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Total No. of Printed Pages : 21

A

PHD-EE-2023-24

SET-Y

Hotel Management

10033

Sr. No.

Time : 1¼ Hours

Max. Marks : 100

Total Questions : 100

Roll No. (in figures) _____

(in words) _____

Name _____

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PHD-EE-2023-24/(Hotel Mgt.)(SET-Y)/(A)

SEAL



1. In the context of hotel ownership structures, which option allows an individual or entity to operate a hotel under an established brand name, adhering to specific standards and operational procedures ?
 - (1) Sole Proprietorship
 - (2) Partnership
 - (3) Franchisees
 - (4) Management Contract
2. In a hotel, what is the primary role of the Front Office department ?
 - (1) Managing hotel security
 - (2) Guest services and check-in/check-out procedures
 - (3) Housekeeping and room maintenance
 - (4) Food and beverage services
3. How does a hotel's front office layout impact its operations ?
 - (1) Determines the hotel's overall design theme
 - (2) Affects efficiency, service quality and guest impression
 - (3) Influences the hotel's security measures
 - (4) Decides the technological needs of the hotel
4. The new Mascot & fresh tagline of ITDC, a Public Sector Undertaking under the administrative control of the Ministry of Tourism is :
 - (1) ADVIK
 - (2) ANANT
 - (3) ATULYA
 - (4) ADYANT
5. NEUPASS Loyalty Program is of which Hotel Chain ?
 - (1) Taj Group of Hotels
 - (2) ITC Hotels
 - (3) Lalit Hotels
 - (4) Oberoi Hotels

6. Which of the following job descriptions best fits the role of a Front Desk Agent ?
- (1) Manages hotel security and safety protocols
 - (2) Oversees the operation of the hotel restaurant
 - (3) Handles guest check-ins and check-outs, reservations, and inquiries
 - (4) Coordinates housekeeping services and room assignments
7. 'ama STAYS & TRAILS' is a brand associated with which hotel group :
- (1) Taj Group of Hotels
 - (2) ITC Hotels
 - (3) ITDC The Ashok Group of Hotels
 - (4) Leela Hotels, Palaces & Resorts
8. Govt. of India has a dedicated portal for visitors to experience our incredible fairs & festivals. The portal is :
- (1) <https://incredibleindia.org>
 - (2) <https://utsav.gov.in/>
 - (3) <https://mahotsav.gov.in>
 - (4) <https://festivalsofindia.gov.in>
9. Effective telephone etiquette in the front office is essential for :
- (1) Creating a positive first impression and facilitating communication
 - (2) Increasing call duration
 - (3) Discouraging direct bookings
 - (4) Complicating reservation processes
10. In guest accounting, the night auditor's role includes :
- (1) Exclusively handling guest check-ins
 - (2) Preparing financial reports for management review
 - (3) Managing the hotel's social media accounts
 - (4) Overseeing the hotel's catering services

11. The concept of express check-out (ECO) is designed to:
- (1) Increase the time guests spend at the check-out counter
 - (2) Facilitate a quick and efficient check-out process for guests
 - (3) Complicate the billing process
 - (4) Decrease hotel revenue
12. What does the night audit process primarily involve??
- (1) Reviewing and updating room rates
 - (2) Training front office staff
 - (3) Checking the quality of room service
 - (4) Reconciling the day's financial activities
13. What is a critical step in the registration process for foreigners ?
- (1) Assigning the most expensive rooms
 - (2) Verifying travel documents and visa status
 - (3) Offering currency exchange services immediately
 - (4) Mandatory room upgrades
14. Yield management is crucial for :
- (1) Decreasing hotel occupancy
 - (2) Increasing operational costs
 - (3) Maximizing revenue through inventory management
 - (4) Reducing staff efficiency
15. is the published rate of a hotel and is considered to the maximum possible room rate which is charged from the guest by the hotel for overnight accommodation.
- (1) Rack rate
 - (2) Seasonal Rate
 - (3) Crib Rate
 - (4) Crew Rate

16. This plan is also called an En Pension or Full plan :
- (1) Continental Plan
 - (2) Bermuda Plan
 - (3) European Plan
 - (4) American Plan
17. Taj Fort Aguada Resort & Spa is a popular beach resort in :
- (1) Kerala
 - (2) Goa
 - (3) Tamil Nadu
 - (4) Andhra Pradesh
18. Late Capt. C. P. Krishnan Nair opened The Leela Mumbai in year :
- | | |
|----------|----------|
| (1) 1966 | (2) 1976 |
| (3) 1986 | (4) 1996 |
19. Traditionally Modern, Subtly Luxurious, Distinctly is the tagline of which hotel chain ?
- | | |
|----------------|----------------|
| (1) The Lalit | (2) The Leela |
| (3) ITC Hotels | (4) Taj Hotels |
20. hotel group is a globally recognized repertoire of Indian and International culinary brands like Bukhara, Dum Pukht, Avartana and Ottimo amongst others accentuate culinary artistry and heighten the diners experience with distinctive flavours and aromas.
- (1) The Ashok Group of Hotels
 - (2) The Taj Group of Hotels
 - (3) The Park Group of Hotels
 - (4) ITC Hotels

21. Which is India's largest hotel chain in the mid-priced hotel sector, is having a dedicated POOCH POLICY - CANINES (K9) ?
- (1) Lemon Tree Hotels (2) Fern Hotels
(3) Sarovar Hotels (4) Treebo Hotels
22. Which amongst the following is an exclusive restaurant brand with an opulent decor that brings you a fine collection of vegetarian dishes based on the ancient Indian system of seasonal cooking associated with ITC Hotels ?
- (1) Loya (2) Royal Vega
(3) Baluchi (4) Machan
23. Room service is important for :
- (1) Only delivering laundry
(2) Enhancing guest convenience by delivering food and beverages to their rooms
(3) Providing security services
(4) Organizing outdoor tours
24. The Continental breakfast typically includes :
- (1) Bread, Fruit Juice, Tea, Coffee, and Jam, Butter
(2) A full-cooked meal including eggs, meat, and potatoes
(3) A variety of Indian breakfast dishes
(4) Pancakes and maple syrup
25. What F & B service method is characterized by guests serving themselves from a variety of dishes displayed on a table or counter ?
- (1) American Service
(2) Buffet Service
(3) French Service
(4) Russian Service

26. Which amongst the following is *not* a restaurant napkin fold ?
- (1) Bishop's Mitre
 - (2) Cinderella Shoe
 - (3) Foot Fold
 - (4) Candle
27. It is made up of 50% China Clay, 25% Quartz and 25% feldspar. This Crockery is called is :
- (1) Earthenware
 - (2) Bone China
 - (3) Porcelain
 - (4) Stoneware
28. Which of the following F & B Equipment is used to serve wine or hold carbonated water ?
- (1) Carafe
 - (2) Salver
 - (3) Tureens
 - (4) Decanter
29. What is a major consideration in bar layout and design ?
- (1) Using complex machinery
 - (2) Optimizing space for efficient service & guest convenience
 - (3) Excessive decoration
 - (4) Ignoring customer preferences
30. It's a type of Sugar with yellowish-brownish crystals :
- (1) Caster Sugar
 - (2) Icing Sugar
 - (3) Barbados Sugar
 - (4) Demerara Sugar

31. Aboyeur is a French Name for :
- (1) Barker
 - (2) Cook
 - (3) Waiter
 - (4) Pot Wash Man
32. This is a very elaborate food service also known as Sideboard Service :
- (1) American Service
 - (2) Gueridon Service
 - (3) Russian Service
 - (4) Buffet Service
33. It is a large open container partially filled with hot water, in which small containers of dishes are kept hot ?
- (1) Buffet
 - (2) Carvery
 - (3) Bain-marie
 - (4) Kiosk
34. It is believed that the term 'Menu' was first used in :
- (1) 1541
 - (2) 1641
 - (3) 1741
 - (4) 1841
35. What is a key rule for waiting at a table in fine dining service ?
- (1) Rushing guests to finish their meal
 - (2) Being attentive and responsive to guests' needs
 - (3) Avoiding eye contact with guests
 - (4) Serving food without any presentation

