

(6 pages)

Reg. No. : .....

**Code No. : 6554**

**Sub. Code : ZHCM 11**

M.Sc. (CBCS) DEGREE EXAMINATION,  
NOVEMBER 2022.

First Semester

Hotel Management and Catering Science with applied  
Nutrition — Core

ADVANCED KITCHEN OPERATIONS AND  
KITCHEN HYGIENE

(For those who joined in July 2021 onwards )

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer.

1. The structural hierarchy of a kitchen is known as \_\_\_\_\_.
  - (a) Kitchen organization
  - (b) Kitchen helpers
  - (c) Employers
  - (d) Chef

2. The Executive chef is the \_\_\_\_\_ of the kitchen department
- (a) Sub ordinate            (b) Head  
(c) Manager                (d) Executive Officer
3. Who is responsible for all the aspects of food production
- (a) Under chef            (b) Section chef  
(c) Executive chef        (d) Assistant cook
4. Always maintain \_\_\_\_\_ posture while cutting vegetables or cooking.
- (a) Bach Posture        (b) Side Posture  
(c) Both (a) and (b)    (d) None of the above
5. \_\_\_\_\_ is responsible for cooking twenty dishes at the same time.
- (a) Front office manager  
(b) House keeping boy  
(c) The kitchen staff  
(d) None of the above
6. \_\_\_\_\_ section specializes on cutting of poultry, Meat and all type of sea food.
- (a) Bakery                (b) Butchery  
(c) Larder                (d) Commissary

7. In \_\_\_\_\_ kitchen have a separate section to clean and cut vegetables and fruits.
- (a) Commissary            (b) Bakery  
(c) Butchery            (d) Larder
8. The main accompaniments for carried chicken apart from rice are \_\_\_\_\_.
- (a) Plain boiled potatoes, quenelles, matignon of vegetables  
(b) Mangoes, stuffed, potatoes, Chateau potatoes  
(c) Fried onion rings, Turned mushroom  
(d) Poppadums, Sambals, Bombay ducks
9. Good hygiene systems should be followed as \_\_\_\_\_.
- (a) Have a shower at least once a day  
(b) Always change the clothes you wear every day  
(c) Do not smoke near or around food preparation area  
(d) All of the above
10. In kitchen floor should be \_\_\_\_\_.
- (a) Durable            (b) Non-slip  
(c) Non-Permeable    (d) All the above

PART B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b).

Each answer should not exceed 250 words.

11. (a) Brief on Co-ordinating and Evaluating in kitchen organization.

Or

- (b) Write short notes on planning and director in kitchen organization.

12. (a) Explain about Budget Planning.

Or

- (b) What are steps taken place from fire precautions in kitchen?

13. (a) What are Table d hote Menu? Explain.

Or

- (b) Explain about various kind of Equipment in the kitchen.

14. (a) Prepare a chart on different types of knives used in kitchen.

Or

- (b) What are the Salient features of good store?

15. (a) What are the safety measures should followed in kitchen? Explain.

Or

- (b) Brief on Labour Laws.

PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b).

Each answer should not exceed 600 words.

16. (a) What are the five different aspects of work simplification in kitchen?

Or

- (b) Draw the work flow diagram of a typical catering establishment.

17. (a) Elaborate on budget planning.

Or

- (b) Write in detail about food production system.

18. (a) How will you select various kind of equipments in kitchen?

Or

- (b) Give full detail about Equipment design.

19. (a) List on various types of storage spaces in kitchen.

Or

- (b) Draw different types of kitchen layout.

20. (a) What are the Laws governing food service establishment?

Or

- (b) Elaborate on safety training given to staffs working in hotel industry.
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Reg. No. : .....

**Code No. : 6555**

**Sub. Code : ZHCM 12**

M.Sc. (CBCS) DEGREE EXAMINATION,  
NOVEMBER 2022.

First Semester

Hotel Management and Catering Science with Applied  
Nutrition

ADVANCED FOOD AND BEVERAGE SERVICE

(For those who joined in July 2021 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL the questions.

