

C-6753

Sub. Code

90212

DIPLOMA EXAMINATION, APRIL 2022.

First Year

Catering and Hotel Administration

BASIC FOOD PRODUCTION

(2016 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Expand -HACCP
2. Write a short note on convenience food
3. Explain the term mis- en-place.
4. Write any five thickening agents used in continental and Indian cookery.
5. Explain a description about the following
 - (a) Naan
 - (b) Poori
6. What is concassee?
7. Write a short note on stock
8. Write any four cuts of vegetable.
9. Write a short note on raising agents.
10. Explain the duties of executive chef.

Part B

(5 × 5 = 25)

Answer **all** questions.

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

11. (a) Explain the personal food safety standards to be followed.

Or

- (b) Explain different gravies used in Indian cooking.

12. (a) Explain the various bread making methods.

Or

- (b) What is salad and explain various dressings used in salad.

13. (a) Draw and explain the cuts of poultry.

Or

- (b) Write a note on various fuels used in kitchen.

14. (a) What is sauce. Explain the various types of mother sauces.

Or

- (b) Explain the different types of pastries.

15. (a) Write a note on staple foods of India.

Or

- (b) Explain the following terms.

(i) Washing

(ii) Peeling

(iii) Mashing

(iv) Knock back

(v) Steaming.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Draw the layout of medium sized hotels. What are the safety procedure to be taken while handling equipments.

Or

- (b) Draw the structure of wheat and explain the types of wheat used by bakers.

17. (a) Explain the various methods of cooking food.

Or

- (b) Explain the various types of soups. Name any five international soups.

18. (a) Define stock. Explain the types and uses of stock.

Or

- (b) Explain about spices and blended spices used in Indian cookery. Name and explain any two Indian breads.

C-7876

Sub. Code

90212

DIPLOMA EXAMINATION, NOVEMBER 2022

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. Define personal hygiene.
2. What is basal metabolism?
3. Name any four fiber-based vegetables.
4. What is CNG?
5. What is seasoning?
6. What are the types of White stock?
7. Define contemporary cuisine.
8. What is the use of demi-glace?
9. What is the difference between Butter and Margarine?
10. What is confectionery?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain the professional ethical codes in the kitchen.

Or

- (b) State the different textures of food and its significance.

12. (a) List out and explain any five heavy equipment's used in Kitchen.

Or

- (b) Bring out the advantages and disadvantages of microwave cooking.

13. (a) Explain the important features of Chinese cuisine.

Or

- (b) Write down the common herbs used in Indian cooking.

14. (a) Explain the role of thickening agents in Indian cuisine.

Or

- (b) Bring out the different types of stocks and their uses.

15. (a) Write down the functions of sugar and yeast in bread making.

Or

- (b) Explain the types of flours used in baking.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) What is HACCP? Explain the seven principles of HACCP.

Or

- (b) Explain the different methods and techniques used in preparation of food.

17. (a) Discuss the methods of selection and storage of sea seafood.

Or

- (b) Explain the different methods of cooking used in continental cuisine.

18. (a) Describe the basic mother sauces and their derivatives.

Or

- (b) Discuss the common faults encountered during cake preparation and mention their remedies.

C-6754

Sub. Code

90213

DIPLOMA EXAMINATION, APRIL 2022

First Year

Catering and Hotel Administration

BASIC FOOD SERVICE

(2016 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define Podium.
2. What is lectru?
3. Define rotisserie.
4. Abbreviate ROI.
5. Define Ramekin.
6. Expand SNR.
7. What is a kiosk?
8. What are tisames?
9. Define Boaster chair.
10. What is hollow ware?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) What are the features of coffee shops?

Or

- (b) List out any five duties of room service order taker.

12. (a) List out any five glassware with their capacity.

Or

- (b) What are the uses of the following dishes?

- (i) Caviar knife
- (ii) Lobster pick
- (iii) Asparagus holder
- (iv) Coru ou the cob holder
- (v) Steak knife.

13. (a) List out any five features of an Ala carte menu.

Or

- (b) Explain the following :

- (i) Lacafetière
- (ii) Coua
- (iii) Still set
- (iv) Espresso
- (v) Turkish
- (vi) Cappuchino
- (vii) Doppio
- (viii) Americano
- (ix) Affagato
- (x) Coretto.

14. (a) What are the limitations of American service? (Any five).

Or

- (b) Give/Draw a sample room service continental breakfast tray set up.

15. (a) What is the difference between Fork buffet and Sit down buffet?

