

II Semester P.G.DRE.M. Examination, June/July 2010
REAL ESTATE INVESTMENT AND WORLD REAL ESTATE MARKET

Time : 3 Hours

Max. Marks : 80

SECTION – A

1. Answer **any five** sub-questions. **Each** sub-question carries **2** marks. **(5×2=10)**

- a) State the transfer of property Act.
- b) What is mortgage loan insurance ?
- c) What are investment properties ?
- d) What are Non-participating mortgage loans ?
- e) What is interest Hedging ?
- f) What is disposition fees ?
- g) What is Equity trusts ?

SECTION – B

Answer **any four** questions. **Each** question carries **five** marks. **(4×5=20)**

- 2. Explain the various reforms in real estate.
- 3. What is polynomial theory ?
- 4. Explain the indices relating to real estate in stock market.
- 5. Discuss the end of Florida land boom of 1920's.
- 6. Explain pre investment considerations in real estate property.

P.T.O.

SECTION – C

Answer **any five** questions. **Each** question carries **ten** marks.

(5×10=50)

7. Explain the three critical issues in Real Estate development.
 8. What advantages will take place with FDI's intrusion in Real Estate ?
 9. What are the major factors in real estate boom of 2000 ?
 10. Outline the comparative chart between India and China's Real Estate sector.
 11. Give a macro-economic view of Real Estate in India.
 12. Discuss in detail the risks and opportunities in Real Estate investment.
 13. Explain the Market Value Accounting standard overview.
 14. Discuss the various revenues and expenses that are of particular importance to real estate investors.
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II Semester P.G.D.R.E.M. Examination, June/July 2010
RELATIONSHIP MANAGEMENT

Time : 3 Hours

Max. Marks : 80

SECTION – A

1. Answer **any five** questions. **Each** question carries **two** marks. **(5×2=10)**

- a) Define Relationship Management.
- b) What is a Turnkey Project ?
- c) What are Proxy Values ?
- d) Define, ERM.
- e) What do you mean by Customer Loyalty ?

SECTION – B

Answer **four** of the following. **Each** question carries **five** marks. **(4×5=20)**

- 2. Distinguish between Internal and External marketing.
- 3. What are Relationship Marketing Variables ?
- 4. List out the components of customer equity.
- 5. What are the determinants of Relationship Quality ?
- 6. State the various models of Customer Relationship Management.

P.T.O.

SECTION – C

Answer **any five** questions. **Each** question carries **ten** marks.

(5×10=50)

7. Explain the objectives of Relationship marketing.
 8. Describe the role of Technology in CRM.
 9. Explain the significance of Research in developing an effective CRM System.
 10. Explain the techniques used for measuring CRM cost and benefits.
 11. What are the determinants of Sustainable Competitive advantage ?
 12. Explain the various basis for segmenting markets and the role of segmentation in CRM.
 13. Discuss the CRM initiatives associated with Selling process.
 14. Discuss the challenges of Retaining Customers in Service Industry.
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II Semester P.G.D.R.E.M. Examination, June/July 2010
HR ESSENTIALS FOR REAL ESTATE MANAGEMENT

Time : 3 Hours

Max. Marks : 80

SECTION – A

1. Answer **all** questions. **Each** question carries **2** marks :

- a) Define Human Resources Management.
- b) What do you mean by Attrition ?
- c) What is Down sizing ?
- d) Define, Stress.
- e) Distinguish between Recruitment and Selection.

SECTION – B

Answer **any four** questions. **Each** question carries **5** marks :

- 2. List out the objectives of performance evaluation.
- 3. State the various steps in HR planning.
- 4. What are the techniques self development training ?
- 5. List out the contents job specifications.
- 6. What are the basis for fixing employee compensation ?

SECTION – C

Answer **any five** questions. **Each** question carries **ten** marks :

- 7. Discuss the principles of organizing an HR department in Real Estate Organizations.
- 8. Explain the role of HR managers in Managing risk in real estate business.

P.T.O.

9. Discuss the major legal issues involved in Managing Human resources.
 10. What are the Causes of work place violence ? Explain measures avoid and manage them.
 11. Describe the scope and contents of recruitment and selection policy.
 12. Explain the various types of selection interviews.
 13. Discuss the characteristics of an effective system for evaluating training effectiveness.
 14. Define performance planning and explain the various stages involved in it.
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II Semester PGDREM Examination, June/July 2010
FINANCIAL OPERATIONS AND ASSETS MANAGEMENT

Time : 3 Hours

Max. Marks : 80

SECTION – A

1. Answer **any five** questions. **Each** carries **2** marks.
- a) What is DCF ?
 - b) What is productivity metrics ?
 - c) Name the operations of REIT.
 - d) Briefly explain SAR.
 - e) What is replication of Asset Management Model ?
 - f) What is non diversifiable risk ?
 - g) What is survey approach ?

SECTION – B

Answer **any four** questions. **Each** carries **5** marks.

- 2. Mention the ten commandments of Asset Management Model.
- 3. Write a note on revenue growth in Real Estate Management.
- 4. What are the challenges in implementing workplace management solutions ?
- 5. How can we avoid conflicts between organizational needs and legal needs ?
- 6. What are the factors responsible for rising of Real Estate Wealth ?

P.T.O.

SECTION – C

Answer **any five** questions. **Each** carries **10** marks :

7. Which are the problems Cs in asset management ?
 8. Explain the market value accounting and Reporting standards.
 9. Explain the three primary forms of real estate investments.
 10. Describe the recommended financial statement disclosure for JV Investments.
 11. Explain the money laundering activities related to Residential Real Estate.
 12. Explain some of the significant findings of SAR.
 13. What are the causes for the boom in real estate in the nineties ?
 14. What are the major real estate credit and financial risks ?
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II Semester PGDREM Examination, June/July 2010
REAL ESTATE FINANCING AND VALUATION

Time : 3 Hours

Max. Marks : 80

SECTION – A

Answer **any five** questions. **Each** carries **2** marks.

1. A) Explain Highest And Best Use (HABU).
B) Explain the four life cycle stages.
C) What is optimal refinancing ?
D) Name the market approach methods of Mass Appraisal.
E) Name the four aspects of valuer's tasks.
F) Briefly explain two methods of valuation.
G) What is Land Residual capitalization ?

SECTION – B

Answer **any four** questions. **Each** carries **5** marks.

2. Briefly explain the three approaches of value.
3. Explain the two forms of Income Approach Analysis.
4. What are the functions of Federal Open Market Committee (FOMC) ?
5. Explain supplemental method of financing.
6. Explain the foundations of value theory.

P.T.O.

SECTION – C

Answer **any five** questions. **Each** carries **10** marks.

7. Explain the various types of Truth In lending.
 8. Give few recommendations for Real Estate valuation.
 9. What are the literature aspects of real estate pricing ?
 10. Explain the finance charge rate limitations currently in effect.
 11. Explain the methods of valuing mortgage contracts.
 12. Explain Mortgage Market Equilibrium Problem with a numerical example.
 13. Explain the different types of Sales comparison analysis.
 14. What are the important terms of Real Estate serving as collateral ?
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