36. Spaghetti bolognaise is an example of :
- (1) Appetizer
 - (2) Pasta
 - (3) Releve
 - (4) Savouries
37. It is a tomato-flavoured Italian soup :
- (1) Chicken Broth
 - (2) Potage Conde
 - (3) Minestrone
 - (4) Potage St. Germain
38. Which of the following is *not* a foundation sauce ?
- (1) Espagnole Sauce
 - (2) Veloute Sauce
 - (3) Mayonnaise Sauce
 - (4) Worcestershire Sauce
39. Which of the following is *not* an example of Savoureux ?
- (1) Croute
 - (2) Canape
 - (3) Pie
 - (4) Mousse de Jambon
40. It is made by withering leaves, tossing them in a basket to get little bruises, oxidizing partially, baking, rolling, drying and finally frying them.
- (1) Oolong Tea
 - (2) White Tea
 - (3) Yellow Tea
 - (4) Green Tea

41. What is a primary attribute of a good housekeeper ?
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 - (2) Accounting proficiency
 - (3) Attention to detail and cleanliness
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 - (3) Painting walls
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- (1) Brand only
 - (2) Durability and quality
 - (3) Price only
 - (4) Availability of colors
50. Which principle of interior design focuses on creating a sense of equilibrium in a space ?
- (1) Balance
 - (2) Rhythm
 - (3) Harmony
 - (4) Proportion

51. What is a common type of laundry equipment used in hotels for pressing guest clothes ?
- (1) Calander Machine
 - (2) Marking Machine
 - (3) Steam press
 - (4) Hydro extractor
52. What is the purpose of linen inventory management in a hotel ?
- (1) Ignoring linen quality
 - (2) Managing linen discard
 - (3) Increasing Linen Costs
 - (4) Ensuring adequate supply and minimizing waste
53. Which element of design refers to the repetition or recurrence of a design element in a space ?
- (1) Rhythm
 - (2) Form
 - (3) Line
 - (4) Texture
54. What is the advantage of in-house laundry compared to contract laundry services ?
- (1) Higher costs
 - (2) More control over quality and scheduling
 - (3) Limited equipment options
 - (4) Less storage space required
55. What is an essential aspect of stain removal in laundry management ?
- (1) Ignoring stains
 - (2) Using excessive detergent
 - (3) Increasing water temperature
 - (4) Identifying stain types and applying appropriate removal methods

56. What is an important consideration in the layout of a laundry room ?
- (1) Excessive clutter
 - (2) Lack of ventilation
 - (3) Efficient flow of laundry processes
 - (4) Absence of equipment
57. Which chemical do we remove blood stains ?
- (1) Dilute Oxalic Acid
 - (2) Wax
 - (3) Oil
 - (4) Detergent
58. Sanatory Fixtures meant for thorough washing of the genitals :
- (1) Bidet
 - (2) Faucet
 - (3) Jacuzzi
 - (4) Dustette
59. A bedspread that just covers the top of the dust ruffle. It does not reach down to the floor.
- (1) Coverlet
 - (2) Crinkle Sheet
 - (3) Autotrophic
 - (4) Duvet
60. All the luxury items that a hotel gives away at no extra costs to the guests :
- (1) Guest Amenities
 - (2) Guest Essentials
 - (3) Guest Expendables
 - (4) Guest Supplies

A

61. What is the primary objective of cooking food ?
- (1) Increasing food spoilage
 - (2) Enhancing flavor and texture
 - (3) Reducing nutritional value
 - (4) Decreasing food availability
62. Which quality is most essential for kitchen staff ?
- (1) Computer programming skills
 - (2) Culinary prowess
 - (3) Eye for detail
 - (4) Musical talent
63. How should kitchen staff handle kitchen accidents such as burns and cuts ?
- (1) Ignore the injuries
 - (2) Apply ice directly to the wound
 - (3) Provide immediate first aid and seek medical attention if necessary
 - (4) Panic and call for help
64. What is a primary concern when dealing with fire in the kitchen ?
- (1) Adding fuel to the fire
 - (2) Safely extinguishing the fire
 - (3) Ignoring the fire
 - (4) Increasing ventilation
65. What are the basic food nutrients ?
- (1) Vitamins, minerals and fiber only
 - (2) Carbohydrates, proteins and fats only
 - (3) Carbohydrates, proteins, fats, vitamins, minerals and water
 - (4) Sugars, salts and oils only

66. Which ingredient is commonly used as a sweetener in cooking ?
- (1) Milk
 - (2) Lemon juice
 - (3) Sugar
 - (4) Soy sauce
67. What is a pre-preparation technique for ingredients ?
- (1) Serving them raw
 - (2) Washing, peeling and chopping
 - (3) Cooking them immediately
 - (4) Storing them in the freezer
68. What is an example of a cooking method ?
- (1) Slicing
 - (2) Grating
 - (3) Grilling
 - (4) Dicing
69. How are different types of kitchen equipment are chosen ?
- (1) In terms of color only
 - (2) In terms of size only
 - (3) In terms of function and purpose
 - (4) In terms of weight only
70. Mornay is a derivative of which of the following mother sauces :
- (1) Bechamel
 - (2) Hollandaise
 - (3) Mayonnaise
 - (4) Tomato

71. Gazpacho is an international soup from :
- (1) Italy
 - (2) Spain
 - (3) France
 - (4) Scotland
72. Chicken Chettinad is a dish from the cuisine of :
- (1) Tamil Nadu
 - (2) Hyderabad
 - (3) Kashmir
 - (4) Assam
73. Pakhala Bhata, Chhena Poda are specialty from the cuisine of :
- (1) Andhra Pradesh
 - (2) Tamil Nadu
 - (3) Kerala
 - (4) Odisha
74. What is a unique feature of Indian cuisine ?
- (1) Minimal use of spices
 - (2) Emphasis on cheese & dairy products
 - (3) Variety of vegetarian options
 - (4) Preference for bland flavors
75. What is an important consideration in making stocks ?
- (1) Adding excessive salt
 - (2) Using stale ingredients
 - (3) Simmering ingredients slowly for a given period
 - (4) Ignoring the seasoning

76. Anise, mustard, cumin, fenugreek, nigella, radhuni are ingredients to make :

- (1) Bhatti Da Masala
- (2) Dum Ka Masala
- (3) Kolhapuri Masala
- (4) Paanch Phoran Masala

77. Khuskka, Mangodi Chawal are popular rice dishes form the cuisine of :

- (1) Rajasthan
- (2) Punjab
- (3) Himachal Pradesh
- (4) Odisha

78. Luchi, Radha balhobi are popular rice dishes form the cuisine of :

- (1) Rajasthan
- (2) Uttar Pradesh
- (3) Himachal
- (4) Bengal

79. Alle Belle, Bebinca, Bol, Doce de Garo are popular sweet dishes from :

- (1) Goa
- (2) Tamil Nadu
- (3) Mizoram
- (4) Assam

80. Bal Mithai, Singori, Jhangore ki Kheer are sweet dishes from :

- (1) Awadh
- (2) Uttarakhand
- (3) Bihar
- (4) Kerala

81. The Essence of India and True Indian Luxury are marketing taglines of which Indian Hotel Chain :
- (1) The Park Group
 - (2) The Leela Group
 - (3) The Taj Group
 - (4) The ITC Hotels
82. Offering an experience of dining like royalty, offering delicious local flavors on grand platters curated specially for food connoisseurs as Welcomsthalika is a marketing initiative of :
- (1) Taj Group of Hotels
 - (2) Oberoi Group of Hotels
 - (3) ITC Hotels
 - (4) The Ashok Group of Hotels
83. showcases as its brand as a five-star luxury boutique hotel chain in India.
- (1) Park Hotels
 - (2) Taj Hotels
 - (3) ITC Hotels
 - (4) Leela Hotels
84. If somebody can afford a desired service or product, then, he/she is transforming his/her wants into :
- | | |
|-----------|-------------|
| (1) Need | (2) Demands |
| (3) Value | (4) WoW |
85. Tagline 'Fly the New Feeling', encouraging its potential customers to explore the product and feel the difference is of which Airlines ?
- | | |
|--------------|---------------|
| (1) Go First | (2) Vistara |
| (3) Indigo | (4) Spice Jet |