Choose the correct answer :

1. The person in charge of room service in a hotel is called as \_\_\_\_\_.
  - (a) demi-chef de rang
  - (b) chef d'e tages
  - (c) chef de rang
  - (d) station head waiter

2. The person who serves alcoholic beverage in a restaurant is called a \_\_\_\_\_.
- (a) Commise de range
  - (b) Trancheur
  - (c) Sommelier
  - (d) Debarrasseur
3. Silver ware can be polished using which of the following system
- (a) Gveridon                      (b) Helitherm
  - (c) Ganymede                    (d) Polivit
4. The main use of a waiter's cloth is for \_\_\_\_\_.
- (a) Wiping customer's fingers after eating meals
  - (b) Polishing plates and glasses when laying them on the table
  - (c) Covering stains on the table cloth
  - (d) Wiping spilt food from the carpet
5. A Gveridon is a \_\_\_\_\_.
- (a) Movable side based
  - (b) Mobile table for doing lamp work
  - (c) Cigar and liquer handcard
  - (d) Trolley for taking used crockery and cutlery to the wash up



6. The best way to deal with a customer who complains about poor service is to \_\_\_\_\_.
- (a) Apologise
  - (b) Offer him a free drink
  - (c) Inform the head waiter
  - (d) Try to make excuses
7. Which well known Cocktail is made of Vodka and tomato Juice \_\_\_\_\_.
- (a) Bloody Mary      (b) Harvey wall banger
  - (c) Manhattan      (d) White lady
8. The term a la carte means \_\_\_\_\_.
- (a) a set menu without any alternatives or beverages
  - (b) a carte du jour menu inclusive of Coffee and Service charge
  - (c) a series of dishes as chosen by a customer and cooked to order.
  - (d) a prix-fixe menu with several choices on each course
9. Petits fours are served \_\_\_\_\_.
- (a) with the coffee
  - (b) with the aperitif before the meal
  - (c) with the soup
  - (d) halfway through a meal, with the sorbet

10. Food and beverage is a general term used in \_\_\_\_\_.
- (a) Serving
  - (b) Catering
  - (c) Hospitality
  - (d) None of the above

PART B — (5 × 5 = 25 marks)

Answer ALL the questions, choosing either (a) or (b).

Each answer should not exceed 250 words.

11. (a) Brief on the classification and types of food and beverage operation.

Or

- (b) Describe about Hierarchy of F and B outlets.

12. (a) How will you select equipment in a Restaurant?

Or

- (b) Write in detail about the types of Food and Beverage Service.

13. (a) Write short notes on : (i) Brench (ii) hi-tea.

Or

- (b) Write in detail about French Classical Menu.

14. (a) Write in detail about Draught Beer Production its storage and service.

Or

(b) Describe about the History of Liqueurs.

15. (a) Brief on Restaurant Reservation System.

Or

(b) Discuss about the types of Bar.

PART C — (5 × 8 = 40 marks)

Answer ALL the questions, choosing either (a) or (b).

Each answer should not exceed 600 words.

16. (a) Elaborate on role of catering establishment in the tourism industry.

Or

(b) Write short notes on :

(i) Barbeque

(ii) Night clubs

(iii) Banquets.

17. (a) How will you select crockery, tableware, cutlery and glassware in Restaurant?

Or

(b) Elaborate on Ancillary Department in Food and Beverage Service.

18. (a) Write in detail about the principles of Menu Planning.

Or

(b) Enumerate on types of meals.

19. (a) Elaborate on Non-Alcoholic Beverages.

Or

(b) Elaborate on classification, preparation and service of cocktails.

20. (a) Elaborate on Bar Ledger.

Or

(b) Enumerate on theft control procedure and record keeping in catering establishment.

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Reg. No. : .....

**Code No. : 6556**

**Sub. Code : ZHCM 13**

M.Sc. (CBCS) DEGREE EXAMINATION,  
NOVEMBER 2022.

First Semester

Hotel Management and Catering Science with Applied  
Nutrition – Core

NUTRITION AND FOOD SCIENCE

(For those who joined in July 2021 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL the questions.

Choose the correct answer :

1. Which of the following is also sometimes referred to as vitamin H \_\_\_\_\_.
  - (a) Keratin
  - (b) Niacin
  - (c) Biotin
  - (d) Riboflavin

2. The food items that rich in Iron is \_\_\_\_\_.
- (a) Rice                      (b) Apple  
(c) Pulses                      (d) Orange
3. Which of the following is a rich source of Omega-3 oils
- (a) Dairy products              (b) Cod-Liver oil  
(c) Vegetables                  (d) Wheat products
4. The following is considered a complete protein food
- (a) Almond                      (b) Horse gram  
(c) Soya bean                  (d) Cashew nut
5. All of the following are Nutrients found in food, except \_\_\_\_\_.
- (a) Plasma                      (b) Proteins  
(c) Carbohydrates              (d) Vitamins
6. Food passes through the stomach directly by \_\_\_\_\_.
- (a) The large Intestine      (b) The small intestine  
(c) The heart                  (d) The pancreas

7. The Mineral that the body needs to work properly is \_\_\_\_\_.
- (a) Calcium                      (b) Silver  
(c) Gold                          (d) Lead
8. Which of these is required on the food label.
- (a) Total carbohydrate    (b) Sugars  
(c) Iron                          (d) All of the above
9. Citrus fruits are an excellent source of \_\_\_\_\_.
- (a) Calcium                      (b) Vitamin C  
(c) Vitamin B                    (d) Vitamin A
10. Which food contains the most fat
- (a) Graham crackers    (b) Brownies  
(c) Pudding                      (d) Angel food cake

PART B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b).  
Each answer should not exceed 250 words.

