

C-0999

Sub. Code

90212

DIPLOMA EXAMINATION, NOVEMBER 2023

First Semester

Catering and Hotel Administration

BASIC FOOD PRODUCTION AND PATISSERIE

(2018 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What is Personal Hygiene?
2. Define Vitamins.
3. Explain Kitchen safety precautions.
4. List out the minor equipments.
5. What is Poaching?
6. Define Mirepoix.
7. Explain Tandoor.
8. What is Kulcha?
9. Define Yeast.
10. Name some raising agent.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Briefly explain about aims and objectives of cooking.

Or

- (b) Define nutrients and explain about deficiency of carbohydrates.

12. (a) Write short notes on:

- (i) Types of cooking fuels
- (ii) Mise-en-place.
- (iii) Cuts of vegetables.

Or

- (b) Explain about Kitchen equipments.

13. (a) Briefly explain about methods of cooking.

Or

- (b) Write about history and development of modern Cuisine.

14. (a) Explain about types of stocks and Bouquet garni.

Or

- (b) Write about popular International soups.

15. (a) Explain about International Breads.

Or

- (b) What is pancakes and explain about types of batters?

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Elaborate Asian Cuisine and explain about popular dishes.

Or

- (b) Classification of Ingredients – explain in detail.
17. (a) Briefly explain about cleaning and pre-preparation of Food commodities.

Or

- (b) Write short notes on:
- (i) Tandoor
 - (ii) Indian Masalas
 - (iii) Indian Gravies
 - (iv) Microwave cooking.
18. (a) Draw a chart about classification of soups and explain about accompaniments.

Or

- (b) Explain about role of ingredients in Baking.

C-1000

Sub. Code

90213

DIPLOMA EXAMINATION, NOVEMBER 2023

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. Who is Chef d' etage?
2. Give two examples of international Fast food outlets.
3. Name the types of linen used in food service.
4. What is the purpose of side plate hi table service?
5. Name two types of trolleys used in restaurant service.
6. Define the term "Assisted service".
7. Define the term "Horse d oeuvre".
8. Expand the term BFC.
9. What is fork buffet?
10. Name two equipments used in banquets.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) State the purpose of Banquet event order.

Or

- (b) How do you classify banquets?

12. (a) Write the salient features of a Coffee shop outlet.

Or

- (b) Describe Public bar and Dispense bar.

13. (a) Point out five important attributes of a waiter.

Or

- (b) Mention equipments required for one cover and give short description of each equipment.

14. (a) What are the various furniture used in restaurant service? Give their dimensions.

Or

- (b) Write the salient features of cruise line catering.

15. (a) Provide ancient and modern definitions for hospitality industry.

Or

- (b) How Drive inn and Chai bar's function?

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Summarize the banquet booking procedures in star category hotel.

Or

- (b) How does room service function?

17. (a) Write the job description and specification of a food and beverage manager.

Or

- (b) Explain secondary catering establishments with examples.

18. (a) Write the rules for planning a menu.

Or

- (b) Explain the classification of cold beverages.

C-1001

Sub. Code

90221

DIPLOMA EXAMINATION, NOVEMBER 2023

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. Define adventure tourism.
2. Name any four hill stations in India.
3. Expand FIT.
4. What is Franchise?
5. Write any four equipments used in front office.
6. What is Tarrif card?
7. Define continental plan.
8. What is over booking?
9. Who is a bell boy?
10. What is scanty baggage?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) List the various benefits of Tourism.

Or

- (b) Write down the risks of adventure tourism.

12. (a) Classify type of Hotel according to Location.

Or

- (b) Draw the organisational structure of Large size hotel front office department.

13. (a) What are the various equipments used in front office?

Or

- (b) Draw the layout of front office department.

14. (a) What are the rules for cancellation?

Or

- (b) List down any five records used for reservation.

15. (a) What are the steps of registration without reservations?

Or

- (b) Explain the different types of keys.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Write down the different components of tourism.

Or

- (b) Explain the various meal plans in hotel.

17. (a) Classify hotels and explain.

Or

- (b) Explain the sources of reservations.

18. (a) Draw a Specimen of Tariff card and explain it.

Or

- (b) Explain mail and message handling.
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C-1002

Sub. Code

90222

DIPLOMA EXAMINATION, NOVEMBER 2023

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 buffing?
2. Mention any two duties of a Florist.
3. What is de-briefing?
4. Define the term “Key control”.
5. What is sub-master key?
6. What is the use of maid’s cart?
7. What is laundry agent?
8. Name any two uses of detergents.
9. Mention the basic parts of a cleaning brush.
10. What is a box sweeper?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) What are the specific responsibilities of linen room supervisor?