86. What is a consideration in pricing strategies in hospitality marketing ?
- (1) Maximizing costs
 - (2) Competitive Pricing
 - (3) Reducing customer value
 - (4) Ignoring consumer preferences
87. What is an essential aspect of distribution channels in hospitality marketing ?
- (1) Limiting accessibility
 - (2) Ensuring efficient delivery of products or services
 - (3) Increasing costs
 - (4) Reducing product availability
88. For example, if the survey is conducted to document the demographic profile of an area with a large population and establish patterns between various factors like income and residential area, education and job profile, etc. This will come under which type of research :
- (1) Descriptive research
 - (2) Experimental research
 - (3) Quantitative research
 - (4) Qualitative research
89. Sohrabi, H. R., Weinborn, M., Badcock, J., Bates, K. A., Clarnette, R., Trivedi, D., Martins, R. N. (2011). New lexicon and criteria for the diagnosis of Alzheimer's disease. *Lancet Neurology*, 10(4),299-300 is an example of style of referencing.
- (1) APA
 - (2) Harvard
 - (3) MLA
 - (4) Chicago
90. is a statistical technique used in research for testing the data variables as created by the statistical experts, symbolized as X^2 , is a statistical measure used in connection with the analysis of the samples for doing a comparison between the variances generally referred to as the theoretical variance.
- (1) Wald- Walfowitz Test
 - (2) Kursal Walis Test
 - (3) ANOVA
 - (4) Chi-square Test

91. is the middle value of the collection of data when arranged in ascending order and descending order.
- (1) Median
 - (2) Mean
 - (3) Mode
 - (4) Range
92. are those statistical tests that assume the data approximately follows a normal distribution, amongst other assumptions.
- (1) Parametric Tests
 - (2) Non-Parametric Tests
 - (3) Hypothesis
 - (4) Multiple Tests
93. Which amongst the listed below is only the Scopus-indexed Journal of Hospitality & Tourism from India ?
- (1) International Journal of Hospitality & Tourism Systems (IJHTS)
 - (2) Journal of Tourism - An International Journal (JOT)
 - (3) Atna - Journal of Tourism Studies (ATNA)
 - (4) Journal of Hospitality Application and Research (JOHAR)
94. The difference between the Upper and Lower Limit of a class is known as :
- (1) Class Limit
 - (2) Class Interval
 - (3) Class Frequency
 - (4) Class Mark
95. What represents the foundational concept of management that involves coordinating efforts to achieve goals ?
- (1) Marketing
 - (2) Planning
 - (3) Accounting
 - (4) Hiring

96. What managerial skill is critical for top-level managers to develop a vision and strategic direction for the organization ?
- (1) Technical skills
 - (2) Human skills
 - (3) Conceptual skills
 - (4) Computer skills
97. In the context of organizational structure, what does the term 'span of control' refer to ?
- (1) The number of layers in the management hierarchy
 - (2) The number of employees a manager directly supervises
 - (3) The geographic distribution of an organization's operations
 - (4) The extent of centralized decision-making
98. What is the primary purpose of delegation within an organization ?
- (1) To increase job satisfaction
 - (2) To reduce costs
 - (3) To empower employees and improve efficiency
 - (4) To centralize decision-making
99. Which of the following barriers to effective communication is primarily psychological in nature ?
- | | |
|--------------------------|----------------------------|
| (1) Language differences | (2) Emotional barriers |
| (3) Physical barriers | (4) Technological barriers |
100. According to Herzberg's Two-Factor Theory, which factor is considered a 'motivator' that can lead to job satisfaction ?
- (1) Salary
 - (2) Company Policies
 - (3) Recognition and Achievement
 - (4) Working conditions

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- 13.** Pakhala Bhata, Chhena Poda are specialty from the cuisine of :
- (1) Andhra Pradesh
 - (2) Tamil Nadu
 - (3) Kerala
 - (4) Odisha
- 14.** What is a unique feature of Indian cuisine ?
- (1) Minimal use of spices
 - (2) Emphasis on cheese & dairy products
 - (3) Variety of vegetarian options
 - (4) Preference for bland flavors
- 15.** What is an important consideration in making stocks ?
- (1) Adding excessive salt
 - (2) Using stale ingredients
 - (3) Simmering ingredients slowly for a given period
 - (4) Ignoring the seasoning

16. Anise, mustard, cumin, fenugreek, nigella, radhuni are ingredients to make :
- (1) Bhatti Da Masala
 - (2) Dum Ka Masala
 - (3) Kolhapuri Masala
 - (4) Paanch Phoran Masala
17. Khuskka, Mangodi Chawal are popular rice dishes form the cuisine of :
- (1) Rajasthan
 - (2) Punjab
 - (3) Himachal Pradesh
 - (4) Odisha
18. Luchi, Radha balhobi are popular rice dishes form the cuisine of :
- (1) Rajasthan
 - (2) Uttar Pradesh
 - (3) Himachal
 - (4) Bengal
19. AIlle Belle, Bebinca, Bol, Doce de Garo are popular sweet dishes from :
- (1) Goa
 - (2) Tamil Nadu
 - (3) Mizoram
 - (4) Assam
20. Bal Mithai, Singori, Jhangore ki Kheer are sweet dishes from :
- (1) Awadh
 - (2) Uttarakhand
 - (3) Bihar
 - (4) Kerala

21. is the middle value of the collection of data when arranged in ascending order and descending order.
- (1) Median
 - (2) Mean
 - (3) Mode
 - (4) Range
22. are those statistical tests that assume the data approximately follows a normal distribution, amongst other assumptions.
- (1) Parametric Tests
 - (2) Non-Parametric Tests
 - (3) Hypothesis
 - (4) Multiple Tests
23. Which amongst the listed below is only the Scopus-indexed Journal of Hospitality & Tourism from India ?
- (1) International Journal of Hospitality & Tourism Systems (IJHTS)
 - (2) Journal of Tourism - An International Journal (JOT)
 - (3) Atna - Journal of Tourism Studies (ATNA)
 - (4) Journal of Hospitality Application and Research (JOHAR)
24. The difference between the Upper and Lower Limit of a class is known as :
- (1) Class Limit
 - (2) Class Interval
 - (3) Class Frequency
 - (4) Class Mark
25. What represents the foundational concept of management that involves coordinating efforts to achieve goals ?
- (1) Marketing
 - (2) Planning
 - (3) Accounting
 - (4) Hiring

26. What managerial skill is critical for top-level managers to develop a vision and strategic direction for the organization ?
- (1) Technical skills
 - (2) Human skills
 - (3) Conceptual skills
 - (4) Computer skills
27. In the context of organizational structure, what does the term 'span of control' refer to ?
- (1) The number of layers in the management hierarchy
 - (2) The number of employees a manager directly supervises
 - (3) The geographic distribution of an organization's operations
 - (4) The extent of centralized decision-making
28. What is the primary purpose of delegation within an organization ?
- (1) To increase job satisfaction
 - (2) To reduce costs
 - (3) To empower employees and improve efficiency
 - (4) To centralize decision-making
29. Which of the following barriers to effective communication is primarily psychological in nature ?
- | | |
|--------------------------|----------------------------|
| (1) Language differences | (2) Emotional barriers |
| (3) Physical barriers | (4) Technological barriers |
30. According to Herzberg's Two-Factor Theory, which factor is considered a 'motivator' that can lead to job satisfaction ?
- (1) Salary
 - (2) Company Policies
 - (3) Recognition and Achievement
 - (4) Working conditions