11. (a) Analyze the objectives of food study.

Or

- (b) Write short notes on supplementary foods.

12. (a) Analyze the Digestion and Absorption of carbohydrates.

Or

(b) Explain the classification of proteins.

13. (a) Write short notes on Fat soluble vitamins.

(i) A

(ii) D

(iii) E

Or

(b) Write the classification of water soluble vitamins.

14. (a) Discuss about Bomb calorimetric method.

Or

(b) Does daily calorie value needed for hotel management staff. Explain in detail.

15. (a) Narrate the basic principles of Meal planning.

Or

(b) What is the role of water in food preparation? Write a detail account.



PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b)  
Each answer should not exceed 600 words.

16. (a) Write short notes on

- (i) Balanced diet
- (ii) Malnutrition – Under Nutrition.

Or

(b) Enumerate on Basic seven food groups.

17. (a) Elaborate on classification of carbohydrates.

Or

(b) Elaborate on classification of proteins.

18. (a) Write the functions, sources of requirements of Fat soluble vitamin E and K.

Or

(b) Write the classification of Fat soluble vitamins in detail.

19. (a) Elaborate on Determination of calorific value of food.

Or

(b) Elaborate on Determination of Energy Metabolism.

20. (a) Write in detail about the Balanced Diet.

Or

(b) Elaborate on role of water in food preparation.

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(6 pages)

Reg. No. : .....

Code No. : 6557

Sub. Code : ZHCM 14

M.Sc. (CBCS) DEGREE EXAMINATION,  
NOVEMBER 2022.

First Semester

Hotel Management and Catering Science with Applied  
Nutrition

PRINCIPLES OF TOURISM AND HOSPITALITY  
MANAGEMENT

(For those who joined in July 2021 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer.

1. Tourism took a different form called \_\_\_\_\_.
  - (a) Sustainable Tourism
  - (b) Niche Tourism
  - (c) Traditional Tourism
  - (d) Both (b) and (c)

2. The Tourism manager should \_\_\_\_\_.
- (a) To Provide travel
  - (b) To Give Accomadation Information
  - (c) To Prome Tourism
  - (d) All of the above
3. Tourism behaviour considers \_\_\_\_\_.
- (a) Length of stay      (b) Attraction
  - (c) Destination      (d) All of the above
4. The overall process of deploying the development goals and the implementation of a comprehensive tourism system known as \_\_\_\_\_.
- (a) Concept of management
  - (b) Tourism planning
  - (c) Culture Dimension
  - (d) Impact of Tourism
5. A tourism policy includes \_\_\_\_\_.
- (a) Rules      (b) Regulations
  - (c) Objectives      (d) All of the above
6. The national tourism policy was drafter in \_\_\_\_\_.
- (a) 1997      (b) 1998
  - (c) 2000      (d) 1996

7. The first tourism policy was implemented in \_\_\_\_\_.
- (a) 1980                      (b) 1982  
(c) 1981                      (d) 1983
8. Which is the most important Economic benefit of tourism.
- (a) Increase in Employment  
(b) Increase in production  
(c) Foreign Exchange  
(d) None of these
9. Which of the following is a cultural tourism attraction.
- (a) Museums                      (b) National park  
(c) Arts                              (d) Folk Lore
10. Which travelers give less priority to comfort and safety.
- (a) Budget                      (b) Adventures  
(c) Moderates                      (d) Hand bodies

PART B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b).

Each answer should not exceed 250 words.

11. (a) What are the components of tourism and tourism management.

Or

- (b) Write in detail about the management issues in tourism.

12. (a) What are the process taken place in planning tourism.

Or

- (b) Why is management important in the tourism.

13. (a) What are the Dimension of Tourism Impact.

Or

- (b) How do you Measure the Economic Impact of tourism.

14. (a) Write short notes on Leadership Qualities in tourism.

Or

- (b) Write a detail account on Team Management in tourism.

15. (a) Write a short notes on Tools of Tourism.

Or

- (b) Explain about Socio-Economic important of tourism.

PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b).

Each answer should not exceed 600 words.

16. (a) Enumerate the behavior of tourism?

Or

- (b) Enumerate on tourism industry?

17. (a) Write short notes on importance of tourism and scope of tourism.

Or

- (b) Write in detail about types and limitation of planning in tourism.

18. (a) Elaborate on social and cultural dimensions in tourism?

Or

(b) Enumerate on social and cultural behaviour in tourism.

