

**Paper Code : 2311**

**Ph. D. (Hotel Management) Entrance Examination 2023-24**

**Time : 2 Hours**

**Do not open this Test Booklet until you are asked to do so.**

**Maximum Marks : 100**

Immediately fill in the particulars on this page of the Question Booklet and the Answer Sheet with Blue/Black Ball Point Pen. Use of pencil is strictly prohibited.

Name of the candidate (In Capital Letters) : \_\_\_\_\_

Roll Number (In Figure) : 

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(In Words) : \_\_\_\_\_

Name of Examination Centre (in Capital Letters) : \_\_\_\_\_

Candidate's Signature : \_\_\_\_\_ Invigilator's Signature \_\_\_\_\_

**Important Instructions :**

This booklet contains 100 objective type questions. First 50 questions of Research Methodology and Second 50 questions of Subject Specific. Each having four options a, b, c, d.

1. Candidates are not allowed to carry textual material printed or written, bits of papers, pages, mobile phone, electronic device or any other material except the Admit Card inside the Examination Hall/Room.
2. The candidates should fill in the required particulars on the Test Booklet and Answer Sheet with Blue/Black Ball Point Pen.
3. The candidate should not write their Roll Number anywhere else (except in the specified space) on the Test Booklet/Answer Sheet.
4. Out of the four options given for each question, the candidate must mark one correct option as an answer only.
5. There is no negative marking for any wrong answer.
6. Handle the Test Booklet and Answer Sheet with care, as under no circumstances (except for discrepancy in the Test Booklet Code and Answer Sheet Code), will another set be provided.
7. The candidates are not allowed to do any rough work or writing work on the Answer Sheet. All calculations/writing work are to be done in the space available in the Test Booklet itself.
8. Each candidate must show on demand her Admit Card to the Invigilator.
9. No candidate, without special permission of the Superintendent or Invigilator, should leave her seat.
10. The candidate should not leave the Examination Hall without handing over their Answer Sheet and Test Booklet to the invigilator on the duty and signing the Attendance Sheet.
11. No part of the Test Booklet and Answer Sheet shall be detached under circumstances.

**NOTE : THIS BOOKLET SHALL BE RETAINED FOR SIX MONTH ONLY.**

## **RESEARCH METHODOLOGY**

1. What is the name of the conceptual framework in which the research is carried out ?
  - (a) Research hypothesis
  - (b) Synopsis of research
  - (c) Research paradigm
  - (d) Research design
2. What is the major attribute of Correlation Analysis ?
  - (a) Association among variables
  - (b) Difference among variables
  - (c) Regression among variables
  - (d) Variations among variables
3. Which of the following features are considered as critical in qualitative research ?
  - (a) Collecting data with the help of standardized research tools.
  - (b) Design sampling with probability sample techniques.
  - (c) Collecting data with bottom-up empirical evidence.
  - (d) Gathering data with top-down schematic evidence.
4. How is random sampling helpful ?
  - (a) Reasonably accurate
  - (b) An economical method of data collection
  - (c) Free from personal biases
  - (d) All of the above

5. A research intends to explore the result of possible factors for the organization of effective mid-day meal interventions. Which research method will be most appropriate for this study ?
- (a) Descriptive survey method
  - (b) Historical method
  - (c) Ex-post facto method
  - (d) Experimental method
6. In order to pursue the research, which of the following is priorly required?
- (a) Developing a research design
  - (b) Formulating a research question
  - (c) Deciding about the data analysis procedure
  - (d) Formulating a research hypothesis
7. The format of thesis writing is the same as in :
- (a) Writing of Seminar representation
  - (b) Preparation of research paper/article
  - (c) A research dissertation
  - (d) Presenting a workshop/conference paper
8. Which one among the following statements is false in the context of participatory research ?
- (a) It recognizes knowledge as power
  - (b) It is a collective process of inquiry
  - (c) It emphasizes people as experts
  - (d) Its sole purpose is the production of knowledge

9. Which one among the following statements is *true* in the context of the testing of hypotheses ?
- (a) It is only the alternative hypotheses that can be tested.
  - (b) It is only the null hypotheses that can be tested.
  - (c) Both the alternative and the null hypotheses can be tested.
  - (d) Both the alternative and the null hypotheses cannot be tested.
10. Research and Development become the index of development of the country. Which of the following reasons are true with regards to this statement?
- (a) R&D targets human development
  - (b) R&D can enhance people's standard of living in the country
  - (c) R&D reflects the actual economic and social conditions being prevailed in the country
  - (d) All of the above
11. What does the longitudinal research approach actually deal with ?
- (a) Long-term research
  - (b) Short-term research
  - (c) Horizontal research
  - (d) None of the above
12. What do you understand by the term "Anusandhan" ?
- (a) Goal-oriented
  - (b) Following an aim
  - (c) Attaining an aim
  - (d) Praying to achieve an aim