Or

- (b) Give the job description of room attendant.

12. (a) Write a brief notes on organic solvents.

Or

- (b) List the procedure involved in cleaning an occupied room.

13. (a) How do you choose cleaning agents for housekeeping operations?

Or

- (b) How do you classify brushes based in their cleaning functions?

14. (a) Point out the care and cleaning of brooms and brushes.

Or

- (b) Write the cleaning procedure of swimming pool.

15. (a) What are the special service provided to guest? Describe any two.

Or

- (b) How housekeeping department coordinates with front office?

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Write the general duties of a floor supervisor.

Or

- (b) Describe different categories of Room Keys found in a star classification hotel.

17. (a) Write in detail about spring cleaning.

Or

- (b) Explain the storage procedures for cleaning agents.

18. (a) Summarize the rule of be followed in guest floor.

Or

- (b) Draw the organisation chart of a five star hotel and mention the importance of organisation structure.

C-1003

Sub. Code

90225

DIPLOMA EXAMINATION, NOVEMBER 2023

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 artificial ecosystem?
2. What is food chain?
3. Define the term "Nitrification".
4. What is Tundra?
5. Give examples of Non-renewable resource.
6. Define the term "Pollution".
7. What is Pollutant?
8. Define the term "Desertification.
9. What is fossil fuel?
10. What is the meaning of Bio-diversity?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Write a brief note on grassland ecosystem.
Or
(b) Write the uses of water.
12. (a) Describe the term carbon cycle.
Or
(b) State the causes of soil erosion.
13. (a) Describe the term biological Oxygen demand.
Or
(b) State the causes of industrial water pollution.
14. (a) What is noise pollution and what are the sources of noise pollution?
Or
(b) Mention the effects of de-forestation.
15. (a) Explain the methods of treating solid waste.
Or
(b) What is aquatic ecosystem and what are their characteristics?

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain the structure and functions of Ecosystem.
Or
(b) What is Forest ecosystem? Explain with examples.

17. (a) How will you classify resources?

Or

(b) Elaborate the major threats to Bio-diversity.

18. (a) Explain the classification of pollutants.

Or

(b) Highlight the impacts of environmental pollution.

C-1004

Sub. Code

90231

DIPLOMA EXAMINATION, NOVEMBER 2023

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. Define Chateaubriand.
2. Explain mousses.
3. What does garde Manger mean?
4. Define Oriental Cuisine.
5. Name three Chinese desserts.
6. Write the definition of shortcrust pastry.
7. Write any three French dessert.
8. What are the name of Salad dressing?
9. Listout the accompaniment for grilled Chicken.
10. Define Terrines and Pates.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain about importance of Food Standards.

Or

- (b) Define Sponge cakes and Gateaux. Explain about types of Sponge cakes.

12. (a) Define Thai cuisine and explain about methods of cooking.

Or

- (b) Write about ingredients and courses of the menu of Italian cuisine.

13. (a) Briefly explain about Traditional Japanese dishes.

Or

- (b) Write short notes on:

- (i) North Indian desserts
- (ii) European Dishes
- (iii) Salad Russe

14. (a) Draw a chart and explain about Kitchen organization.

Or

- (b) Explain about Horsd'oeuvres and accompaniments.

15. (a) Write any ten potato preparation and explain.

Or

- (b) Listout the garnishes and accompaniment for popular dishes.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Define adulterants and additives and their detection and role.

Or

- (b) Write short notes on
- (i) Types of Icing
 - (ii) Fondant
 - (iii) Ganache
 - (iv) Truffle
 - (v) Cold desserts
17. (a) Write short notes on:
- (i) Biscotti
 - (ii) Arrosto
 - (iii) Carbonara
 - (iv) Farfalle

Or

- (b) Briefly explain about Chinese classical menu.
18. (a) Explain about duties of Executive chef, Chef de parte and commis.

Or

- (b) List out types of Sandwiches and explain about principles of preparation.

C-1005

Sub. Code

90232

DIPLOMA EXAMINATION, NOVEMBER 2023.