19. (a) Write in detail about Socio-Economic importance of tourism?

Or

(b) Elaborate on tools of tourism economics?

20. (a) Give a clear account on motivating factors in tourism?

Or

(b) Write in detail about financial management in tourism.

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Reg. No. : .....

**Code No. : 6558**

**Sub. Code : ZHCM 15**

M.Sc. (CBCS) DEGREE EXAMINATION,  
NOVEMBER 2022.

First Semester

Hotel Management and Catering Science with Applied  
Nutrition – Core

FOOD AND BEVERAGE OPERATION  
MANAGEMENT – I

(For those who joined in July 2021 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. A bar manager needs to be \_\_\_\_\_
  - (a) Organized
  - (b) Efficient
  - (c) Friendly
  - (d) All of the above

2. Bar Manager are responsible for \_\_\_\_\_
- (a) Managing inventory
  - (b) Multiple tasks
  - (c) Both (a) and (b)
  - (d) None of the above
3. To make Cocktail the equipment needed is \_\_\_\_\_
- (a) Shaker
  - (b) Bar Spoon
  - (c) Jigger
  - (d) All of the above
4. Aromatic Cocktail contains only \_\_\_\_\_
- (a) Citrus fruits
  - (b) Alcoholic Ingredients
  - (c) Others fruit
  - (d) Egg
5. \_\_\_\_\_ is a bartending technique to crush an ingredient to extract its Juices and Flavors
- (a) Muddling
  - (b) Building
  - (c) Shaking
  - (d) None of the above
6. The tool bartenders used to muddle ingredients is appropriately called a \_\_\_\_\_
- (a) Spoon
  - (b) Fork
  - (c) Knife
  - (d) Muddler

7. \_\_\_\_\_ is the most common method of accounting within the food and beverage Industry.
- (a) Cash accounting      (b) Income and expenses  
(c) Profit and Loss      (d) Bank accounting
8. The word garnish is derived from a \_\_\_\_\_ word
- (a) French word  
(b) Italian word  
(c) Both (a) and (b)  
(d) None of the above
9. \_\_\_\_\_ is the process of arranging and decorating food to enhance its presentation.
- (a) Food plating  
(b) Banquets service  
(c) Buffet service  
(d) Waiter service
10. TQM is known as \_\_\_\_\_
- (a) Total Quality Management  
(b) Total Quantity Management  
(c) Total Quantitative Management  
(d) Total Quantum Management

PART B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b).

Each answer should not exceed 250 words.

11. (a) What are the most important things should be done before opening the bar?

Or

- (b) What are the opening duties of bartender?

12. (a) What are the Special equipment used in Bar?

Or

- (b) What is the most vital tool in bartending equipment?

13. (a) What are the three elements on which Menu Engineering focuses?

Or

- (b) What are the five elements needed to look in designing a Menu Card?

14. (a) Which item is used to keep food hot on a Buffet Service?

Or

- (b) What is the first thing to consider when designing a buffet layout?

15. (a) What are the three major decision of production and operation management?

Or

- (b) Why is quality important in food and beverage operation?

PART C — (8 × 5 = 40 marks)

Answer ALL questions, choosing either (a) or (b)

Each answer should not exceed 600 words.

16. (a) Enumerate on opening and closing procedures in Bar Management.

Or

- (b) How does the Hotel industry get License for the Bar?

17. (a) Write a detail account on Techniques of Mixology of Cocktail and Mocktail.

Or

- (b) Explain about the classic Cocktail.

18. (a) What are the types of Graphic Design in hotel industry? Explain in detail?

Or

- (b) What is business Psychology and why is it important in hotel?

19. (a) What is the importance of presentation in the Service of Cold Food?

Or

(b) What are the Seven guidelines of Plating? and explain its principles of food presentation?

20. (a) Enumerate the function of production operation Management.

Or

(b) Elaborate on current issues in food and beverage operation.

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Reg. No. : .....

**Code No. : 6565**

**Sub. Code : ZHCM 31**

M.Sc. (CBCS) DEGREE EXAMINATION,  
NOVEMBER 2022.

