

C-5394

Sub. Code

90212

DIPLOMA EXAMINATION, NOVEMBER 2021

First Semester

Catering and Hotel Administration

BASIC FOOD PRODUCTION AND PÂTISSERIE

(2018 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What is kitchen hygiene?
2. Define the term “cuisine”.
3. What is the aim of HACCP?
4. What do you mean by Nouvelle Cuisine?
5. Name any four Leafy Vegetables.
6. Define the term “Blanching”.
7. What are the uses of the stocks?
8. Define the term “Bouquet garni”.
9. Name any four large equipment used in bakery.
10. Define Pancake.

Part B

(5 × 5 = 25)

Answer **all** questions by choosing either (a) or (b).

11. (a) List out and explain the basic aim and objectives of cooking food.

Or

- (b) What are the nutritional benefits obtained from vegetables? Explain.

12. (a) Explain the care and maintenance of kitchen equipment.

Or

- (b) Draw the cuts of Lamb and identify the parts.

13. (a) Explain the characteristics of continental cuisine.

Or

- (b) Highlight the differences between classical and modern cuisine.

14. (a) Explain the types of roux with recipe and method.

Or

- (b) List out and explain the various thickening agents used in soups.

15. (a) Explain the different types of raising agents used in baking.

Or

- (b) What are the benefits of using bread improver? Explain.

Part C

(3 × 10 = 30)

Answer **all** questions by choosing either (a) or (b).

16. (a) List out and explain the various techniques in pre preparation of ingredients.

Or

- (b) Discuss the various sources and functions of carbohydrates in cooking.

17. (a) Discuss the different kinds of fuels used for cooking and their uses.

Or

- (b) Describe the common cooking methods used in Indian cuisine.

18. (a) Explain the classification of soup with example.

Or

- (b) Describe the external and internal characteristics of a good bread.

C-5395

Sub. Code

90213

DIPLOMA EXAMINATION, NOVEMBER 2021

First Semester

Catering and Hotel Administration

BASIC FOOD AND BEVERAGE SERVICE

(2018 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define Welfare catering.
2. Who is called Busboy?
3. What is the use of Still Room?
4. Name any four cutleries used in restaurant.
5. Define Carte du jour.
6. Define the term “Cafeteria”.
7. What is Oolong Tea?
8. What are Stimulating drinks?
9. Define the term “Hors d’oeuvres”.
10. What is Silver service?

Part B

(5 × 5 = 25)

Answer **all** questions by choosing either (a) or (b).

11. (a) Explain the duties and responsibilities of a Restaurant Manager in large hotel.

Or

- (b) What are the attributes of food and beverage service personnel? Explain.

12. (a) Explain the different types of crockery and their sizes.

Or

- (b) List out and mention the sizes of various glassware's used in hotel.

13. (a) What are the factors affecting menu planning? Explain.

Or

- (b) Explain the various dishes served under American Breakfast.

14. (a) Bring out the types of tea and their characteristics.

Or

- (b) What are the different methods of brewing coffee? Explain.

15. (a) Describe the importance of banquet function prospectus.

Or

- (b) Explain the types of buffet service.

Part C

(3 × 10 = 30)

Answer **all** questions by choosing either (a) or (b).

16. (a) Discuss the classification of catering establishment with example.

Or

- (b) Describe the coordination of F & B service department and other departments in hotel.

17. (a) Explain the functions of ancillary departments in F & B Service department.

Or

- (b) Explain the different types of Menu and their significance.

18. (a) Discuss the classification of non-alcoholic beverages with examples.

Or

- (b) Describe the different types of banquet table setup and their uses.

C-2548

Sub. Code

90221

DIPLOMA EXAMINATION, NOVEMBER 2021

Second Semester

Catering and Hotel Administration

BASIC FRONT OFFICE OPERATIONS

(2018 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What is Tourism?
2. What are the various components of Tourism?
3. Give example of hotels on the basis of location.
4. Give example alternative accommodation.
5. What are the types of meal plan?
6. What are a Lanai and Cabana?
7. What are the various sources of Reservation?
8. What is a No – show?
9. What is Upselling?
10. What is Amendments?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Discuss about the various benefits of Tourism.