- B**
- 31.** In the context of hotel ownership structures, which option allows an individual or entity to operate a hotel under an established brand name, adhering to specific standards and operational procedures ?
- (1) Sole Proprietorship
 - (2) Partnership
 - (3) Franchisees
 - (4) Management Contract
- 32.** In a hotel, what is the primary role of the Front Office department ?
- (1) Managing hotel security
 - (2) Guest services and check-in/check-out procedures
 - (3) Housekeeping and room maintenance
 - (4) Food and beverage services
- 33.** How does a hotel's front office layout impact its operations ?
- (1) Determines the hotel's overall design theme
 - (2) Affects efficiency, service quality and guest impression
 - (3) Influences the hotel's security measures
 - (4) Decides the technological needs of the hotel
- 34.** The new Mascot & fresh tagline of ITDC, a Public Sector Undertaking under the administrative control of the Ministry of Tourism is :
- (1) ADVIK
 - (2) ANANT
 - (3) ATULYA
 - (4) ADYANT
- 35.** NEUPASS Loyalty Program is of which Hotel Chain ?
- (1) Taj Group of Hotels
 - (2) ITC Hotels
 - (3) Lalit Hotels
 - (4) Oberoi Hotels

36. Which of the following job descriptions best fits the role of a Front Desk Agent ?
- (1) Manages hotel security and safety protocols
 - (2) Oversees the operation of the hotel restaurant
 - (3) Handles guest check-ins and check-outs, reservations, and inquiries
 - (4) Coordinates housekeeping services and room assignments
37. 'ama STAYS & TRAILS' is a brand associated with which hotel group :
- (1) Taj Group of Hotels
 - (2) ITC Hotels
 - (3) ITDC The Ashok Group of Hotels
 - (4) Leela Hotels, Palaces & Resorts
38. Govt. of India has a dedicated portal for visitors to experience our incredible fairs & festivals. The portal is :
- (1) <https://incredibleindia.org>
 - (2) <https://utsav.gov.in/>
 - (3) <https://mahotsav.gov.in>
 - (4) <https://festivalsofindia.gov.in>
39. Effective telephone etiquette in the front office is essential for :
- (1) Creating a positive first impression and facilitating communication
 - (2) Increasing call duration
 - (3) Discouraging direct bookings
 - (4) Complicating reservation processes
40. In guest accounting, the night auditor's role includes :
- (1) Exclusively handling guest check-ins
 - (2) Preparing financial reports for management review
 - (3) Managing the hotel's social media accounts
 - (4) Overseeing the hotel's catering services

- 41.** What is a common type of laundry equipment used in hotels for pressing guest clothes ?
- (1) Calander Machine
 - (2) Marking Machine
 - (3) Steam press
 - (4) Hydro extractor
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- (1) Ignoring linen quality
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- 43.** Which element of design refers to the repetition or recurrence of a design element in a space ?
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46. What is an important consideration in the layout of a laundry room ?
- (1) Excessive clutter
 - (2) Lack of ventilation
 - (3) Efficient flow of laundry processes
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47. Which chemical do we remove blood stains ?
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 - (2) Wax
 - (3) Oil
 - (4) Detergent
48. Sanatory Fixtures meant for thorough washing of the genitals :
- (1) Bidet
 - (2) Faucet
 - (3) Jacuzzi
 - (4) Dustette
49. A bedspread that just covers the top of the dust ruffle. It does not reach down to the floor.
- (1) Coverlet
 - (2) Crinkle Sheet
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 - (4) Duvet
50. All the luxury items that a hotel gives away at no extra costs to the guests :
- (1) Guest Amenities
 - (2) Guest Essentials
 - (3) Guest Expendables
 - (4) Guest Supplies

- 51.** What is the primary objective of cooking food ?
- (1) Increasing food spoilage
 - (2) Enhancing flavor and texture
 - (3) Reducing nutritional value
 - (4) Decreasing food availability
- 52.** Which quality is most essential for kitchen staff ?
- (1) Computer programming skills
 - (2) Culinary prowess
 - (3) Eye for detail
 - (4) Musical talent
- 53.** How should kitchen staff handle kitchen accidents such as burns and cuts ?
- (1) Ignore the injuries
 - (2) Apply ice directly to the wound
 - (3) Provide immediate first aid and seek medical attention if necessary
 - (4) Panic and call for help
- 54.** What is a primary concern when dealing with fire in the kitchen ?
- (1) Adding fuel to the fire
 - (2) Safely extinguishing the fire
 - (3) Ignoring the fire
 - (4) Increasing ventilation
- 55.** What are the basic food nutrients ?
- (1) Vitamins, minerals and fiber only
 - (2) Carbohydrates, proteins and fats only
 - (3) Carbohydrates, proteins, fats, vitamins, minerals and water
 - (4) Sugars, salts and oils only

56. Which ingredient is commonly used as a sweetener in cooking ?
- (1) Milk
 - (2) Lemon juice
 - (3) Sugar
 - (4) Soy sauce
57. What is a pre-preparation technique for ingredients ?
- (1) Serving them raw
 - (2) Washing, peeling and chopping
 - (3) Cooking them immediately
 - (4) Storing them in the freezer
58. What is an example of a cooking method ?
- (1) Slicing
 - (2) Grating
 - (3) Grilling
 - (4) Dicing
59. How are different types of kitchen equipment are chosen ?
- (1) In terms of color only
 - (2) In terms of size only
 - (3) In terms of function and purpose
 - (4) In terms of weight only
60. Mornay is a derivative of which of the following mother sauces :
- (1) Bechamel
 - (2) Hollandaise
 - (3) Mayonnaise
 - (4) Tomato

61. Which is India's largest hotel chain in the mid-priced hotel sector, is having a dedicated POOCH POLICY - CANINES (K9) ?
- (1) Lemon Tree Hotels (2) Fern Hotels
(3) Sarovar Hotels (4) Treebo Hotels
62. Which amongst the following is an exclusive restaurant brand with an opulent decor that brings you a fine collection of vegetarian dishes based on the ancient Indian system of seasonal cooking associated with ITC Hotels ?
- (1) Loya (2) Royal Vega
(3) Baluchi (4) Machan
63. Room service is important for :
- (1) Only delivering laundry
(2) Enhancing guest convenience by delivering food and beverages to their rooms
(3) Providing security services
(4) Organizing outdoor tours
64. The Continental breakfast typically includes :
- (1) Bread, Fruit Juice, Tea, Coffee, and Jam, Butter
(2) A full-cooked meal including eggs, meat, and potatoes
(3) A variety of Indian breakfast dishes
(4) Pancakes and maple syrup
65. What F & B service method is characterized by guests serving themselves from a variety of dishes displayed on a table or counter ?
- (1) American Service
(2) Buffet Service
(3) French Service
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66. Which amongst the following is *not* a restaurant napkin fold ?
- (1) Bishop's Mitre
 - (2) Cinderella Shoe
 - (3) Foot Fold
 - (4) Candle
67. It is made up of 50% China Clay, 25% Quartz and 25% feldspar. This Crockery is called is :
- (1) Earthenware
 - (2) Bone China
 - (3) Porcelain
 - (4) Stoneware
68. Which of the following F & B Equipment is used to serve wine or hold carbonated water ?
- (1) Carafe
 - (2) Salver
 - (3) Tureens
 - (4) Decanter
69. What is a major consideration in bar layout and design ?
- (1) Using complex machinery
 - (2) Optimizing space for efficient service & guest convenience
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 - (4) Ignoring customer preferences
70. It's a type of Sugar with yellowish-brownish crystals :
- (1) Caster Sugar
 - (2) Icing Sugar
 - (3) Barbados Sugar
 - (4) Demerara Sugar