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 wine.
2. Write any four red grape varieties.
3. Write service temperature of beer.
4. Name any four ingredients used for beer manufacture.
5. What is spirits?
6. Write any four types of liqueurs.
7. What is dispense bar?
8. Write any two equipments used for preparing cocktails.
9. What kind of liquor is cognac?
10. Expand VSOP.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) What are the five components of wine?

Or

- (b) Write the wine producing regions of France.

12. (a) What is toddy? Explain.

Or

- (b) Write any five international brand names of beer.

13. (a) Write the herbs used in Absinthe production.

Or

- (b) Write short notes on feni.

14. (a) Write the difference of cocktail and mocktail.

Or

- (b) Write any ten garnishes of cocktail.

15. (a) What is pot still distillation?

Or

- (b) Write short notes on proof systems.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Classify wine and explain.

Or

- (b) Write in detail about production of beer.

17. (a) Write any ten special equipments used in bar.

Or

(b) Differentiate between liqueurs and liquor.

18. (a) Write the manufacturing process of Rum.

Or

(b) Write the manufacturing process of Gin.

C-1006

Sub. Code

90235

DIPLOMA EXAMINATION, NOVEMBER 2023

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 Nutrients.
2. What are proteins?
3. Name two units of measurement of energy.
4. Expand BMR and SDA.
5. List any two functions of carbohydrates.
6. What is Blood cholesterol?
7. Name any two water soluble vitamins.
8. Define Macro nutrients.
9. What are the significance of the mineral Iron.
10. What is a balanced diet?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain about the physiological, psychological and social importance of food.

Or

- (b) Write about the dietary sources of energy.

12. (a) What are the factors affecting energy equipments?

Or

- (b) How are lipids classified? Explain.

13. (a) What are the functions of lipids and proteins?

Or

- (b) Write the dietary sources of carbohydrates.

14. (a) Jot down about water balance.

Or

- (b) Differentiate between Major and Minor minerals.

15. (a) What are the three food group system?

Or

- (b) Expand about the functions of vitamins and minerals.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain the classification of nutrients.

Or

- (b) Explain in detail about the significance of dietary fibres.

17. (a) Differentiate between vitamins and minerals.

Or

(b) Write the dietary sources and functions of water.

18. (a) Write the steps to calculate nutritive value of meals.

Or

(b) Classify proteins based on amino acid composition.

C-1007

Sub. Code

90241

DIPLOMA EXAMINATION, NOVEMBER 2023.

Fourth Semester

Catering and Hotel Administration

ADVANCED ACCOMMODATION OPERATION

(2018 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** the questions.

1. Define fibre.
2. What is spinning?
3. What kind of material is linen?
4. What lines are used in hotels?
5. What are the two types of linen room?
6. Write any two characteristics of linen room.
7. Write any two services in laundry.
8. Define dry cleaning.
9. Name four flowers used in flower arrangement.
10. What is ikebana?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Differentiate between fibers and fabrics.
Or
(b) Write the importance of fabric.
12. (a) Write various bed linens and explain its uses.
Or
(b) Explain upholstery in detail.
13. (a) Write the activities of linen room.
Or
(b) Explain the duties of linen room supervisor.
14. (a) Write short notes on (i) calender machine (ii) steam press.
Or
(b) Draw the layout of laundry room.
15. (a) Write in detail about conditioning of plant material.
Or
(b) Explain the styles of flower arrangement.

Part C

(3 × 10 = 30)

Answer **all** the questions.

16. (a) Draw a neat layout of linen room and explain step by step activities of linen room.
Or
(b) List the principles of design as applied to flower arrangement with a brief discription of each.

17. (a) Draw the flow chart of laundry cycle and explain.

Or

(b) Explain the following terms. (i) Hoppers (ii) MSDS
(iii) linen chute (iv) satin

18. (a) Elaborate the dry cleaning process.

Or

(b) Explain par. What are factors an executive house
keeper should keep in mind while establishing par
for linen?

C-1008

Sub. Code

90242

DIPLOMA EXAMINATION, NOVEMBER 2023.

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 account aging?
2. Define the term-Express check-out”.
3. What is the purpose of Wake-up call sheet?
4. What is Red book?
5. What is the purpose of F-form?
6. Name any two manual equipments used in Front office.
7. Why is message handling important?
8. What is local alarm?
9. Name any two internal controls of Front office.
10. What is sprinkler system?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) How alarm systems in Hotels classified?

Or

- (b) Write the procedures for settling bills through corporate accounts.

12. (a) How credit control measures are ensured during occupancy?