Or

- (b) Explain in brief about the types of Tourism.

12. (a) Briefly explain about background of the hotel industry.

Or

- (b) Classify hotels on the basis of location and clientele.

13. (a) Explain the duties of a front office Manager.

Or

- (b) Draw a flow chart of organizational structure of a medium hotel.

14. (a) What is Reservation? Explain its importance.

Or

- (b) What are the various sources of Reservation and modes of Reservation?

15. (a) What is Pre – Registration? Explain about its activities.

Or

- (b) Explain about the hotels on the basis of Management Contracted.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Discuss any five tourist spot in India and explain about it.

Or

- (b) Discuss any five tourist places in South India and explain about it.

17. (a) Draw the organizational structure of large hotel.

Or

- (b) Draw the layout of front office department in a star hotel.

18. (a) What is a Tariff? Explain about the various types of Tariff Fixation.

Or

- (b) Discuss about the potential Reservation Problem.

C-2549

Sub. Code

90222

DIPLOMA EXAMINATION, NOVEMBER 2021

Second Semester

Catering and Hotel Administration

BASIC ACCOMMODATION OPERATION

(2018 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What is house keeping?
2. What is a Maids cart?
3. What is a Dutch wife?
4. What is Dusttee?
5. What are abbrasive? Give Examples.
6. What is a Hand Caddy?
7. What are Dust Ruffles?
8. Explain in short : Housekeeping Desk.
9. What is a Duplex?
10. Expand : OCC and DND.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) What is the importance of Housekeeping in hospitality industry?

Or

- (b) Write down the duties and responsibilities of a EHK.

12. (a) Name some manual equipments and explain them.

Or

- (b) Explain the importance of housekeeping control desk.

13. (a) Explain the procedures for cleaning a guest corridor.

Or

- (b) Explain the procedure for cleaning a vacant room in detail.

14. (a) Explain the various special services provided by housekeeping.

Or

- (b) What are the various cleaning frequencies and schedules carried out by housekeeping?

15. (a) Draw the layout of a housekeeping department and explain it.

Or

- (b) Discuss about the various keys used in the housekeeping department? Draw a format of key control register.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain in detail the procedure for turn – down service.

Or

- (b) Step down the procedure for bed making.

17. (a) Explain about various cleaning agent used in the housekeeping department.

Or

- (b) Discuss about the qualities of a housekeeping staff in a star hotel.

18. (a) Draw a sample layout of a Hollywood twin room with labelling.

Or

- (b) Explain the following guest room status :

- (i) Scanty baggage
- (ii) Did not check out
- (iii) Double locked
- (iv) Skipper
- (v) No baggage/No luggage.

C-2550

Sub. Code

90225

DIPLOMA EXAMINATION, NOVEMBER 2021

Second Semester

Catering and Hotel Administration

ENVIRONMENTAL STUDIES

(2018 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What is an environment?
2. What is environmental studies?
3. What are renewable resources?
4. What are non-renewable resources?
5. What is pollution?
6. What is biodiversity?
7. What is Food Chain?
8. What are the types of pollution?
9. Draw ecological pyramid.
10. Mention two functions of ecosystem.

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

11. (a) Brief forest resources.

Or

(b) Brief water resources.

12. (a) Role of an individual in conservation of natural resources.

Or

(b) Brief the concept of ecosystem.

13. (a) Threats to Biodiversity: Brief note.

Or

(b) Structure and function of ecosystem.

14. (a) Nuclear hazards.

Or

(b) Noise pollution.

15. (a) Write about hot spots of Bio diversity.

Or

(b) Differentiate between renewable and non renewable resources.

Part C**(3 × 10 = 30)**Answer **all** questions.

16. (a) Explain ecosystems.

Or

(b) Explain biodiversity in Global, national and local.

17. (a) Explain Endangered and Endemic species of India.

Or

(b) What are the objectives of public awareness?

18. (a) Explain water pollution.

Or

(b) Explain air pollution.

