

Total No. of Questions – 6]

[Total No. of Printed Pages – 2

Seat No.	
----------	--

[0607]-201/23/M/B

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

CC – 201 Travel and Tourism – Global Prespective

(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 do you understand by Global Tourism trends?
- b. Explain the various documentation required for Passport
- c. List down latest norms with respect to Covid -19 while travelling globally
- d. Explain the Role of WTTC in sustainable tourism
- e. Explain the concept of tourism distribution system
- f. What are the foreign currency norms for inbound travelers?

Q.2. Answer in Brief (Any two)

(10 Marks)

- a. What are the various travel motivators explain in detail.
- b. Explain the concept of inbound and outbound tourism
- c. Elaborate on the steps involved in the planning process of promoting and emerging destination
- d. Write down the pattern and characteristic of outbound tourism with respect to India

Q.3 Long answer question

(10 Marks)

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

Q.4.a) Attempt the following

(5 Marks)

- i. Define IATA
- ii. Explain the term ICAO
- iii. What is GDP
- iv. Define VISA
- v. Give the full form of GDS

b) List down and explain the factors affecting global tourism

(5 Marks)

Q.5. Write in Brief the following questions

(10 Marks)

- a. Explain WTO and its role in the tourism industry
- b. Give the role and function of PATA

Q.6. Answer the following

(10 Marks)

- a. Give the cultural impact on tourism industry.
- b. Write a short not on Incredible India

AISSMS CHMCT

Total No. of Questions – 6]

[Total No. of Printed Pages – 2

Seat No.	
----------	--

[0607]-202/23/M/B

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. ESOP
- b. Explain the Concept of CTC.
- c. Collective Bargaining
- d. Promotion
- e. Competency Metrix
- f. Causes of indiscipline

Q.2. Answer in Brief (Any two)

(10 Marks)

- a. Give the role of HRM in service industry
- b. What are the causes of Labour Turnover?
- c. Give steps in formulation of compensation
- d. Explain importance of grievance committees in hotels

Q.3 Long answer question

(10 Marks)

- a. Explain the concept of Counselling for performance management
- b. Explain the sources of Recruitment.

Q.4.a) Attempt the following

(5 Marks)

- i. Job evaluation
 - ii. Wages
 - iii. Transfer
 - iv. Basic Pay
 - v. HRP
- b) Explain Fringe benefits

(5 Marks)

Q.5. Write in Brief the following questions

(10 Marks)

- a. Discuss the concept of trade union
- b. Write a short note on work life balance

Q.6. Answer the following

(10 Marks)

- a. Write importance of exit interview
- b. Discuss the importance of training and development

AISSMS CHMCT

Seat No.	
----------	--

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

First Year MSc. 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 SOP? Give a suitable example.
- b. State the importance of Body Language at the workplace.
- c. Define Social Media. State any three characteristics.
- d. List any five features of Spoken Language.
- e. Explain in brief: Mind Mapping
- f. Write a short note on Virtual Games.

Q.2. Answer in Brief (Any two)

(10 Marks)

- a. What are the criteria for evaluation in a Group Discussion?
- b. Write a short note on E-Governance.
- c. Discuss Conflict Management in detail.
- d. Explain in detail the concept of Visual Language.

Q.3 Long answer question

- a. Describe the growth of Social Media through the ages. **(6 Marks)**
- b. What skills does one have to develop for effective Negotiations? **(4 Marks)**

Q.4.a) Attempt the following

(5 Marks)

- i. CV
- ii. E-Banking
- iii. Physiological Barrier.
- iv. External Corporate Communication
- v. Blogging

- b) Explain the usage of Smart Phones as a platform for Digital Governance. **(5 Marks)**

Q.5. Write in Brief the following questions

(10 Marks)

- a. What are Barriers to Effective Communication? Explain in detail.
- b. Explain any five points on the Importance of Creating Outlines for a good Presentation.

Q.6. Answer the following

(10 Marks)

- a. How do we use Accessible Information to enhance the Guest Experience?
- b. As a Manager, list any five Business Communication Etiquettes to be followed while drafting an Email.

