioxide (CO₂) extinguisher (3) Wet chemical extinguisher (4) Foam extinguisher
70.	In which cooking method is food cooked by dry heat in an oven? (1) Baking (2) Boiling (3) Poaching (4) Stewing

Question No.	Questions
71.	___ is a type of accommodation property which is located along with highways and provide boarding, lodging and refueling facilities to is users. (1) Casino (2) Resort (3) Motel (4) Transient Hotel
72.	The term cutlery refers to: (1) Glassware items used for serving drinks (2) Cooking utensils used in the kitchen (3) Knives, forks, and spoons used for dining (4) Plates and bowls used for serving food
73.	In a hotel laundry, a calendaring machine is used to: (1) Remove moisture from chef coat (2) Extract water using centrifugal force (3) Smoothen, flatten, and finish materials by passing them between series of heated rollers (4) Press uniforms of restaurant staff
74.	A Class B fire involves which of the following materials? (1) Electrical equipment (2) Flammable liquids like petrol and oil (3) Metals such as magnesium and sodium (4) Ordinary combustibles like wood and paper
75.	Which of the following is an example of vegetable stain? (1) Blood (2) Rust (3) Coffee (4) Butter

Question No.	Questions
76.	A ___ occurs when the sample data are incorrectly collected, recorded, or analyzed such as by selecting a biased sample, using a defective measurement instrument, or copying the data incorrectly. (1) Sampling error (2) Non-sampling error (3) Sample size (4) Sample
77.	The ___, of a set of data is the measure of center found by adding the data values and dividing the total by the number of data values. (1) Median (2) Mode (3) Mean (4) Standard deviation
78.	Which of the following is an example of referencing in APA Style? (1) Lipson, Charles, "Why are some international agreements informal?" <i>International Organization</i> 45 (Autumn 1991): 495-538. (2) Lipson, C. (1991). Why are some international agreements informal? <i>International Organization</i> 45, 495-538. (3) Lipson, C. <i>International Organization</i> 1991, 45, 495 (4) Ajami, Fouad. <i>The Dream palace of the Arabs: A Generation's Odyssey</i>. New York: Pantheon, 1998
79.	A ___ error occurs when the researcher rejects a true null hypothesis. (1) Type I (2) Type II (3) Type III (4) Type IV
80.	Which of the following is not an example of graphical representation of data? (1) Pie chart (2) Bar graph (3) Pictograph (4) Frequency Table

Question No.	Questions
81.	This section of hotel Front Office department primarily deals with the booking rooms for prospective guests. (1) Information (2) Reception (3) Reservation (4) Cash and Bills
82.	The essential qualities of a researcher include: (a) Spirit of free enquiry (b) Reliance on observation and evidence (c) Systematization or theorizing knowledge (d) Habit of procrastination (1) Only (a), (b), and (c) (2) Only (b) (3) Only (a) and (c) (4) Only (c) and (d)
83.	In hotel operations, the term "___" refers to a guest who leaves the hotel without settling their account. (1) Sleepers (2) Scanty Baggage (3) Gentleman (4) Skipper
84.	Crockery in a hotel refers to: (1) Metal serving trays (2) China and ceramic dishes like plates and cups (3) Linen used for table setting (4) Wooden service boards
85.	Which of the following is not a job role of Bell Boy? (1) Deliver messages, parcels, and newspapers to rooms (2) Escort guests to their rooms (3) Tag and deliver luggage to the correct room (4) Preparing bill at the time of guest departure

Question No.	Questions
86.	___ is a type of room reservation in which room is not released to walk-in guest even after cancellation hours. (1) Confirmed reservation (2) Guaranteed reservation (3) Waitlisted reservation (4) Tentative reservation
87.	Trolley service in a restaurant refers to: (1) Room cleaning done by housekeeping staff (2) Food service performed from a moveable trolley in front of the guest (3) Luggage handling by bellboys (4) Buffet service during lunch hours
88.	Which of the following is not a reason for practicing overbooking by hotels? (1) To ensure maximum room occupancy (2) To increase overall revenue (3) To handle last-minute cancellations and no-shows (4) To enhance guest satisfaction
89.	The primary purpose of a night audit in a hotel is to ____. (1) Record guests' meal preferences (2) Reconcile and verify the day's financial transactions (3) Schedule staff shifts for the next day (4) Maintain guest feedbacks
90.	A menu in a hotel restaurant is best defined as ____. (1) A housekeeping duty roster (2) A list of frequent visitors (3) A list of hotel employees (4) A list of dishes available to order by guests visiting restaurant

Question No.	Questions
91.	A variable that is presumed to cause a change in another variable is known as ____. (1) Independent variable (2) Dependent variable (3) Both Independent and Dependent variable (4) Neither Independent Nor Dependent variable
92.	A form of qualitative research focused on discovering and describing the culture of a group of people is known as ____. (1) Phenomenology (2) Ethnography (3) Narrative inquiry (4) Grounded theory
93.	____ is a scale of measurement that uses symbols, such as words or numbers, to label, classify, or identify people or objects. (1) Nominal scale (2) Ordinal scale (3) Interval scale (4) Ratio scale
94.	____ refers to the consistency or stability of a set of test scores. (1) Reliability (2) Validity (3) Both Reliability and Validity (4) Neither Reliability Nor Validity
95.	A ____ is a self-report data- collection instrument that each research participant completes as part of a research study. (1) Test (2) Sampling (3) Sample (4) Questionnaire

Question No.	Questions
96.	Which of the following may be used in data collection? (1) Google form (2) Survey Monkey (3) Both Google form and Survey Monkey (4) Neither Google form nor Survey Monkey
97.	___ is smaller group of people or objects selected from a larger population to participate in a study. (1) Sample size (2) Sampling Technique (3) Sample (4) Universe
98.	___ scale of measurement has a true zero point. (1) Nominal scale (2) Ordinal scale (3) Interval scale (4) Ratio scale
99.	___ sampling methods are ways to randomly select a sample from a population to represent it. (1) Non-Probability (2) Snowball (3) Probability (4) Judgement
100.	When selecting a research problem, a researcher may consider: (a) Their interest (b) Their expertise (c) Relevance (d) Data availability (1) Only (a) (2) Only (b) and (c) (3) Only (a) and (c) (4) (a), (b), (c) and (d)

ANSWER KEY FOR PH.D. HOTEL MANAGEMENT

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

Ashish
10/11/25

Tryst
10/11/25

Shikha
10/11/25

Katariya
10/11/25

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

John
10/11/25

John
10/11/25

John
10/11/25

Kalawys
10.4.25