71. The concept of express check-out (ECO) is designed to :
- (1) Increase the time guests spend at the check-out counter
 - (2) Facilitate a quick and efficient check-out process for guests
 - (3) Complicate the billing process
 - (4) Decrease hotel revenue
72. What does the night audit process primarily involve ?
- (1) Reviewing and updating room rates
 - (2) Training front office staff
 - (3) Checking the quality of room service
 - (4) Reconciling the day's financial activities
73. What is a critical step in the registration process for foreigners ?
- (1) Assigning the most expensive rooms
 - (2) Verifying travel documents and visa status
 - (3) Offering currency exchange services immediately
 - (4) Mandatory room upgrades
74. Yield management is crucial for :
- (1) Decreasing hotel occupancy
 - (2) Increasing operational costs
 - (3) Maximizing revenue through inventory management
 - (4) Reducing staff efficiency
75. is the published rate of a hotel and is considered to the maximum possible room rate which is charged from the guest by the hotel for overnight accommodation.
- (1) Rack rate
 - (2) Seasonal Rate
 - (3) Crib Rate
 - (4) Crew Rate

76. This plan is also called an En Pension or Full plan :
- (1) Continental Plan
 - (2) Bermuda Plan
 - (3) European Plan
 - (4) American Plan
77. Taj Fort Aguada Resort & Spa is a popular beach resort in :
- (1) Kerala
 - (2) Goa
 - (3) Tamil Nadu
 - (4) Andhra Pradesh
78. Late Capt. C. P. Krishnan Nair opened The Leela Mumbai in year :
- | | |
|----------|----------|
| (1) 1966 | (2) 1976 |
| (3) 1986 | (4) 1996 |
79. Traditionally Modern, Subtly Luxurious, Distinctly is the tagline of which hotel chain ?
- | | |
|----------------|----------------|
| (1) The Lalit | (2) The Leela |
| (3) ITC Hotels | (4) Taj Hotels |
80. hotel group is a globally recognized repertoire of Indian and International culinary brands like Bukhara, Dum Pukht, Avartana and Ottimo amongst others accentuate culinary artistry and heighten the diners experience with distinctive flavours and aromas.
- (1) The Ashok Group of Hotels
 - (2) The Taj Group of Hotels
 - (3) The Park Group of Hotels
 - (4) ITC Hotels

81. The Essence of India and True Indian Luxury are marketing taglines of which Indian Hotel Chain :

- (1) The Park Group
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82. Offering an experience of dining like royalty, offering delicious local flavors on grand platters curated specially for food connoisseurs as Welcomsthalika is a marketing initiative of :

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- (2) Oberoi Group of Hotels
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- (4) The Ashok Group of Hotels

83. showcases as its brand as a five-star luxury boutique hotel chain in India.

- (1) Park Hotels
- (2) Taj Hotels
- (3) ITC Hotels
- (4) Leela Hotels

84. If somebody can afford a desired service or product, then, he/she is transforming his/her wants into :

- | | |
|-----------|-------------|
| (1) Need | (2) Demands |
| (3) Value | (4) WoW |

85. Tagline 'Fly the New Feeling', encouraging its potential customers to explore the product and feel the difference is of which Airlines ?

- | | |
|--------------|---------------|
| (1) Go First | (2) Vistara |
| (3) Indigo | (4) Spice Jet |

- 86.** What is a consideration in pricing strategies in hospitality marketing ?
- (1) Maximizing costs
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- 90.** is a statistical technique used in research for testing the data variables as created by the statistical experts, symbolized as X^2 , is a statistical measure used in connection with the analysis of the samples for doing a comparison between the variances generally referred to as the theoretical variance.
- (1) Wald- Walfowitz Test
 - (2) Kursal Walis Test
 - (3) ANOVA
 - (4) Chi-square Test

91. Aboyeur is a French Name for :
- (1) Barker
 - (2) Cook
 - (3) Waiter
 - (4) Pot Wash Man
92. This is a very elaborate food service also known as Sideboard Service :
- (1) American Service
 - (2) Gueridon Service
 - (3) Russian Service
 - (4) Buffet Service
93. It is a large open container partially filled with hot water, in which small containers of dishes are kept hot ?
- (1) Buffet
 - (2) Carvery
 - (3) Bain-marie
 - (4) Kiosk
94. It is believed that the term 'Menu' was first used in :
- (1) 1541
 - (2) 1641
 - (3) 1741
 - (4) 1841
95. What is a key rule for waiting at a table in fine dining service ?
- (1) Rushing guests to finish their meal
 - (2) Being attentive and responsive to guests' needs
 - (3) Avoiding eye contact with guests
 - (4) Serving food without any presentation

96. Spaghetti bolognaise is an example of :
- (1) Appetizer
 - (2) Pasta
 - (3) Releve
 - (4) Savouries
97. It is a tomato-flavoured Italian soup :
- (1) Chicken Broth
 - (2) Potage Conde
 - (3) Minestrone
 - (4) Potage St. Germain
98. Which of the following is *not* a foundation sauce ?
- (1) Espagnole Sauce
 - (2) Veloute Sauce
 - (3) Mayonnaise Sauce
 - (4) Worcestershire Sauce
99. Which of the following is *not* an example of Savoureux ?
- (1) Croute
 - (2) Canape
 - (3) Pie
 - (4) Mousse de Jambon
100. It is made by withering leaves, tossing them in a basket to get little bruises, oxidizing partially, baking, rolling, drying and finally frying them.
- (1) Oolong Tea
 - (2) White Tea
 - (3) Yellow Tea
 - (4) Green Tea

Total No. of Printed Pages : 21

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

C

PHD-EE-2023-24

SET-Y

Hotel Management

10031

Sr. No.

Time : 1¼ Hours

Max. Marks : 100

Total Questions : 100

Roll No. (in figures) _____ (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 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 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 booklet itself. Answers **must not** be ticked in the question booklet.
6. **There will be no negative marking. Each correct answer will be awarded one full mark. Cutting, erasing, overwriting and more than one answer in OMR Answer-Sheet will be treated as incorrect answer.**
7. Use only **Black or Blue Ball Point Pen** of good quality in the OMR Answer-Sheet.
8. **Before answering the questions, the candidates should ensure that they have been supplied correct and complete booklet. Complaints, if any, regarding misprinting etc. will not be entertained 30 minutes after starting of the examination.**

PHD-EE-2023-24/(Hotel Mgt.)(SET-Y)/(C)

SEAL

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C

31. Gazpacho is an international soup from :
- (1) Italy
 - (2) Spain
 - (3) France
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32. Chicken Chettinad is a dish from the cuisine of :
- (1) Tamil Nadu
 - (2) Hyderabad
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34. What is a unique feature of Indian cuisine ?
- (1) Minimal use of spices
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35. What is an important consideration in making stocks ?
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36. Anise, mustard, cumin, fenugreek, nigella, radhuni are ingredients to make :
 (1) Bhatti Da Masala
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40. Bal Mithai, Singori, Jhangore ki Kheer are sweet dishes from :
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 (2) Uttarakhand
 (3) Bihar
 (4) Kerala

41. The concept of express check-out (ECO) is designed to :
- (1) Increase the time guests spend at the check-out counter
 - (2) Facilitate a quick and efficient check-out process for guests
 - (3) Complicate the billing process
 - (4) Decrease hotel revenue
42. What does the night audit process primarily involve ?
- (1) Reviewing and updating room rates
 - (2) Training front office staff
 - (3) Checking the quality of room service
 - (4) Reconciling the day's financial activities
43. What is a critical step in the registration process for foreigners ?
- (1) Assigning the most expensive rooms
 - (2) Verifying travel documents and visa status
 - (3) Offering currency exchange services immediately
 - (4) Mandatory room upgrades
44. Yield management is crucial for :
- (1) Decreasing hotel occupancy
 - (2) Increasing operational costs
 - (3) Maximizing revenue through inventory management
 - (4) Reducing staff efficiency
45. is the published rate of a hotel and is considered to the maximum possible room rate which is charged from the guest by the hotel for overnight accommodation.
- (1) Rack rate
 - (2) Seasonal Rate
 - (3) Crib Rate
 - (4) Crew Rate