Third Semester

Hotel Management and Catering Science with  
Applied Nutrition – Core

**BAKING AND FOOD PRESERVATION**

(For those who joined in July 2021 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. In bakery all the ingredients are measured by
  - (a) Volume
  - (b) Weight
  - (c) Pound
  - (d) Ounce

2. \_\_\_\_\_ table is used for cake decoration.
- (a) Working
  - (b) Icing
  - (c) Turn
  - (d) Tilting
3. Yeast products are prepared from \_\_\_\_\_ flour.
- (a) Self- rising
  - (b) Wheat
  - (c) Strong
  - (d) Pastry
4. \_\_\_\_\_ brown easily and contribute to crust color.
- (a) Egg
  - (b) Flour
  - (c) Milk
  - (d) Water
5. Yeast is destroyed completely at \_\_\_\_\_ °C.
- (a) 30
  - (b) 40
  - (c) 50
  - (d) 60



6. An under fermented dough is called \_\_\_\_\_  
dough.
- (a) A young                      (b) An old  
(c) Sour                            (d) Sponge
7. A uniform mixture of two unmixable substances is called an
- (a) Improver  
(b) Emulsifier  
(c) Emulsion  
(d) Additives
8. A \_\_\_\_\_ is a liquid thickened or set by the  
Coagulation of egg protein.
- (a) Pudding  
(b) Custored  
(c) Bavarian  
(d) Souffle
9. \_\_\_\_\_ food should retain its color and taste.
- (a) Preserved  
(b) Permitted  
(c) Homogenous  
(d) Flaked

10. Raisings are prepared by
- (a) Cold drying
  - (b) Deep fat frying
  - (c) Sun drying
  - (d) Baking

PART B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b).

Each answer should not exceed 250 words.

11. (a) List out the duties and responsibilities of bakery chef.

Or

- (b) Brief about the personal hygiene in bakery.

12. (a) What are the functions of yeast in bakery?

Or

- (b) Elaborate the Composition of egg.

13. (a) What are the purposes of mixing yeast dough?

Or

- (b) Discuss about make up and panning.

14. (a) What are the factors can cause curdling in cake mixture?

Or

- (b) Write or down the sweet and short pastry.

15. (a) What are the principles of pastry making?

Or

- (b) Write about the Canning process.

PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b)

Each answer should not exceed 600 words.

16. (a) Explain the aim and objectives of bakery.

Or

- (b) Discuss about the advantages and disadvantages of electrical type oven.

17. (a) What are the types of flour used in bakery? Explain.

Or

- (b) List out the functions and uses of salt in bakery.

18. (a) Illustrate the stages of baking process.

Or

(b) Explain the different types of breads.

19. (a) Enumerate the functions of cake ingredients.

Or

(b) Discuss the different oven temperature used for various products.

20. (a) Explain the ideal preservatives used in food preservation.

Or

(b) List out the methods of food preservation- Explain each.

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Reg. No. : .....

**Code No. : 6566**

**Sub. Code : ZHCM 32**

M.Sc. (CBCS) DEGREE EXAMINATION,  
NOVEMBER 2022.

Third Semester

Hotel Management and Catering Science with Applied  
Nutrition – Core

**HOTEL FINANCIAL MANAGEMENT**

(For those who joined in July 2021 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. \_\_\_\_\_ company also takes loans from financial institutions and banks.
  - (a) Fund investment
  - (b) Loans
  - (c) Shareholders
  - (d) Funds and shares

2. The minimum rate of return which the investors of the firm's objective of maximizing the market value of shares?
- (a) Accounting rate of return
  - (b) Net present value
  - (c) Internal rate of return method
  - (d) All of these
3. \_\_\_\_\_ is the chief financial officer.
- (a) Treasurer
  - (b) Finance manager
  - (c) Financial controller
  - (d) None of above
4. \_\_\_\_\_ depend upon its standard and the services that it provides to its clients.
- (a) Revenue Source
  - (b) Financial Management
  - (c) Budget
  - (d) Accounts
5. \_\_\_\_\_ departmental columns, may be used to record credit purchases.
- (a) Cash book
  - (b) Purchase Day book
  - (c) Sales day book
  - (d) All of above

6. Which one of the following is a part of current assets?  
(a) Cash (b) Short-term securities  
(c) Debtors and stock (d) All of above
7. Hotel classification Committee was appointed by the government is  
(a) April 1963 (b) June 1962  
(c) July 1961 (d) August 1960
8. Which one of the following is not part of current asset?  
(a) Cash (b) Short-term securities  
(c) Debtors and stock (d) All of above
9. Money has the following features  
(a) Common exchange medium  
(b) Measure of value  
(c) Storage of value  
(d) All of these
10. \_\_\_\_\_ may be used to record credit purchases.  
(a) Sales book (b) Cash book  
(c) Purchase book (d) None of above

PART B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b).

Each answer should not exceed 250 words.

11. (a) Explain the Financial risk in short term process.

Or

- (b) How will you calculate the room occupancy rate? Discuss.

12. (a) What is the meaning of report? Explain the land of report?

Or

- (b) Explain the hotel records for controlling the rooms.

13. (a) Describe the structure of long term finance accounting process in organization.

Or

- (b) Which are the departments of a hotel? Explain.



14. (a) Explain the important and objective of financial management.

Or

(b) Explain the meaning and concept of capitalization.

15. (a) What do you meant by Inventory Management? Discuss.