Or

- (b) How metal key control is established in Front office?

13. (a) Write the procedure for issue of safe deposit locker to hotel guest.

Or

- (b) Draw the format of Room change slip. Why it is used?

14. (a) Mention the procedure for handling “left luggage”.

Or

- (b) What is the function of Hospitality desk?

15. (a) Write the procedure for accepting foreign currency while guest settle his bill.

Or

- (b) Describe the steps a front office cashier should take while accepting payment by Travel agency voucher.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Describe the rooming procedure of a VIP guest.

Or

- (b) Elaborate various equipments used for guest safety in hotels.

17. (a) Draw the format of Front office cash sheet and explain its uses.

Or

- (b) Draw the format of Key control sheet. State its uses and advantages of electronic keys.

18. (a) What are the major activities which are conducted during the final stage of the guest cycle?

Or

- (b) What is plastic money? How to handle when guest settle his bill?

C-1009

Sub. Code

90244

DIPLOMA EXAMINATION, NOVEMBER 2023.

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. What is net calorific value and gross calorific values?
2. Name any two dis-advantages of Electricity.
3. What is PNG?
4. What is electricity?
5. Define the term “electric current”.
6. What is alternating current?
7. What is kit-kat fuse?
8. Name any two common method of earthing.
9. What is colour temperature in hotel lighting?
10. What type of lighting will be provided for Bar and lounges?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Describe the calorific value of a fuel.

Or

(b) What are different types of coal?

12. (a) What are the specific precaution taken while setting up gas bank?

Or

(b) Write the advantages of artificial lighting.

13. (a) State the advantages of solar lamps/lighting.

Or

(b) Explain the role of maintenance of department in contract maintenance.

14. (a) Draw the format of work order form of engineering department. What are its uses?

Or

(b) How gas burners are classified and explain the same?

15. (a) How short circuit happens and how to prevent it?

Or

(b) Mention the types of fuses and its role in a electric circuit.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain different methods of heat transfer.

Or

- (b) State the advantages of solid fuel.

17. (a) Draw the layout of a gas bank and how will you setup a gas bank in a hotel?

Or

- (b) Explain different types of wiring.

18. (a) Point out the safety precaution while handling electric equipments.

Or

- (b) Draw the organisation chart of maintenance department and explain.

C-1010

Sub. Code

90251

DIPLOMA EXAMINATION, NOVEMBER 2023.

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 the term "Kitchen Layout".
2. What is material flow?
3. Mention the types of stores you will find in star category hotel.
4. What is menu design?
5. What is plate presentation?
6. Define the term "Cook chill system".
7. Give four examples of left overs.
8. What is cellar control book?
9. Define the term "perpetual inventory".
10. What is menu structure?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Describe the basic intention of kitchen planning.

Or

- (b) What are the functions of receiving area?

12. (a) Describe the concepts of cost.

Or

- (b) Discuss the principles of rechauffe.

13. (a) What are the guidelines followed while issuing raw materials from stores?

Or

- (b) What are the different types of Buffet describe any one?

14. (a) Highlight the importance of beverage inventory.

Or

- (b) State the importance of beverage management.

15. (a) Enumerate the elements of menu engineering.

Or

- (b) Name any two bar frauds carried out by customers and how to handle it.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) What information a chef require before he plans his kitchen?

Or

- (b) Explain the principles of planning large scale commercial kitchen.

17. (a) Point out the principles in menu designing for a fast food outlet.

Or

- (b) Enumerate the principles of control in beverage management.

18. (a) Point out the steps you will take to prevent frauds in Bar.

Or

- (b) How will you compile a Wine menu?
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C-1011

Sub. Code

90252

DIPLOMA EXAMINATION, NOVEMBER 2023.

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. What is operational budget?
2. How does front office execute budget?
3. Define the term “Early Bird rate”.
4. What is demand forecasting?
5. Define the term “Forecast frequency”.
6. What is productive standard worksheet?
7. Define the term “ALL” (area inventory list).
8. What is go green housekeeping?
9. Define the term “OS&HA”.
10. What is frequency schedule?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Write the steps in planning front office budget.

Or

- (b) Mention the factors affecting budget planning in front office.

12. (a) State the advantages and dis-advantages of Hubbart Formula.

Or

- (b) What is the role of front office staffs in yield management?

13. (a) Highlight the advantages of yield management software.

Or

- (b) Discuss the importance of time motion study in housekeeping operations.