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Sub. Code

90231

DIPLOMA EXAMINATION, NOVEMBER 2021

Third Semester

Catering and Hotel Administration

ADVANCED FOOD PRODUCTION

(2018 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What are the ingredients required for making Choux pastry?
2. Define the term “adulterants.”
3. What is Ganache?
4. What is spiral pasta? Give two examples.
5. Give two examples of cold dessert.
6. Give the accompaniments for Grilled Tenderloin.
7. What is the garnish for chicken Maryland and Shrimp cocktail?
8. Give two examples of cold sauces.
9. Define the term “Kitchen brigade”.
10. Give two steps to prevent accidents happening in kitchen.

Part B

(5 × 5 = 25)

Answer **all** the questions, by choosing either (a) or (b).

11. (a) Give the job description of Sauce cook.
Or
(b) How do you make club sandwich?
12. (a) Describe any five types of Ham.
Or
(b) Differentiate Gateaux and Sponge.
13. (a) Explain the classification of additives.
Or
(b) What are the products of short crust pastry? Describe any one.
14. (a) Describe any five faults of Puff pastry.
Or
(b) Write the culinary importance of Normandy region of France.
15. (a) Describe any two categories of Pasta with examples.
Or
(b) Describe any five important ingredients of Japanese cuisine.

Part C

(3 × 10 = 30)

Answer **all** questions, by choosing either (a) or (b).

16. (a) What are the methods of cake making? Which method is best suitable for fatless sponge and describe it.
Or
(b) Describe the types of sauces used in Italian cuisine.

17. (a) What are the plating techniques followed in cold kitchen?

Or

(b) Highlight the importance of food standards.

18. (a) When a food is said to be adulterated? Explain with suitable examples.

Or

(b) Write the reasons for

(i) poor volume of cakes

(ii) Hard and cracked cake.

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Sub. Code

90232

DIPLOMA EXAMINATION, NOVEMBER 2021

Third Semester

Catering and Hotel Administration

ADVANCED FOOD AND BEVERAGE SERVICE

(2018 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What do you mean by tonic wine?
2. Define Vineyard.
3. Define the term "HOPS".
4. What are the types of Malts?
5. Name some glasses used for serving brandy.
6. What is the difference between cognac and brandy?
7. Define Pot Still.
8. Name any four Gin brand names.
9. What do you mean by on the rocks?
10. Name any four rum based cocktail.

Part B

(5 × 5 = 25)

Answer **all** questions choosing either (a) or (b).

11. (a) Bring out the various factor influencing the quality of wine.

Or

- (b) Explain the procedure for serving wine.

12. (a) Write down the types of top fermented beer with example.

Or

- (b) Write a short note on storage and service of beer.

13. (a) Explain the types of Cognac and its significance.

Or

- (b) List out and explain the different types of Whisky.

14. (a) Give a short note on arrack and its types.

Or

- (b) State the production process of Absinthe.

15. (a) List out and explain the different types of glasses used in bar.

Or

- (b) Explain the basic components of cocktail.

Part C

(3 × 10 = 30)

Answer **all** questions by choosing either (a) or (b).

16. (a) Draw the flow chart of white wine production process and explain each stage.

Or

- (b) List out and explain the various wine producing regions of France and their grapes and popular wines.

17. (a) Discuss the various steps involved in beer production.

Or

- (b) Elucidate the different types of distilled Spirits.

18. (a) How do we classify liqueur? Discuss with example.

Or

- (b) Discuss the different types of Bar and its characteristics.

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Sub. Code

90235

DIPLOMA EXAMINATION, NOVEMBER 2021.

Third Semester

Catering and Hotel Administration

NUTRITION AND FOOD SCIENCE

(2018 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define Nutrition.
2. What are the seven types of nutrients?
3. What do you mean by Specific Dynamic Action?
4. Define Energy.
5. Write any two protein deficiency in human body.
6. What are the types of nutrients?
7. What are Macro Elements?
8. What is the function of Thiamine?
9. What are the aims of menu planning?
10. What are the three Food Group Systems?

Part B

(5 × 5 = 25)

Answer **all** questions, choosing either (a) or (b).