46. This plan is also called an En Pension or Full plan :
- (1) Continental Plan
 - (2) Bermuda Plan
 - (3) European Plan
 - (4) American Plan
47. Taj Fort Aguada Resort & Spa is a popular beach resort in :
- (1) Kerala
 - (2) Goa
 - (3) Tamil Nadu
 - (4) Andhra Pradesh
48. Late Capt. C. P. Krishnan Nair opened The Leela Mumbai in year :
- | | |
|----------|----------|
| (1) 1966 | (2) 1976 |
| (3) 1986 | (4) 1996 |
49. Traditionally Modern, Subtly Luxurious, Distinctly is the tagline of which hotel chain ?
- | | |
|----------------|----------------|
| (1) The Lalit | (2) The Leela |
| (3) ITC Hotels | (4) Taj Hotels |
50. hotel group is a globally recognized repertoire of Indian and International culinary brands like Bukhara, Dum Pukht, Avartana and Ottimo amongst others accentuate culinary artistry and heighten the diners experience with distinctive flavours and aromas.
- (1) The Ashok Group of Hotels
 - (2) The Taj Group of Hotels
 - (3) The Park Group of Hotels
 - (4) ITC Hotels

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- (1) Barker
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 - (3) Waiter
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 - (2) Being attentive and responsive to guests' needs
 - (3) Avoiding eye contact with guests
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 - (3) Pie
 - (4) Mousse de Jambon
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- (1) Oolong Tea
 - (2) White Tea
 - (3) Yellow Tea
 - (4) Green Tea

61. In the context of hotel ownership structures, which option allows an individual or entity to operate a hotel under an established brand name, adhering to specific standards and operational procedures ?
- (1) Sole Proprietorship
 - (2) Partnership
 - (3) Franchisees
 - (4) Management Contract
62. In a hotel, what is the primary role of the Front Office department ?
- (1) Managing hotel security
 - (2) Guest services and check-in/check-out procedures
 - (3) Housekeeping and room maintenance
 - (4) Food and beverage services
63. How does a hotel's front office layout impact its operations ?
- (1) Determines the hotel's overall design theme
 - (2) Affects efficiency, service quality and guest impression
 - (3) Influences the hotel's security measures
 - (4) Decides the technological needs of the hotel
64. The new Mascot & fresh tagline of ITDC, a Public Sector Undertaking under the administrative control of the Ministry of Tourism is :
- (1) ADVIK
 - (2) ANANT
 - (3) ATULYA
 - (4) ADYANT
65. NEUPASS Loyalty Program is of which Hotel Chain ?
- (1) Taj Group of Hotels
 - (2) ITC Hotels
 - (3) Lalit Hotels
 - (4) Oberoi Hotels

66. Which of the following job descriptions best fits the role of a Front Desk Agent ?
- (1) Manages hotel security and safety protocols
 - (2) Oversees the operation of the hotel restaurant
 - (3) Handles guest check-ins and check-outs, reservations, and inquiries
 - (4) Coordinates housekeeping services and room assignments
67. 'ama STAYS & TRAILS' is a brand associated with which hotel group :
- (1) Taj Group of Hotels
 - (2) ITC Hotels
 - (3) ITDC The Ashok Group of Hotels
 - (4) Leela Hotels, Palaces & Resorts
68. Govt. of India has a dedicated portal for visitors to experience our incredible fairs & festivals. The portal is :
- (1) <https://incredibleindia.org>
 - (2) <https://utsav.gov.in/>
 - (3) <https://mahotsav.gov.in>
 - (4) <https://festivalsofindia.gov.in>
69. Effective telephone etiquette in the front office is essential for :
- (1) Creating a positive first impression and facilitating communication
 - (2) Increasing call duration
 - (3) Discouraging direct bookings
 - (4) Complicating reservation processes
70. In guest accounting, the night auditor's role includes :
- (1) Exclusively handling guest check-ins
 - (2) Preparing financial reports for management review
 - (3) Managing the hotel's social media accounts
 - (4) Overseeing the hotel's catering services

C

71. What is a primary attribute of a good housekeeper ?
- (1) Computing skills
 - (2) Accounting proficiency
 - (3) Attention to detail and cleanliness
 - (4) Marketing expertise
72. What is the primary responsibility of the housekeeping control desk ?
- (1) Managing hotel security
 - (2) Taking guest reservations
 - (3) Coordinating cleaning schedules and tasks
 - (4) Overseeing food preparation
73. Which type of cleaning typically involves a more thorough and comprehensive approach ?
- (1) Daily cleaning
 - (2) Weekly cleaning
 - (3) Spring cleaning
 - (4) Emergency cleaning
74. Which area is typically included in the cleaning of public areas in a hotel ?
- (1) Guest rooms only
 - (2) Lobby, restaurant, bar and banquet halls
 - (3) Administrative offices only
 - (4) Back areas only
75. What is involved in the daily cleaning of guest rooms ?
- (1) Replacing furniture
 - (2) Replenishing guest supplies and amenities
 - (3) Rearranging the layout
 - (4) Removing the carpet

- 76. What is the purpose of housekeeping inspection in a hotel ?
 - (1) To oversee staff training
 - (2) To handle guest complaints
 - (3) To ensure cleanliness standards are met
 - (4) To promote room upgrades

- 77. What is an important aspect of housekeeping supervision ?
 - (1) Ignoring cleanliness standards
 - (2) Decreasing staff accountability
 - (3) Using inspection checklists
 - (4) Overlooking neglected areas

- 78. What is the primary purpose of daily cleaning in guest rooms ?
 - (1) Rearranging furniture
 - (2) Maintaining cleanliness and tidiness
 - (3) Painting walls
 - (4) Installing new fixtures

- 79. What is an important factor to consider in linen selection for a hotel ?
 - (1) Brand only
 - (2) Durability and quality
 - (3) Price only
 - (4) Availability of colors

- 80. Which principle of interior design focuses on creating a sense of equilibrium in a space ?
 - (1) Balance
 - (2) Rhythm
 - (3) Harmony
 - (4) Proportion

81. is the middle value of the collection of data when arranged in ascending order and descending order.
- (1) Median
 - (2) Mean
 - (3) Mode
 - (4) Range
82. are those statistical tests that assume the data approximately follows a normal distribution, amongst other assumptions.
- (1) Parametric Tests
 - (2) Non-Parametric Tests
 - (3) Hypothesis
 - (4) Multiple Tests
83. Which amongst the listed below is only the Scopus-indexed Journal of Hospitality & Tourism from India ?
- (1) International Journal of Hospitality & Tourism Systems (IJHTS)
 - (2) Journal of Tourism - An International Journal (JOT)
 - (3) Atna - Journal of Tourism Studies (ATNA)
 - (4) Journal of Hospitality Application and Research (JOHAR)
84. The difference between the Upper and Lower Limit of a class is known as :
- (1) Class Limit
 - (2) Class Interval
 - (3) Class Frequency
 - (4) Class Mark
85. What represents the foundational concept of management that involves coordinating efforts to achieve goals ?
- (1) Marketing
 - (2) Planning
 - (3) Accounting
 - (4) Hiring

86. What managerial skill is critical for top-level managers to develop a vision and strategic direction for the organization ?
- (1) Technical skills
 - (2) Human skills
 - (3) Conceptual skills
 - (4) Computer skills
87. In the context of organizational structure, what does the term 'span of control' refer to ?
- (1) The number of layers in the management hierarchy
 - (2) The number of employees a manager directly supervises
 - (3) The geographic distribution of an organization's operations
 - (4) The extent of centralized decision-making
88. What is the primary purpose of delegation within an organization ?
- (1) To increase job satisfaction
 - (2) To reduce costs
 - (3) To empower employees and improve efficiency
 - (4) To centralize decision-making
89. Which of the following barriers to effective communication is primarily psychological in nature ?
- (1) Language differences
 - (2) Emotional barriers
 - (3) Physical barriers
 - (4) Technological barriers
90. According to Herzberg's Two-Factor Theory, which factor is considered a 'motivator' that can lead to job satisfaction ?
- (1) Salary
 - (2) Company Policies
 - (3) Recognition and Achievement
 - (4) Working conditions

91. What is the primary objective of cooking food ?
- (1) Increasing food spoilage
 - (2) Enhancing flavor and texture
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92. Which quality is most essential for kitchen staff ?
- (1) Computer programming skills
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93. How should kitchen staff handle kitchen accidents such as burns and cuts ?
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95. What are the basic food nutrients ?
- (1) Vitamins, minerals and fiber only
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 - (3) Carbohydrates, proteins, fats, vitamins, minerals and water
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96. Which ingredient is commonly used as a sweetener in cooking ?
- (1) Milk
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97. What is a pre-preparation technique for ingredients ?
- (1) Serving them raw
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98. What is an example of a cooking method ?
- (1) Slicing
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99. How are different types of kitchen equipment are chosen ?
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 - (2) In terms of size only
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100. Mornay is a derivative of which of the following mother sauces :
- (1) Bechamel
 - (2) Hollandaise
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(DO NOT OPEN THIS QUESTION BOOKLET BEFORE TIME OR UNTIL YOU ARE ASKED TO DO SO)

D

PHD-EE-2023-24
Hotel Management

SET-Y

10032

Sr. No.

