

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

A

M.Phil./Ph.D./URS-EE-2020

SET-Y

SUBJECT : Hotel Management

10001

Sr. No.

Time : 1¼ Hours

Max. Marks : 100

Total Questions : 100

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

Name _____ Father's Name _____

Mother's Name _____ Date of Examination _____

(Signature of the Candidate)

(Signature of the Invigilator)

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

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

1. CPR is a term commonly associated with :
 - (1) Stock taking
 - (2) Spring cleaning
 - (3) Pest Control
 - (4) Artificial respiration
2. A conscious business decision of moving internal work to an external provider :
 - (1) ODC
 - (2) Work transfer
 - (3) Outsourcing
 - (4) Contract
3. Which of the following is considered while determining staff strength for the department ?
 - (1) The type of hotel
 - (2) The volume of work to be done
 - (3) The time when the work area is available
 - (4) All of the above
4. A description that lays down the required quality levels for employees' performance is known as :
 - (1) Productivity standards
 - (2) Performance standards
 - (3) Quality standards
 - (4) None of the above
5. Lead- time quantity + safety stock level =
 - (1) Minimum inventory quantity
 - (2) Maximum inventory quantity
 - (3) Emergency inventory quantity
 - (4) Par level quantity
6. Guest supplies that are not normally found in a guestroom, but available upon request are known as :
 - (1) Guest amenities
 - (2) Guest expendables
 - (3) Guest deliverables
 - (4) Guest loan items
7. Calculate the number of room attendant and floor supervisor that is required for 800 rooms on 8 floors in a resort hotel.
 - (1) 96, 23
 - (2) 88, 19
 - (3) 80, 24
 - (4) 104, 24
8. Full form of HVAC :
 - (1) Heat Ventil Air Condition
 - (2) Heating Ventilation Air Conditioning
 - (3) Heated Ventilated Air Conditioner
 - (4) Heavy Vehicular Air Conditioner

A

19. Concierge service are normally part of :
- (1) Sales department
 - (2) The Reservation department
 - (3) The Room division
 - (4) Food and beverage division
20. The term HWC would be used for a :
- (1) Walk in Guest
 - (2) Fussy Guest
 - (3) Sick Guest
 - (4) None of the above
21. Currency of Egypt :
- (1) Euro
 - (2) Pound
 - (3) Dollar
 - (4) Peso
22. Which one is the example of CRS ?
- (1) Galileo
 - (2) Sabre
 - (3) Amadeus
 - (4) Image
23. Which of the following room rate plans includes a room only, no meals ?
- (1) American Plan
 - (2) Modified American Plan
 - (3) European Plan
 - (4) Modified European Plan
24. Total room sales divided by the number of rooms sold represents :
- (1) Rack rate
 - (2) Room occupancy percentage
 - (3) Daily report
 - (4) Average daily rate
25. The is used as the benchmark quotation of a hotel's room rate.
- (1) Restricted rate
 - (2) Corporate rate
 - (3) Rack rate
 - (4) Discount rate
26. Which of the following is a source of demands placed on industry leaders ?
- (1) Employees
 - (2) Regulatory agencies
 - (3) Owners
 - (4) All of the above
27. Currently 180 rooms are occupied in hotel Sonipat while the total number of sellable rooms are 500. Today there are 60 arrivals and 40 departures are expected later during the day. What is the occupancy percentage at this point of time :
- (1) 36%
 - (2) 24%
 - (3) 44%
 - (4) 40%
28. Hotel xyz has 200 available rooms out of which 164 are occupied on 12th June. Rack rate for each room is Rs.12,000/-. Total room revenue of the hotel for the above given date is Rs. 19,14,000/-. Calculate Rev. PAR :
- (1) 11,670/-
 - (2) 12,000/-
 - (3) 9,570/-
 - (4) 14,634/-

29. The correct accompaniments for roast grouse are :
- (1) bacon rolls, meatballs, jus lie, heart-shape croutons spread with duxelles
 - (2) gravy, bread sauce, fried breadcrumbs, game chips, watercress
 - (3) redcurrant jelly, grapes, slices of kiwi-fruit, horseradish sauce
 - (4) cranberry sauce, chestnuts, thyme and parsley stuffing, chipolatas
30. Horseradish sauce should be offered when serving :
- (1) smoked mackerel
 - (2) wiener schnitzel
 - (3) fried whitebait
 - (4) roast leg of lamb
31. Grissini is another name for :
- (1) small brioches
 - (2) melba toast
 - (3) thin breadsticks
 - (4) slices of French bread
32. The machine that dispenses soft drinks is called a :
- (1) pre-mix.
 - (2) post-mix.
 - (3) prep mixer.
 - (4) distributor
33. Which is the correct liqueur for making Cafe Calypso ?
- (1) Kahlua
 - (2) Curacao
 - (3) Tia Maria
 - (4) Ron Bacardi
34. Silverware can be polished using which of the following systems ?
- (1) Gueridon
 - (2) Helitherm
 - (3) Ganymede
 - (4) Polivit
35. The Gay-Lussac system of measuring alcoholic strength shows Scotch whisky to be :
- (1) 750 degrees under proof
 - (2) neutral grain spirit
 - (3) 250 over proof
 - (4) 40% by volume
36. Real pate de foie gras is made from :
- (1) Fattened goose liver
 - (2) Best quality calf's liver
 - (3) Duck livers in a pastry crust
 - (4) Venison flesh and salt pork fat
37. Rum plus water is equal to :
- (1) Flor
 - (2) Grog
 - (3) Light Rum
 - (4) Gold Rum
38. Lapsang Sauchang is smoked over :
- (1) Rosewood
 - (2) Pinewood
 - (3) Coal
 - (4) Mahogany
39. Love apple refers to a fruit called :
- (1) Green Apple
 - (2) Pineapple
 - (3) Tomato
 - (4) Cherry

40. Wine with disagreeable aroma and taste :
(1) Closed (2) Chewy (3) Clean (4) Elegant
41. Other name of stirring stick :
(1) Swizzle stick (2) Sizzle stick
(3) Bar stick (4) Relish fork
42. A KOT used for wrong dish :
(1) Accident KOT (2) Supplement KOT
(3) En place (4) None of the above
43. The life of an open vermouth Bottle is :
(1) 3 months (2) 6 months (3) 2 years (4) 1 year
44. Gin is the national drink of :
(1) England (2) Holland (3) Scotland (4) USA
45. The other name of Tennessee whiskey :
(1) Sweet mash whiskey (2) Sour mash whiskey
(3) Sweet and sour mash whiskey (4) All of the above
46. Grappa is a Brandy from :
(1) Italy (2) Spain (3) Germany (4) France
47. The best tobacco is from :
(1) Brazil (2) Cuba (3) USA (4) Chile
48. The oil obtained from rapeseed :
(1) Farina (2) Canola (3) Blinis (4) Confit
49. Storage temperature of broccoli :
(1) 4-5 degree C (2) 8-10 degree C
(3) 3-15 degree C (4) 5-30 degree C
50. Which assumption is *not* considered while one implementing 'Parametric Test' in his research ?
(1) The observations must be drawn from normally distributed populations
(2) Population must have the same variances
(3) The observations must be independent
(4) Variable under study has underlying continuity

51. Which 'Parametric Test' is implemented to compare mean value of some variables of interest between independent groups ?
- (1) Wald-Wolfowitz Runs test
 - (2) T-test for independent samples
 - (3) Mann-Whitney U test
 - (4) Kolmogorov-Smirnov two sample test
52. In which 'Non-Parametric Test' data can be ranked from highest to lowest or lowest to highest values ?
- (1) Mann-Whitney U test
 - (2) Kolmogorov-Smirnov two sample test
 - (3) Wald-Wolfowitz Runs test
 - (4) Chi-Square test
53. Which 'Non-Parametric Test' will be applied to compare two variables measured in the same sample ?
- (1) Wald-Wolfowitz Runs test
 - (2) T-test for independent samples
 - (3) Mann-Whitney U test
 - (4) Sign Test
54. If more than two variables are measured in the same sample, which 'Parametric Test' will be used ?
- (1) Chi-Square test
 - (2) T-test for independent samples
 - (3) Repeated measures ANOVA
 - (4) Wilcoxon's matched paired test
55. The minimum number of sample size at which researcher become restricted to use only 'Non-Parametric Test' is :
- (1) 10 (2) 5 (3) 6 (4) 8
56. In which test, rather than standard deviation, 'variance' of standard population is used to find out statistical inferences ?
- (1) Student T-test
 - (2) Z-test
 - (3) F-test
 - (4) T-test for independent samples

57. Which 'Inferential Statistical Tool' is implemented in the both Parametric and Non-parametric Test ?
- (1) Factor analysis (2) Z-test
(3) T-test (4) Chi-Square test
58. When one uses 'Spearman Rank Coefficient' method, what inference is drawn if the calculated value is as '0.75' ?
- (1) Good positive correlation between X and Y variables
(2) Perfect positive correlation between X and Y variables
(3) Minimum positive correlation between X and Y variables
(4) None of the above is true
59. 'Chi-Square', a statistical measure, cannot be used for which one of the following test ?
- (1) Test the goodness of fit
(2) Test the significance of association between two attributes
(3) Test the homogeneity or the significance of population variance
(4) Test some variance of interest between two independent groups
60. $\chi^2 = \sum \frac{(O_{ij} - E_{ij})^2}{E_{ij}}$, this formula of statistical measure is used in :
- (1) Parametric test (2) Non-Parametric test
(3) Both (a) and (b) (4) None of the above
61. Which of the following condition does **not** fulfill the criteria for Chi-square (χ^2) test statistics ?
- (1) Observations recorded and used are collected on a random basis
(2) All the items in the sample must be independent
(3) No group should contain less than 10 items
(4) The constraints must not be linear
62. Which of the following is **not** synonym of Cluster Analysis ?
- (1) Q-analysis (2) Clumping
(3) Grouping (4) X-analysis
63. The analysis method, used as the basis of the classification a description of the object in terms of a number of characteristics or variables, is known as :
- (1) Discrimination analysis (2) Factor analysis
(3) Cluster analysis (4) None of the above