11. (a) Write short note on the physiological functions of food.

Or

- (b) Explain the classification of Nutrients with suitable example.

12. (a) Explain the factors affecting BMR.

Or

- (b) Explain the various health risk associated with overweight.

13. (a) Write down the functions of carbohydrates in our body.

Or

- (b) Explain the classification of fats with example.

14. (a) Explain the role of water in human body.

Or

- (b) Explain the classification of minerals.

15. (a) Write down the factors affecting meal planning based on nutrition.

Or

- (b) Write down the importance of balance diet in daily life.

Part C

(3 × 10 = 30)

Answer **all** questions, choosing either (a) or (b).

16. (a) Discuss the importance of food in maintaining good health.

Or

- (b) Discuss the various health hazards associated with energy balance.

17. (a) Analyse the effects of deficiency and excess intake of fats in human body.

Or

- (b) Evaluate the method of improving quality of protein in food.

18. (a) What are the different types of Fat-Soluble Vitamins? Explain with examples.

Or

- (b) “Balanced diet is important for maintaining healthy life” – Justify this statement.

C-2554

Sub. Code

90241

DIPLOMA EXAMINATION, NOVEMBER 2021

Fourth Semester

Catering and Hotel Administration

ADVANCED ACCOMMODATION OPERATION

(2018 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define fibres.
2. What do you mean by yarn?
3. List out the types of bed linen and its size.
4. What are all the equipment's used in the linen room?
5. What are the records kept on stock taking?
6. What is DM-Cleaning?
7. What is the use of hydro extractor and calendar machine?
8. List out the equipment's used in flower arrangement.
9. List out the uses of container in the flower arrangement.
10. Define any two types of flower arrangement.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) What is flow process of industrial laundry?

Or

- (b) What is the classification of laundry asserts?

12. (a) List out the duties and responsibilities of linen room staff.

Or

- (b) What are the flings used in flower arrangement?

13. (a) What are procedures should be followed while issuing linen to floor and department?

Or

- (b) Define marking and monogramming.

14. (a) List out the activity of laundry and uniform room.

Or

- (b) Define and classify the linen.

15. (a) Purchase of linen/linen size/par stock.

Or

- (b) List out the equipment's used in laundry and sewing room.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) What are the fabrics and fibres used in the industry?

Or

- (b) Briefly explain about Dry cleaning method.

17. (a) Explain about the Decoration during the various occasions.

Or

- (b) Explain about the types of flower arrangements.

18. (a) Explain various types of laundry machine.

Or

- (b) Explain about sewing and sewing room, activities of sewing room.

C-2555

Sub. Code

90242

DIPLOMA EXAMINATION, NOVEMBER 2021

Fourth Semester

Catering and Hotel Administration

ADVANCED FRONT OFFICE OPERATIONS

(2018 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What do you mean by transient room sale?
2. Define advertisement.
3. Explain in-house security.
4. Define yield.
5. Define CRM.
6. Name the types of fire.
7. Explain POS.
8. Define PR.
9. Classify fire.
10. Define public relations.

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

11. (a) Explain PMS application in front office.

Or

- (b) Give the importance of security department in hotel.

12. (a) Explain in detail operating ration and ratio standards.

Or

- (b) Explain yield management in detail.

13. (a) Why front office is important for sales and marketing? Explain.

Or

- (b) Define public relations and advertisement.

14. (a) Explain PMS applications in detail.

Or

- (b) What are the practices involved in fire safety?

15. (a) Write about ABC of selling with examples.

Or

- (b) Write any eight formula used in front office.

Part C**(3 × 10 = 30)**Answer **all** questions.

16. (a) Explain types of keys.

Or

(b) Explain Security Methods.

17. (a) Explain the job specification of front desk administrative.

Or

(b) What is lobby? Explain the duties and responsibilities of lobby manager.

18. (a) Explain about guest call procedure.

Or

(b) What is the job of a front office cashier? Describe.

