

CP-9769

Sub. Code

90212

DIPLOMA EXAMINATION, NOVEMBER 2018

First Semester

Catering and Hotel Administration

BASIC FOOD PRODUCTION AND PATISSERIE

(2018 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define HACCP.
2. List out different types of ingredients used in kitchen.
3. Mention various types of Fuels.
4. Classify different types of vegetable cuts.
5. What is Broiling?
6. Explain Blanching.
7. What do you mean by Jus roti?
8. Name some Garnish used for soups.
9. What is Proofing?
10. List out few breads served in Break Fast.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Write about Kitchen Hygiene and Sanitation.
Or
(b) Food and its relation to health – Explain.
12. (a) List out different types of Fuels used in hotel industry and write about their uses.
Or
(b) Classify different types of kitchen equipments (Large, Medium, Small and Electrical) – with their uses.
13. (a) Points to be considered while selecting Fish and Lamb – Explain.
Or
(b) Briefly explain about oriental cuisine, ingredients popular dishes.
14. (a) Write short notes on :
(i) Mirepoix
(ii) Stock
(iii) Sauce
(iv) Soup
(v) Brunoise.
Or
(b) Draw a chart of soup classification and list out various accompaniments used in soup.
15. (a) Role of ingredients in baking – Explain.
Or
(b) Write about the functions of raising agent in bread making process.

Part C

(3 × 10 = 30)

Answer **all** the questions.

16. (a) Characteristics of Ingredients – Explain in detail.

Or

- (b) Write about proteins, vitamins, functions, sources and deficiency related to health.

17. (a) European cuisine – explain their major ingredients, tools and equipments, popular dishes.

Or

- (b) Draw the chart of methods of working and describe each cooking temperatures.

18. (a) Basic mother sauces – briefly explain with three derivatives of each sauces.

Or

- (b) Different Bread Making Method – Elaborate.

CP-9770

Sub. Code

90213

DIPLOMA EXAMINATION, NOVEMBER 2018

First Semester

Catering and Hotel Administration

BASIC FOOD AND BEVERAGE SERVICE

(2018 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Give some examples for welfare catering.
2. Define Coffee shop.
3. Expand the terms RSOT, KOT, BOT.
4. List out six special equipments used in F&B service.
5. Define Menu.
6. What do you mean by Russian service?
7. Explain Table d'hotel and A'la carte menu.
8. List out different types of tea.
9. What is Banquet?
10. Name different types of Buffet services.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Write about a job descriptions of
- (i) Sommelier
 - (ii) Station waiter.

Or

- (b) Write short notes on :
- (i) room service
 - (ii) bar
 - (iii) restaurant
 - (iv) speciality restaurant
 - (v) ethnic restaurant.
12. (a) Draw an organisational structure of Restaurant and explain the duty of captain.

Or

- (b) Types of service – Explain.
13. (a) Explain – Specialized service.

Or

- (b) Differentiate between A'la carte and Table d'hotel menu.
14. (a) Briefly explain about coffee production types and give some brand names.

Or

- (b) Draw the chart of beverage classification and give examples.

15. (a) Types of Buffet themes – Explain.

Or

- (b) Draw the hierarchy of banquet department and mention different types of functions.

Part C (3 × 10 = 30)

Answer **all** questions.

16. (a) Draw an organisational structure of F&B service department and explain the duty of restaurant manager.

Or

- (b) Good qualities of F&B service personnel – Explain.

17. (a) List out different types of service equipments used in F&B service department and with their sizes and capacities (cutlery, linen, crockery and glasswares)

Or

- (b) French classical menu – Explain in detail.

18. (a) Write about Tea and cocoa; production, types, brand names and service method.

Or

- (b) Booking procedure with forms and formats – BFC, booking diary, function of the day – Elaborate.