64. Inferential Statistics is associated with
- (1) Estimating numerical characteristics of the data
 - (2) Describing associations within the data
 - (3) Modelling relationships within the data
 - (4) All of the above
65. Which of the following inferential statistical technique has been developed by 'R A Fisher' ?
- (1) Z-test
 - (2) ANOVA
 - (3) T-test
 - (4) Factor analysis
66. Which technique is used to determine whether, there is significant difference between sample means of more than two populations ?
- (1) Factorial analysis
 - (2) ANOVA
 - (3) Z-test
 - (4) Student's T-test
67. What do you understand by the term ' H_0 ' used in the research sector ?
- (1) The solution statement of the problem that scholar think of
 - (2) The alternate solution statement of the problem
 - (3) Both (1) and (2)
 - (4) None of the above
68. Parametric statistical test can be applied on the data measurement scale
- (1) Ordinal data
 - (2) Ratio data
 - (3) Nominal data
 - (4) All of the above
69. Variance (σ_s^2) of a sample data can be determined through using which of the following formula ?
- (1) Standard deviation \times mean
 - (2) Standard deviation \times standard deviation
 - (3) Standard deviation / mean
 - (4) None of the above
70. A research variable will be called as 'taxonomic variable', when observations is recorded in which of the following scale ?
- (1) Nominal Scale
 - (2) Ordinal Scale
 - (3) Interval Scale
 - (4) Ratio Scale

71. Which research technique is well suited as a means and method for consensus-building by using a series of questionnaires to collect data from a panel of selected subjects ?
- (1) Focused group interview technique
 - (2) Discussion and debate technique
 - (3) Delphi technique
 - (4) None of the above
72. Which one of the following is presenting the exact sequence for citation of a Journal ?
- (1) Author(s), article title, journal title, date of publication and page number(s)
 - (2) Author(s), journal title, article title, date of publication and page number(s)
 - (3) Author(s), article title, date of publication, journal title and page number(s)
 - (4) None of the above is true
73. APA stands for :
- (1) American Physiological Association
 - (2) American Psychological Association
 - (3) American Philosophical Association
 - (4) All of the above
74. The term 'Paraphrasing' means :
- (1) Using same to same words as author/s has written while writing quotation in a research paper.
 - (2) Apply your own words/sentences to describe other's research works.
 - (3) All of the above are true
 - (4) None of the above is true
75. Which one is *not* a referencing style ?
- (1) MLA (Modern Language Association of America)
 - (2) APA (American Psychological Association)
 - (3) ACS (American Chemical Society)
 - (4) TCA (Texas Council Association)
76. Citation Style "Timothy et al. (1987)" is used when numbers of authors are :
- (1) 3 or more than 3
 - (2) 4 or more than 4
 - (3) 5 or more than 5
 - (4) 6 or more than 6

77. According to you, which is the true statement regarding Research Title ?
(1) Title of the study is nothing that only nomenclature of the topic
(2) Title of the study is always presented in sentence form or statement form
(3) The words are to be simple and understandable
(4) All of the above
78. Parenthetical referencing style is a style of :
(1) In-text citation (2) Footnote citation
(3) End note citation (4) None of the above
79. References are necessary while writing articles / research papers, because :
(1) It supports your arguments and gives credibility to the information provided by you.
(2) It enables your tutors to check the accuracy and validity of the evidence presented.
(3) It supports your work to avoid accusations of plagiarism.
(4) All of the above
80. Which of the following is *not* a 'Citation Software' ?
(1) Mendelev (2) RefWorks (3) Zotero (4) Kesovo
81. If one presents one's research work through PowerPoint Presentation Software, which of the following option does not come when click on 'Slide Show Menu Bar' ?
(1) From Beginning (2) From Current slide
(3) End slide show (4) Custom slide show
82. Zoom option is used to see the slide Larger/bigger. Zoom option can be found in which of the following menu bar in a PPT ?
(1) Review (2) View (3) Design (4) Home
83. In variable view of SPSS Software, which column is used to write a complete question of the questionnaire ?
(1) Values (2) Level (3) Measure (4) Type
84. The data entered into 'Type' column of variable view of SPSS software could be in :
(1) Numeric form (2) String form
(3) Scientific notation (4) All of the above
85. 'Ex-post-facto' research is also known as :
(1) Descriptive Research (2) Applied Research
(3) Fundamental Research (4) Action Research

86. Which technical term is used, when we design the research study in such a way that minimizes the effect of extraneous independent variables ?
- (1) Treatment (2) Control
(3) Factor design (4) None of the above
87. The different conditions under which experimental and control groups are put to get conclusion is usually referred as :
- (1) Experimental Unit (2) Confounded relationship
(3) Treatments (4) None of the above
88. Which one of the following is *not* an experimental design ?
- (1) Principle of randomization (2) Principle of replication
(3) Principle of local control (4) Principle of expectation
89. The analysis of Latin Square Design is very similar to which of the following technique ?
- (1) One-way ANOVA (2) Two-way ANOVA
(3) MANOVA (4) None of the above
90. Which of the following error may also be known as 'External Measurement Error' ?
- (1) Measurer (2) Measuring instrument
(3) Respondent (4) All of the above
91. Which one of the following is *not* computer application software ?
- (1) MS Office (2) Firefox
(3) Libra Office Suite (4) The Linux
92. Which of the scaling technique comes under 'Ranking Scale' ?
- (1) The graphic rating scale (2) The itemized rating scale
(3) Method of paired comparison (4) All of the above
93. 'Summated Scale' was developed under which scale construction approach ?
- (1) Consensus scale approach (2) Item analysis approach
(3) Cumulative scale approach (4) Arbitrary approach

94. Using which data collection tool, face to face interaction between respondents and data collectors do not take place ?
- (1) Schedule (2) Interview
(3) Participatory observation (4) None of the above
95. In higher secondary exam (2017), the students of Haryana School Board have secured more than 75%. It is an example of :
- (1) One tail test (2) Two tail test
(3) Non-directional test (4) All of the above
96. Tests concerned with using selected sample data compared with population data in a variety of ways are called :
- (1) Descriptive Statistical Test
(2) Inferential Statistical Test
(3) Both Descriptive and Inferential Statistical Test
(4) All of the above
97. Autoregressive Integrated Moving Average (ARIMA) statistics is a Box-Jenkins approach to :
- (1) Time series analysis (2) Discrimination analysis
(3) Cluster analysis (4) None of the above
98. Carom or Thymot seeds are called :
- (1) Fennel (2) Cumin
(3) Ajwain (4) None of these
99. Yeast is killed at a temperature of about :
- (1) 70°C (2) 65°C (3) 75°C (4) None of these
100. Black fungus is also known as :
- (1) Shitake (2) Maitake
(3) Enoki (4) Cloud ear fungus

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

SET-Y

B

M.Phil./Ph.D./URS-EE-2020
SUBJECT : Hotel Management

10014

Sr. No.

Time : 1¼ Hours

Max. Marks : 100

Total Questions : 100

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

Name _____ Father's Name _____

Mother's Name _____ Date of Examination _____

(Signature of the Candidate)

(Signature of the Invigilator)

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

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

MPH/PHD/URS-EE-2020/(Hotel Management)(SET-Y)/(B)

1. Which research technique is well suited as a means and method for consensus-building by using a series of questionnaires to collect data from a panel of selected subjects ?
 - (1) Focused group interview technique
 - (2) Discussion and debate technique
 - (3) Delphi technique
 - (4) None of the above
2. Which one of the following is presenting the exact sequence for citation of a Journal ?
 - (1) Author(s), article title, journal title, date of publication and page number(s)
 - (2) Author(s), journal title, article title, date of publication and page number(s)
 - (3) Author(s), article title, date of publication, journal title and page number(s)
 - (4) None of the above is true
3. APA stands for :
 - (1) American Physiological Association
 - (2) American Psychological Association
 - (3) American Philosophical Association
 - (4) All of the above
4. The term 'Paraphrasing' means :
 - (1) Using same to same words as author/s has written while writing quotation in a research paper.
 - (2) Apply your own words/sentences to describe other's research works.
 - (3) All of the above are true
 - (4) None of the above is true
5. Which one is *not* a referencing style ?
 - (1) MLA (Modern Language Association of America)
 - (2) APA (American Psychological Association)
 - (3) ACS (American Chemical Society)
 - (4) TCA (Texas Council Association)
6. Citation Style "Timothy et al. (1987)" is used when numbers of authors are :
 - (1) 3 or more than 3
 - (2) 4 or more than 4
 - (3) 5 or more than 5
 - (4) 6 or more than 6