C-2556

Sub. Code

90244

DIPLOMA EXAMINATION, NOVEMBER 2021

Fourth Semester

Catering and Hotel Administration

HOTEL ENGINEERING

(2018 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define break down service.
2. What are the safety instruments follow in maintenance department?
3. What do you mean by fuel name the types?
4. What are the types of burners used?
5. Define Manifold.
6. What is MCB?
7. How to save electricity energy on consumption of in hotels?
8. List out the types of lighting.
9. What are the sources of energy?
10. List out the types of pollution.

Part B $(5 \times 5 = 25)$ Answer **all** questions.

11. (a) List out the roles of maintenance department.
Or
(b) Explain the importance of maintenance department.
12. (a) Define caloric value used in hotels.
Or
(b) What are all the methods available to transfer heat?
13. (a) List out the importance of electricity and equipment used in hotels.
Or
(b) Define Short circuit, fuse, and parallel connections.
14. (a) What are the reasons for placing switches, on live wire side?
Or
(b) What are the safety precautions should be followed while using electric appliances?
15. (a) What are the types of lamps used in hotels?
Or
(b) What are the uses of insulator and conductor?

Part C $(3 \times 10 = 30)$ Answer **all** questions.

16. (a) Define the relationship between maintenance and other department in hotels.
Or
(b) Explain how to calculate the amount of fuel cost.

17. (a) What are the principle of burner?

Or

(b) What are the specifications of Electricity?

18. (a) Explain about various types of lighting.

Or

(b) What are the safety measures of handling electrical equipment?

C-5399

Sub. Code

90251

DIPLOMA EXAMINATION, NOVEMBER 2021.

Fifth Semester

Catering and Hotel Administration

FOOD AND BEVERAGE MANAGEMENT

(2018 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define blind receiving.
2. Define Standard Purchase Specification.
3. List down the types of menu.
4. Define Buffet.
5. Name any four perishable foods.
6. What is stock taking?
7. Define Satellite Kitchen.
8. What is variable cost?
9. Define Menu Engineering.
10. What is bin card?

Part B

(5 × 5 = 25)

Answer **all** questions, choosing either (a) or (b).

11. (a) Draw the hierarchy of kitchen department and discuss the two major divisions of kitchen.

Or

- (b) Explain the basic preparation and operational activities in a kitchen.

12. (a) State the significance of menu merchandising.

Or

- (b) Explain the importance of food presentation in restaurant.

13. (a) Explain the principles of commercial cooking.

Or

- (b) What are the factors to consider when using réchauffé food?

14. (a) Classify and explain beverages in detail.

Or

- (b) Explain the importance of receiving and storing of beverages.

15. (a) List out and explain various books and records found in Bar.

Or

- (b) Explain the objectives of Menu Engineering.

Part C

(3 × 10 = 30)

Answer **all** questions, choosing either (a) or (b).

16. (a) What are the points to be consider while designing the layout of a store room? Discuss.

Or

- (b) Discuss the various methods of storage practices in F & B Management.

17. (a) Discuss the objectives and methods of purchasing followed in star hotel.

Or

- (b) Explain the methods of controlling theft and frauds in the F & B Service department.

18. (a) What are the factors to consider while planning menu for a restaurant? Explain.

Or

- (b) Explain the elements of cost with example.

C-5400

Sub. Code

90252

DIPLOMA EXAMINATION, NOVEMBER 2021

Fifth Semester

Catering and Hotel Administration

ACCOMODATION MANAGEMENT

(2018 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define Hubbert formula.
2. Write down the formula to calculate the Percentage of no show.
3. Define capital Budget.
4. What do you mean by Flexible Budget?
5. List down the importance of yield management.
6. List down the reports generated by yield management software.
7. What is graveyard shift?
8. List down the goals in establishing SOP's.
9. What does the term RHYTHM refer to?
10. What is on the job training?

Part B

(5 × 5 = 25)

Answer **all** questions choosing either (a) or (b).

11. (a) List out and explain the different types of room tariff in hotel.

Or

- (b) Discuss the procedure for Room Tariff Fixation.

12. (a) Explain the characteristics of operational budget.

Or

- (b) Bring out the Pros and cons of Budgeting in hotel operations.

13. (a) Explain the significance of revenue management in hotel.