Time : 1¼ Hours

Max. Marks : 100

Total Questions : 100

Roll No. (in figures) _____ (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 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 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 booklet itself. Answers **must not** be ticked in the question booklet.
6. **There will be no negative marking. Each correct answer will be awarded one full mark. Cutting, erasing, overwriting and more than one answer in OMR Answer-Sheet will be treated as incorrect answer.**
7. Use only **Black or Blue Ball Point Pen** of good quality in the OMR Answer-Sheet.
8. **Before answering the questions, the candidates should ensure that they have been supplied correct and complete booklet. Complaints, if any, regarding misprinting etc. will not be entertained 30 minutes after starting of the examination.**

PHD-EE-2023-24/(Hotel Mgt.)(SET-Y)/(D)

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31. Which is India's largest hotel chain in the mid-priced hotel sector, is having a dedicated POOCH POLICY - CANINES (K9) ?
- (1) Lemon Tree Hotels (2) Fern Hotels
(3) Sarovar Hotels (4) Treebo Hotels
32. Which amongst the following is an exclusive restaurant brand with an opulent decor that brings you a fine collection of vegetarian dishes based on the ancient Indian system of seasonal cooking associated with ITC Hotels ?
- (1) Loya (2) Royal Vega
(3) Baluchi (4) Machan
33. Room service is important for :
- (1) Only delivering laundry
(2) Enhancing guest convenience by delivering food and beverages to their rooms
(3) Providing security services
(4) Organizing outdoor tours
34. The Continental breakfast typically includes :
- (1) Bread, Fruit Juice, Tea, Coffee, and Jam, Butter
(2) A full-cooked meal including eggs, meat, and potatoes
(3) A variety of Indian breakfast dishes
(4) Pancakes and maple syrup
35. What F & B service method is characterized by guests serving themselves from a variety of dishes displayed on a table or counter ?
- (1) American Service
(2) Buffet Service
(3) French Service
(4) Russian Service

36. Which amongst the following is *not* a restaurant napkin fold ?
- (1) Bishop's Mitre
 - (2) Cinderella Shoe
 - (3) Foot Fold
 - (4) Candle
37. It is made up of 50% China Clay, 25% Quartz and 25% feldspar. This Crockery is called is :
- (1) Earthenware
 - (2) Bone China
 - (3) Porcelain
 - (4) Stoneware
38. Which of the following F & B Equipment is used to serve wine or hold carbonated water ?
- (1) Carafe
 - (2) Salver
 - (3) Tureens
 - (4) Decanter
39. What is a major consideration in bar layout and design ?
- (1) Using complex machinery
 - (2) Optimizing space for efficient service & guest convenience
 - (3) Excessive decoration
 - (4) Ignoring customer preferences
40. It's a type of Sugar with yellowish-brownish crystals :
- (1) Caster Sugar
 - (2) Icing Sugar
 - (3) Barbados Sugar
 - (4) Demerara Sugar

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 - (2) Hollandaise
 - (3) Mayonnaise
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51. The Essence of India and True Indian Luxury are marketing taglines of which Indian Hotel Chain :
- (1) The Park Group
 - (2) The Leela Group
 - (3) The Taj Group
 - (4) The ITC Hotels
52. Offering an experience of dining like royalty, offering delicious local flavors on grand platters curated specially for food connoisseurs as Welcomsthalika is a marketing initiative of :
- (1) Taj Group of Hotels
 - (2) Oberoi Group of Hotels
 - (3) ITC Hotels
 - (4) The Ashok Group of Hotels
53. showcases as its brand as a five-star luxury boutique hotel chain in India.
- (1) Park Hotels
 - (2) Taj Hotels
 - (3) ITC Hotels
 - (4) Leela Hotels
54. If somebody can afford a desired service or product, then, he/she is transforming his/her wants into :
- | | |
|-----------|-------------|
| (1) Need | (2) Demands |
| (3) Value | (4) WoW |
55. Tagline 'Fly the New Feeling', encouraging its potential customers to explore the product and feel the difference is of which Airlines ?
- | | |
|--------------|---------------|
| (1) Go First | (2) Vistara |
| (3) Indigo | (4) Spice Jet |

56. What is a consideration in pricing strategies in hospitality marketing ?
- (1) Maximizing costs
 - (2) Competitive Pricing
 - (3) Reducing customer value
 - (4) Ignoring consumer preferences
57. What is an essential aspect of distribution channels in hospitality marketing ?
- (1) Limiting accessibility
 - (2) Ensuring efficient delivery of products or services
 - (3) Increasing costs
 - (4) Reducing product availability
58. For example, if the survey is conducted to document the demographic profile of an area with a large population and establish patterns between various factors like income and residential area, education and job profile, etc. This will come under which type of research :
- (1) Descriptive research
 - (2) Experimental research
 - (3) Quantitative research
 - (4) Qualitative research
59. Sohrabi, H. R., Weinborn, M., Badcock, J., Bates, K. A., Clarnette, R., Trivedi, D., Martins, R. N. (2011). New lexicon and criteria for the diagnosis of Alzheimer's disease. *Lancet Neurology*, 10(4),299-300 is an example of style of referencing.
- (1) APA
 - (2) Harvard
 - (3) MLA
 - (4) Chicago
60. is a statistical technique used in research for testing the data variables as created by the statistical experts, symbolized as X^2 , is a statistical measure used in connection with the analysis of the samples for doing a comparison between the variances generally referred to as the theoretical variance.
- (1) Wald- Walfowitz Test
 - (2) Kursal Walis Test
 - (3) ANOVA
 - (4) Chi-square Test

61. What is a primary attribute of a good housekeeper ?
- (1) Computing skills
 - (2) Accounting proficiency
 - (3) Attention to detail and cleanliness
 - (4) Marketing expertise
62. What is the primary responsibility of the housekeeping control desk ?
- (1) Managing hotel security
 - (2) Taking guest reservations
 - (3) Coordinating cleaning schedules and tasks
 - (4) Overseeing food preparation
63. Which type of cleaning typically involves a more thorough and comprehensive approach ?
- (1) Daily cleaning
 - (2) Weekly cleaning
 - (3) Spring cleaning
 - (4) Emergency cleaning
64. Which area is typically included in the cleaning of public areas in a hotel ?
- (1) Guest rooms only
 - (2) Lobby, restaurant, bar and banquet halls
 - (3) Administrative offices only
 - (4) Back areas only
65. What is involved in the daily cleaning of guest rooms ?
- (1) Replacing furniture
 - (2) Replenishing guest supplies and amenities
 - (3) Rearranging the layout
 - (4) Removing the carpet