7. According to you, which is the true statement regarding Research Title ?
- (1) Title of the study is nothing that only nomenclature of the topic
 - (2) Title of the study is always presented in sentence form or statement form
 - (3) The words are to be simple and understandable
 - (4) All of the above
8. Parenthetical referencing style is a style of :
- (1) In-text citation
 - (2) Footnote citation
 - (3) End note citation
 - (4) None of the above
9. References are necessary while writing articles / research papers, because :
- (1) It supports your arguments and gives credibility to the information provided by you.
 - (2) It enables your tutors to check the accuracy and validity of the evidence presented.
 - (3) It supports your work to avoid accusations of plagiarism.
 - (4) All of the above
10. Which of the following is *not* a 'Citation Software' ?
- (1) Mendelev
 - (2) RefWorks
 - (3) Zotero
 - (4) Kesovo
11. Which 'Parametric Test' is implemented to compare mean value of some variables of interest between independent groups ?
- (1) Wald-Wolfowitz Runs test
 - (2) T-test for independent samples
 - (3) Mann-Whitney U test
 - (4) Kolmogorov-Smirnov two sample test
12. In which 'Non-Parametric Test' data can be ranked from highest to lowest or lowest to highest values ?
- (1) Mann-Whitney U test
 - (2) Kolmogorov-Smirnov two sample test
 - (3) Wald-Wolfowitz Runs test
 - (4) Chi-Square test
13. Which 'Non-Parametric Test' will be applied to compare two variables measured in the same sample ?
- (1) Wald-Wolfowitz Runs test
 - (2) T-test for independent samples
 - (3) Mann-Whitney U test
 - (4) Sign Test

14. If more than two variables are measured in the same sample, which 'Parametric Test' will be used ?
- (1) Chi-Square test
 - (2) T-test for independent samples
 - (3) Repeated measures ANOVA
 - (4) Wilcoxon's matched paired test
15. The minimum number of sample size at which researcher become restricted to use only 'Non-Parametric Test' is :
- (1) 10
 - (2) 5
 - (3) 6
 - (4) 8
16. In which test, rather than standard deviation, 'variance' of standard population is used to find out statistical inferences ?
- (1) Student T-test
 - (2) Z-test
 - (3) F-test
 - (4) T-test for independent samples
17. Which 'Inferential Statistical Tool' is implemented in the both Parametric and Non-parametric Test ?
- (1) Factor analysis
 - (2) Z-test
 - (3) T-test
 - (4) Chi-Square test
18. When one uses 'Spearman Rank Coefficient' method, what inference is drawn if the calculated value is as '0.75' ?
- (1) Good positive correlation between X and Y variables
 - (2) Perfect positive correlation between X and Y variables
 - (3) Minimum positive correlation between X and Y variables
 - (4) None of the above is true
19. 'Chi-Square', a statistical measure, cannot be used for which one of the following test ?
- (1) Test the goodness of fit
 - (2) Test the significance of association between two attributes
 - (3) Test the homogeneity or the significance of population variance
 - (4) Test some variance of interest between two independent groups

20. $\chi^2 = \sum \frac{(O_{ij} - E_{ij})^2}{E_{ij}}$, this formula of statistical measure is used in :
- (1) Parametric test (2) Non-Parametric test
(3) Both (a) and (b) (4) None of the above
21. Grissini is another name for :
- (1) small brioches (2) melba toast
(3) thin breadsticks (4) slices of French bread
22. The machine that dispenses soft drinks is called a :
- (1) pre-mix. (2) post-mix.
(3) prep mixer. (4) distributor
23. Which is the correct liqueur for making Cafe Calypso ?
- (1) Kahlua (2) Curacao (3) Tia Maria (4) Ron Bacardi
24. Silverware can be polished using which of the following systems ?
- (1) Gueridon (2) Helitherm (3) Ganymede (4) Polivit
25. The Gay-Lussac system of measuring alcoholic strength shows Scotch whisky to be :
- (1) 750 degrees under proof (2) neutral grain spirit
(3) 250 over proof (4) 40% by volume
26. Real pate de foie gras is made from :
- (1) Fattened goose liver (2) Best quality calf's liver
(3) Duck livers in a pastry crust (4) Venison flesh and salt pork fat
27. Rum plus water is equal to :
- (1) Flor (2) Grog (3) Light Rum (4) Gold Rum
28. Lapsang Sauchang is smoked over :
- (1) Rosewood (2) Pinewood (3) Coal (4) Mahogany
29. Love apple refers to a fruit called :
- (1) Green Apple (2) Pineapple (3) Tomato (4) Cherry
30. Wine with disagreeable aroma and taste :
- (1) Closed (2) Chewy (3) Clean (4) Elegant

31. The Ecotel implications the 3 R's - Reduce, and Recycle in their day to day operation.
(1) Remain (2) Reuse (3) Remind (4) Remember
32. What is the full form of AIL?
(1) All India Ltd. (2) Air India Ltd.
(3) Area Inventory List (4) Artificial Intelligence
33. What is Rack Rate ?
(1) Lowest cost of accommodation
(2) The full cost of Holiday package
(3) The Published cost of accommodation
(4) Cost of accommodation plus breakfast
34. Overbooking is :
(1) Assigning more rooms per guest
(2) Ensuring the hotel achieves the maximum rate per room
(3) Determining the number of rooms that are available for sale
(4) The process of selling more rooms than are actually available
35. The cash amount provided by the hotel to the cashier for daily transaction is called :
(1) Petty Cash (2) Impress cash (3) Cash Bank (4) Guest account
36. What is the term used for the upper limit of credit facility extended to a guest ?
(1) House Limit (2) Credit Limit
(3) Visitor Paid out (4) Folio Limit
37. The collection of same type of accounts is called :
(1) Ledger (2) Allowances (3) Folio (4) Voucher
38. Occupancy percentage multiplied by ADR is called :
(1) Rev Par (2) ADR (3) House Limit (4) Rack Rate
39. Concierge service are normally part of :
(1) Sales department
(2) The Reservation department
(3) The Room division
(4) Food and beverage division

40. The term HWC would be used for a :
- (1) Walk in Guest (2) Fussy Guest
(3) Sick Guest (4) None of the above
41. Which one of the following is *not* computer application software ?
- (1) MS Office (2) Firefox
(3) Libra Office Suite (4) The Linux
42. Which of the scaling technique comes under 'Ranking Scale' ?
- (1) The graphic rating scale (2) The itemized rating scale
(3) Method of paired comparison (4) All of the above
43. 'Summated Scale' was developed under which scale construction approach ?
- (1) Consensus scale approach (2) Item analysis approach
(3) Cumulative scale approach (4) Arbitrary approach
44. Using which data collection tool, face to face interaction between respondents and data collectors do not take place ?
- (1) Schedule (2) Interview
(3) Participatory observation (4) None of the above
45. In higher secondary exam (2017), the students of Haryana School Board have secured more than 75%. It is an example of :
- (1) One tail test (2) Two tail test
(3) Non-directional test (4) All of the above
46. Tests concerned with using selected sample data compared with population data in a variety of ways are called :
- (1) Descriptive Statistical Test
(2) Inferential Statistical Test
(3) Both Descriptive and Inferential Statistical Test
(4) All of the above
47. Autoregressive Integrated Moving Average (ARIMA) statistics is a Box-Jenkins approach to :
- (1) Time series analysis (2) Discrimination analysis
(3) Cluster analysis (4) None of the above

48. Carom or Thymot seeds are called :
- (1) Fennel (2) Cumin
(3) Ajwain (4) None of these
49. Yeast is killed at a temperature of about :
- (1) 70°C (2) 65°C (3) 75°C (4) None of these
50. Black fungus is also known as :
- (1) Shitake (2) Maitake
(3) Enoki (4) Cloud ear fungus
51. Which of the following condition does **not** fulfill the criteria for Chi-square (χ^2) test statistics ?
- (1) Observations recorded and used are collected on a random basis
(2) All the items in the sample must be independent
(3) No group should contain less than 10 items
(4) The constraints must not be linear
52. Which of the following is **not** synonym of Cluster Analysis ?
- (1) Q-analysis (2) Clumping
(3) Grouping (4) X-analysis
53. The analysis method, used as the basis of the classification a description of the object in terms of a number of characteristics or variables, is known as :
- (1) Discrimination analysis (2) Factor analysis
(3) Cluster analysis (4) None of the above
54. Inferential Statistics is associated with
- (1) Estimating numerical characteristics of the data
(2) Describing associations within the data
(3) Modelling relationships within the data
(4) All of the above
55. Which of the following inferential statistical technique has been developed by 'R A Fisher' ?
- (1) Z-test (2) ANOVA
(3) T-test (4) Factor analysis

56. Which technique is used to determine whether, there is significant difference between sample means of more than two populations ?
- (1) Factorial analysis (2) ANOVA
(3) Z-test (4) Student's T-test
57. What do you understand by the term 'H₀' used in the research sector ?
- (1) The solution statement of the problem that scholar think of
(2) The alternate solution statement of the problem
(3) Both (1) and (2)
(4) None of the above
58. Parametric statistical test can be applied on the data measurement scale
- (1) Ordinal data (2) Ratio data (3) Nominal data (4) All of the above
59. Variance (σ_s^2) of a sample data can be determined through using which of the following formula ?
- (1) Standard deviation \times mean
(2) Standard deviation \times standard deviation
(3) Standard deviation / mean
(4) None of the above
60. A research variable will be called as 'taxonomic variable', when observations is recorded in which of the following scale ?
- (1) Nominal Scale (2) Ordinal Scale
(3) Interval Scale (4) Ratio Scale
61. If one presents one's research work through PowerPoint Presentation Software, which of the following option does not come when click on 'Slide Show Menu Bar' ?
- (1) From Beginning (2) From Current slide
(3) End slide show (4) Custom slide show
62. Zoom option is used to see the slide Larger/bigger. Zoom option can be found in which of the following menu bar in a PPT ?
- (1) Review (2) View (3) Design (4) Home
63. In variable view of SPSS Software, which column is used to write a complete question of the questionnaire ?
- (1) Values (2) Level (3) Measure (4) Type