CP-9780

Sub. Code

90212

DIPLOMA EXAMINATION, NOVEMBER 2018

First Year

Catering and Hotel Administration

BASIC FOOD PRODUCTION

(2016 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Expand – FASSI.
2. What are the type of fuels used in hotel industry?
3. Write about classification of fish.
4. Name some milk products.
5. Give some examples for root vegetables.
6. What is Blending?
7. What is Momay Sauce?
8. What is Fonds de cuisine?
9. Write any two uses of Turmeric.
10. Name some Blended spices used in Indian Cookery.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) What are the duties and responsibilities of executive chef?

Or

- (b) Explain about co-operation with other departments.

12. (a) Explain about aims and objectives of the cooking.

Or

- (b) Draw a picture for cuts of chicken and explain each parts.

13. (a) What are the cuts of Beef? Draw and explain.

Or

- (b) What is Texture? Explain.

14. (a) Explain about Thick soups and its types.

Or

- (b) Write about Salads and its dressing.

15. (a) What is Yellow gravy? Write a recipe for that.

Or

- (b) Differentiate Pulao/Briyani and write a recipe for Peas Pulao.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Draw a layout of kitchen Brigade. And explain about their duties and responsibilities.

Or

- (b) Explain the following :
- (i) Fats and oils
 - (ii) Colour and flavouring agents
 - (iii) Sugar
 - (iv) Tea.

17. (a) Explain about Basic Pastries.

Or

- (b) Explain about Coding methods.

18. (a) Name basic mother sauce and write two derivatives with the recipes for all sauces.

Or

- (b) Explain about spices, Blended spices and condiments used in Indian cookery.

CP-9781

Sub. Code

90213

DIPLOMA EXAMINATION, NOVEMBER 2018

First Year

Catering and Hotel Administration

BASIC FOOD SERVICE

(2016 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Name the 7th and 11th course of French classical menu.
2. What is Cyclic menu?
3. What is Mis-en-Place?
4. Write the other names of French and American service.
5. Define Gueridon service.
6. Expand RSOT.
7. What is Fork buffet?
8. Define function prospectus.
9. What is Finger butlet?
10. Define off premises catering.

Part B**(5 × 5 = 25)**Answer **all** questions.

11. (a) Compile a continental breakfast menu with preferred accompaniments.

Or

- (b) State the different types of tea.

12. (a) Describe the varieties of coffee.

Or

- (b) Explain the various food items served during high tea.

13. (a) Explain French and Russian service.

Or

- (b) Explain grill room service in detail.

14. (a) Draw the format of Tray setup for a Lunch menu.

Or

- (b) What is Thali service and explain?

15. (a) Explain off premises catering.

Or

- (b) What is fast food and explain its advantages and disadvantages?

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) State the various outlets in detail.

Or

- (b) What is still room and explain the various equipments used in still room?

17. (a) What are the various methods followed in polishing silver – Explain in detail?

Or

- (b) Briefly explain the reasons for flat coffee, bitter coffee, weak coffee and strong coffee.

18. (a) Explain room service order taking procedure in detail.

Or

- (b) Draw the format of function prospectus and explain in detail.

CP-9782

Sub. Code

90214

DIPLOMA EXAMINATION, NOVEMBER 2018

First Year

Catering and Hotel Administration

BASIC FRONT OFFICE OPERATION

(2016 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What is lobby?
2. Explain about walk in guest's.
3. What is end of the day?
4. Explain about European plan.
5. What is a seasonal rate?
6. What is guest cycle?
7. What is Guaranteed reservation?
8. What is Check In and check out?
9. What is passport?
10. What is scanty baggage guest?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain about the safe deposit locker.

Or

- (b) What is the procedure for handling left luggage?

12. (a) What is wake up call and explain it?

Or

- (b) What is registration?

13. (a) Types of hotel.

Or

- (b) Classification of hotels, give examples an location, size, based on.

14. (a) What is front office staff grooming and hygiene?

Or

- (b) Explain about the career oppourtunities in hospitality industry.

15. (a) What is Night Audit?

Or

- (b) Types of payment and its posting in guest account.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) What is the front office accounting system?

Or

(b) What is city ledger?

17. (a) Explain about types of reservation.

Or

(b) Discuss the role of the front office in hotel.

