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[0607]-201/23/M/R

First Year M.Sc. Hospitality Studies (Sem. II) Examination, 2023

CC – 201 Travel and Tourism – Global Perspective

(2021 Credit Pattern)

Time: 2 Hrs 30 Mins

Maximum Marks: 50

Instructions: -

- i. **Q.1** is compulsory.
- ii. Solve **any 4** questions from **Q.2 to Q.6**.
- iii. All questions carry **equal marks**.
- iv. **Draw** diagrams wherever **necessary**.

Q.1 Short Answer Questions (Any 4)

(10 Marks)

- a. Explain the Role of WTTC in Sustainable Tourism.
- b. Write down the various Covid 19 Travel norms required to travel globally.
- c. Mention Safety and Security Measures of Travelers.
- d. Explain the concept of GDP and Give GDP of any five countries.
- e. What are the factors contributing to the growth of the Global Tourism?
- f. Give the role of Government in promoting tourism.

Q.2. Answer in Brief (Any two)

(10 Marks)

- a. List and explain different types of Visa
- b. Explain in detail concept of inbound and outbound tourism
- c. What are the objectives and goals in planning process of tourist destination?
- d. Write down the pattern and characteristic of outbound tourism with respect to India

Q.3 Long answer question

(10 Marks)

- a. Write in detail global emerging tourism destination for Thailand.
- b. Explain the role of private sector involvement in tourism development.

Q.4.a) Attempt the following

(5 Marks)

- i. Define PATA
- ii. Explain the term IATA
- iii. Write the full form of UFTAA
- iv. Define itinerary
- v. Explain sports tourism

b) Write a note on effect of International Political Relation on Tourism.

(5 Marks)

Q.5. Write in Brief the following questions

(10 Marks)

- a. Explain the role of ICAO in global tourism.
- b. Write the importance of UNESCO in tourism industry.

Q.6. Answer the following

(10 Marks)

- a. Give the impact of tourism on environment.
- b. Write a short not on Incredible India.

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[0607]-202/23/M/R

First Year M.Sc. Hospitality Studies (Sem. II) Examination, 2023

CC – 202 Human Resource Management

(2021 Credit Pattern)

Time: 2 Hrs 30 Mins

Maximum Marks: 50

Instructions: -

- i. **Q.1 is compulsory.**
- ii. Solve **any 4** questions from **Q.2 to Q.6.**
- iii. All questions carry **equal marks.**
- iv. **Draw diagrams wherever necessary.**

Q.1 Short Answer Questions (Any 4)

(10 Marks)

- a. Discipline
- b. ESOP
- c. Competency Metrix
- d. External Sources of Recruitment
- e. Promotion
- f. Profit sharing

Q.2. Answer in Brief (Any two)

(10 Marks)

- a. Explain any two types of Direct Compensation.
- b. Explain need of HRM
- c. Explain the importance of Employee Retention.
- d. Discuss the difference between Job Description and Job Specification

Q.3 Long answer question

(10 Marks)

- a. Explain the concept of Counselling for Performance Management.
- b. Give steps in formulation of Compensation.

Q.4.a) Attempt the following

(5 Marks)

- i. Transfer
- ii. Basic Pay
- iii. Human Resources Planning
- iv. Job Analysis
- v. Incentives

b) Give Grievance Handling Mechanism followed in Hotels.

(5 Marks)

Q.5. Write in Brief the following questions

(10 Marks)

- a. Discuss the concept of Trade Union.
- b. Discuss any two Internal Sources of Recruitment.

Q.6. Answer the following

(10 Marks)

- a. Discuss the importance of Training and Development.
- b. Give any two external factors influencing Compensation Administration.

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[0607]-203 A/23/M/R

First Year M.Sc. Hospitality Studies (Sem. II) Examination, 2023

DSE – 203 A Managerial Communication

(2022 Pattern)

Time: 2 Hrs 30 Mins

Maximum Marks: 50

Instructions: -

- i. **Q.1 is compulsory.**
- ii. Solve **any 4** questions from **Q.2 to Q.6.**
- iii. All questions carry **equal marks.**
- iv. **Draw diagrams wherever necessary.**

Q.1 Short Answer Questions (Any 4)

(10 Marks)

- a. What is a CV? How is it beneficial in one's career?
- b. Write a short note on Podcasting.
- c. State the impact of Negative Body Language at the workplace.
- d. Enlist any five points to be considered while writing for Mass Communication.
- e. Explain in brief: Concept Mapping
- f. Define Social Media. Give any three functions.

Q.2. Answer in Brief (Any two)

(10 Marks)

- a. Enlist and explain any five DONT's of Group Discussion.
- b. Write a short note on E-Commerce.
- c. Explain in detail any five features of Spoken Language.
- d. What is Conflict Management? State any four ways of avoiding conflicts.