Or

- (b) Define the following functions :

- (i) Rotary
- (ii) CT dinner
- (iii) Baby shower
- (iv) Best master
- (v) Formal banquet.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) List out in detail the attributes required for F and B personnel.

Or

- (b) List out any ten equipments used in F and B service and their uses.

17. (a) Explain in detail about Gureidon service.

Or

(b) Write the sequence of menu compilation in a French classical menu.

18. (a) What are the activities done during Mi-sen-scene?

Or

(b) List out any ten checklist points for outdoor/off premises catering.

C-7877

Sub. Code

90213

DIPLOMA EXAMINATION, NOVEMBER 2022

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 Restaurant.
2. Who is a Sommelier?
3. What is the responsibility of kitchen stewarding department?
4. Define vending machine.
5. What is Pre-plated Service?
6. Define the term "Sorbet".
7. What is Buffet Service?
8. What do you mean by squash?
9. What is the use of Espresso machine?
10. Define the term "Potage".

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) List out and explain the various qualities required for food service personnel.

Or

- (b) State the duties and responsibilities of a senior Captain.

12. (a) Explain the features of still room in F and B department.

Or

- (b) List out and explain the types of cutleries and their uses.

13. (a) Explain the various trolleys used in F and B service department.

Or

- (b) State the advantages and disadvantages of gueridon service.

14. (a) Explain importance of fermentation in cocoa processing.

Or

- (b) Write a short note on speciality Tea.

15. (a) Explain the different types of function in banquet operations.

Or

- (b) Bring out the procedure for State Banquet.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Draw and explain the organisation structure of food and beverage department in a large hotel.

Or

- (b) Explain the role of catering establishment in the travel and tourism industry.

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

Or

- (b) What are the points to be consider when designing a menu? Discuss.

18. (a) Explain the types of coffees and their characteristics.

Or

- (b) Define Function prospectus. Explain the procedure for booking banquet function.

C-6755

Sub. Code

90214

DIPLOMA EXAMINATION, APRIL 2022

First Year

Catering and Hotel Administration

BASIC FRONT OFFICE OPERATION

(2016 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define Tourism.
2. What are Religious tourism?
3. What are heritage hotels?
4. What is VISA?
5. What is guest cycle?
6. What is studio room?
7. What are two mode of reservation?
8. What is American plan?
9. What is 'C' form?
10. Who is a Skipper?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Discuss about the various types of tourism.

Or

- (b) Discuss about the cultural benefits of tourism.

12. (a) Discuss about the various types of accommodation provided by the hotel industry.

Or

- (b) Draw the organizational structure of front office depart in a medium hotel.

13. (a) Discuss the duties of a Bell Boy.

Or

- (b) What are duties of a Receptionist?

14. (a) Explain Amendments and cancellation.

Or

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

15. (a) What is self-registration? How does it benefit guest in the hotel?

Or

- (b) Discuss about the online hotel reservation portal. What are its advantage.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) What is a Tariff? Discuss about the various types of Tariff card.

Or

- (b) What are the attributes of front office personnel and explain it?

17. (a) What is the importance of front office in a star hotel?

Or

- (b) Explain in detail about the various sources and mode of reservation.

18. (a) Discuss about the various reservation forms and formats used by front office.

Or

- (b) Write down the procedure of rooming a guest with reservation and walk-in.

C-6756

Sub. Code

90215

DIPLOMA EXAMINATION, APRIL 2022

First Year

Catering and Hotel Administration

BASIC ACCOMMODATION OPERATION

(2016 onwards)

Duration: 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What is Maids Cart?
2. Name few trollies used in housekeeping.
3. What is uniform room?
4. What is the name of Lady Tailor?
5. What are Deodorant?
6. What is Patio?
7. What is a Duvet?
8. What is Lanai?
9. What is a crinkle sheet?
10. Explain Tent Card.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) What is the importance of housekeeping in hotel industry?

Or

- (b) What are duties performed by Floor supervisor?

12. (a) Explain how housekeeping coordination with (i) Front office (ii) Maintenance.

Or

- (b) Discuss the attributes of a housekeeping staff.

13. (a) Draw the layout of a house-keeping department and explain it.

Or

- (b) How will you care and Store Cleaning Agents.

14. (a) Write down the steps of cleaning a Lobby.

Or

- (b) Discuss about the periodic cleaning procedure organized by housekeeping.

15. (a) Draw a format of placement of amenities and for a VIP in a stare hotel.

Or

- (b) Explain (i) Valet bag, (ii) Sewing kit, (iii) Linen chute, (iv) Sauna, (v) Key card.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Draw a diagram of Maids Cart and explain it.

Or

- (b) Draw a Layout of Suite Room and Label it.