18. (a) What is the duties and responsibilities of a reservation assistant?

Or

(b) What are the various departments of hotel?

CP-9783

Sub. Code

90215

DIPLOMA EXAMINATION, NOVEMBER 2018

First Year

Catering and Hotel Administration

BASIC ACCOMMODATION OPERATION

(2016 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What is Desk Control?
2. Explain about Room Status Code.
3. What are the basic principles for walking in guest floor?
4. What is Linen Room?
5. Who is valet?
6. Give some guest amenities with a suitable stands.
7. What is Maids Cart?
8. What is briefing?
9. Explain the following :
 - (a) Twin Room
 - (b) Cabana.
10. What is Lost and Found?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain about Room Cleaning Procedures.

Or

- (b) What are the departments that house keeping co-ordinates with other departments?

12. (a) Describe the various types of Fixtures and fitting found in guest room.

Or

- (b) Explain about Room maintenance Procedures.

13. (a) What are the importance of a House Keeping control desk?

Or

- (b) What are the procedure for the exchange of linen and uniforms?

14. (a) Explain about Types of linen used in Industry with size.

Or

- (b) How is stock taking done?

15. (a) List out the equipment and accessories for linen Room and uniform Room.

Or

- (b) Give some types of uniforms used in Industry department wise.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain about Bed Making Procedures.

Or

(b) Explain about weekly cleaning procedure.

17. (a) Explain about classification stain.

Or

(b) Explain about cleaning agents.

18. (a) Draw any ten of cleaning Equipments with their suitable name.

Or

(b) What are the basic principles for using polishes?

CP-9784

Sub. Code

90221

DIPLOMA EXAMINATION, NOVEMBER 2018

Second Year

Catering and Hotel Administration

ADVANCED FOOD PRODUCTION

(2016 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What is Pongal?
2. Name two small grains.
3. Mention two herbs in Indian Kitchen.
4. What is a Idly?
5. What “Aleu” means?
6. Define Cilantro.
7. What is the meaning for “Khurma”?
8. What is mean by KOT?
9. Mention two snack from small grains.
10. Mention two dishes made out of Atta.

Part B**(5 × 5 = 25)**Answer **all** questions.

11. (a) Explain in brief Mughal Cuisine.

Or

- (b) Give recipe for Malai Kofta.

12. (a) Define – Portion control.

Or

- (b) Write the recipe for aapam.

13. (a) Write a brief note on Hors d'oeuvres.

Or

- (b) What is Canape? Name different canapes.

14. (a) How to maintain a Tandoor pot?

Or

- (b) How to maintain a meat mincing machine?

15. (a) What is a menu? Name different types of menu.

Or

- (b) What is Menu balancing?

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Give a clear brief note on East Indian Cuisine with an recipe.

Or

- (b) What are the aromatic condiments and spices used in Indian Cuisine?

17. (a) How to maintain a steam generator and steam vessel operation?

Or

- (b) Give a brief note on small grains used in Tamil Nadu Cuisine with two recipe.

18. (a) Brief a note on Mughalis Cuisine.

Or

- (b) What is Menu Engineering?
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CP-9785

Sub. Code

90222

DIPLOMA EXAMINATION, NOVEMBER 2018

Second Year

Catering and Hotel Administration

FRONT OFFICE OPERATION

(2016 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What is a business center?
2. Define concierge.
3. Define city ledger.
4. What is a safe deposit boxes?
5. What is a Errand Card?
6. What is a debit card?
7. What is a travellers cheque?
8. Explain : voucher.
9. What is a employ folio?
10. What is post room rates?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) How to handle messages in front office?

Or

- (b) What is a GRE – Explain his role?

12. (a) Explain in detail key control.

Or

- (b) How to handle complaints?

13. (a) Brief the types of reservation.

Or

- (b) Explain – Baby sitting and Restaurant reservation.

14. (a) What is paging? How it is done?

Or

- (b) What is internal control?

15. (a) What is a floor limit and house limit?

Or

- (b) How to verify No shows?

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) How to do collection of Accounts?