Or

(b) Explain how will you prepare the cost sheet?

PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b)

Each answer should not exceed 600 words.

16. (a) Explain the meaning of under capitalization. Discuss.

Or

(b) Explain the Guest allowance shown in a hotel.

17. (a) Explain the Functions of financial structure.

Or

(b) Explain the kind of Reports.

18. (a) Discuss the long term and short term accounts.

Or

(b) Explain the concept of finance.

19. (a) Explain the concept of cost and its classification briefly.

Or

(b) Explain the type of formula approved.

20. (a) Explain the General principles of good reporting systems.

Or

(b) How will you design MIS in hospitality industry?

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(6 pages)

Reg. No. : .....

**Code No. : 6567**

**Sub. Code : ZHCM33**

M.Sc. (CBCS) DEGREE EXAMINATION,  
NOVEMBER 2022.

Third Semester

Hotel Management and Catering Science with  
Applied Nutrition – Core

HUMAN RESOURCE MANAGEMENT IN  
HOSPITALITY INDUSTRIES

(For those who joined in July 2021 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. HRM stands for
  - (a) Human Resource Management
  - (b) Human Resource Monitoring
  - (c) Heritage Resource Management
  - (d) None of above

2. Work place training is called as
  - (a) On the job training
  - (b) Outside the work place
  - (c) No training
  - (d) None of above
  
3. \_\_\_\_\_ is the process of achieving the objectives of the organization with and through peoples
  - (a) Management                      (b) Administration
  - (c) Planning                          (d) Directing
  
4. The type of management skill help to build team spirit as a leader
  - (a) Technical skill                      (b) Group in centre
  - (c) Human skill                          (d) Design skill
  
5. HRM deals with all of the following except
  - (a) Performance appraised
  - (b) Sales promotion
  - (c) Recruitment
  - (d) Salary and wage
  
6. Trade union act is
  - (a) 1900                                  (b) 1926
  - (c) 1950                                  (d) 2000

7. The process of evaluating the employees is called
- (a) Performance appraisal
  - (b) Interviewing
  - (c) Recruitment
  - (d) None of above
8. \_\_\_\_\_ aims at developing the total organization.
- (a) Programs
  - (b) Group
  - (c) HRD
  - (d) People
9. Remuneration paid for the service of labour is
- (a) Incentives
  - (b) Bonus
  - (c) Advance amount
  - (d) Wager
10. Skill development is through
- (a) Higher studies
  - (b) Training
  - (c) Self learning
  - (d) None of above

PART B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b).

Each answer should not exceed 250 words.

11. (a) Give a brief of HR planning.

Or

(b) Distinguish between training and development

12. (a) Distinguish between promotion and demotion

Or

(b) Differentiate job description and job specification

13. (a) Explain the various techniques of job design.

Or

(b) Explain the importance of on the job training.

14. (a) Explain the functions of Human Resource Management.

Or

(b) Write a short note on performance appraisal.

15. (a) Discuss the various types of interviews.

Or

(b) Explain the various types of training.

PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b)

Each answer should not exceed 600 words.

16. (a) Explain HR function in organization.

Or

(b) What is meant by selection write down selection process?

17. (a) Define job analysis and explain its types.

Or

(b) Explain the employee grievance.

18. (a) Discuss in detail about the training methods and techniques in hospitality industry.

Or

(b) State the features of HR planning.

19. (a) Give a brief account on transfer write its type.

Or

(b) Explain the trainees ability.

20. (a) State the carrier of labour turnover in hospitality industry.

Or

(b) Explain Human Resources information system.

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Reg. No. : .....

**Code No. : 6568**

**Sub. Code : ZHCM 34**

M.Sc. (CBCS) DEGREE EXAMINATION,  
NOVEMBER 2022.

Third Semester

Hotel Management and Catering Science with  
Applied Nutrition

HOSPITALITY LAW

(For those who joined in July 2021 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. Consumer protection act is significant to \_\_\_\_\_.
  - (a) Immovable goods
  - (b) Movable goods
  - (c) Particular goods and services
  - (d) All goods and services

2. X resides in Lucknow and Y resides in Kanpur. Both enter into a contract stipulating that in case the contract is not performed, the suit for breach of contract would be brought in Kanpur only within a year, such contract is \_\_\_\_\_.
- (a) Valid because both have agreed to the condition
  - (b) Void because it restricts the jurisdiction of court.
  - (c) Void because it restricts the time prescribed by the law of limitations.
  - (d) Voidable at the option of either party.
3. What is the most common cause of death due to measles?
- (a) Otitis media
  - (b) Measles encephalitis
  - (c) Pneumonia
  - (d) Secondary bacterial infection
4. The valve which allows uni-directional flow of water in a pipe is called \_\_\_\_\_.
- (a) Reflux valve
  - (b) Washout valve
  - (c) Gate valve
  - (d) Sluice valve