Q.3 Long Answer Question

- a. State the evolution of Social Media through the ages. **(6 Marks)**
- b. Discuss any four points to be covered during a Team Briefing. **(4 Marks)**

Q.4.a) Attempt the following

(5 Marks)

- i. Define Resume.
 - ii. E- Learning
 - iii. Psychological Barrier
 - iv. Non Verbal Communication
 - v. Micro Blogging
- b) Explain the usage of Smart Phones as a platform for Digital Products. **(5 Marks)****

Q.5. Write in Brief the following questions

(10 Marks)

- a. How does one overcome Barriers for Effective Communication?
- b. Explain any five points on the Importance of adding Graphics for a good Presentation.

Q.6. Answer the following

(10 Marks)

- a. Discuss the ways to enhance Guest Experience through Accessible Information.
- b. As a Manager, list any five Business Communication Etiquettes to be followed while using cellphones.

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[0607]-204A/23/M/R

F.Y. M.Sc. Hospitality Studies (Sem. II) Examination, 2023

GE 204 A - Specialized Food Production II

(2022 Pattern)

Time: 2 Hrs 30 Mins

Maximum Marks: 50

Instructions: -

- i. **Q.1** is compulsory.
- ii. Solve **any 4** questions from **Q.2 to Q.6**.
- iii. All questions carry **equal marks**.
- iv. **Draw** diagrams wherever **necessary**.

Q.1 Short Answer Questions (Any 4)

(10 Marks)

- a. Explain Sight in reference to Sensory Evaluation
- b. Molecular Gastronomy
- c. Fusion Cuisine
- d. Anthropology History
- e. Explain Smell in reference to Sensory Evaluation
- f. Retail Management

Q.2. Answer in Brief (Any Two)

(10 Marks)

- a. Differentiate between TRIAL and TRAIL
- b. Sous Vide as a method of cooking explain with temperature details
- c. Explain Modern European Cuisine in details
- d. What are the Health Benefit of a plant based diet?

Q.3 Long Answer Question

- a. List and explain the various stages of Product Development.
- b. What are Hydrocolloids and list 4 popular Hydrocolloids

(6 Marks)

(4 Marks)

Q.4.a) Attempt the following

(5 Marks)

- i. Smoke gun
- ii. Gluten free
- iii. Standard Purchase Specification
- iv. Lactose
- v. FSSAI

b) Why is Information Technology important in the Retail sector.

(5 Marks)

Q.5. Write in Brief the following questions

- a. What is the purpose of conduction FOOD TRIALS? (5 Marks)
b. Explain the “Hedonic Test” giving example (5 Marks)

Q.6. Answer the following

- a. What is Culinary Research and Development in reference to a Recipe? (5 Marks)
b. What is the need and concept of a TEST KITCHEN? (5 Marks)

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[0607]-204B/23/M/R

F.Y. M.Sc. Hospitality Studies (Sem. II) Examination, 2023

GE 204 B- Specialized Food & Beverage Service II

(2022 Pattern)

Time: 2 Hrs 30 Mins

Maximum Marks: 50

Instructions: -

- i. **Q.1** is compulsory.
- ii. Solve **any 4** questions from **Q.2 to Q.6**.
- iii. All questions carry **equal marks**.
- iv. **Draw** diagrams wherever **necessary**.

Q.1 Short Answer Questions (Any 4)

(10 Marks)

- a. Enlist 05 advantages of Automatic Vending
- b. Give 05 New World Wine Brands
- c. Enlist any 05 Measures to prevent Food poisoning.
- d. Write a note on various Promotional strategies adopted by Winery
- e. Explain how Electronic system in Revenue Control helps enhance F & B operations
- f. Explain Wine Tourism.

Q.2. Answer in Brief (Any Two)

(10 Marks)

- a. Explain advantages of using Online Portals for Food Delivery.
- b. Write a detailed note on any 02 Revenue Control Softwares.
- c. Write a note on Critical F & B Service areas.
- d. Write a note on various Promotional strategies adopted by Winery

Q.3 Long Answer Question

- a. Write a note on Green Practices used in F & B Service Areas. **(6 Marks)**
- b. Discuss any 04 latest trends of Food and Wine in F & B Service. **(4 Marks)**

Q.4.a) Attempt the following

(5 Marks)

- i. Sommelier
 - ii. BOB
 - iii. Single Malt
 - iv. Food Poisoning
 - v. Blush Wines
- b) Explain the pricing methods used in pricing of wines in India. **(5 Marks)**

Q.5. Write in Brief the following questions

- a. Write a note on Manufacturing of White Wines.
- b. Explain the Operations of a Ghost Kitchen.

(5 Marks)

(5 Marks)

Q.6. Answer the following

- a. Draw and Explain a Wine Label of United States.
- b. Explain any 05 rules of Food and Wine pairing

(5 Marks)

(5 Marks)

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[0607]-204C/23/M/R

F.Y. M.Sc. Hospitality Studies (Sem. II) Examination, 2023

GE 204 C - Specialized Accommodation Operations II

(2022 Pattern)

Time: 2 Hrs 30 Mins

Maximum Marks: 50

Instructions: -

- i. **Q.1 is compulsory.**
- ii. Solve **any 4** questions from **Q.2 to Q.6.**
- iii. All questions carry **equal marks.**
- iv. **Draw diagrams wherever necessary.**

Q.1 Short Answer Questions (Any 4)

(10 Marks)

- a. Define Loyalty program and give two examples
- b. Explain the concept of SPA
- c. List 5 best practices at front desk
- d. Role of MOT
- e. Breakeven Analysis
- f. Methods of motivating employees.