Or

(b) What are the procedures followed in a departure?

17. (a) Explain the process of Night auditing.

Or

(b) Brief in detail computer billing.

18. (a) Who is a bell captain, explain with Job description?

Or

(b) What are the general complaints occurs in a Hotel – Explain?

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90223

DIPLOMA EXAMINATION, NOVEMBER 2018.

Second Year

Catering and Hotel Administration

ACCOMMODATION OPERATION

(2016 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Explain Spotter.
2. What is pillow steps?
3. What is a satin?
4. What is a fiber?
5. What is a curtain?
6. What is a laundry?
7. What is a sewing room?
8. What is a calendar machine?
9. Mention two restaurant linen with sizes.
10. What is Tweeds?

Part B**(5 × 5 = 25)**Answer **all** questions.

11. (a) Mention the proceduring of issuing linen to floors.

Or

- (b) Brief spinning and Yarn.

12. (a) Define stock taking with procedures and records.

Or

- (b) How to use condemned linen?

13. (a) Name different kinds of pests and prevention.

Or

- (b) What are the equipment and materials used in flower arrangement?

14. (a) How to classify fiber?

Or

- (b) Brief upholstery cushions.

15. (a) What is the dispatch and delivery procedures in a laundry?

Or

- (b) Brief the job description of linen keeper.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Draw the hierarchy of laundry team and explain.

Or

- (b) Brief the duties and responsibilities of linen room staff.

17. (a) Brief the styles of flower arrangement in detail with drawing.

Or

- (b) Brief the principles of flower arrangement.

18. (a) Brief the fabrics and fibres in detail.

Or

- (b) Mention all the fabric commonly used with clear writing.

CP-9787

Sub. Code

90211

DIPLOMA EXAMINATION, NOVEMBER 2018

First Year

Catering and Hotel Administration

PRINCIPLES OF ACCOUNTANCY

(Upto 2015 batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. Explain double entry system.
2. What is Real Account?
3. What is cash book?
4. What is Scrap value?
5. What is cash discount?
6. What is mean by Written down value method?

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Explain various branches of accounting.
8. Discuss the advantages of Ledger and prepare format of a Ledger.

9. Enumerate different types of Errors.
10. What is Trade discount? Explain its Advantages?
11. What is Depreciation? Explain its various methods.
12. What is Final Accounts? Explain its advantages.

Part C (1 × 10 = 10)

(Compulsory)

13. Prepare a trial balance from the following balance capital Rs. 1,00,000, Cash in hand Rs. 40,000, Fixed assets Rs. 72,000 Discount received Rs. 5,000 Bank O/D Rs. 42,000. Drawings Rs. 6,000, Loan Rs. 11,000.
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CP-9788

Sub. Code

90212

DIPLOMA EXAMINATION, NOVEMBER 2018

First Year

Catering and Hotel Administration

BASIC FOOD PRODUCTION

(Upto 2015 batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. Write short notes on Stock.
2. Define – HAACP.
3. What do you mean by Mice – en – Place?
4. Write short notes on Raising Agent.
5. Write short notes on Sundering of Fact.
6. Write short notes on Personal Hygiene.

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Draw the Organization Structure of Food Production Department in five star hotels.
8. Explain – methods of Cooking.

9. Draw and Explain Cut of Fish.
10. List out Explain Various Cuts of Vegetables and Preparation of Ingredients.
11. Explain – Six Mother Sauce and Derivatives. (Each 2)
12. Explain Part of the Salad With Accompaniments and Garnishes with examples. (any 10)

Part C

(1 × 10 = 10)

Compulsory

13. Mr. Ramesh is an Executive Chef of Hotel National at Bombay. He wants to conduct South Indian Food Festival in his hotel. You are asked to compile 25 Delicious of varieties of South Indian dishes with appropriate accompaniments and garnishes for grand success of the function.
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CP-9789

Sub. Code

90213

DIPLOMA EXAMINATION, NOVEMBER 2018

First Year

Catering and Hotel Administration

BASIC FOOD SERVICE

(Upto 2015 Batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. Write short notes on multi cuisine restaurant.
2. Write short notes on resort.
3. Write short notes mise-en-place.
4. What you mean by KOT?
5. Define table – de' hote menu.
6. Write short notes on baize.