17. (a) Discuss about the various kind of Cleaning Agents.

Or

- (b) Explain the procedure for a Turn down service.

18. (a) What are the various types of Keys used in housekeeping department?

Or

- (b) Explain the various placement of Guest Room Amenities and supplies in detail.

C-6757

Sub. Code

90221

DIPLOMA EXAMINATION, APRIL 2022.

Second Year

Catering and Hotel Administration

ADVANCED FOOD PRODUCTION

(2016 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Write a note on spices uses in Tamil Nadu.
2. Write a note on thickening agents used in kerala cuisine.
3. What are the ingredients used in west Bengal.
4. Write a note on equipments used in Maharastrian cuisine.
5. Write a note on tandoor.
6. Explain steam generator machine
7. Explain the term Adai.
8. Explain standard purchase specifications.
9. Explain the term Aspic.
10. Define pates.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Write a note on Andhra pradesh cuisine.

Or

- (b) Give recipe for kolukkattai.

12. (a) Based on the availability of ingredients and raw materials Write a note on east Indian cuisine.

Or

- (b) Explain various methods to season tandoor pot.

13. (a) Briefly explain how to maintain a meat mincing machine?

Or

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

14. (a) Write a note on varieties of dosa.

Or

- (b) Write a recipe for butter chicken masala.

15. (a) Explain in brief

(i) Portion Size

(ii) Portion control

Or

- (b) Write a note on equipments used in garde manger.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Give a brief note on south Indian cuisine with a recipe of a dish.

Or

- (b) What is sausage? Explain its type.

17. (a) Write a note on availability of ingredients and raw materials in west Indian cuisine.

Or

- (b) Write a note on mughal and portuguese cuisine.

18. (a) Write a brief note on chettinad cuisine. Write the popular dishes in chettinad cuisine.

Or

- (b) Write a note on salad. Explain the parts and dressings of salad.

C-7878

Sub. Code

90221

DIPLOMA EXAMINATION, NOVEMBER 2022.

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 is Room Tariff?
3. What is Bermuda plans?
4. What is No-show?
5. What is the First record made for guest at the form of check in?
6. What is Amendment?
7. What is CRS?
8. What is CP plan?
9. What is Lobby?
10. What is GRE?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain Alternative accommodations.

Or

- (b) Draw organizational structure of 200 Room Hotel.

12. (a) Draw a layout of Front office.

Or

- (b) Explain the ideal qualities and attributes of Front office staff.

13. (a) Explain types of plans.

Or

- (b) Explain Group Reservations.

14. (a) Explain Central Reservation System and Global Distribution system.

Or

- (b) Explain Reservation confirmation and cancellation.

15. (a) Explain records and registers related to registration.

Or

- (b) Explain Room allocations and blocking for confirmed reservations.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain classification of Hotels.

Or

- (b) Explain types of operation.

17. (a) Explain types of Rooms.

Or

(b) Explain departments and sections which front office communicates and co-ordinates.

18. (a) Explain sources and mode of reservations.

Or

(b) Explain different types of keys used in Hotel.

C-6758

Sub. Code

90222

DIPLOMA EXAMINATION, APRIL 2022.

Second Year

Catering and Hotel Administration

FRONT OFFICE OPERATIONS

(2016 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What is concierge?
2. What is a house limit?
3. What are cash book?
4. What are the various types of guest complaint?
5. Explain business centre.
6. What is travellers cheque?
7. Who are skippers?
8. What is master folio?
9. What is city ledger?
10. What is cross-referencing?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) What are the various types of complaint?

Or

- (b) Explain lost and found.

12. (a) Explain flight confirmation and restaurant reservation.

Or

- (b) Draw a format of a Errand card and Explain its importance.

13. (a) Explain Account Correction and Account transfer.

Or

- (b) Explain Internal control.

14. (a) Explain completing outstanding posting.

Or

- (b) Explain the Baggage handling procedure for VIP's.

15. (a) Explain various checkout options in front office.

Or

- (b) How to verify No shows?

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) What are the advantages of computer billing?

Or

- (b) Explain the Night audit process.

17. (a) Explain Account maintenance in Front Office Accounting.

Or

(b) Explain in detail key control.

18. (a) What are the various checkout problems?

Or

(b) Explain various method of settlement.

C-7879

Sub. Code

90222

DIPLOMA EXAMINATION, NOVEMBER 2022

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. Explain in short: House keeping.
2. Who is a GRA?
3. What is a Gargle Glass?
4. What is a chamois leather?
5. What are deodorants. Give two examples.
6. What is a Linen Chute.
7. What is a Turn-down service.
8. Explain: LANAI
9. What is a Hollywood Twin Room.
10. Expand:
 - (a) C/O and
 - (b) OOO

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain the importance of housekeeping in the hotel Industry.