Q.2. Answer in Brief (Any two)

(10 Marks)

- a. Discuss various types of Resorts with one example each.
- b. How does Social media influence in guest selection of the hotel?
- c. What are the operating characteristics of Golf based resorts?
- d. Explain in detail the concept of 5 (S).

Q.3 Long Answer Question

a. Write a note on Incredible India.

(6 Marks)

b. Distinguish between Hotel SPA and Standalone SPA.

(4 Marks)

Q.4.a) Attempt the following

(5 Marks)

- i. Under stay
- ii. Motivation
- iii. Artificial Intelligence
- iv. Stayover
- v. Single window Service

b) Explain with suitable example, the levels of a loyalty program.

(5 Marks)

Q.5. Write in Brief the following questions

- a. What are customer centric processes used in Hotels? **(5 Marks)**
- b. Discuss global tourism initiatives taken by GOI post pandemic **(5 Marks)**

Q.6. Answer the following

- a. What is High balance report and Manager's report? **(5 Marks)**
- b. What is the guest feedback mechanism practiced in hotels? **(5 Marks)**

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[0607]-205A/23/M/R

First Year M.Sc. Hospitality Studies (Sem. II) Examination, 2023

SE 205 A Green Practices in Hospitality

(2022 Pattern)

Time: 2 Hrs 30 Mins

Maximum Marks: 50

Instructions: -

- i. **Q.1 is compulsory.**
- ii. Solve **any 4** questions from **Q.2 to Q.6.**
- iii. All questions carry **equal marks.**
- iv. **Draw diagrams wherever necessary.**

Q.1 Short Answer Questions (Any 4)

(10 Marks)

- a. LEED
- b. HVAC
- c. Global Warming
- d. Types of Energy Sources
- e. Explain the term Water Stress
- f. Describe the Green Marketing

Q.2. Answer in Brief (Any two)

(10 Marks)

- a. What are the source of external air emissions?
- b. Explain the key principles of Energy management.
- c. Explain the Waste Management Hierarchy.
- d. Enlist measures take to control noise pollution hotels.

Q.3 Long Answer Question

(10 Marks)

- a. Discuss the alternative energy sources of Hospitality Industries.
- b. Explain the methods of water conservation in Kitchen and housekeeping department

Q.4.a) Define the following

(5 Marks)

- i. Acid rains
- ii. TERI
- iii. Inorganic Waste
- iv. Geothermal Energy
- v. Grey water

b) Write the benefits of Eco construction material and technology used.

(5 Marks)

Q.5. Write in Brief the following questions

(10 Marks)

- a. Write a short note on ISO 14000
- b. Explain Challenges faced by hotel for the sustainability development.

Q.6. Answer the following

(10 Marks)

- a. Explain various ways to maintain the quality of water
- b. Write a short note no Role of Energy Audit.

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[0607]-205B/23/M/R

F.Y. M.Sc. Hospitality Studies (Sem. II) Examination, 2023

SE 205 B – Information Technology in Hospitality Industry

(2022 Pattern)

Time: 2 Hrs 30 Mins

Maximum Marks: 50

Instructions: -

- i. **Q.1** is compulsory.
- ii. Solve **any 4** questions from **Q.2 to Q.6**.
- iii. All questions carry **equal marks**.
- iv. **Draw** diagrams wherever **necessary**.

Q.1 Short Answer Questions (Any 4)

(10 Marks)

- a. What is application software & explain its types?
- b. Describe about guest operated devices.
- c. Explain importance of guest reservation.
- d. Write role of ECR in food & beverage management.
- e. What is radio wave technology?
- f. Describe call accounting system

Q.2. Answer in brief (Any two)

(10 Marks)

- a. Explain tree topology with diagram.
- b. What is Wifi? & Write benefits of wireless technology.
- c. Describe night audit? & explain stages involved in night auditing process.
- d. What is Fiber Optical Cable? & Draw its diagram.

Q.3 Long Answer Question

- a. Short note on: Global Distribution System.
- b. Write internet security in detail.

(6 Marks)

(4 Marks)

Q.4.a) Attempt the following

(5 Marks)

- i. Server
- ii. Online Travel Agents
- iii. VPN
- iv. Internet Relay Chat
- v. POS

b) Write procedure of cancellation of a guaranteed room reservation.

(5 Marks)

Q.5. Write in Brief the following questions

- a. Draw format of departure list report.
- b. Write a Short note on: Antivirus

(5 Marks)

(5 Marks)

Q.6. Answer the following

- a. Briefly explain room rate assignment.
- b. Describe various functions of operating system.

(5 Marks)

(5 Marks)

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