Or

- (b) What are the components of Yield Management? Explain.

14. (a) Elucidate the various steps followed in preparing a duty roster.

Or

- (b) Highlight the advantages for Team Work in an organization.

15. (a) Write a short note on Elements of Design.

Or

- (b) Elucidate the different types of Lightings used in hotel industry.

Part C

(3 × 10 = 30)

Answer **all** questions choosing either (a) or (b).

16. (a) What is evaluation? Explain in brief six different methods which are used to evaluate the performance of front office department.

Or

- (b) Explain the steps of yield management.
17. (a) Define budget. Explain zero based budget and write its advantages.

Or

- (b) What is Yield Management? Justify its importance to the hotel industry, highlighting its advantages.
18. (a) Explain the suitable lightings to be used for various locations in hotels.

Or

- (b) Housekeeping operations are turning eco Friendly – Discuss.

C-5401

Sub. Code

90254A

DIPLOMA EXAMINATION, NOVEMBER 2021

Fifth Semester

Catering and Hotel Administration

FOOD PRODUCTION AND PATISSERIES

(2018 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What is Gazpacho?
2. Name any four Italian pasta sauces.
3. What are the staple foods of Italy?
4. What are the four main styles of Chinese cuisine?
5. Name any four flavouring agents used in Chinese cuisine.
6. What is the use of Glycerine in royal icing?
7. Define the term “ganache”.
8. What is called frozen dessert?
9. What is profiterole?
10. What is the role of vinegar in meringue?

Part B

(5 × 5 = 25)

Answer **all** questions, by choosing either (a) or (b).

11. (a) Write in detail about the staple food of Germany?

Or

- (b) Elaborate the equipment in relation to Italian cuisine.

12. (a) Explain the unique characteristics of Chinese cuisine.

Or

- (b) What are the raw materials used in Chinese food? Explain.

13. (a) Explain the importance of Fondant icing.

Or

- (b) Write the difference between icing and topping.

14. (a) What are the two methods of preparing ice cream? Explain.

Or

- (b) Explain the different types of sherbets.

15. (a) Explain the different types of glazes in baking.

Or

- (b) What are the common mistakes to avoid while preparing meringue?

Part C

(3 × 10 = 30)

Answer **all** questions, by choosing either (a) or (b).

16. (a) Explain the specialities of various culinary regions of France.

Or

- (b) Explain the various spices and herbs used in Middle East cuisine.

17. (a) Discuss in detail about the regional cooking styles of Chinese cuisine.

Or

- (b) Explain the different types of icings and their significance.

18. (a) Explain about additives and preservatives used in ice cream.

Or

- (b) Explain the different types of meringues and methods of cooking.

C-5402

Sub. Code

90254B

DIPLOMA EXAMINATION, NOVEMBER 2021

Fifth Semester

Catering and Hotel Administration

FOOD AND BEVERAGE SERVICE

(2018 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define commis de rang.
2. Mention the French term for Captain and Wine waiter.
3. Define the term "Hierarchy".
4. What is SOP?
5. Define Bin Card.
6. What do you mean by saloon bars?
7. Define Perpetual inventory.
8. Name any four garnishes used for cocktail drink.
9. Define Rimming.
10. List down any four cocktails based on Rum.

Part B

(5 × 5 = 25)

Answer **all** questions choosing either (a) or (b).

11. (a) Draw the organisation structure of f & b service department in large hotel.

Or

- (b) State the advantages of using duty roaster in hotel industry.

12. (a) What are the points to be remember while writing SOP for restaurant operations?

Or

- (b) Explain the importance of briefing and debriefing in restaurant.

13. (a) List out and explain the various equipments found in bar.

Or

- (b) Explain the various techniques used to control bar frauds.

14. (a) Bring out the classification of cocktails.

Or

- (b) List out and explain the glasses used for cocktail drinks.

15. (a) State the various non-alcoholic mixers used for cocktail drink.

Or

- (b) Bring out the recipe preparation and service of Blue Lagoon.

Part C

(3 × 10 = 30)

Answer **all** questions choosing either (a) or (b).