- 13.** Which of the following does not correspond to characteristics of research?
- (a) Research is not passive
  - (b) Research is systematic
  - (c) Research is not problem-oriented
  - (d) Research is not a process
- 14.** Which of the following options are the main tasks of research in modern society ?
- (a) To learn new things
  - (b) To keep pace with the advancement in knowledge
  - (c) To systematically examine and critically analyze the investigations/ sources with the objective
  - (d) All of the above
- 15.** What is the main aim of interdisciplinary research ?
- (a) To oversimplify the problem of research
  - (b) To bring out the holistic approach to research
  - (c) To create a new trend in research methodology
  - (d) To reduce the emphasis on a single subject in the research domain
- 16.** The main aim of the scientific method in the research field is to :
- (a) Improve data interpretation
  - (b) Confirm triangulation
  - (c) Eliminate spurious research
  - (d) Introduce new variables

17. A researcher is interested in studying the prospects of a particular political party in an urban area. So, what tool should he prefer for the study ?
- (a) Rating Scale
  - (b) Questionnaire
  - (c) Interview
  - (d) Schedule
18. The conclusions/findings of which type of research cannot be generalized to other situations ?
- (a) Casual Comparative Research
  - (b) Historical Research
  - (c) Descriptive Research
  - (d) Experimental Research
19. How to judge the depth of any research ?
- (a) By research title
  - (b) By research duration
  - (c) By research objectives
  - (d) By total expenditure on research
20. Who can successfully conduct Research ?
- (a) Someone who is a hard worker
  - (b) Someone who possesses post-graduation degree
  - (c) Someone who has studied research methodology
  - (d) Someone who possesses thinking and reasoning ability

21. Which of the following is *not* the method of Research ?

- (a) Survey
- (b) Historical
- (c) Observation
- (d) Philosophical

22. A research problem is feasible only when :

- (a) It has utility and relevance
- (b) It is new and adds something to knowledge
- (c) It is researchable
- (d) All of the above

23. Circle graphs are used to show :

- (a) How is one part related to other parts ?
- (b) How are various sections share in the whole ?
- (c) How is one whole related to another whole ?
- (d) How are various parts related to the whole ?

24. Authenticity of a research finding is its :

- (a) Validity
- (b) Objectivity
- (c) Originality
- (d) All of these

25. Which one is called non-probability sampling ?

- (a) Quota sampling
- (b) Cluster sampling
- (c) Systematic sampling
- (d) Stratified random sampling

**26.** What does a good thesis involve ?

- (A) Reducing punctuations as well as grammatical errors to minimalist
- (B) Correct reference citations
- (C) Consistency in the way of thesis writing
- (D) Well defined abstract

Select the answers from the codes given below :

- (a) (B), (C) and (D)
- (b) (A), (B), (C) and (D)
- (c) (A), (B) and (C)
- (d) (A), (B) and (D)

**27.** On what basis did Jean Piaget give his theory of cognitive development of humans ?

- (a) Evaluation Research                      (b) Fundamental Research
- (c) Applied Research                      (d) Action Research

**28.** What are the core elements of a dissertation ?

- (a) Introduction; Data Collection; Data Analysis; Conclusions and Recommendations
- (b) Executive Summary; Literature Review; Data Gathered; Conclusions; Bibliography
- (c) Research Plan; Research Data; Analysis; References
- (d) Introduction; Literature Review; Research Methodology; Results; Discussions and Conclusions



- 29.** "Sampling Cases" can be defined as :
- (a) Sampling using a sampling frame
  - (b) Identifying people who are suitable for research
  - (c) Literally the researcher's brief case
  - (d) A sampling of people, newspapers, television programs etc.
- 30.** Which technique is generally followed when the population is finite ?
- (a) Systematic Sampling Technique
  - (b) Purposive Sampling Technique
  - (c) Area Sampling Technique
  - (d) None of the above
- 31.** Research problem is selected from the standpoint of :
- (a) Social relevance
  - (b) Financial support
  - (c) Researcher's interest
  - (d) Availability of relevant literature
- 32.** Which one among the following is the most comprehensive source of population data ?
- (a) Census
  - (b) National Sample Surveys
  - (c) Demographic Health Surveys
  - (d) National Family Health Surveys