AISSMS CHMCT

Total No. of Questions – 6]

[Total No. of Printed Pages – 2

Seat No.	
----------	--

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

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: -

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

Q.1 Short Answer Questions (Any 4)

(10 Marks)

- Define Loyalty program and give two examples
- Explain the concept of SPA
- List 5 best practices at front desk
- Write a note on Guest perception with suitable examples
- What is time management?
- Explain the terms – Occupancy % and ADR

Q.2. Answer in brief (Any two)

(10 Marks)

- Discuss various types of Resorts with one example each.
- How does Social media influence in guest selection of the hotel?
- Explain in detail the guest feedback mechanism
- Enumerate various types of training methods used in the hotel.

Q.3 Long answer question

(6 Marks)

- Explain in detail, managing operations on Cruise Ship.
- Write a note on Incredible India.

(4 Marks)

Q.4.a) Attempt the following

(5 Marks)

- Under stay
- Motivation
- Artificial Intelligence
- Breakeven point
- Ergonomics

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

(5 Marks)

Q.5. Write in Brief the following questions

a. Write a note on Women's only floor.

(5 Marks)

b. What are customer centric processes used in Hotels?

(5 Marks)

Q.6. Answer the following

a. What is High balance report and Manager's report?

(5 Marks)

b. Explain methods of motivating employees implemented in the hotels.

(5 Marks)

AISSMS CHMCT

Seat No.	
----------	--

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

SE 205 A Green Practices

(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 the concept of 3 R's in Waste management
- b. Rain Water Harvesting
- c. Types of Energy Sources
- d. Explain the Concept of Global warming
- e. Define Noise pollution and measures of control in Hotels
- f. Importance of conducting Environment Audit

Q.2. Answer in Brief (Any two)

(10 Marks)

- a. Explain the concept of greenhouse gases and its effects.
- b. Describe green marketing and its advantage with suitable example.
- c. Explain the ISO 14000.
- d. Write short note on Eco construction material and technology used

Q.3 Long answer question

- a. Explain the renewable source of energy with 1 example each.
- b. List the various activities of NGO's towards Environmental Protection.

(6 Marks)

(4 Marks)

Q.4.a) Attempt the following

(5 Marks)

- i. Air pollution
- ii. Grey Water
- iii. Composting
- iv. Eco Friendly Purchasing
- v. Wind Energy

b) What are the ways to control the water consumption in Hotels

(5 Marks)

Q.5. Write in Brief the following questions

(10 Marks)

- a. Write a short note on Green Building rating system and Explain any 2 systems
- b. Explain the role of Energy manager

Q.6. Answer the following

(10 Marks)

- a. Explain the concept of Carbon foot print and its effects on the hospitality industry
- b. Enlist types of green practices in hospitality industry.

AISSMS CHMCT

Total No. of Questions – 6]

[Total No. of Printed Pages – 2

Seat No.	
----------	--

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

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

SE 205 C IT in Hospitality Industry

(2022 Pattern)

Time: 2 Hrs 30 Mins

Maximum Marks: 50

Instructions: -

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

Q.1 Short Answer Questions (Any 4)

(10 Marks)

- What is system software & explain its types?
- Describe guest account.
- Draw format of occupancy report.
- What is co-axial cable? & Draw its diagram.
- Write role of POS in food & beverage management.
- What is micro wave technology?

Q.2. Answer in brief (Any two)

(10 Marks)

- Describe Dial up internet service.
- What is night audit? & explain functions of night audit.
- Explain star topology with diagram.
- What is Wifi? & write advantages of wireless LAN.

Q.3 Long answer question

- Describe global distribution system with examples.
- Elaborate on Email Phishing.

(6 Marks)

(4 Marks)

Q.4.a) Attempt the following

(5 Marks)

- Device Driver
- WAN
- DNCO
- Hub
- Cluster Reservation Office

b) Write procedure of cancellation for a non -guaranteed room reservation.

(5 Marks)

Q.5. Write in Brief the following questions

- a. Differentiate between modem & router.
- b. Draw format of reservation transaction report.

(5 Marks)

(5 Marks)

Q.6. Answer the following

- a. Briefly explain room & rate assignment.
- b. Enlist & explain types of folios.

(5 Marks)

(5 Marks)

AISSMS CHMCT