64. The data entered into 'Type' column of variable view of SPSS software could be in :
- (1) Numeric form
(2) String form
(3) Scientific notation
(4) All of the above
65. 'Ex-post-facto' research is also known as :
- (1) Descriptive Research
(2) Applied Research
(3) Fundamental Research
(4) Action Research
66. Which technical term is used, when we design the research study in such a way that minimizes the effect of extraneous independent variables ?
- (1) Treatment
(2) Control
(3) Factor design
(4) None of the above
67. The different conditions under which experimental and control groups are put to get conclusion is usually referred as :
- (1) Experimental Unit
(2) Confounded relationship
(3) Treatments
(4) None of the above
68. Which one of the following is *not* an experimental design ?
- (1) Principle of randomization
(2) Principle of replication
(3) Principle of local control
(4) Principle of expectation
69. The analysis of Latin Square Design is very similar to which of the following technique ?
- (1) One-way ANOVA
(2) Two-way ANOVA
(3) MANOVA
(4) None of the above
70. Which of the following error may also be known as 'External Measurement Error' ?
- (1) Measurer
(2) Measuring instrument
(3) Respondent
(4) All of the above
71. Other name of stirring stick :
- (1) Swizzle stick
(2) Sizzle stick
(3) Bar stick
(4) Relish fork
72. A KOT used for wrong dish :
- (1) Accident KOT
(2) Supplement KOT
(3) En place
(4) None of the above

73. The life of an open vermouth Bottle is :
 (1) 3 months (2) 6 months (3) 2 years (4) 1 year
74. Gin is the national drink of :
 (1) England (2) Holland (3) Scotland (4) USA
75. The other name of Tennessee whiskey :
 (1) Sweet mash whiskey (2) Sour mash whiskey
 (3) Sweet and sour mash whiskey (4) All of the above
76. Grappa is a Brandy from :
 (1) Italy (2) Spain (3) Germany (4) France
77. The best tobacco is from :
 (1) Brazil (2) Cuba (3) USA (4) Chile
78. The oil obtained from rapeseed :
 (1) Farina (2) Canola (3) Blinis (4) Confit
79. Storage temperature of broccoli :
 (1) 4-5 degree C (2) 8-10 degree C
 (3) 3-15 degree C (4) 5-30 degree C
80. Which assumption is *not* considered while one implementing 'Parametric Test' in hi research ?
 (1) The observations must be drawn from normally distributed populations
 (2) Population must have the same variances
 (3) The observations must be independent
 (4) Variable under study has underlying continuity
81. Currency of Egypt :
 (1) Euro (2) Pound (3) Dollar (4) Peso
82. Which one is the example of CRS ?
 (1) Galileo (2) Sabre (3) Amadeus (4) Image
83. Which of the following room rate plans includes a room only, no meals ?
 (1) American Plan (2) Modified American Plan
 (3) European Plan (4) Modified European Plan

84. Total room sales divided by the number of rooms sold represents :
- (1) Rack rate (2) Room occupancy percentage
(3) Daily report (4) Average daily rate
85. The is used as the benchmark quotation of a hotel's room rate.
- (1) Restricted rate (2) Corporate rate
(3) Rack rate (4) Discount rate
86. Which of the following is a source of demands placed on industry leaders ?
- (1) Employees (2) Regulatory agencies
(3) Owners (4) All of the above
87. Currently 180 rooms are occupied in hotel Sonipat while the total number of sellable rooms are 500. Today there are 60 arrivals and 40 departures are expected later during the day. What is the occupancy percentage at this point of time :
- (1) 36% (2) 24% (3) 44% (4) 40%
88. Hotel xyz has 200 available rooms out of which 164 are occupied on 12th June. Rack rate for each room is Rs.12,000/-. Total room revenue of the hotel for the above given date is Rs. 19,14,000/-. Calculate Rev. PAR :
- (1) 11,670/- (2) 12,000/- (3) 9,570/- (4) 14,634/-
89. The correct accompaniments for roast grouse are :
- (1) bacon rolls, meatballs, jus lie, heart-shape croutons spread with duxelles
(2) gravy, bread sauce, fried breadcrumbs, game chips, watercress
(3) redcurrant jelly, grapes, slices of kiwi-fruit, horseradish sauce
(4) cranberry sauce, chestnuts, thyme and parsley stuffing, chipolatas
90. Horseradish sauce should be offered when serving :
- (1) smoked mackerel (2) wiener schnitzel
(3) fried whitebait (4) roast leg of lamb
91. CPR is a term commonly associated with :
- (1) Stock taking (2) Spring cleaning
(3) Pest Control (4) Artificial respiration
92. A conscious business decision of moving internal work to an external provider :
- (1) ODC (2) Work transfer
(3) Outsourcing (4) Contract

93. Which of the following is considered while determining staff strength for the department ?
- (1) The type of hotel
 - (2) The volume of work to be done
 - (3) The time when the work area is available
 - (4) All of the above
94. A description that lays down the required quality levels for employees' performance is known as :
- (1) Productivity standards
 - (2) Performance standards
 - (3) Quality standards
 - (4) None of the above
95. Lead- time quantity + safety stock level =
- (1) Minimum inventory quantity
 - (2) Maximum inventory quantity
 - (3) Emergency inventory quantity
 - (4) Par level quantity
96. Guest supplies that are not normally found in a guestroom, but available upon request are known as :
- (1) Guest amenities
 - (2) Guest expendables
 - (3) Guest deliverables
 - (4) Guest loan items
97. Calculate the number of room attendant and floor supervisor that is required for 800 rooms on 8 floors in a resort hotel.
- (1) 96, 23
 - (2) 88, 19
 - (3) 80, 24
 - (4) 104, 24
98. Full form of HVAC :
- (1) Heat Ventil Air Condition
 - (2) Heating Ventilation Air Conditioning
 - (3) Heated Ventilated Air Conditioner
 - (4) Heavy Vehicular Air Conditioner
99. Refer to fabric that does not shed or small fibres is known as.
- (1) Uniform
 - (2) Lint
 - (3) Thread
 - (4) None
100. items include guest amenities, cleaning supplies and smaller pieces of equipments.
- (1) Non recycle inventory
 - (2) Recycle inventory
 - (3) Minimum inventory
 - (4) Maximum inventory

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

C

SET-Y

M.Phil./Ph.D./URS-EE-2020

SUBJECT : Hotel Management 10015

Sr. No.

Time : 1¼ Hours

Max. Marks : 100

Total Questions : 100

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

Name _____ Father's Name _____

Mother's Name _____ Date of Examination _____

(Signature of the Candidate)

(Signature of the Invigilator)

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

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

MPH/PHD/URS-EE-2020/(Hotel Management)(SET-Y)/(C)

1. Other name of stirring stick :
 - (1) Swizzle stick
 - (2) Sizzle stick
 - (3) Bar stick
 - (4) Relish fork
2. A KOT used for wrong dish :
 - (1) Accident KOT
 - (2) Supplement KOT
 - (3) En place
 - (4) None of the above
3. The life of an open vermouth Bottle is :
 - (1) 3 months
 - (2) 6 months
 - (3) 2 years
 - (4) 1 year
4. Gin is the national drink of :
 - (1) England
 - (2) Holland
 - (3) Scotland
 - (4) USA
5. The other name of Tennessee whiskey :
 - (1) Sweet mash whiskey
 - (2) Sour mash whiskey
 - (3) Sweet and sour mash whiskey
 - (4) All of the above
6. Grappa is a Brandy from :
 - (1) Italy
 - (2) Spain
 - (3) Germany
 - (4) France
7. The best tobacco is from :
 - (1) Brazil
 - (2) Cuba
 - (3) USA
 - (4) Chile
8. The oil obtained from rapeseed :
 - (1) Farina
 - (2) Canola
 - (3) Blinis
 - (4) Confit
9. Storage temperature of broccoli :
 - (1) 4-5 degree C
 - (2) 8-10 degree C
 - (3) 3-15 degree C
 - (4) 5-30 degree C
10. Which assumption is *not* considered while one implementing 'Parametric Test' in his research ?
 - (1) The observations must be drawn from normally distributed populations
 - (2) Population must have the same variances
 - (3) The observations must be independent
 - (4) Variable under study has underlying continuity

