

IMBA AVT Sem.-5 Examination

IMBA AVT-125

Procurement Mgmt. in Ser Ind.

December-2025

Time : 2.30 Hours]

[Max.Marks : 70

Instructions:

- 1) Figures to the right indicate Full Marks.
- 2) Do not write anything on the question paper.
- 3) Do not use scientific calculator.

1. Define procurement and explain the process of procurement. (14 marks)

OR

What is strategy and planning in procurement. Discuss 7R's of procurement.

2. Describe the role of supply chain in the smooth functioning of service industries. (14 marks)

OR

Explain the buying and selling approach in procurement. How does it influence supplier selection?

3. Discuss quality and quantity in procurement with examples from airlines and tourism industry. (14 marks)

OR

Explain centralized purchasing. Analyze its relevance and benefits for service industry.

4. Discuss procurement guidelines applicable to hospitality and aviation service organizations. (14 marks)

OR

Explain approval guidelines for procurement in various departments of a hotel, such as housekeeping, food & beverage, and front office.

5. An aviation catering unit is facing issues with inconsistent food quality from its suppliers. This has resulted in passenger complaints and risk to service reputation. Recommend a quality assurance system and procurement routine to address the issue. (14 marks)

OR

A resort plans to refurbish all guest rooms before peak season. Analyze the procurement challenges and propose a strategy covering supplier evaluation, budgeting, and logistics.