5. Under the OSH Act, employers are responsible for providing a \_\_\_\_\_.
- (a) Land (b) Insurance  
(c) Safe workplace (d) Estimation
6. OSHA assignment is to set standards and conduct \_\_\_\_\_.
- (a) Inspections (b) Tests  
(c) Analysis (d) Estimation
7. Which one of the following is a record of financial transactions taking place between a guest and a hotel?
- (a) Folios (b) Ledgers  
(c) Guest accounts (d) Vouchers
8. FSSAI stands for \_\_\_\_\_.
- (a) Food Safety and Standards Authority of India  
(b) Food Safety and Satisfy Authority of India  
(c) Food Safety Storage Authority of India  
(d) Food Storage Safety Authority of India
9. Which of the following is a concept in mobile communication?
- (a) Simplexing (b) Duplexing  
(c) Tpiplexing (d) Quadraplexing

10. What is the full form of IMEI?
- (a) Internal mobile exchange identity
  - (b) Indian mobile equipment identity
  - (c) International mobile exchange identity
  - (d) International mobile equipment identity

PART B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b).  
Each answer should not exceed 250 words.

11. (a) Discuss about consumer protection act, 1986.

Or

- (b) Find out the essential elements of consumer contracts.

12. (a) Define building codes. Write its importance.

Or

- (b) What are the legal effects on improper drainage system in hotel?

13. (a) List out the health programmes come under OSHA.

Or

- (b) Discuss about Employer's and Employees' rights.

14. (a) Describe the benefits of licensing the hotels.

Or

(b) Explain the types of regulations followed by hotels.

15. (a) Find out the effects of unauthorized interception of cables television broadcasts.

Or

(b) Write the telephone regulations for hearing.

PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b)

Each answer should not exceed 600 words.

16. (a) Explain the credit card laws.

Or

(b) Identify the significance of No smoking law in India.

17. (a) What are contagious diseases? How do you prevent it?

Or

(b) Discuss about hotel linens and towels.

18. (a) Examine the importance of hazard communication standard.

Or

(b) Explain the occupational safety and health act.

19. (a) Recommend the regulations should be followed in hotels.

Or

(b) Instruct the steps of hotel licensing.

20. (a) Analyze the impact of resale rights in India.

Or

(b) Describe the copyright laws for music and video.

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(6 pages)

Reg. No. : .....

**Code No. : 6569**

**Sub. Code : ZHCM 35**

M.Sc. (CBCS) DEGREE EXAMINATION,  
NOVEMBER 2022.

Third Semester

Hotel Management and Catering Science with  
Applied Nutrition

RESEARCH METHODOLOGY

(For those who joined in July 2021 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. Age of the respondent does not influence their job satisfaction is an example for \_\_\_\_\_ hypothesis.
  - (a) Null hypothesis
  - (b) Alternative hypothesis
  - (c) Statistical hypothesis
  - (d) Composite hypothesis

2. When two or more successive footnotes refer to the same work, which one of the following is used?
- (a) et.al                      (b) ibid  
(c) op.cit                      (d) loc.cit
3. \_\_\_\_\_ is a set of elements taken from a larger population according to certain rules.
- (a) Sample                      (b) Population  
(c) Statistic                      (d) Element
4. Which of the following requires the largest sample size?
- (a) Cluster Sampling  
(b) Simple random sampling  
(c) Systematic sampling  
(d) Proportional stratified sampling
5. The interview guide will be used during interview by
- (a) enumerator                      (b) interviewer  
(c) different people                      (d) respondent
6. \_\_\_\_\_ sources are original works of research of raw data without interpretation that represent an official opinion or position.
- (a) Secondary                      (b) Primary  
(c) Statistical                      (d) Teritary



7. The value of  $r^2$  for a particular situation is 0.81. What is the coefficient of correlation?
- (a) 0.81                      (b) 0.9  
(c) 0.09                      (d) 0.08
8. Which of the following is a relative measure of dispersion?
- (a) Variance  
(b) Coefficient of variance  
(c) Standard deviation  
(d) Coefficient of correlation
9. What is the advantage of using SPSS over calculating statistical by hand?
- (a) Convenient one  
(b) Reduces the calculation errors  
(c) Recognized software package  
(d) All the above
10. Which one of the following distribution is used for testing hypothesis?
- (a) Normal distribution  
(b) Chi-squared distribution  
(c) Gamma distribution  
(d) Poisson distribution

PART B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b).  
Each answer should not exceed 250 words.

11. (a) Define research. Write its characteristics.

Or

- (b) Find out the steps involved in thesis writing.