11. Currency of Egypt :
 (1) Euro (2) Pound (3) Dollar (4) Peso
12. Which one is the example of CRS ?
 (1) Galileo (2) Sabre (3) Amadeus (4) Image
13. Which of the following room rate plans includes a room only, no meals ?
 (1) American Plan (2) Modified American Plan
 (3) European Plan (4) Modified European Plan
14. Total room sales divided by the number of rooms sold represents :
 (1) Rack rate (2) Room occupancy percentage
 (3) Daily report (4) Average daily rate
15. The is used as the benchmark quotation of a hotel's room rate.
 (1) Restricted rate (2) Corporate rate
 (3) Rack rate (4) Discount rate
16. Which of the following is a source of demands placed on industry leaders ?
 (1) Employees (2) Regulatory agencies
 (3) Owners (4) All of the above
17. Currently 180 rooms are occupied in hotel Sonipat while the total number of sellable rooms are 500. Today there are 60 arrivals and 40 departures are expected later during the day. What is the occupancy percentage at this point of time :
 (1) 36% (2) 24% (3) 44% (4) 40%
18. Hotel xyz has 200 available rooms out of which 164 are occupied on 12th June. Rack rate for each room is Rs.12,000/-. Total room revenue of the hotel for the above given date is Rs. 19,14,000/-. Calculate Rev. PAR :
 (1) 11,670/- (2) 12,000/- (3) 9,570/- (4) 14,634/-
19. The correct accompaniments for roast grouse are :
 (1) bacon rolls, meatballs, jus lie, heart-shape croutons spread with duxelles
 (2) gravy, bread sauce, fried breadcrumbs, game chips, watercress
 (3) redcurrant jelly, grapes, slices of kiwi-fruit, horseradish sauce
 (4) cranberry sauce, chestnuts, thyme and parsley stuffing, chipolatas

20. Horseradish sauce should be offered when serving :
- (1) smoked mackerel (2) wiener schnitzel
(3) fried whitebait (4) roast leg of lamb
21. CPR is a term commonly associated with :
- (1) Stock taking (2) Spring cleaning
(3) Pest Control (4) Artificial respiration
22. A conscious business decision of moving internal work to an external provider :
- (1) ODC (2) Work transfer (3) Outsourcing (4) Contract
23. Which of the following is considered while determining staff strength for the department ?
- (1) The type of hotel
(2) The volume of work to be done
(3) The time when the work area is available
(4) All of the above
24. A description that lays down the required quality levels for employees' performance is known as :
- (1) Productivity standards (2) Performance standards
(3) Quality standards (4) None of the above
25. Lead- time quantity + safety stock level =
- (1) Minimum inventory quantity
(2) Maximum inventory quantity
(3) Emergency inventory quantity
(4) Par level quantity
26. Guest supplies that are not normally found in a guestroom, but available upon request are known as :
- (1) Guest amenities (2) Guest expendables
(3) Guest deliverables (4) Guest loan items
27. Calculate the number of room attendant and floor supervisor that is required for 800 rooms on 8 floors in a resort hotel.
- (1) 96, 23 (2) 88, 19 (3) 80, 24 (4) 104, 24

28. Full form of HVAC :
- (1) Heat Ventil Air Condition
 - (2) Heating Ventilation Air Conditioning
 - (3) Heated Ventilated Air Conditioner
 - (4) Heavy Vehicular Air Conditioner
29. Refer to fabric that does not shed or small fibres is known as.
- (1) Uniform
 - (2) Lint
 - (3) Thread
 - (4) None
30. items include guest amenities, cleaning supplies and smaller pieces of equipments.
- (1) Non recycle inventory
 - (2) Recycle inventory
 - (3) Minimum inventory
 - (4) Maximum inventory
31. If one presents one's research work through PowerPoint Presentation Software, which of the following option does not come when click on 'Slide Show Menu Bar' ?
- (1) From Beginning
 - (2) From Current slide
 - (3) End slide show
 - (4) Custom slide show
32. Zoom option is used to see the slide Larger/bigger. Zoom option can be found in which of the following menu bar in a PPT ?
- (1) Review
 - (2) View
 - (3) Design
 - (4) Home
33. In variable view of SPSS Software, which column is used to write a complete question of the questionnaire ?
- (1) Values
 - (2) Level
 - (3) Measure
 - (4) Type
34. The data entered into 'Type' column of variable view of SPSS software could be in :
- (1) Numeric form
 - (2) String form
 - (3) Scientific notation
 - (4) All of the above
35. 'Ex-post-facto' research is also known as :
- (1) Descriptive Research
 - (2) Applied Research
 - (3) Fundamental Research
 - (4) Action Research
36. Which technical term is used, when we design the research study in such a way that minimizes the effect of extraneous independent variables ?
- (1) Treatment
 - (2) Control
 - (3) Factor design
 - (4) None of the above

37. The different conditions under which experimental and control groups are put to get conclusion is usually referred as :
- (1) Experimental Unit (2) Confounded relationship
(3) Treatments (4) None of the above
38. Which one of the following is *not* an experimental design ?
- (1) Principle of randomization (2) Principle of replication
(3) Principle of local control (4) Principle of expectation
39. The analysis of Latin Square Design is very similar to which of the following technique ?
- (1) One-way ANOVA (2) Two-way ANOVA
(3) MANOVA (4) None of the above
40. Which of the following error may also be known as 'External Measurement Error' ?
- (1) Measurer (2) Measuring instrument
(3) Respondent (4) All of the above
41. Which of the following condition does *not* fulfill the criteria for Chi-square (χ^2) test statistics ?
- (1) Observations recorded and used are collected on a random basis
(2) All the items in the sample must be independent
(3) No group should contain less than 10 items
(4) The constraints must not be linear
42. Which of the following is *not* synonym of Cluster Analysis ?
- (1) Q-analysis (2) Clumping (3) Grouping (4) X-analysis
43. The analysis method, used as the basis of the classification a description of the object in terms of a number of characteristics or variables, is known as :
- (1) Discrimination analysis (2) Factor analysis
(3) Cluster analysis (4) None of the above
44. Inferential Statistics is associated with
- (1) Estimating numerical characteristics of the data
(2) Describing associations within the data
(3) Modelling relationships within the data
(4) All of the above

45. Which of the following inferential statistical technique has been developed by 'R A Fisher' ?
(1) Z-test (2) ANOVA (3) T-test (4) Factor analysis
46. Which technique is used to determine whether, there is significant difference between sample means of more than two populations ?
(1) Factorial analysis (2) ANOVA
(3) Z-test (4) Student's T-test
47. What do you understand by the term ' H_0 ' used in the research sector ?
(1) The solution statement of the problem that scholar think of
(2) The alternate solution statement of the problem
(3) Both (1) and (2)
(4) None of the above
48. Parametric statistical test can be applied on the data measurement scale
(1) Ordinal data (2) Ratio data (3) Nominal data (4) All of the above
49. Variance (σ_s^2) of a sample data can be determined through using which of the following formula ?
(1) Standard deviation \times mean
(2) Standard deviation \times standard deviation
(3) Standard deviation / mean
(4) None of the above
50. A research variable will be called as 'taxonomic variable', when observations is recorded in which of the following scale ?
(1) Nominal Scale (2) Ordinal Scale
(3) Interval Scale (4) Ratio Scale
51. Grissini is another name for :
(1) small brioches (2) melba toast
(3) thin breadsticks (4) slices of French bread
52. The machine that dispenses soft drinks is called a :
(1) pre-mix. (2) post-mix.
(3) prep mixer. (4) distributor

53. Which is the correct liqueur for making Cafe Calypso ?
(1) Kahlua (2) Curacao (3) Tia Maria (4) Ron Bacardi
54. Silverware can be polished using which of the following systems ?
(1) Gueridon (2) Helitherm (3) Ganymede (4) Polivit
55. The Gay-Lussac system of measuring alcoholic strength shows Scotch whisky to be :
(1) 750 degrees under proof (2) neutral grain spirit
(3) 250 over proof (4) 40% by volume
56. Real pate de foie gras is made from :
(1) Fattened goose liver (2) Best quality calf's liver
(3) Duck livers in a pastry crust (4) Venison flesh and salt pork fat
57. Rum plus water is equal to :
(1) Flor (2) Grog (3) Light Rum (4) Gold Rum
58. Lapsang Sauchang is smoked over :
(1) Rosewood (2) Pinewood (3) Coal (4) Mahogany
59. Love apple refers to a fruit called :
(1) Green Apple (2) Pineapple (3) Tomato (4) Cherry
60. Wine with disagreeable aroma and taste :
(1) Closed (2) Chewy (3) Clean (4) Elegant
61. Which research technique is well suited as a means and method for consensus-building by using a series of questionnaires to collect data from a panel of selected subjects ?
(1) Focused group interview technique
(2) Discussion and debate technique
(3) Delphi technique
(4) None of the above
62. Which one of the following is presenting the exact sequence for citation of a Journal ?
(1) Author(s), article title, journal title, date of publication and page number(s)
(2) Author(s), journal title, article title, date of publication and page number(s)
(3) Author(s), article title, date of publication, journal title and page number(s)
(4) None of the above is true

63. APA stands for :
- (1) American Physiological Association
 - (2) American Psychological Association
 - (3) American Philosophical Association
 - (4) All of the above
64. The term 'Paraphrasing' means :
- (1) Using same to same words as author/s has written while writing quotation in a research paper.
 - (2) Apply your own words/sentences to describe other's research works.
 - (3) All of the above are true
 - (4) None of the above is true
65. Which one is *not* a referencing style ?
- (1) MLA (Modern Language Association of America)
 - (2) APA (American Psychological Association)
 - (3) ACS (American Chemical Society)
 - (4) TCA (Texas Council Association)
66. Citation Style "Timothy et al. (1987)" is used when numbers of authors are :
- (1) 3 or more than 3
 - (2) 4 or more than 4
 - (3) 5 or more than 5
 - (4) 6 or more than 6
67. According to you, which is the true statement regarding Research Title ?
- (1) Title of the study is nothing that only nomenclature of the topic
 - (2) Title of the study is always presented in sentence form or statement form
 - (3) The words are to be simple and understandable
 - (4) All of the above
68. Parenthetical referencing style is a style of :
- (1) In-text citation
 - (2) Footnote citation
 - (3) End note citation
 - (4) None of the above
69. References are necessary while writing articles / research papers, because :
- (1) It supports your arguments and gives credibility to the information provided by you.
 - (2) It enables your tutors to check the accuracy and validity of the evidence presented.
 - (3) It supports your work to avoid accusations of plagiarism.
 - (4) All of the above