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Draw and explain Organization Structure of F&B Service Department.
8. List out Good Qualities of F & B Service Personnel.

9. List out any 10 Crockery and Glass wares and its correct capacity and sizes.
10. List out and explain 17 Courses of French Classical Menu.
11. Explain – Roles for laying and waiting at a table.
12. Explain classification of Non-Alcoholic Beverages.

Part C

(1 × 10 = 10)

(Compulsory)

13. You are the F & B Manager of Hotel Jasmine International at Pune. You are asked to plan 15 Courses of South Indian Special Menu for the Grand Birthday Party Function. Plan the menu.
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CP-9790

Sub. Code

90214

DIPLOMA EXAMINATION, NOVEMBER 2018

First Year

Catering and Hotel Administration

BASIC ROOM DIVISION OPERATION

(Upto 2015 Batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. Define :
 - (a) Pent House
 - (b) Efficiency Room.
2. List the mechanical equipments used in housekeeping.
3. What is Evening service?
4. Define Heritage hotel and Condominium hotel.
5. Write the sources of Reservation.
6. Draw the Registration Slip and explain.

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Write the Housekeeping department relationship with other departments.
8. Write the type of keys and its control procedures.

9. Write the step by step procedure in Bed making.
10. Write a note on growth of hotel industry in India.
11. Draw the layout of Front office department and explain.
12. Write the Check-in and Check-out Procedures.

Part C

(1 × 10 = 10)

(Compulsory)

13. Imagine you are a cleaning an occupied room and you find the guest room near you is on fire. How will you handle the situation?
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CP-9791

Sub. Code

90215

DIPLOMA EXAMINATION, NOVEMBER 2018

First Year

Catering and Hotel Administration

BASIC SYSTEM OPERATION

(Upto 2015 Batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 2 = 18)

Answer **all** questions.

1. Define compiler.
2. Write the functions of operating system.
3. How can you create short cuts in Desktop?
4. What is the purpose of undo and Redo command?
5. How will you check the spelling in MS-Word document?
6. What are the two types of orientation?

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Write about the Secondary Storage Devices.
8. Describe the functions of any six internal commands.
9. Describe the usage and features of control panel.

10. How to Insert a Picture using MS-Word?
11. Explain the steps to change the font, size, color, Orientation of a text.
12. Discuss about Orientation in detail.

Part C (1 × 10 = 10)

Compulsory.

13. Create a Word Art banner for catering technology. Create the components of a Recipe and cost using the MS-Word. Write steps to do the above.

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90221

DIPLOMA EXAMINATION, NOVEMBER 2018

Second Year

Catering and Hotel Administration

QUANTITY FOOD PRODUCTIONS

(Upto 2015 batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. What is known as regional cuisine?
2. Write the Short note on Industrial Kitchen.
3. Give the two basic Gravies.
4. What is Aromates?
5. What are the traditional food of Tamil Nadu and West Bengal?
6. What is known Mohalai Curry

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Gives the four traditional food items of the following states
 - (a) Tamil Nadu
 - (b) West Bengal
 - (c) Gujarat
 - (d) Andrapradesh

8. Write the brief Satellite kitchen
9. Explain the following
 - (a) Menu
 - (b) Food Cost
 - (c) Refrigerator.
 - (d) Water Coolar.
10. Brief explain about different types of Cooking
11. Define the following
 - (a) Buffet
 - (b) Spices
 - (c) Garnish
 - (d) Bin card
12. Briefly explain about control cycle in the production department.

Part C

(1 × 10 = 10)

(Compulsory)

13. Imagine you are working as Chief in a Star hotel — Banquet manager and inviting you to give the special menu for a Luxurious Marriage function (purely vegetarian) plan a Menu for this function.