Or

- (b) Explain how Housekeeping coordinates with front office and F and B service department.

12. (a) Name some Mechanical Equipments and explain them.

Or

- (b) Write briefly about the care and maintenance of cleaning equipments.

13. (a) Explain the procedure for a cleaning a swimming pool.

Or

- (b) Explain the procedures for cleaning an occupied room.

14. (a) Discuss about the Rules on a Guest floor.

Or

- (b) Discuss about the various supplier and Amenities placed in a VIP Room.

15. (a) Draw the organizational chart of a housekeeping department in a large hotel.

Or

- (b) Explain briefly:

- (i) Double Room
- (ii) Penthouse
- (iii) Efficiency room
- (iv) Duplex
- (v) Hospitality suite.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain the procedure for cleaning a checkout room in detail.

Or

- (b) Discuss about the various kind of vaccumme cleaners used in Housekeeping department.

17. (a) Explain about the lost and found procedure with the help of a flow chart.

Or

- (b) Discuss the various Guest-Room status follower in a Housekeeping department.

18. (a) List out the standard placement of Guest Room supplier in room.

Or

- (b) Draw a sample layout of a Double Room and label it.

C-6759

Sub. Code

90223

DIPLOMA EXAMINATION, APRIL 2022

Second Year

Catering and Hotel Administration

ACCOMMODATION OPERATION

(2016 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define Fibre.
2. What is Thread count?
3. Explain Velvet.
4. What is Spinning?
5. Give four characteristics of linen.
6. What is a sud?
7. Name any four equipment used in flower arrangement.
8. Name some Laundry Equipment.
9. What are calendering machine.
10. What is Ikebana?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain the characteristics of fibre.
Or
(b) What are various fabric used in hotel?
12. (a) What is spinning? Explain the degree of twist.
Or
(b) Draw a layout of uniform room and explain its importance.
13. (a) Classify Bath Linen along with specification.
Or
(b) Explain the stock taking procedure and records.
14. (a) Explain Laundry. Discuss about the on-premises laundry.
Or
(b) Explain collection and delivery of laundry.
15. (a) Give the duties of laundry supervisor.
Or
(b) Write short notes on Japanese style of flower arrangement.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Brief purchase specification of soft furnishing fabric.
Or
(b) Explain degree of twist. What are direction and types of twist?

17. (a) Explain the laundry process.

Or

(b) Explain the wash cycle.

18. (a) Explain the purpose of flower arrangement.

Or

(b) Draw few styles of flower arrangement and explain its placement.

C-7880

Sub. Code

90225

DIPLOMA EXAMINATION, NOVEMBER 2022

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. SACON
2. WII
3. Atmosphere
4. Biosphere
5. Decomposer
6. Ecosystem
7. Species biodiversity
8. Hot-spots
9. Fume
10. Nuclear hazards.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Write notes on definition and scope of environmental studies.

Or

- (b) Explain the multidisciplinary nature of environmental studies.

12. (a) Write notes on use of alternate energy resources.

Or

- (b) Illustrate the role of an individual in conservation of natural resources.

13. (a) Write notes on ecological pyramids.

Or

- (b) Write notes on food webs of desert ecosystem.

14. (a) Write an outline on Biogeographical classification of India.

Or

- (b) Write short notes on biodiversity at global, national and local levels.

15. (a) Write notes on causes, effects and control measures of air pollution.

Or

- (b) Write notes on causes, effects and control measures of noise pollution.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Write an essay on need for public awareness regarding environmental protection.

Or

- (b) Write an essay on the natural resource Land resources and issues associated with them.

17. (a) Draw a detailed account on types, characteristic features, structure and function of forest ecosystem.

Or

- (b) Write an essay on threads to biodiversity.

18. (a) Write an essay on causes, effects and control measures of urban and industrial solid wastes.

Or

- (b) Write an essay on disasters due to natural calamities.

C-6760

Sub. Code

90231

DIPLOMA EXAMINATION, APRIL 2022

Third Year

Catering and Hotel Administration

FOOD PRODUCTION AND SERVICE MANAGEMENT

(2016 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Write short notes on yield management?
2. What is Job Description?
3. Define – Satellite kitchen.
4. What is again kitchen?
5. Write about Forcemeat?
6. What is curing?
7. What is Food cost?
8. What is stock?
9. Write short notes on SOP.
10. What is KOT?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) What is yield percentages in food?