70. Which of the following is *not* a 'Citation Software' ?
(1) Mendelev (2) RefWorks (3) Zotero (4) Kesovo
71. Which one of the following is *not* computer application software ?
(1) MS Office (2) Firefox
(3) Libra Office Suite (4) The Linux
72. Which of the scaling technique comes under 'Ranking Scale' ?
(1) The graphic rating scale (2) The itemized rating scale
(3) Method of paired comparison (4) All of the above
73. 'Summated Scale' was developed under which scale construction approach ?
(1) Consensus scale approach (2) Item analysis approach
(3) Cumulative scale approach (4) Arbitrary approach
74. Using which data collection tool, face to face interaction between respondents and data collectors do not take place ?
(1) Schedule (2) Interview
(3) Participatory observation (4) None of the above
75. In higher secondary exam (2017), the students of Haryana School Board have secured more than 75%. It is an example of :
(1) One tail test (2) Two tail test
(3) Non-directional test (4) All of the above
76. Tests concerned with using selected sample data compared with population data in a variety of ways are called :
(1) Descriptive Statistical Test
(2) Inferential Statistical Test
(3) Both Descriptive and Inferential Statistical Test
(4) All of the above
77. Autoregressive Integrated Moving Average (ARIMA) statistics is a Box-Jenkins approach to :
(1) Time series analysis (2) Discrimination analysis
(3) Cluster analysis (4) None of the above

78. Carom or Thymot seeds are called :
- (1) Fennel (2) Cumin
(3) Ajwain (4) None of these
79. Yeast is killed at a temperature of about :
- (1) 70°C (2) 65°C (3) 75°C (4) None of these
80. Black fungus is also known as :
- (1) Shitake (2) Maitake
(3) Enoki (4) Cloud ear fungus
81. The Ecotel implications the 3 R's - Reduce, and Recycle in their day to day operation.
- (1) Remain (2) Reuse (3) Remind (4) Remember
82. What is the full form of AIL?
- (1) All India Ltd. (2) Air India Ltd.
(3) Area Inventory List (4) Artificial Intelligence
83. What is Rack Rate ?
- (1) Lowest cost of accommodation
(2) The full cost of Holiday package
(3) The Published cost of accommodation
(4) Cost of accommodation plus breakfast
84. Overbooking is :
- (1) Assigning more rooms per guest
(2) Ensuring the hotel achieves the maximum rate per room
(3) Determining the number of rooms that are available for sale
(4) The process of selling more rooms than are actually available
85. The cash amount provided by the hotel to the cashier for daily transaction is called :
- (1) Petty Cash (2) Impress cash (3) Cash Bank (4) Guest account
86. What is the term used for the upper limit of credit facility extended to a guest ?
- (1) House Limit (2) Credit Limit
(3) Visitor Paid out (4) Folio Limit

87. The collection of same type of accounts is called :
(1) Ledger (2) Allowances (3) Folio (4) Voucher
88. Occupancy percentage multiplied by ADR is called :
(1) Rev Par (2) ADR (3) House Limit (4) Rack Rate
89. Concierge service are normally part of :
(1) Sales department
(2) The Reservation department
(3) The Room division
(4) Food and beverage division
90. The term HWC would be used for a :
(1) Walk in Guest (2) Fussy Guest
(3) Sick Guest (4) None of the above
91. Which 'Parametric Test' is implemented to compare mean value of some variables of interest between independent groups ?
(1) Wald-Wolfowitz Runs test
(2) T-test for independent samples
(3) Mann-Whitney U test
(4) Kolmogorov-Smirnov two sample test
92. In which 'Non-Parametric Test' data can be ranked from highest to lowest or lowest to highest values ?
(1) Mann-Whitney U test
(2) Kolmogorov-Smirnov two sample test
(3) Wald-Wolfowitz Runs test
(4) Chi-Square test
93. Which 'Non-Parametric Test' will be applied to compare two variables measured in the same sample ?
(1) Wald-Wolfowitz Runs test
(2) T-test for independent samples
(3) Mann-Whitney U test
(4) Sign Test

94. If more than two variables are measured in the same sample, which 'Parametric Test' will be used ?
 (1) Chi-Square test
 (2) T-test for independent samples
 (3) Repeated measures ANOVA
 (4) Wilcoxon's matched paired test
95. The minimum number of sample size at which researcher become restricted to use only 'Non-Parametric Test' is :
 (1) 10 (2) 5 (3) 6 (4) 8
96. In which test, rather than standard deviation, 'variance' of standard population is used to find out statistical inferences ?
 (1) Student T-test (2) Z-test
 (3) F-test (4) T-test for independent samples
97. Which 'Inferential Statistical Tool' is implemented in the both Parametric and Non-parametric Test ?
 (1) Factor analysis (2) Z-test (3) T-test (4) Chi-Square test
98. When one uses 'Spearman Rank Coefficient' method, what inference is drawn if the calculated value is as '0.75' ?
 (1) Good positive correlation between X and Y variables
 (2) Perfect positive correlation between X and Y variables
 (3) Minimum positive correlation between X and Y variables
 (4) None of the above is true
99. 'Chi-Square', a statistical measure, cannot be used for which one of the following test ?
 (1) Test the goodness of fit
 (2) Test the significance of association between two attributes
 (3) Test the homogeneity or the significance of population variance
 (4) Test some variance of interest between two independent groups
100. $\chi^2 = \sum \frac{(O_{ij} - E_{ij})^2}{E_{ij}}$, this formula of statistical measure is used in :
 (1) Parametric test (2) Non-Parametric test
 (3) Both (a) and (b) (4) None of the above

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

D

M.Phil./Ph.D./URS-EE-2020

SET-Y

SUBJECT : Hotel Management

10016

Sr. No.

Time : **1¼ Hours**

Max. Marks : **100**

Total Questions : **100**

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

Name _____ Father's Name _____

Mother's Name _____ Date of Examination _____

(Signature of the Candidate)

(Signature of the Invigilator)

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

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

MPH/PHD/URS-EE-2020/(Hotel Management)(SET-Y)/(D)

1. The Ecotel implications the 3 R's - Reduce, and Recycle in their day to day operation.
(1) Remain (2) Reuse (3) Remind (4) Remember
2. What is the full form of AIL?
(1) All India Ltd. (2) Air India Ltd.
(3) Area Inventory List (4) Artificial Intelligence
3. What is Rack Rate ?
(1) Lowest cost of accommodation
(2) The full cost of Holiday package
(3) The Published cost of accommodation
(4) Cost of accommodation plus breakfast
4. Overbooking is :
(1) Assigning more rooms per guest
(2) Ensuring the hotel achieves the maximum rate per room
(3) Determining the number of rooms that are available for sale
(4) The process of selling more rooms than are actually available
5. The cash amount provided by the hotel to the cashier for daily transaction is called :
(1) Petty Cash (2) Impress cash (3) Cash Bank (4) Guest account
6. What is the term used for the upper limit of credit facility extended to a guest ?
(1) House Limit (2) Credit Limit
(3) Visitor Paid out (4) Folio Limit
7. The collection of same type of accounts is called :
(1) Ledger (2) Allowances (3) Folio (4) Voucher
8. Occupancy percentage multiplied by ADR is called :
(1) Rev Par (2) ADR (3) House Limit (4) Rack Rate
9. Concierge service are normally part of :
(1) Sales department
(2) The Reservation department
(3) The Room division
(4) Food and beverage division

10. The term HWC would be used for a :
- (1) Walk in Guest (2) Fussy Guest
(3) Sick Guest (4) None of the above
11. Which one of the following is *not* computer application software ?
- (1) MS Office (2) Firefox
(3) Libra Office Suite (4) The Linux
12. Which of the scaling technique comes under 'Ranking Scale' ?
- (1) The graphic rating scale (2) The itemized rating scale
(3) Method of paired comparison (4) All of the above
13. 'Summated Scale' was developed under which scale construction approach ?
- (1) Consensus scale approach (2) Item analysis approach
(3) Cumulative scale approach (4) Arbitrary approach
14. Using which data collection tool, face to face interaction between respondents and data collectors do not take place ?
- (1) Schedule (2) Interview
(3) Participatory observation (4) None of the above
15. In higher secondary exam (2017), the students of Haryana School Board have secured more than 75%. It is an example of :
- (1) One tail test (2) Two tail test
(3) Non-directional test (4) All of the above
16. Tests concerned with using selected sample data compared with population data in a variety of ways are called :
- (1) Descriptive Statistical Test
(2) Inferential Statistical Test
(3) Both Descriptive and Inferential Statistical Test
(4) All of the above
17. Autoregressive Integrated Moving Average (ARIMA) statistics is a Box-Jenkins approach to :
- (1) Time series analysis (2) Discrimination analysis
(3) Cluster analysis (4) None of the above