12. (a) What is census? Explain.

Or

- (b) Describe stratified sampling method.

13. (a) Identify the important parts of a table.

Or

- (b) How do you draft the questionnaire? Explain.

14. (a) Expand ANOVA. Discuss it.

Or

- (b) What is chi-square test? Explain.

15. (a) State the importance of statistical inference in research.

Or

- (b) How do you test the significance level in statistics? Explain.

PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b)

Each answer should not exceed 600 words.

16. (a) Describe the different types of research.

Or

- (b) Define hypothesis. Explain its types.

17. (a) Determine the importance of non random sampling methods.

Or

- (b) Identify the steps involved in sampling design. Write the benefits of sampling.

18. (a) Find out the sources of secondary data collection.

Or

- (b) Explain the various diagrammatic representations of data.

19. (a) Write the different types of correlation.

Or

- (b) Describe the advantages and disadvantages of mean and median.

20. (a) Discuss the procedure involved in SPSS.

Or

(b) How do you test the difference between mean and standard deviation? Explain with suitable example.

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(6 pages)

Reg. No. : .....

**Code No. : 6570**

**Sub. Code : ZHCE 31**

M.Sc. (CBCS) DEGREE EXAMINATION,  
NOVEMBER 2022.

Third Semester

Hotel Management and Catering Science with Applied  
Nutrition

Elective — COMMUNICATION AND INTER  
PERSONAL SKILLS

(For those who joined in July 2021 onwards)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. Capability to evaluate the future consequences of their present action is an example of \_\_\_\_\_
  - (a) Communication skill
  - (b) Inter-personal skill
  - (c) Coping skill
  - (d) Critical thinking skill

2. Informal communication network within the organization is known as \_\_\_\_\_
- (a) Inter-personal communication
  - (b) Intrapersonal communication
  - (c) Mass communication
  - (d) Grapevine communication
3. Needs, setting standards and maintaining discipline and appointing sub-leaders according to Adair's approach is called as \_\_\_\_\_
- (a) Work functions
  - (b) Task functions
  - (c) Individual functions
  - (d) Team functions
4. Identify the four main styles of leadership displayed by the manager which identified in Tannenbaum and Schmidt's continuum of possible leadership behavior.
- (a) Tells, help, joins and leads
  - (b) Commands, sells, consults and resists
  - (c) Tells, sells, consults and joins
  - (d) Commands, help, joins and leads

5. Emotional intelligence is characterized by \_\_\_\_\_
- (a) Proficient in problem solving
  - (b) Better interpersonal relationship
  - (c) High abstract thinking ability
  - (d) Good sense of humour
6. Which one of the following is the characteristics feature of the emotional development during adolescence?
- (a) Jealously towards brothers/sisters in the family and peers in the school.
  - (b) Conflicts in motivations
  - (c) Showing curiosity towards environmental objects.
  - (d) Tendency to evince worries in respect of school or personal related matters.
7. Which one of the following is NOT a conflict resolution technique?
- (a) Appointing a devil's advocate
  - (b) Authoritative command
  - (c) Superordinate goals
  - (d) Avoidance

8. The best conflict management style is the \_\_\_\_\_
- (a) Avoiding style
  - (b) Problem solving style
  - (c) Bargaining style
  - (d) Smoothing style
9. Decision making helps in the smooth function of the \_\_\_\_\_
- (a) Business                      (b) Staffing
  - (c) Organization                (d) Planning
10. The decisions which are frequent and repetitive in nature are called as
- (a) Non-programmed decisions
  - (b) Programmed decisions
  - (c) Major decisions
  - (d) Operative decisions

PART B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b).

Each answer should not exceed 250 words.

11. (a) Find out relationship between leadership networking and team work.

Or

- (b) Explain the situation description of interpersonal skills.



12. (a) Examine the importance of leadership.

Or

(b) How do you assess the leadership skills? Explain.

13. (a) Identify the impact of stress.

Or

(b) Explain the emotional quotient.

14. (a) Define conflict. How does it differ from competition?

Or

(b) Describe the conflict process.

15. (a) What is decision making? Mention its types.

Or

(b) State the importance of decision making.

PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b)

Each answer should not exceed 600 words.

16. (a) Write the methods of assessing interpersonal skills.

Or

(b) Examine the necessity of team work personally and educationally.

17. (a) Find out the skills for a good leader.

Or

(b) Identify the different kinds of leadership styles.

18. (a) Suggest the ways to improve emotional intelligence.

Or

(b) Discuss about the circle of stress control.

19. (a) Explain the approaches to conflict resolution.

Or

(b) Discuss any two case studies related to conflicts in human relations.

20. (a) Describe the practical way of decision making.

Or

(b) What are the problems normally faced in decision making? Suggest remedies.

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