16. (a) List out and explain the essential qualities required for a restaurant personnel.

Or

- (b) Highlight the duties and responsibilities of F & B Manager.

17. (a) Discuss the different types of food and beverage service outlets in hotel.

Or

- (b) Explain the different types of bar and its characteristics.

18. (a) Illustrate the different methods of making cocktail with example.

Or

- (b) Describe any four brandy based cocktail with recipe and preparation method.

C-5403

Sub. Code

90254C

DIPLOMA EXAMINATION, NOVEMBER 2021

Fifth Semester

Catering and Hotel Administration

HOUSEKEEPING

(2018 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What are the three “E” of Safety?
2. What is Class A fire?
3. What do you mean by Terrazzo?
4. Give any two differences between incandescent light and fluorescent light
5. What is Woven carpet?
6. What are primary colours?
7. What is Punch List?
8. Define Feasibility Report.
9. What is Work flow?
10. Define redecoration.

Part B

(5 × 5 = 25)

Answer **all** questions choosing either (a) or (b).

11. (a) Explain the various methods to prevent fire in a hotel.

Or

- (b) List out and explain the different types of fire extinguishers.

12. (a) What are the elements of Interior Decoration? Explain

Or

- (b) Explain the different types of colour scheme used for interior decoration.

13. (a) Explain the principles of designing for planning the layout of a guest room.

Or

- (b) State the role of housekeeping in hotel renovation.

14. (a) Explain the procedures to identify location for constructing new property.

Or

- (b) What are the pre-opening activities for housekeeping department?

15. (a) Bring out the procedure for calculating manpower for housekeeping department.

Or

- (b) Explain the importance of branding in hospitality industry.

Part C

(3 × 10 = 30)

Answer **all** questions choosing either (a) or (b).

16. (a) Explain the basic guidelines for the prevention of accidents in a hotel.

Or

- (b) Describe the need and importance of hotel security system.
17. (a) Point out and explain the different types of floor finishes.

Or

- (b) What are the points to be consider while refurbishing a guest room? Discuss.
18. (a) Evaluate the common problems encountered at the opening of a property.

Or

- (b) Discuss the role of Executive housekeeper in opening of new property.
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C-5404

Sub. Code

90254D

DIPLOMA EXAMINATION, NOVEMBER 2021

Fifth Semester

Catering and Hotel Administration

FRONT OFFICE

(2018 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Write down the components of yield management.
2. State any two benefits of yield management.
3. Define timeshare.
4. Define fixed week ownership.
5. What are the classification of fire?
6. Define key control.
7. Define Ergonomics.
8. List down any 4 brands of bathroom fittings
9. What do you mean by e-concierge?
10. What is pictograph?

Part B

(5 × 5 = 25)

Answer **all** questions choosing either (a) or (b).

11. (a) Explain the steps to be followed in yield management.

Or

- (b) What strategies will you adopt when room demand is low?

12. (a) Highlight the historical development of timeshare and condominium business in India.

Or

- (b) Explain the types of timeshares and its significance.

13. (a) Explain the steps to be followed in case of fire emergency.

Or

- (b) Discuss the procedure to prepare a staff for emergency situations.

14. (a) Discuss the potential hazards in the work environment of a hotelier.

Or

- (b) Define forecasting. Explain the procedure forecasting in hotel.

15. (a) Explain the work ergonomics to be followed in hotels.

Or

- (b) Mr. Robin has left his overcoat and sunglasses in Room No.206 of Breeze hotel on 10th July 2018. Prepare a left luggage tag on the basis of the above information.

Part C

(3 × 10 = 30)

Answer **all** questions choosing either (a) or (b).

16. (a) Explain the tools used to maximize sales in front office.

Or

- (b) Explain the best way to generate Yield statistics using Revenue Management Software.

17. (a) Discuss the advantages and disadvantages of timeshare.

Or

- (b) List down the points to improve timeshare in India and discuss the role of Government in timeshare business.

18. (a) Explain the importance on employee training in security programmers, with its type and benefits.

Or

- (b) Discuss the emerging trends adopted in hotels during Post covid situation.