Or

(b) What is the purpose of kitchen organisation?

12. (a) Write about coffee shop and its functions?

Or

(b) What are the different types of Banquet?

13. (a) What is the difference between antipasti and charcuterie?

Or

(b) What is forcemeat and its uses in culinary preparation?

14. (a) What are the objectives of a Restaurant layout?

Or

(b) What are the principles of good menu planning?

15. (a) What is the production planning process?

Or

(b) How do you ensure safety rules in the kitchen?

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Write about allocation of work-Job Description?

Or

- (b) How do you maintain production Quality and Quality control in Kitchen?

17. (a) What are the energy saving devices (Electrical and Fuel) – Explain?

Or

- (b) Brief about Nouvelle cuisine.

18. (a) How do you planning of F & B service outlet?

Or

- (b) Write about courses and its sequences?

C-7881

Sub. Code

90231

DIPLOMA EXAMINATION, NOVEMBER 2022

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 is Wasabi?
2. Define the term “Teriyaki”.
3. How do you make Kimchi?
4. What is Aperitivo?
5. Name any two French cooking cheese.
6. Write any two uses of Salad dressing.
7. What is the meaning of Induction training?
8. Write the uses of Lemon grass in Thai cuisine.
9. What is flaky pastry? Give two examples.
10. Define the term “Petit-au-fours”.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain the five fundamental taste sense of Thai cuisine.

Or

- (b) Give the job description of Chef Garde-manger.

12. (a) Write the uses of frosting.

Or

- (b) Write short note on mislabelling and food additive.

13. (a) What are the common faults Puff pastry and give reasons for any one fault.

Or

- (b) Describe any five varieties of Ham.

14. (a) Write the uses of spreads and garnish in sandwich.

Or

- (b) Write short note on the Japanese cooking equipments.

15. (a) Write the functions/uses of Garnishes with suitable examples.

Or

- (b) Write the rules for platter presentation for a Cold buffet.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain the classification and uses of Olive oil.

Or

- (b) Draw the lay-out gardemanger kitchen and highlight the responsibilities of Larder chef

17. (a) Enumerate the regional classification of Thai cuisine.

Or

- (b) Describe voluntary and compulsory food standards established by WHO.

18. (a) List out the job-specification and description of Commis in Kitchen.

Or

- (b) Describe any ten Continental potato preparations.

C-6761

Sub. Code

90232

DIPLOMA EXAMINATION, APRIL 2022.

Third Year

Catering and Hotel Administration

ROOMS DIVISION MANAGEMENT

(2016 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Write the formula for Potential average single rate.
2. What is Yield management?
3. Define Suggestive selling.
4. What is POS?
5. Define the term "Inventory"
6. What is Revenue Budget?
7. Name any four types of wall finishes.
8. What is upholstery?
9. Define valet service in housekeeping.
10. What is off premises laundry?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) What are the different tools used to maximise sale in a hotel? Explain.

Or

- (b) Explain the benefits of yield management.

12. (a) Write down the advantages of upselling.

Or

- (b) Explain the different methods of selling techniques practised in front office.

13. (a) Bring out the advantages and disadvantages of budget and budgetary control.

Or

- (b) Explain the basic elements of art and design.

14. (a) Write down the role of colours in interior design.

Or

- (b) What are the factors to consider while planning a lighting system for hotel?

15. (a) Explain the role of security department in housekeeping operations.

Or

- (b) Highlight the advantages and disadvantages of Linen hire.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Point out and explain the different methods of revenue management used in hotel industry.

Or

- (b) List out and explain the five elements of yield management.

17. (a) How upselling can be used as a sales technique? Discuss.

Or

- (b) Explain the different steps in determining and implementing housekeeping contract.

18. (a) List out and explain the different types of floorings used in hotel industry.

Or

- (b) Describe the different classes of fire and their extinguishers.

C-7882

Sub. Code

90232

DIPLOMA EXAMINATION, NOVEMBER 2022

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. Define Sweet Wine.
2. Name any four red grapes used for wine.
3. Define the term "Brewing".
4. Name any four distilled alcoholic beverages.
5. What is the use of snifter?
6. Name any four popular liqueurs.
7. What is Pilsner?
8. Define Proof System.
9. What is the difference between scotch and Irish whiskey?
10. What is Dispense Bar?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) State the differences between Fortified wine and Table wine.

Or

- (b) What are the common faults in wine? Explain.

12. (a) Write down the production method of Sake.

Or

- (b) List out and explain the ingredients used for manufacturing beer.

13. (a) Bring out the types of Tequila its importance.

