

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

BSc DEGREE EXAMINATION DECEMBER 2022
(Sixth Semester)

Branch – CATERING SCIENCE AND HOTEL MANAGEMENT

HOSPITALITY LAW

Time : Three Hours

Maximum : 75 Marks

SECTION-A (20 Marks)

Answer ALL questions

ALL questions carry EQUAL marks

(10 x 2 = 20)

- 1 Define globalization.
- 2 Name any two license to open a hotel in India.
- 3 Define the term 'Contract'.
- 4 List the elements of a valid contract.
- 5 Name the different classifications of Hotels in India.
- 6 Name any TWO types of Liquor licenses.
- 7 Define 'Trade union'.
- 8 What do you understand by the term 'Laws of Tort'?
- 9 What are food additives give example?
- 10 Expand FSSAI.

SECTION - B (25 Marks)

Answer ALL Questions

ALL Questions Carry EQUAL Marks (5 x 5 = 25)

- 11 a Summarize on Indian hospitality industry.
OR
b How do the hospitality industry cope up with the changing guest profile.
- 12 a Differentiate Bailment and pledge.
OR
b Brief on Arbitration and Mediation.
- 13 a Write short note on shops and establishments act.
OR
b What are the common behavioral traits of a intoxicated person.
- 14 a What are types of Negligence – Explain.
OR
b Under what circumstances do you evict a guest from a hotel ?
- 15 a What are the roles of food safety officers?
OR
b Explain the importance of food adulteration act.

SECTION - C (30 Marks)

Answer any THREE Questions

ALL Questions Carry EQUAL Marks (3 x 10 = 30)

- 16 Technology innovations and employee retention – a great challenge to Indian hospitality industry – DISCUSS.
- 17 Explain the types of contract with suitable examples.
- 18 Explain in detail about hotel operating license and regulations.
- 19 Narrate the significance of labor laws in India.
- 20 Explain the salient features of Food Safety and Standard Act.

Z-Z-Z

END

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Branch – **CATERING SCIENCE AND HOTEL MANAGEMENT**

TOTAL QUALITY MANAGEMENT

Time : Three Hours

Maximum : 75 Marks

SECTION-A (20 Marks)

Answer **ALL** questions

ALL questions carry **EQUAL** marks (10 x 2 = 20)

- 1 What is Total quality?
- 2 What is meant by quality policy?
- 3 Define TQM.
- 4 What is a team?
- 5 Explain cost of non-conformance.
- 6 What is meant by appraisal cost?
- 7 Explain Demings PDSA cycle
- 8 Define continuous process improvement.
- 9 What is quality audit?
- 10 Write a note on ISO quality system.

SECTION - B (25 Marks)

Answer **ALL** Questions

ALL Questions Carry **EQUAL** Marks (5 x 5 = 25)

- 11 a Explain the characteristics of quality.
OR
b What are the internal factors affecting quality policy?
- 12 a Bring out the characteristics of effective teams.
OR
b What are the benefits of employee involvement?
- 13 a Explain the types of internal failure costs with examples.
OR
b State and explain the reasons for calculating quality costs.
- 14 a What are the benefit of quality management?
OR
b Write about the four absolutes of quality explained by Crosby.
- 15 a Explain the purpose of quality audit.
OR
b Write a note on ISO 14000 series.

SECTION - C (30 Marks)

Answer any **THREE** Questions

ALL Questions Carry **EQUAL** Marks (3 x 10 = 30)

- 16 What do you mean by strategic quality management? What are its goals and objectives?
- 17 Describe the fundamentals of total quality management.
- 18 What is cost of quality? What are the objectives of calculating cost of quality?
- 19 Write a detailed note on Deming's 14 points on total quality.
- 20 What is TS16949? Explain its requirements and benefits.

Z-Z-Z

END