18. Carom or Thymot seeds are called :
- (1) Fennel (2) Cumin (3) Ajwain (4) None of these
19. Yeast is killed at a temperature of about :
- (1) 70°C (2) 65°C (3) 75°C (4) None of these
20. Black fungus is also known as :
- (1) Shitake (2) Maitake (3) Enoki (4) Cloud ear fungus
21. Which research technique is well suited as a means and method for consensus-building by using a series of questionnaires to collect data from a panel of selected subjects ?
- (1) Focused group interview technique
(2) Discussion and debate technique
(3) Delphi technique
(4) None of the above
22. Which one of the following is presenting the exact sequence for citation of a Journal ?
- (1) Author(s), article title, journal title, date of publication and page number(s)
(2) Author(s), journal title, article title, date of publication and page number(s)
(3) Author(s), article title, date of publication, journal title and page number(s)
(4) None of the above is true
23. APA stands for :
- (1) American Physiological Association
(2) American Psychological Association
(3) American Philosophical Association
(4) All of the above
24. The term 'Paraphrasing' means :
- (1) Using same to same words as author/s has written while writing quotation in a research paper.
(2) Apply your own words/sentences to describe other's research works.
(3) All of the above are true
(4) None of the above is true

25. Which one is *not* a referencing style ?
- (1) MLA (Modern Language Association of America)
 - (2) APA (American Psychological Association)
 - (3) ACS (American Chemical Society)
 - (4) TCA (Texas Council Association)
26. Citation Style "Timothy et al. (1987)" is used when numbers of authors are :
- (1) 3 or more than 3
 - (2) 4 or more than 4
 - (3) 5 or more than 5
 - (4) 6 or more than 6
27. According to you, which is the true statement regarding Research Title ?
- (1) Title of the study is nothing that only nomenclature of the topic
 - (2) Title of the study is always presented in sentence form or statement form
 - (3) The words are to be simple and understandable
 - (4) All of the above
28. Parenthetical referencing style is a style of :
- (1) In-text citation
 - (2) Footnote citation
 - (3) End note citation
 - (4) None of the above
29. References are necessary while writing articles / research papers, because :
- (1) It supports your arguments and gives credibility to the information provided by you.
 - (2) It enables your tutors to check the accuracy and validity of the evidence presented.
 - (3) It supports your work to avoid accusations of plagiarism.
 - (4) All of the above
30. Which of the following is *not* a 'Citation Software' ?
- (1) Mendelev
 - (2) RefWorks
 - (3) Zotero
 - (4) Kesovo
31. Which 'Parametric Test' is implemented to compare mean value of some variables of interest between independent groups ?
- (1) Wald-Wolfowitz Runs test
 - (2) T-test for independent samples
 - (3) Mann-Whitney U test
 - (4) Kolmogorov-Smirnov two sample test

32. In which 'Non-Parametric Test' data can be ranked from highest to lowest or lowest to highest values ?
- (1) Mann-Whitney U test
 - (2) Kolmogorov-Smirnov two sample test
 - (3) Wald-Wolfowitz Runs test
 - (4) Chi-Square test
33. Which 'Non-Parametric Test' will be applied to compare two variables measured in the same sample ?
- (1) Wald-Wolfowitz Runs test
 - (2) T-test for independent samples
 - (3) Mann-Whitney U test
 - (4) Sign Test
34. If more than two variables are measured in the same sample, which 'Parametric Test' will be used ?
- (1) Chi-Square test
 - (2) T-test for independent samples
 - (3) Repeated measures ANOVA
 - (4) Wilcoxon's matched paired test
35. The minimum number of sample size at which researcher become restricted to use only 'Non-Parametric Test' is :
- (1) 10
 - (2) 5
 - (3) 6
 - (4) 8
36. In which test, rather than standard deviation, 'variance' of standard population is used to find out statistical inferences ?
- (1) Student T-test
 - (2) Z-test
 - (3) F-test
 - (4) T-test for independent samples
37. Which 'Inferential Statistical Tool' is implemented in the both Parametric and Non-parametric Test ?
- (1) Factor analysis
 - (2) Z-test
 - (3) T-test
 - (4) Chi-Square test
38. When one uses 'Spearman Rank Coefficient' method, what inference is drawn if the calculated value is as '0.75' ?
- (1) Good positive correlation between X and Y variables
 - (2) Perfect positive correlation between X and Y variables
 - (3) Minimum positive correlation between X and Y variables
 - (4) None of the above is true

39. 'Chi-Square', a statistical measure, cannot be used for which one of the following test ?

- (1) Test the goodness of fit
- (2) Test the significance of association between two attributes
- (3) Test the homogeneity or the significance of population variance
- (4) Test some variance of interest between two independent groups

40. $\chi^2 = \sum \frac{(O_{ij} - E_{ij})^2}{E_{ij}}$, this formula of statistical measure is used in :

- (1) Parametric test
- (2) Non-Parametric test
- (3) Both (a) and (b)
- (4) None of the above

41. Grissini is another name for :

- (1) small brioches
- (2) melba toast
- (3) thin breadsticks
- (4) slices of French bread

42. The machine that dispenses soft drinks is called a :

- (1) pre-mix.
- (2) post-mix.
- (3) prep mixer.
- (4) distributor

43. Which is the correct liqueur for making Cafe Calypso ?

- (1) Kahlua
- (2) Curacao
- (3) Tia Maria
- (4) Ron Bacardi

44. Silverware can be polished using which of the following systems ?

- (1) Gueridon
- (2) Helitherm
- (3) Ganymede
- (4) Polivit

45. The Gay-Lussac system of measuring alcoholic strength shows Scotch whisky to be :

- (1) 750 degrees under proof
- (2) neutral grain spirit
- (3) 250 over proof
- (4) 40% by volume

46. Real pate de foie gras is made from :

- (1) Fattened goose liver
- (2) Best quality calf's liver
- (3) Duck livers in a pastry crust
- (4) Venison flesh and salt pork fat

47. Rum plus water is equal to :

- (1) Flor
- (2) Grog
- (3) Light Rum
- (4) Gold Rum

48. Lapsang Sauchang is smoked over :
(1) Rosewood (2) Pinewood (3) Coal (4) Mahogany
49. Love apple refers to a fruit called :
(1) Green Apple (2) Pineapple (3) Tomato (4) Cherry
50. Wine with disagreeable aroma and taste :
(1) Closed (2) Chewy (3) Clean (4) Elegant
51. Currency of Egypt :
(1) Euro (2) Pound (3) Dollar (4) Peso
52. Which one is the example of CRS ?
(1) Galileo (2) Sabre (3) Amadeus (4) Image
53. Which of the following room rate plans includes a room only, no meals ?
(1) American Plan (2) Modified American Plan
(3) European Plan (4) Modified European Plan
54. Total room sales divided by the number of rooms sold represents :
(1) Rack rate (2) Room occupancy percentage
(3) Daily report (4) Average daily rate
55. The is used as the benchmark quotation of a hotel's room rate.
(1) Restricted rate (2) Corporate rate (3) Rack rate (4) Discount rate
56. Which of the following is a source of demands placed on industry leaders ?
(1) Employees (2) Regulatory agencies
(3) Owners (4) All of the above
57. Currently 180 rooms are occupied in hotel Sonipat while the total number of sellable rooms are 500. Today there are 60 arrivals and 40 departures are expected later during the day. What is the occupancy percentage at this point of time :
(1) 36% (2) 24% (3) 44% (4) 40%
58. Hotel xyz has 200 available rooms out of which 164 are occupied on 12th June. Rack rate for each room is Rs.12,000/-. Total room revenue of the hotel for the above given date is Rs. 19,14,000/-. Calculate Rev. PAR :
(1) 11,670/- (2) 12,000/- (3) 9,570/- (4) 14,634/-

59. The correct accompaniments for roast grouse are :
- (1) bacon rolls, meatballs, jus lie, heart-shape croutons spread with duxelles
 - (2) gravy, bread sauce, fried breadcrumbs, game chips, watercress
 - (3) redcurrant jelly, grapes, slices of kiwi-fruit, horseradish sauce
 - (4) cranberry sauce, chestnuts, thyme and parsley stuffing, chipolatas
60. Horseradish sauce should be offered when serving :
- (1) smoked mackerel
 - (2) wiener schnitzel
 - (3) fried whitebait
 - (4) roast leg of lamb
61. Other name of stirring stick :
- (1) Swizzle stick
 - (2) Sizzle stick
 - (3) Bar stick
 - (4) Relish fork
62. A KOT used for wrong dish :
- (1) Accident KOT
 - (2) Supplement KOT
 - (3) En place
 - (4) None of the above
63. The life of an open vermouth Bottle is :
- (1) 3 months
 - (2) 6 months
 - (3) 2 years
 - (4) 1 year
64. Gin is the national drink of :
- (1) England
 - (2) Holland
 - (3) Scotland
 - (4) USA
65. The other name of Tennessee whiskey :
- (1) Sweet mash whiskey
 - (2) Sour mash whiskey
 - (3) Sweet and sour mash whiskey
 - (4) All of the above
66. Grappa is a Brandy from :
- (1) Italy
 - (2) Spain
 - (3) Germany
 - (4) France
67. The best tobacco is from :
- (1) Brazil
 - (2) Cuba
 - (3) USA
 - (4) Chile
68. The oil obtained from rapeseed :
- (1) Farina
 - (2) Canola
 - (3) Blinis
 - (4) Confit
69. Storage temperature of broccoli :
- (1) 4-5 degree C
 - (2) 8-10 degree C
 - (3) 3-15 degree C
 - (4) 5-30 degree C