Or

- (b) Explain the different types of Rum with popular brands.

14. (a) Write a short note on flavoured Liqueurs.

Or

- (b) Explain the advantages and disadvantages of patent still method.

15. (a) Mention any two popular brandy-based cocktail with recipe and procedure.

Or

- (b) Bring out the different methods of preparing cocktails.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Discuss the various stages in the manufacturing process of champagne.

Or

- (b) Describe the classification of non-alcoholic beverages with example.

17. (a) Point out the differences between top fermented and bottom fermented beer.

Or

- (b) Explain the different stages in the manufacturing process of Brandy.

18. (a) What are the types of Feni? Explain the traditional method of making Feni.

Or

- (b) Describe the different parts of Bar and their functions.
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C-6762

Sub. Code

90233

DIPLOMA EXAMINATION, APRIL 2022

Third Year

Catering and Hotel Administration

BEVERAGE SERVICE

(2016 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. Define Aromatized wine.
2. What is viticulture?
3. What do you mean by Sauvignon Blanc?
4. Name any four popular wines from France.
5. Define the term "Aging".
6. Define Microbrewery.
7. Name any four flavoured Vodka.
8. What are the main ingredients of Gin?
9. Define Mocktail.
10. What is Gay Lussac?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Bring out the difference between fortified wine and sparkling wine.

Or

- (b) Explain the techniques used to carbonate sparkling wine.

12. (a) Write down the procedure for storing and caring of Wines.

Or

- (b) Explain the various Spanish wine regions and their popular wines.

13. (a) Write down the purpose of decanting wine and its procedure.

Or

- (b) Explain the importance of malting in beer production.

14. (a) Bring out the differences between pot still and patent still.

Or

- (b) Explain the characteristics of Jamaican Rum.

15. (a) What are the points to be remember while making cocktail?

Or

- (b) Write down the uses of liqueurs.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain the classification alcoholic beverages with examples.

Or

- (b) Discuss the various steps involved in the process of making red wine.

17. (a) Analyse the different Wine grades in France.

Or

- (b) Explain the different types of beer and their characterises.

18. (a) Describe the various stages involved in the production of Cognac.

Or

- (b) Explain the different methods of preparing cocktails.
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C-7883

Sub. Code

90235

DIPLOMA EXAMINATION, NOVEMBER 2022

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 Health.
2. What are Macronutrients?
3. What do you mean by energy balance?
4. What are the common units of energy?
5. Write any four effects of excess intake of fats.
6. What are the various sources of protein?
7. What are Vitamins?
8. Give four examples of water soluble vitamins.
9. What do you understand by Balanced diet?
10. What is the main objective of menu planning?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Write short note on the social function of food.
Or
(b) Explain the significance of nutritional labelling.
12. (a) Write down the concept of SDA.
Or
(b) Explain the various causes of obesity.
13. (a) State the significance of dietary fibre in human body.
Or
(b) Write down the functions of fats.
14. (a) Explain the classification of fats according to degree of saturation.
Or
(b) Explain the beneficial effects of vitamin B and C.
15. (a) Write down the aims and importance of menu planning.
Or
(b) What are protective foods? Explain with example.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain the need and importance of serving nutritional food.
Or
(b) Discuss the various factors affecting energy requirement.

17. (a) Evaluate the effects of deficiency and excess intake of proteins.

Or

- (b) Discuss the functions of water in our body.

18. (a) Point out and explain the types of Vitamins.

Or

- (b) Write down the concept of RDA and explain the factors that influence it.

C-7884

Sub. Code

90241

DIPLOMA EXAMINATION, NOVEMBER 2022

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. What is Fibre? Give two example.
2. What are 'Velvets'?
3. Give sizes for
 - (a) Double Bed sheet
 - (b) Bath towel
4. Name various Bath Linens.
5. Give four Equipments used in sewing room.
6. Who is a 'seamstress'? Give two duties.
7. What is a 'Sud' and 'Soap Curd'?
8. Give two brands names of Hydro-Extractors.
9. Explain 'Ohara'.
10. What are the various levels of keeping flower Arrangements.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain the various characteristics of Fibre.

Or

- (b) What is a Yarn? What are the types of yarn? Draw the direction of twist.

12. (a) Write the various sizes for 'Bed linens' in Inches.

Or

- (b) What are purchase specification for curtains and cushions?

13. (a) Write short note on the location of linen room.

Or

- (b) Give duties for Tailors and Seamstress.

14. (a) Draw the layout of a laundry and Give duties of laundry supervisor.

Or

- (b) Write short note on collection and delivering of laundry.