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90222

DIPLOMA EXAMINATION, NOVEMBER 2018

Second Year

Catering and Hotel Administration

BEVERAGE SERVICE

(Upto 2015 batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. Define wine.
2. Define rectification method.
3. Give three international brand names of tequila.
4. Give examples for fortified wine.
5. What is single malt whisky?
6. Define Beer.

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Explain table wine production method in detail.
8. Briefly explain about pot still method.
9. Write an elaborate essay about Bordeaux region.

10. Explain in brief about the types of beer.
11. Explain cognac production method with five international and domestic brand names of brandy.
12. Explain briefly about the wine pairing techniques.

Part C

(1 × 10 = 10)

Compulsory.

13. Compile and 9 course dinner menu for 500 pax with wine accompaniments.
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CP-9794

Sub. Code

90223

DIPLOMA EXAMINATION, NOVEMBER 2018

Second Year

Catering and Hotel Administration

ROOM DIVISION OPERATION

(Upto 2015 Batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. What is the different between Fabrics — Fibers?
2. Write the Short Linen
3. Give the bed linen bath towel standard sizes.
4. What are reports generates during night auditing.
5. Write Linen room staff/Desk attendant and their job.
6. Write in detail front office log book.

Part B

(4 × 8 = 32)

Answer **any four** questions.

7. Write the duties of Laundry room staff
8. Write the Short notes on
 - (a) Different types of folio
 - (b) Down town hotel /Resorts Hotel
 - (c) Detail the Safe Deposit box
 - (d) What is known Key Control?
 - (e) What are High balance reports?

9. Write the classification of stains how you will remove it.
10. Job Description of Concierge — Detail it.
11. Detail the appropriate procedure of handling arrival in front office department.
12. Draw the Lost and found register format — and the procedure.

Part C

(1 × 10 = 10)

Compulsory

13. Define the major responsibility of Housekeeping department, what is the preventive measure need to maintain for controlling pest.
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CP-9795

Sub. Code

90224

DIPLOMA EXAMINATION, NOVEMBER 2018

Second Year

Catering and Hotel Administration

COMPUTER APPLICATIONS

(Upto 2015 Batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. What is use of word count? With example.
2. What are the operations in the worksheet?
3. Write an IF function in Excel for the following condition :
If Make (in cell A1) is greater then or equal to 40 "Pass"
else "fail".
4. What is the short cut key for slide show?
5. Write steps to display your name and address in a slide.
6. Define electronic communication.

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Explain the following features in word.
 - (a) Auto correct. (2)
 - (b) Spelling and grammar check. (3)
 - (c) Page setup and printing options. (3)

8. How do we create a formula in a worksheet? Also explain the type of formula.
9. Describe the different types of chart.
10. Explain the steps to add animation to slides and creating custom shows.
11. What are the ways available to create a presentation? Explain the steps by step.
12. Difference between LAN, MAN, WAN.

Part C

(1 × 10 = 10)

Compulsory.

13. Write steps to prepare a Power point presentation for catering and hotel administration to promote business.

CP-9796

Sub. Code

90231

DIPLOMA EXAMINATION, NOVEMBER 2018

Third Year

Catering and Hotel Administration

PRINCIPLES OF MANAGEMENT

(Upto 2015 batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. List out the levels of management.
2. What is the Process of Management?
3. What do you mean by unity of command?
4. What are the functions of supervision?
5. Define: Decision Making.
6. List out the some Guidelines for an Effective Communication.

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Explain about the Nature of Management.
8. Explain the contribution of F.W. Taylor.

9. What are the features of Organization?
10. Explain Styles of Leadership.
11. Explain the process of Decision Making.
12. Write a short note on Personnel Management.

Part C (1 × 10 = 10)

Compulsory.

13. Explain in detail about the Role of a Manager.
-

CP-9797

Sub. Code

90232

DIPLOMA EXAMINATION, NOVEMBER 2018

Third Year

Catering and Hotel Administration

HOSPITALITY LAW

(Upto 2015 Batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. How to fix the tariff for various taxes?
2. Write short notes on labour laws.
3. Differentiate lockout and strike.
4. Define the duties and rights of agent.
5. What do you mean contract of bailment?
6. Define food hygiene.