- 33.** The process not needed in experimental research is :
- (a) Controlling
  - (b) Observation
  - (c) Reference collection
  - (d) Manipulation and replication
- 34.** What are those conditions where a research problem is *not* viable ?
- (a) It is new and adds something to knowledge
  - (b) It can be researched
  - (c) It has utility and relevance
  - (d) It contains dependent and independent variables
- 35.** How can we enhance the research objective ?
- (a) By making it more valid
  - (b) By making it more reliable
  - (c) By making it more impartial
  - (d) All of the above
- 36.** Action-research can be understood as :
- (a) A longitudinal research
  - (b) An applied research
  - (c) A kind of research being carried out to solve a specific problem
  - (d) All of the above

- 37.** On what basis can one formulate the assumptions ?
- (a) The cultural background of the country
  - (b) Universities
  - (c) Some specific characteristics of castes
  - (d) All of the above
- 38.** Which one among the following falls under the category of research development ?
- (a) Descriptive Research
  - (b) Philosophical Research
  - (c) Action Research
  - (d) All of these
- 39.** What is the use of Factorial Analysis ?
- (a) For setting the hypotheses
  - (b) To understand the difference between two variables
  - (c) To understand the relationship between two variables
  - (d) To understand the difference between various variables
- 40.** What is the best-suited name for a process that doesn't necessitate experimental research ?
- (a) Manipulation
  - (b) Controlling
  - (c) Content analysis
  - (d) Observation
- 41.** Which one among the following variables cannot be expressed in quantitative terms ?
- (a) Numerical Aptitude
  - (b) Marital Status
  - (c) Socio-economic Status
  - (d) Professional Attitude

42. The "Sociogram" technique is used to study :
- (a) Vocational Interest
  - (b) Human Relations
  - (c) Professional Competence
  - (d) Achievement Motivation
43. Which one among the following phrases does not correspond to the meaning of research as a process ?
- (a) Problem Solving
  - (b) Trial and Error
  - (c) Objective Observation
  - (d) Systematic Activity
44. Research can be classified as :
- (a) Basic, Applied and Action Research
  - (b) Quantitative and Qualitative Research
  - (c) Philosophical, Historical, Survey and Experimental Research
  - (d) All of the above
45. The first step of research is :
- (a) Selecting a problem
  - (b) Searching a problem
  - (c) Finding a problem
  - (d) Identifying a problem
46. A research problem is feasible only when :
- (a) It has utility and relevance
  - (b) It is researchable
  - (c) It is new and adds something to knowledge
  - (d) All of the above

**47.** Bibliography given in a research report :

- (a) shows vast knowledge of the researcher
- (b) helps those interested in further research
- (c) has no relevance to research
- (d) All of the above

**48.** Fundamental research reflects the ability to :

- (a) Synthesize new ideals
- (b) Expound new principles
- (c) Evaluate the existing material concerning research
- (d) Study the existing literature regarding various topics

**49.** The experimental study is based on :

- (a) The manipulation of variables
- (b) Conceptual parameters
- (c) Replication of research
- (d) Survey of literature

**50.** The main characteristic of scientific research is :

- (a) empirical
- (b) theoretical
- (c) experimental
- (d) All of these

**Ph. D. (Hotel Management) Entrance Test, 2023**

- 51.** Which of the following is a basic guideline that front desk clerks should always follow when assisting guests who have disabilities ?
- (a) Don't embarrass guests with disabilities by looking directly at them.
  - (b) Remember that the guest is a person with a disability
  - (c) Raise your voice if a guest does not seem to understand you.
  - (d) Identify specific disabilities through observation
- 52.** Monica works in the rooms division of a chain hotel. Her primary responsibilities are to sell guestrooms, register guests, and maintain guest accounts. Monica works in the.....department.
- (a) Reservation section
  - (b) Housekeeping
  - (c) Front office
  - (d) Uniformed services
- 53.** All of the following front office positions are typically considered "tipped employees" *EXCEPT* :
- (a) Door attendants
  - (b) Front desk agents
  - (c) Bell attendants
  - (d) Concierges
- 54.** In India, which is the oldest hotel chain ?
- (a) The Oberoi Group of Hotels
  - (b) The Leela Palaces, Hotels and Resorts
  - (c) The ITC Welcome Group Hotels
  - (d) The Taj Hotels, Resorts and Palaces