15. (a) What are various styles of Flower Arrangement briefly explain.

Or

- (b) Discuss in brief about the roles of laundry agents.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Draw the layout of sewing Room? Name some small and medium equipment used in Sewing Room.

Or

- (b) Explain all various Fabrics used in hotel industry in detail.

17. (a) Explain the industrial laundry with a help of flow chart.

Or

- (b) Explain the 'Wash cycle' in detail.

18. (a) Explain the principle of flower Arrangement.

Or

- (b) Write short note on care and conditioning of plant material? Name five flowers and five foliages.
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C-7885

Sub. Code

90242

DIPLOMA EXAMINATION, NOVEMBER 2022.

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 is Business center?
2. What is Baby sitting?
3. What is mean by OOO?
4. What is mean by Group Booking?
5. What is Lobby?
6. What is Baggage Handling?
7. What is Floor limit?
8. What is Non-guest Folio?
9. What is the uses of LogBook?
10. What is late check-out?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain about concierge.

Or

(b) Explain Guest relations.

12. (a) Explain about Group Baggage Handling.

Or

(b) Write job description of Front office cashier.

13. (a) Explain luxury tax and service tax.

Or

(b) Write difference between Guest Folios and Non-Guest Folios.

14. (a) Explain safe deposit Boxes.

Or

(b) Explain the Benefit of Computer Billing.

15. (a) Explain departure procedures.

Or

(b) Explain methods of settlement.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain in detail any five Guest services.

Or

(b) Explain Follow up procedure of Room complaints.

17. (a) Explain in detail about different types of Faliios.

Or

(b) Housekeeping staff found guest Laptop in checkout.
Explain lost and found procedure

18. (a) Explain in detail different types of keys used in Hotel.

Or

(b) Explain emergency procedure for fire and Bomb threat.

C-7886

Sub. Code

90244

DIPLOMA EXAMINATION, NOVEMBER 2022

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. Explain “Electrical Conductors”.
2. Define “Ignition Point”.
3. What is “Combustion of Fuel”?
4. Explain the “Types of Maintenance”.
5. Explain “Benson Burner”.
6. List out the “Types of Manifolds”.
7. What is “Incandescent Lamps”?
8. Explain “Convection”.
9. What is “Conduit Wiring”?
10. Write a short notes on “Sodium Vapour Lamps”.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Define Fuel explain its types.
Or
(b) Explain the characteristics of Good Fuel.
12. (a) Explain AC and DC describe the advantages of AC over DC.
Or
(b) What is Fuse explain its types?
13. (a) What is Electric Accident explain its sources?
Or
(b) What do you mean by routine maintenance. What are the works to do?
14. (a) Explain break down maintenance and its types.
Or
(b) Define Lamps. Explain its types.
15. (a) Explain the calculation of electric energy consumption.
Or
(b) Explain How to prevent electrical accident.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain the qualification and skills required maintenance personnel in hotel industry.
Or
(b) How are hotels saving energy and resources the green way?

17. (a) Explain maintenance department and types of maintenance.

Or

(b) List out the safety precautions while using electrical appliances.

18. (a) Explain the functions of maintenance department.

Or

(b) Explain the co-ordination of maintenance department with other departments.

C-7887

Sub. Code

90251

DIPLOMA EXAMINATION, NOVEMBER 2022.

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. What is a menu?
2. What are the consideration when selecting a supplier?
3. What are the benefits of a standard recipe?
4. Write some different types of port wine.
5. How can stock control improve profitability?
6. What are the limitations of beverage control?
7. What do you mean by food cost?
8. What is bar stock?
9. Write any four objectives of menu engineering.
10. Define – “Wine”.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain – the layout configuration.

Or

- (b) What are advantages of “SPS”?

12. (a) Draw the purchase order form and explain about its functions?

Or

- (b) What are the policies used for pricing in Alcohols?

13. (a) Explain – The standard recipe.

Or

- (b) Define – Cook freeze system.

14. (a) Write the procedures involved in receiving controls.

Or

- (b) What do you mean by food cost and write some food cost formulas?

15. (a) How does the menu contribute to the establishment?

Or

- (b) What is a Recipe card? What information does it have?

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain – What are the concepts used for kitchen layout.

Or

- (b) Draw the layout of storage area and explain its functions.

17. (a) Give some brief notes on general information about wine and drink list.

Or

- (b) Explain – The purchase methods.

18. (a) Explain – How to store the wine.