70. Which assumption is *not* considered while one implementing 'Parametric Test' in his research ?
- (1) The observations must be drawn from normally distributed populations
 - (2) Population must have the same variances
 - (3) The observations must be independent
 - (4) Variable under study has underlying continuity
71. Which of the following condition does *not* fulfill the criteria for Chi-square (χ^2) test statistics ?
- (1) Observations recorded and used are collected on a random basis
 - (2) All the items in the sample must be independent
 - (3) No group should contain less than 10 items
 - (4) The constraints must not be linear
72. Which of the following is *not* synonym of Cluster Analysis ?
- (1) Q-analysis (2) Clumping (3) Grouping (4) X-analysis
73. The analysis method, used as the basis of the classification a description of the object in terms of a number of characteristics or variables, is known as :
- (1) Discrimination analysis (2) Factor analysis
 - (3) Cluster analysis (4) None of the above
74. Inferential Statistics is associated with
- (1) Estimating numerical characteristics of the data
 - (2) Describing associations within the data
 - (3) Modelling relationships within the data
 - (4) All of the above
75. Which of the following inferential statistical technique has been developed by 'R A Fisher' ?
- (1) Z-test (2) ANOVA (3) T-test (4) Factor analysis
76. Which technique is used to determine whether, there is significant difference between sample means of more than two populations ?
- (1) Factorial analysis (2) ANOVA
 - (3) Z-test (4) Student's T-test

77. What do you understand by the term 'H₀' used in the research sector ?
- (1) The solution statement of the problem that scholar think of
 - (2) The alternate solution statement of the problem
 - (3) Both (1) and (2)
 - (4) None of the above
78. Parametric statistical test can be applied on the data measurement scale
- (1) Ordinal data
 - (2) Ratio data
 - (3) Nominal data
 - (4) All of the above
79. Variance (σ_s^2) of a sample data can be determined through using which of the following formula ?
- (1) Standard deviation \times mean
 - (2) Standard deviation \times standard deviation
 - (3) Standard deviation / mean
 - (4) None of the above
80. A research variable will be called as 'taxonomic variable', when observations is recorded in which of the following scale ?
- (1) Nominal Scale
 - (2) Ordinal Scale
 - (3) Interval Scale
 - (4) Ratio Scale
81. CPR is a term commonly associated with :
- (1) Stock taking
 - (2) Spring cleaning
 - (3) Pest Control
 - (4) Artificial respiration
82. A conscious business decision of moving internal work to an external provider :
- (1) ODC
 - (2) Work transfer
 - (3) Outsourcing
 - (4) Contract
83. Which of the following is considered while determining staff strength for the department ?
- (1) The type of hotel
 - (2) The volume of work to be done
 - (3) The time when the work area is available
 - (4) All of the above

84. A description that lays down the required quality levels for employees' performance is known as :
- (1) Productivity standards
 (2) Performance standards
 (3) Quality standards
 (4) None of the above
85. Lead- time quantity + safety stock level =
- (1) Minimum inventory quantity
 (2) Maximum inventory quantity
 (3) Emergency inventory quantity
 (4) Par level quantity
86. Guest supplies that are not normally found in a guestroom, but available upon request are known as :
- (1) Guest amenities
 (2) Guest expendables
 (3) Guest deliverables
 (4) Guest loan items
87. Calculate the number of room attendant and floor supervisor that is required for 800 rooms on 8 floors in a resort hotel.
- (1) 96, 23 (2) 88, 19 (3) 80, 24 (4) 104, 24
88. Full form of HVAC :
- (1) Heat Ventil Air Condition
 (2) Heating Ventilation Air Conditioning
 (3) Heated Ventilated Air Conditioner
 (4) Heavy Vehicular Air Conditioner
89. Refer to fabric that does not shed or small fibres is known as.
- (1) Uniform (2) Lint (3) Thread (4) None
90. items include guest amenities, cleaning supplies and smaller pieces of equipments.
- (1) Non recycle inventory (2) Recycle inventory
 (3) Minimum inventory (4) Maximum inventory
91. If one presents one's research work through PowerPoint Presentation Software, which of the following option does not come when click on 'Slide Show Menu Bar' ?
- (1) From Beginning (2) From Current slide
 (3) End slide show (4) Custom slide show

92. Zoom option is used to see the slide Larger/bigger. Zoom option can be found in which of the following menu bar in a PPT ?
 (1) Review (2) View (3) Design (4) Home
93. In variable view of SPSS Software, which column is used to write a complete question of the questionnaire ?
 (1) Values (2) Level (3) Measure (4) Type
94. The data entered into 'Type' column of variable view of SPSS software could be in :
 (1) Numeric form (2) String form
 (3) Scientific notation (4) All of the above
95. 'Ex-post-facto' research is also known as :
 (1) Descriptive Research (2) Applied Research
 (3) Fundamental Research (4) Action Research
96. Which technical term is used, when we design the research study in such a way that minimizes the effect of extraneous independent variables ?
 (1) Treatment (2) Control
 (3) Factor design (4) None of the above
97. The different conditions under which experimental and control groups are put to get conclusion is usually referred as :
 (1) Experimental Unit (2) Confounded relationship
 (3) Treatments (4) None of the above
98. Which one of the following is *not* an experimental design ?
 (1) Principle of randomization (2) Principle of replication
 (3) Principle of local control (4) Principle of expectation
99. The analysis of Latin Square Design is very similar to which of the following technique ?
 (1) One-way ANOVA (2) Two-way ANOVA
 (3) MANOVA (4) None of the above
100. Which of the following error may also be known as 'External Measurement Error' ?
 (1) Measurer (2) Measuring instrument
 (3) Respondent (4) All of the above

Code A		Code B		Code C		Code D	
Ques	Ans	Ques	Ans	Ques	Ans	Ques	Ans
1	D	1	D	1	B	1	C
2	C	2	C	2	C	2	B
3	D	3	B	3	C	3	D
4	B	4	D	4	D	4	D
5	A	5	A	5	C	5	A
6	D	6	B	6	D	6	B
7	D	7	A	7	A	7	C
8	B	8	C	8	C	8	D
9	B	9	D	9	B	9	B
10	A	10	D	10	A	10	C
11	B	11	C	11	C	11	D
12	C	12	B	12	B	12	C
13	C	13	C	13	D	13	D
14	D	14	D	14	D	14	B
15	B	15	D	15	A	15	A
16	A	16	A	16	B	16	D
17	A	17	B	17	C	17	D
18	A	18	B	18	D	18	B
19	C	19	C	19	B	19	B
20	C	20	C	20	C	20	A
21	B	21	C	21	B	21	B
22	C	22	B	22	C	22	A
23	C	23	D	23	C	23	D
24	D	24	D	24	D	24	C
25	C	25	A	25	B	25	C
26	D	26	B	26	A	26	B
27	A	27	C	27	A	27	D
28	C	28	D	28	A	28	A
29	B	29	B	29	C	29	D
30	A	30	C	30	C	30	B
31	C	31	B	31	B	31	A
32	B	32	C	32	A	32	D
33	C	33	C	33	D	33	A
34	D	34	D	34	C	34	A
35	D	35	C	35	C	35	B
36	A	36	D	36	B	36	A
37	B	37	A	37	D	37	B
38	B	38	C	38	A	38	A
39	C	39	B	39	D	39	A
40	C	40	A	40	B	40	D
41	A	41	C	41	D	41	D
42	D	42	A	42	C	42	D
43	A	43	B	43	D	43	C
44	A	44	B	44	B	44	D
45	B	45	D	45	A	45	B
46	A	46	D	46	D	46	B
47	B	47	D	47	D	47	A
48	A	48	A	48	B	48	B
49	A	49	D	49	B	49	B
50	D	50	D	50	A	50	A
51	B	51	B	51	D	51	C
52	A	52	C	52	C	52	B
53	D	53	C	53	B	53	C
54	C	54	D	54	D	54	D
55	C	55	B	55	A	55	D
56	B	56	A	56	B	56	A
57	D	57	A	57	A	57	B
58	A	58	A	58	C	58	B
59	D	59	C	59	D	59	C
60	B	60	C	60	D	60	C
61	D	61	B	61	A	61	C

	62	D		62	A		62	D		62	A
	63	C		63	D		63	A		63	B
	64	D		64	C		64	A		64	B
	65	B		65	C		65	B		65	D
	66	B		66	B		66	A		66	D
	67	A		67	D		67	B		67	D
	68	B		68	A		68	A		68	A
	69	B		69	D		69	A		69	D
	70	A		70	B		70	D		70	D
	71	C		71	D		71	D		71	B
	72	A		72	C		72	D		72	C
	73	B		73	D		73	C		73	C
	74	B		74	B		74	D		74	D
	75	D		75	A		75	B		75	C
	76	D		76	D		76	B		76	D
	77	D		77	D		77	A		77	A
	78	A		78	B		78	B		78	C
	79	D		79	B		79	B		79	B
	80	D		80	A		80	A		80	A
	81	C		81	D		81	C		81	D
	82	B		82	D		82	B		82	C
	83	D		83	C		83	C		83	B
	84	D									
	85	A		85	B		85	D		85	A
	86	B		86	B		86	A		86	B
	87	C		87	A		87	B		87	A
	88	D		88	B		88	B		88	C
	89	B		89	B		89	C		89	D
	90	C		90	A		90	C		90	D
	91	D		91	A		91	C		91	B
	92	C		92	D		92	A		92	C
	93	B		93	A		93	B		93	C
	94	D		94	A		94	B		94	D
	95	A		95	B		95	D		95	B
	96	B		96	A		96	D		96	A
	97	A		97	B		97	D		97	A
	98	C		98	A		98	A		98	A
	99	D		99	A		99	D		99	C
	100	D		100	D		100	D		100	C