

COURSE CODE - 2040812
PG DEGREE EXAMINATION – JAN 2009
M.A (TM)
HOSPITALITY MANAGEMENT
(For Candidate Admitted from Calendar 2007 Onwards)

Time: 3 Hours

Max. Marks: 75

Section-A

Answer all the Questions:

15 X 1 = 15

1. Define management.
2. What is called planning?
3. Define information
4. What is called as record?
5. What is called as linen?
6. What is called as inventory?
7. What is infection?
8. Explain the term mobilization.
9. What is called as buffer stock?
10. Explain the term lead time?
11. Define FIFO
12. What is a recorder point?
13. Explain the term statistics.
14. What is called as budgeting?
15. What are stains?

Section-B

Answer any Five Questions:

5X 6 = 30

16. a. Write about the role of a administrator.

(Or)

- b. What are the process of planning?

17. a. Explain the process of organizing.

(Or)

- b. What are the services rendered by a dietary department?

18. a. Explain the process of communication in a hospital.

(Or)

- b. Explain the role of in house pharmacy

19. a. Discuss the importance of medical record.

(Or)

- b. Write about the importance of hospital statistics.

20. a. Write about the hospital Hazards?

(Or)

- b. What is the need for information system in hospital?

Section – C

Answer any Two Questions:

2 X 15 = 30

21. Discuss about the concept of hospital management.
22. Briefly discuss about the administrative function / procedure followed in a hospital.
23. What are the emergency services in a hospital?
24. Explain about the hospital laundry procedures.
25. Write about the importance of public relation in a hospital.