Or

- (b) What points are to be considered while doing the pricing?
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C-7888

Sub. Code

90252

DIPLOMA EXAMINATION, NOVEMBER 2022

Fifth Semester

Catering and Hotel Administration

ACCOMMODATION MANAGEMENT

(2018 onwards)

Duration: 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What is forecast?
2. Write the formula to calculate the average guest per room sold.
3. List out the Room Rate categories.
4. Define discount allocation in yield management.
5. What is pricing strategy?
6. Write short notes on potential high and low demand.
7. Define the term capital budget.
8. What are the methods of pricing contract?
9. Why is it essential to develop an efficient and effective stores control system?
10. What is SOP?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Describe the eight steps of the Hubbart formula.

Or

- (b) Explain about “Rule of thumb”.

12. (a) What is the steps to making Front Office budget?

Or

- (b) Explain the types of forecasting.

13. (a) What are the types of budget?

Or

- (b) Describe in detail of outsourcing housekeeping.

14. (a) What are the objectives of training in housekeeping department?

Or

- (b) Discuss about standard operating procedures in House Keeping.

15. (a) Explain the formula of forecast.

Or

- (b) How do you prepare of duty chart for housekeeping staff?

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Describe how managers use various reports and ratios to evaluate front office operations.

Or

- (b) Detail about applications of yield management in Hotel Industry.

17. (a) Describe the management process in terms of the functions front office managers perform to achieve organizational objectives.

Or

- (b) Explain in detail about green Housekeeping.

18. (a) Detail the significances of Interior designing in Hotel room.

Or

- (b) In detail about managerial styles in Housekeeping department.

C-7889

Sub. Code

90254A

DIPLOMA EXAMINATION, NOVEMBER 2022

Fifth Semester

Catering and Hotel Administration

FOOD PRODUCTION AND PATISSERIE

(2018 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What do you mean by Oriental cuisine?
2. What is Ravioli?
3. Name any four British cheeses.
4. What is Sichuan Cuisine?
5. Name any four Chinese desserts.
6. Define Fondant.
7. What are cake toppings?
8. State the difference between ganache and icing.
9. What is Frozen Yogurt?
10. What is Biscuit Glace?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain the historical background of French cuisine.

Or

- (b) Write down the important features of Mexican cuisine.

12. (a) Classify the type of Chinese cuisine.

Or

- (b) Explain the role of sauces in Chinese cuisine.

13. (a) Explain the types of glazes in baking.

Or

- (b) Write the recipe and method for Butter icing.

14. (a) Name any five popular frozen desserts and explain it.

Or

- (b) Explain about the preservatives used in ice cream?

15. (a) What are the points to be remember while preparing meringues?

Or

- (b) State the difference between Swiss and Italian meringue.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Discuss the various herbs and spices used in Italian Cuisine.

Or

- (b) Explain the different methods of cooking in Arabic cuisine.

17. (a) List out and explain the various equipments used in Chinese cuisine.

Or

- (b) Explain the characteristics of royal icing? Bring out the ingredients and procedure of royal icing.

18. (a) Explain the types of ice cream and write down the procedure for preparing Ice Cream.

Or

- (b) Discuss the various kinds of meringue and their common faults and remedies.
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C-7890

Sub. Code

90254B

DIPLOMA EXAMINATION, NOVEMBER 2022.

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. Write the meaning for Job specification.
2. What is SOP?
3. What is Mocktail?
4. What is Cocktail?
5. What is the difference between liquor and liqueur?
6. What is Spirit?
7. What is aperitifs?
8. What does it mean to order a Martini or Manhattan dry, wet etc.
9. What is Tom collins?
10. What is Bacardi?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Write the Job description of Bar Manager.

Or

- (b) Write the Job specification of sommelier.

12. (a) What are the skills needed for Bartender.

Or

- (b) How a bar staff can develop the service efficiency?

13. (a) Name the different types of Bar. Write short notes on Back bar.

Or

- (b) Write the any ten names of small equipments used in Bar.

14. (a) Write short notes on Bar staffing.

Or

- (b) Write short notes on Dubonnet.

15. (a) Name any ten glasses used in Bar.

Or

- (b) Write an explanatory note on the garnishes used in making cocktails.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Draw the organisational Hierarchy of bar in a star hotel and explain the duties and responsibilities of all.

Or

- (b) Explain the SOP followed in a Bar.
17. (a) Classify Bar and explain all in detail.

Or

- (b) Explain the history of cocktail.
18. (a) Explain any five cocktails with its recipe preparation method and service procedure.

Or

- (b) Write short notes on the following.
- (i) Pink lady
 - (ii) Side car
 - (iii) Alexandra
 - (iv) John Collins
 - (v) Flips
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