66. What is the purpose of housekeeping inspection in a hotel ?
- (1) To oversee staff training
 - (2) To handle guest complaints
 - (3) To ensure cleanliness standards are met
 - (4) To promote room upgrades
67. What is an important aspect of housekeeping supervision ?
- (1) Ignoring cleanliness standards
 - (2) Decreasing staff accountability
 - (3) Using inspection checklists
 - (4) Overlooking neglected areas
68. What is the primary purpose of daily cleaning in guest rooms ?
- (1) Rearranging furniture
 - (2) Maintaining cleanliness and tidiness
 - (3) Painting walls
 - (4) Installing new fixtures
69. What is an important factor to consider in linen selection for a hotel ?
- (1) Brand only
 - (2) Durability and quality
 - (3) Price only
 - (4) Availability of colors
70. Which principle of interior design focuses on creating a sense of equilibrium in a space ?
- (1) Balance
 - (2) Rhythm
 - (3) Harmony
 - (4) Proportion

71. What is a common type of laundry equipment used in hotels for pressing guest clothes ?
- (1) Calander Machine
 - (2) Marking Machine
 - (3) Steam press
 - (4) Hydro extractor
72. What is the purpose of linen inventory management in a hotel ?
- (1) Ignoring linen quality
 - (2) Managing linen discard
 - (3) Increasing Linen Costs
 - (4) Ensuring adequate supply and minimizing waste
73. Which element of design refers to the repetition or recurrence of a design element in a space ?
- (1) Rhythm
 - (2) Form
 - (3) Line
 - (4) Texture
74. What is the advantage of in-house laundry compared to contract laundry services ?
- (1) Higher costs
 - (2) More control over quality and scheduling
 - (3) Limited equipment options
 - (4) Less storage space required
75. What is an essential aspect of stain removal in laundry management ?
- (1) Ignoring stains
 - (2) Using excessive detergent
 - (3) Increasing water temperature
 - (4) Identifying stain types and applying appropriate removal methods

76. What is an important consideration in the layout of a laundry room ?
- (1) Excessive clutter
 - (2) Lack of ventilation
 - (3) Efficient flow of laundry processes
 - (4) Absence of equipment
77. Which chemical do we remove blood stains ?
- (1) Dilute Oxalic Acid
 - (2) Wax
 - (3) Oil
 - (4) Detergent
78. Sanatory Fixtures meant for thorough washing of the genitals :
- (1) Bidet
 - (2) Faucet
 - (3) Jacuzzi
 - (4) Dustette
79. A bedspread that just covers the top of the dust ruffle. It does not reach down to the floor.
- (1) Coverlet
 - (2) Crinkle Sheet
 - (3) Autotrophic
 - (4) Duvet
80. All the luxury items that a hotel gives away at no extra costs to the guests :
- (1) Guest Amenities
 - (2) Guest Essentials
 - (3) Guest Expendables
 - (4) Guest Supplies

81. In the context of hotel ownership structures, which option allows an individual or entity to operate a hotel under an established brand name, adhering to specific standards and operational procedures ?
- (1) Sole Proprietorship
 - (2) Partnership
 - (3) Franchisees
 - (4) Management Contract
82. In a hotel, what is the primary role of the Front Office department ?
- (1) Managing hotel security
 - (2) Guest services and check-in/check-out procedures
 - (3) Housekeeping and room maintenance
 - (4) Food and beverage services
83. How does a hotel's front office layout impact its operations ?
- (1) Determines the hotel's overall design theme
 - (2) Affects efficiency, service quality and guest impression
 - (3) Influences the hotel's security measures
 - (4) Decides the technological needs of the hotel
84. The new Mascot & fresh tagline of ITDC, a Public Sector Undertaking under the administrative control of the Ministry of Tourism is :
- (1) ADVIK
 - (2) ANANT
 - (3) ATULYA
 - (4) ADYANT
85. NEUPASS Loyalty Program is of which Hotel Chain ?
- (1) Taj Group of Hotels
 - (2) ITC Hotels
 - (3) Lalit Hotels
 - (4) Oberoi Hotels

86. Which of the following job descriptions best fits the role of a Front Desk Agent ?
- (1) Manages hotel security and safety protocols
 - (2) Oversees the operation of the hotel restaurant
 - (3) Handles guest check-ins and check-outs, reservations, and inquiries
 - (4) Coordinates housekeeping services and room assignments
87. 'ama STAYS & TRAILS' is a brand associated with which hotel group :
- (1) Taj Group of Hotels
 - (2) ITC Hotels
 - (3) ITDC The Ashok Group of Hotels
 - (4) Leela Hotels, Palaces & Resorts
88. Govt. of India has a dedicated portal for visitors to experience our incredible fairs & festivals. The portal is :
- (1) <https://incredibleindia.org>
 - (2) <https://utsav.gov.in/>
 - (3) <https://mahotsav.gov.in>
 - (4) <https://festivalsofindia.gov.in>
89. Effective telephone etiquette in the front office is essential for :
- (1) Creating a positive first impression and facilitating communication
 - (2) Increasing call duration
 - (3) Discouraging direct bookings
 - (4) Complicating reservation processes
90. In guest accounting, the night auditor's role includes :
- (1) Exclusively handling guest check-ins
 - (2) Preparing financial reports for management review
 - (3) Managing the hotel's social media accounts
 - (4) Overseeing the hotel's catering services

91. The concept of express check-out (ECO) is designed to :
- (1) Increase the time guests spend at the check-out counter
 - (2) Facilitate a quick and efficient check-out process for guests
 - (3) Complicate the billing process
 - (4) Decrease hotel revenue
92. What does the night audit process primarily involve ?
- (1) Reviewing and updating room rates
 - (2) Training front office staff
 - (3) Checking the quality of room service
 - (4) Reconciling the day's financial activities
93. What is a critical step in the registration process for foreigners ?
- (1) Assigning the most expensive rooms
 - (2) Verifying travel documents and visa status
 - (3) Offering currency exchange services immediately
 - (4) Mandatory room upgrades
94. Yield management is crucial for :
- (1) Decreasing hotel occupancy
 - (2) Increasing operational costs
 - (3) Maximizing revenue through inventory management
 - (4) Reducing staff efficiency
95. is the published rate of a hotel and is considered to the maximum possible room rate which is charged from the guest by the hotel for overnight accommodation.
- (1) Rack rate
 - (2) Seasonal Rate
 - (3) Crib Rate
 - (4) Crew Rate

96. This plan is also called an En Pension or Full plan :
- (1) Continental Plan
 - (2) Bermuda Plan
 - (3) European Plan
 - (4) American Plan
97. Taj Fort Aguada Resort & Spa is a popular beach resort in :
- (1) Kerala
 - (2) Goa
 - (3) Tamil Nadu
 - (4) Andhra Pradesh
98. Late Capt. C. P. Krishnan Nair opened The Leela Mumbai in year :
- | | |
|----------|----------|
| (1) 1966 | (2) 1976 |
| (3) 1986 | (4) 1996 |
99. Traditionally Modern, Subtly Luxurious, Distinctly is the tagline of which hotel chain ?
- | | |
|----------------|----------------|
| (1) The Lalit | (2) The Leela |
| (3) ITC Hotels | (4) Taj Hotels |
100. hotel group is a globally recognized repertoire of Indian and International culinary brands like Bukhara, Dum Pukht, Avartana and Ottimo amongst others accentuate culinary artistry and heighten the diners experience with distinctive flavours and aromas.
- (1) The Ashok Group of Hotels
 - (2) The Taj Group of Hotels
 - (3) The Park Group of Hotels
 - (4) ITC Hotels

Answer keys of PHD-EE-2023-24 (HOTEL MANAGEMENT) entrance exam dated 22.03.2024

Q. NO.	A	B	C	D
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43	3	1	2	3
44	2	2	3	2
45	2	4	1	3
46	3	3	4	3
47	3	1	2	2
48	2	1	3	3
49	2	1	1	3
50	1	1	4	1

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Answer keys of PHD-EE-2023-24 (HOTEL MANAGEMENT) entrance exam dated 22.03.2024

Q. NO.	A	B	C	D
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48	2	1	3	3
49	2	1	1	3
50	1	1	4	1

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Q. NO.	A	B	C	D
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