- 55.** Who developed Hubbart formula for computing room rent ?
- (a) Nikon Hubbart
  - (b) Rony Hubbart
  - (c) Roy Hubbart
  - (d) Rex Hubbart
- 56.** Which hotel department is responsible for protecting guests from infections and illness; largest staff in the hotel; Major function (keep clean-sanitary-and attractive) after COVID-19 ?
- (a) Housekeeping department
  - (b) Room attendant
  - (c) Washing laundry
  - (d) None of the above
- 57.** Rust stains can be removed with the help of :
- (a) Caustic soda
  - (b) Turpentine oil
  - (c) Oxalic acid
  - (d) Acetic acid
- 58.** Arrange the following organisations in sequence according to the year of establishment :
- (a) ITDC, HAI, FHRAI
  - (b) FHRAI, HAI, ITDC
  - (c) FHRAI, ITDC, HAI
  - (d) HAI, FHRAI, ITDC

- 59.** Which one of the following is a cold soup ?
- (a) Andalous Gazpacho
  - (b) Lobster bisque
  - (c) Consomme
  - (d) Minestrone
- 60.** Which among the following is a soup from Brazil ?
- (a) Minestrone
  - (b) Camaro
  - (c) Paprika
  - (d) Gazpacho
- 61.** As event planner, you are planning a themed opening reception for 2500 people at a convention center. What is your most important decision ?
- (a) Decide Event objective
  - (b) Decide Security
  - (c) Decide Budget
  - (d) Decide the mix of female to male attendees
- 62.** As a manager, you are booking a meeting at a hotel. What type of meal plan should you expect ?
- (a) Modified American Plan
  - (b) European Plan
  - (c) Table d'hote
  - (d) Full American Plan



- 63.** You have been asked by your boss to plan a client event for the chemical company. What is the first thing you need to consider ?
- (a) The budget for the event
  - (b) Where will the clients be coming from
  - (c) How many will be attending
  - (d) What is the objective of the event
- 64.** Which practice ensures both sustain the environment and produce profits for the hotel ?
- (a) Environmentalism
  - (b) Environmental sustainability
  - (c) Consumerism
  - (d) Consumer accountability
- 65.** A Indian hotel chain follows the generally accepted accounting principles (GAAP) because the principles help communicate financial information in a (n).....way.
- (a) Biased
  - (b) Consistent
  - (c) Uncooperative
  - (d) Adaptable
- 66.** In a hotel, Cross-contamination of food occurs when :
- (a) Cleaning and sanitising equipment and benches
  - (b) Keeping food stored in food-grade containers
  - (c) Washing hands before handling food
  - (d) Using food handling gloves for handling money

**67.** SSTS stands for :

- (a) Service Standards Testing
- (b) Self-Service Technologies
- (c) Standard Service Technologies
- (d) Self Service Treatments

**68.** A hotel company is proposed to runs a Pollution Prevention Pays program that has to lead a substantial reduction in pollution and costs. This would be an example of responding to which of the following ?

- (a) The 'green movement'
- (b) Governmental regulation
- (c) International competition
- (d) None of the above

**69.** Increasing pars or inventory will :

- (a) Raise beverage cost
- (b) Lower beverage cost
- (c) Have no affect on beverage cost
- (d) None of the above

**70.** Typical Layouts of a Commercial Kitchen :

- (a) Island Layout
- (b) Zonal Layout
- (c) Assembly Line Layout
- (d) All of these

71. Which of the following questions should front desk clerks ask guests requesting wake-up calls ?
- (a) Are you in a non-smoking or a smoking room ?
  - (b) How many persons are staying with you ?
  - (c) Could I have your name and your room number ?
  - (d) Will you be ordering room service ?
72. According to the Ministry of Corporate Affairs, which hotel ownership in India are required to obtain a certificate of registration ?
- (a) Consolidation
  - (b) Sole proprietorship
  - (c) Partnership
  - (d) Corporation
73. Hotel technology integration provides :
- (a) Synchronize the entire hotel data and departmental operations
  - (b) Smoothen the reservation processes from different sources
  - (c) Save time, money, and efforts behind working on disparate systems
  - (d) All of the above
74. Which is true in the Central Reservation System ?
- (a) Has a delay in the interface that allows for overbooking to occur
  - (b) Can have access to the inventory of room availability of each hotel in the chain
  - (c) Allows only the host hotel to access the system for confirmed reservations
  - (d) All of the above

75. Rooms Division includes :

- (a) Security
- (b) Guest services
- (c) Housekeeping
- (d) All of these

76. Revenue management is :

- (a) A night audit task used to balance guest accounts
- (b) A housekeeping system used to increase efficiency
- (c) A technique used to maximize room revenue
- (d) An accounting term used to determine optimal ratios for use in management decisions

77. Which type of equipment is used to keep food hot on a buffet ?

- (a) Sizzling plate
- (b) Gueridon trolley
- (c) Chafing dish
- (d) Wooden chopping board

