

**SECOND SEMESTER M.H.M. DEGREE (REGULAR/SUPPLEMENTARY)  
EXAMINATION, APRIL 2021**

(CBCSS)

Master of Hotel Management

MHM 2C 11—TOURISM BUSINESS ENVIRONMENT

(2019 Admission onwards)

Time : Three Hours

Maximum : 30 Weightage

**General Instructions**

1. *In cases where choices are provided, students can attend all questions in each section.*
2. *The minimum number of questions to be attended from the Section / Part shall remain the same.*
3. *The instruction if any, to attend a minimum number of questions from each sub section / sub part / sub division may be ignored.*
4. *There will be an overall ceiling for each Section / Part that is equivalent to the maximum weightage of the Section / Part.*

**Section A**

*Answer any four questions.*

*Each question carries 2 weightage.*

1. What is Business ?
2. Who established WTO ?
3. What are the 3 types of globalization ?
4. What is meant by franchising ?
5. What are political factors in tourism ?
6. What is socio-cultural in tourism ?
7. How does tourism help social development ?

(4 × 2 = 8 weightage)

**Turn over**

**Section B**

*Answer any four questions.*

*Each question carries 3 weightage.*

8. What are the main principles of WTO ?
9. What is the relationship between GATT and WTO ?
10. What is joint venture explain ?
11. What is merger and acquisition ? What are the 4 types of mergers ?
12. What political issues affect the tourism industry ?
13. What are socio-cultural benefits of tourism ?

(4 × 3 = 12 weightage)

**Section C**

*Answer any two questions.*

*Each question carries 5 weightage.*

14. What are the principles and functions of WTO ?
15. How globalization affects tourism and hospitality ?
16. Explain about the Positive and negative impacts of tourism.
17. What are the examples of socio-cultural issues ?

(2 × 5 = 10 weightage)

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Master of Hotel Management

**MHM 2C 10—FACILITY PLANNING AND DESIGN FOR HOTELS  
AND RESTAURANTS**

(2019 Admission onwards)

Time : Three Hours

Maximum : 30 Weightage

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**Section A**

*Answer any five questions.*

*Each question carries 1 weightage.*

1. What is Energy Audit ?
2. What is Slip Forming ?
3. How long the Classification of a Hotel will be valid for.
4. What is Tri-arc Plan ?
5. What is Energy Audit ?
6. What is Right angle parking ?
7. What is Window Shades ?
8. What is Contaminated water ?

(5 × 1 = 5 weightage)

**Turn over**

**Section B**

*Answer any five questions.  
Each question carries 2 weightage.*

1. Briefly explain about Green hotel :
2. What are the components of floor :
3. Who are the People involved in designing and constructing a hotel ?
4. State the needs for Good Facilities Planning.
5. What are the benefits of hotel classification ?
6. What is Critical Path Method ?
7. What is Stone Blocks ?
8. Comments on Modular Construction.

(5 × 2 = 10 weightage)

**Section C**

*Answer any three questions.  
Each question carries 5 weightage.*

1. What are the Methods of disinfecting water ?
2. What are the documents must be provided while applying for Hotel classification.
3. Classify kitchen equipments.
4. What are the Advantages and Dis-advantages of Turn-key Job or Lump Sum Contract :
5. What are the seven consideration while designing a hotel ? Explain.
6. Classify the hotels on the basis of Size and Star.

(3 × 5 = 15 weightage)

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Master of Hotel Management

MHM 2C9—INFORMATION SYSTEM IN HOTEL INDUSTRY

(2019 Admission onwards)

Time : Three Hours

Maximum : 30 Weightage

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**Section A**

*Answer any four questions.*

*Each question carries 2 weightage.*

1. What is an operating system ?
2. What is Cyber Ethics.
3. What is a PMS in a hotel ?
4. How is beverage cost calculated ?
5. What is Stock Taking ?
6. What is back office interface ?
7. What is OTA.

(4 × 2 = 8 weightage)

Turn over

**Section B**

*Answer any four questions.*

*Each question carries 3 weightage.*

8. How information technology can be used in hotel ?
9. Guidelines for proper Usage of Computers and Internet.
10. Elucidate the relation between PMS, CRS and GDS.
11. Why is food cost important ?
12. What is guest account management software ?
13. How do mobile apps benefit hotel guests ?

(4 × 3 = 12 weightage)

**Section C**

*Answer any two questions.*

*Each question carries 5 weightage.*

14. The IT sector has secured a very vital role in the hotel industry. Explain.
15. How do PMS help in various phases of night auditing ?
16. Why is Recipe Costing Important ?
17. What are the four most common front office software modules ? How do they help in front office recordkeeping ?

(2 × 5 = 10 weightage)

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MHM 2C7—ADVANCED FOOD PRODUCTION MANAGEMENT

(2019 Admission onwards)

Time : Three Hours

Maximum : 30 Weightage

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**Section A**

*Answer any **four** questions.  
Each question carries 2 weightage.*

1. Explain FSSAI.
2. List down 4 heavy equipments used in hotel Kitchen.
3. What is menu engineering ?
4. What you mean by oriental cuisine ?
5. List down the different types of stocks.
6. Why personal hygiene is important in food industry ?
7. What is psychological pricing ?

(4 × 2 = 8 weightage)

**Section B**

*Answer any **four** questions.  
Each question carries 3 weightage.*

8. Write a short note on plate presentation.
9. What are the first aid procedures ?

**Turn over**

10. What are the aesthetic factors in menu planning ?
11. What is standard control process ?
12. Explain the types of salad.
13. What are the factors affecting the food cost ?

(4 × 3 = 12 weightage)

### Section C

*Answer any two questions.*

*Each question carries 5 weightage.*

14. “Menu design and layout have been called as the silent sales person of the restaurant” Justify the statement.
15. List down the basic cooking methods and explain at least three methods of cooking.
16. What is the information required before beginning the kitchen planning ?
17. Explain the four menu engineering categories.

(2 × 5 = 10 weightage)