THIRD SEMESTER M.A./M.Sc./M.Com. DEGREE (REGULAR) EXAMINATION NOVEMBER 2020

(CBCSS)

MTHM (Master of Tourism and Hospitality Management)

MTH 3E 15—FRONT OFFICE AND HOUSE KEEPING MANAGEMENT

(2019 Admissions)

Time : Three Hours Maximum : 30 Weightage

Section A

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

1. Define Group Reservations.

2. What is meant by complimentary rate ?

3. Define Overstay.

4. Define Continental Plan.

5. Define Lobby.

6. Define Amenity.

7. What is meant by Briefing ?

(4 × 2 = 8 weightage)

Section B

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

8. Brief about Franchise.

9. Write a note on alternate lodging facilities.

10. Write a note on booking diary.

11. What is meant by Salesmanship ?

12. What is meant by Hierarchy ?

13. What is the purpose of an organization chart ? Outline the organization chart for a medium sized hotel.

14. Differentiate between a job description and a job specification.

(4 × 3 = 12 weightage)

Turn over

Section C

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

15. What are the functions performed at the information desk ?

16. What are the different basis of charging the room rent ?

17. What do you understand by guest cycle ? Explain in detail.

18. Give an elaborate note on Duty Rota and work schedules.

(2 × 5 = 10 weightage)

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MTH 3E 14—AIRPORT AND AVIATION MANAGEMENT

(2019 Admissions)

Time : Three Hours

Maximum : 30 Weightage

Section A

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

1. Define Civil Aviation.

2. Mention any two tourist destination of America.

3. Define Aviation sector.

4. Define Attractions.

5. What is meant by Commuter ?

6. What is meant by open tickets ?

7. Mention any two Airports with their codes.

(4 × 2 = 8 weightage)

Section B

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

8. How and when did Aviation begin in India ?

9. Write a short note on Chicago conventions.

10. Write the role of low cost carriers.

11. What is a conjunction ticket ?

12. Brief about pacific regions tourist destinations with few examples.

13. Write a note on international sale indicators.

14. Write about upgrading and downgrading of air passenger's rights.

(4 × 3 = 12 weightage)

Turn over

Section C

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

15. What is the main purpose of Freedom of Air ?

16. Give an elaborate note on types of Airlines.

17. Explain – Geographic perspectives of air transportation.

18. Give an elaborate note on Miscellaneous Charges Order (MCO) and Prepaid Ticket Advice (PTA).

(2 × 5 = 10 weightage)

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MTH 3C 13—BUSINESS RESEARCH METHODS

(2019 Admissions)

Time : Three Hours — Maximum : 30 Weightage

Section A

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

1. Define research Hypothesis.

2. Give two examples for research design.

3. Define concomitant variable.

4. Define Random sampling.

5. Define secondary data.

6. Define Histogram.

7. What is meant by correlation.

(4 × 2 = 8 weightage)

Section B

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

8. What are the benefits of Business Research ?

9. What are the qualities of a good research ?

10. Write the concept of Independent and dependent variables.

11. What are measurements in a research study ?

12. Brief about semantic differential scales.

13. Brief about stratified Random Sample.

14. What is analysis report format ?

(4 × 3 = 12 weightage)

Turn over

Section C

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

15. What are the nature and foundation of Research questions ?

16. Explain qualitative Research designs.

17. Elaborate the advantages and disadvantages over secondary data.

18. What are the basic consideration in determining samples ? Explain.

(2 × 5 = 10 weightage)