78. Which manager is *not* a direct report to the director of food and beverage operations in a five star hotel ?

- (a) Human resources manager
- (b) Purchasing manager
- (c) Accounting manager
- (d) None of the above

- 79.** Which is the best way in Serving a room service meal ?
- (a) knock on the door loudly and announce his presence
  - (b) look through the keyhole and if he sees the guest is up, go straight inside
  - (c) carry the tray at waist level and enter the room
  - (d) carry the tray shoulder-high in his left hand, knock and wait until told to enter
- 80.** Which well-known cocktail is made of Vodka and Tomato juice ?
- (a) Bloody Mary
  - (b) Harvey Wallbanger
  - (c) Manhattan
  - (d) White Lady
- 81.** If whisky is spilt on the tablecloth a waiter should :
- (a) clear the table of everything and sponge the stain with water
  - (b) cover the soiled area with a clean table napkin by unrolling it over the spillage
  - (c) ask the customers to wait in the lounge while he fetches a clean cloth
  - (d) take the plates of food to the sideboard and change the cloth
- 82.** Which of the following characterize a hotel manager as being efficient ?
- (a) They use a minimum amount of resources for the amount of outputs produced.
  - (b) They devote a large amount of time to planning.
  - (c) They achieve their goals.
  - (d) They interview, select and train people who are most suitable to fill open jobs.

**83.** Which of the following are the methods of Menu Analysis ?

- (a) Profitability Index                      (b) Goal Value Analysis
- (c) Hurst's Menu Scoring                (d) All of these

**84.** Economic Order Quantity :

- (a) is the optimum quantity of raw material to be bought at each order.
- (b) sets equilibrium between carrying costs and ordering costs.
- (c) indicates cost of carrying and cost of ordering are equal and the total cost is the lowest.
- (d) All of the above

**85.** Kickback in purchasing is denoted as :

- (a) Theft and fraud                      (b) Cost control
- (c) Accounting                          (d) None of these

**86.** Butchers Yield test :

- (a) is carried on to all the ingredients that have not 100 per cent yield
- (b) is used to low cost
- (c) is conducted to cost control
- (d) None of the above

**87.** Which is a part of Food and beverage control procedures ?

- (a) Purchase control                      (b) Receiving control
- (c) Portion control                        (d) All of these

**88.** Among the following which grape is *not* used in the manufacturing of Cognac ?

- (a) Merlot
- (b) St. Emillion
- (c) Folle Blanche
- (d) Colombard

**89.** Barolo is a red, dry, DOCG wine and is produced from 100% :

- (a) Pinot Noir grapes
- (b) Nebbiolo grapes
- (c) Sangiovese grapes
- (d) All of these

**90.** Which of the following is *not* one of the critical ratios in food and beverage operations ?

- (a) Labor cost percentage
- (b) Contribution margin
- (c) Food cost percentage
- (d) Covers-per-person per hour

**91.** Which person in a large hotel rotates through the cooking stations to relieve station chef heads ?

- (a) Chef brigade
- (b) Chef de partie
- (c) Sous chef
- (d) Chef tournant

**92.** Which person serves alcoholic beverages in a restaurant ?

- (a) Sommelier
- (b) Debarrasseur
- (c) Commise de rang
- (d) Trancheur

**93.** Bar efficiency is measured :

- (a) Number of guests served
- (b) Labor efficiency standards
- (c) Pour cost percentage
- (d) Contribution profits

**94.** The chief steward is responsible for which of the following functions ?

- (a) Maintenance of dishwashing machines
- (b) Pest control
- (c) Sanitation
- (d) All of the above

**95.** Which of the following is true for the lager beer ?

- (a) Bottom fermenting yeast is used for the\ preparation
- (b) Top yeast is used for the preparation
- (c) Require high fermentation temperature
- (d) Both (b) and (c)

**96.** Which is not a part of Salad :

- (a) Slurry
- (b) Base
- (c) Body
- (d) Dressing



97. Which is the correct liqueur for making Cafe Calypso ?
- (a) Kahlua (b) Cura~ao  
(c) Tia Maria (d) Ron Bacardi
98. A hotel marketing managers should adapt the marketing mix to.....and constantly monitor value changes and differences in both domestic and international markets.
- (a) Sales strategies  
(b) Marketing concepts  
(c) Cultural values  
(d) Brand images
99. ....fruits are used in many ways in the kitchen, such as salads, breakfast fruit, desserts and in some cases pies.
- (a) Syrup packed  
(b) Canned fruits  
(c) Frozen fruits  
(d) All of the above
100. In which year did Indian Tobacco Company (ITC) enter hotel industry ?
- (a) 1955 (b) 1958  
(c) 1957 (d) 1960