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Describe standard food hygiene techniques used in hotels.
8. How do you classify the hotels according to the star category?

9. Explain about food safety act.
10. Short notes :
 - (a) Bonus
 - (b) Wages.
11. Explain the payment of wages act in detail.
12. Describe Tamilnadu catering establishment act.

Part C

(1 × 10 = 10)

Compulsory.

13. Explain the license and permits required to operate hotels.
-

CP-9798

Sub. Code

90233

DIPLOMA EXAMINATION, NOVEMBER 2018

Third Year

Catering and Hotel Administration

TRAVEL AND TOURISM

(Upto 2015 batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. Define tour.
2. What do you mean by modern tourism?
3. Expand ITDC.
4. What is ticketing?
5. What is package tour?
6. What is a beach resort?

Part B

(4 × 8 = 32)

Answer any four questions.

7. Discuss about the types of tourism.
8. Write a short note on medieval tourism in India.
9. Explain about WTO.

10. Discuss the development of travel agencies.
11. What are the operations of tour operator?
12. Explain the theme resorts in Tamilnadu.

Part C

(1 × 10 = 10)

Compulsory.

13. How do you plan and costing a tour?
-

CP-9799

Sub. Code

90234

DIPLOMA EXAMINATION, NOVEMBER 2018

Third Year

Catering and Hotel Administration

ROOM DIVISION MANAGEMENT

(Upto 2015 batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. How will you calculate average room revenue?
2. Define the terms up selling.
3. What is the different between sales and marketing?
4. Define Principle of interior decoration.
5. Feed back.
6. How will you prevent work related Hazards in HK department?

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Describe POS in Front Office.
8. Detail PMS Software in Front Office.

9. What is the Low Demand and high demand tactics applied in front office?
10. Write the principle of interior design.
11. Justify the color are plays major role inter related with room décor.
12. Short Notes :
 - (a) Wall and window treatment
 - (b) Identical Yield.

Part C (1 × 10 = 10)

Compulsory.

13. How will you plan evaluate the alternative while selling the in front office.
-

CP-9800

Sub. Code

90235

DIPLOMA EXAMINATION, NOVEMBER 2018.

Third Year

Catering and Hotel Administration

CULINARY ARTS AND TECHNIQUES

(Upto 2015 batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. Food cost percentage formula.
2. Hors'd oeuvres.
3. Oriental cuisine.
4. Salad dressing.
5. Continental vegetables.
6. Garde manger

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Short notes :
 - (a) Indian Cuisine.
 - (b) Chinese cuisine.
8. Draw eight equipments used in international cuisine.

9. Explain the basic preparation of Chocolate.
10. Write about the cold food and its importance.
11. Name ten International Soups with origin.
12. Explain the cake making methods.

Part C (1 × 10 = 10)

Compulsory.

13. Explain the Chinese Cuisine and the Regions.
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CP-9801

Sub. Code

90236

DIPLOMA EXAMINATION, NOVEMBER 2018.

Third Year

Catering and Hotel Administration

FOOD AND BEVERAGE SERVICE MANAGEMENT

(Upto 2015 Batch)

Time : 3 Hours

Maximum : 60 Marks

Part A

(6 × 3 = 18)

Answer **all** questions.

1. Draw a diagram of gueridon trolley.
2. Define interbar transfer.
3. Name six bar equipments.
4. Define FP.
5. Name six styles of seating.
6. Convenience food.

Part B

(4 × 8 = 32)

Answer any **four** questions.

7. Short notes :
 - (a) Oriental cuisine.
 - (b) Bar equipments.

8. Define buffet and its types.
9. Complile a seven course menu with wine accompaniments.
10. Name four red wine four white wine with origin.
11. Draw eight special equipments with names nine.
12. Write eight international beer and eight internation wine names with origin.

Part C (1 × 10 = 10)

Compulsory.

13. Write five cocktails and five mocktails recipes with name and origin.
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