14. (a) Describe the principles ergonomics and its application to housekeeping staff.

Or

- (b) How payroll analysis help in controlling labour cost in housekeeping?

15. (a) What are the characteristics of colour?

Or

- (b) Describe ambient lighting and task lighting.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Discuss the different approaches of arriving/setting room rates.

Or

- (b) Explain types of rate codes used in star category hotels.

17. (a) What information is required to create SOP in housekeeping and what are the goals in establishing SOP?

Or

- (b) State the objectives of training in housekeeping.

18. (a) Explain the principles of interior designing.

Or

- (b) Mention the principles of capacity management in housekeeping.

C-1012

Sub. Code

90254A

DIPLOMA EXAMINATION, NOVEMBER 2023.

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** the questions.

1. Name any four hors d'oeuvres of France.
2. What is Pasta?
3. Mentioned the popular soups from China.
4. What are the various styles of cooking followed in Chinese Cuisine?
5. Define the term 'icings'.
6. Write the recipe of 'Glaze icing'.
7. Brief on 'Frozen desserts'.
8. What is mean by additive?
9. Define the term 'Meringues'.
10. What is 'Macaroon'?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) List out the raw ingredients used in Spanish cuisine.

Or

- (b) Write the recipe of black forest from German.

12. (a) Explain the popular methods of cooking in Chinese cuisine with reasons.

Or

- (b) Name the important equipments and mention its functions of Chinese cuisine.

13. (a) Explain on 'Royal Icings' and its specific uses.

Or

- (b) Write the important uses of 'Fondant icings'.

14. (a) Describe on various steps involved in ice cream preparation.

Or

- (b) Write the difference in making of mousse and souffle.

15. (a) State the importance of Italian Meringues.

Or

- (b) Write the recipe of cashew macaroons.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Write the recipe of 'shepherd's pie' and mention its accompaniments.

Or

- (b) Explain the steps involved in preparation of pasta. Mention various names of pastas.
17. (a) Elaborate the range of Chinese kitchen and brief on Mise en place trays or Masala boxes of Chinese cuisine.

Or

- (b) Explain the characteristics of royal icing? Bring out the ingredients and procedure of royal icing.
18. (a) Enumerate the characteristics Mexican dishes with suitable examples.

Or

- (b) Give short answers : (5 × 2 = 10)
- (i) Toppings
 - (ii) Marzipan
 - (iii) Chocolate ice cream
 - (iv) Peanut macaroons
 - (v) Preservatives used in Ice-creams

C-1013

Sub. Code

90254B

DIPLOMA EXAMINATION, NOVEMBER 2023.

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 the term “Fizzy drinks”.
2. Give four examples of cocktail.
3. What is layering in cocktail?
4. Define the term “Bistro”.
5. What is a Saloon?
6. What is Daiquiri?
7. Who is a Bartender?
8. Define the term “Briefing”.
9. What is cost analysis?
10. What is Back bar?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Describe any five garnishes used in cocktail.

Or

- (b) Write the recipe for Pink Lady cocktail.

12. (a) How do you choose bar equipments?

Or

- (b) Write a brief note on syrups used in cocktails.

13. (a) Mention the categories of F and B staff and explain.

Or

- (b) How F and B supervisor does the sales analysis function?

14. (a) Describe the procedure of writing SOP for an food outlet.

Or

- (b) Write a brief note on cocktail bar.

15. (a) Write the method of preparation of Bloody Mary cocktail.

Or

- (b) Trace the history of Cocktail.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Mention the points to make a good cocktail and mixed drinks.

Or

- (b) Describe any ten types of glass ware used in bar.

17. (a) Enumerate the factors need to be considered while planning and designing a good bar.

Or

- (b) Write the job description of a Restaurant manager.

18. (a) How do you prepare duty rota and staff schedule for any F and B outlet?

Or

- (b) Discuss the supervisory functions in food service operation.
-

C-1014

Sub. Code

90254C

DIPLOMA EXAMINATION, NOVEMBER 2023.

Fifth Semester

Catering And Hotel Administration

HOUSE KEEPING

(2018 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** questions.

1. What is intensity?
2. Give examples of Primary colours.
3. What is the use of sprinklers?
4. Name any two fire fighting equipments.
5. Define the term "Refurbishing".
6. Name the three E's of safety.
7. Define the term "Facility planning".
8. What is systematic layout planning?
9. What is conceptualization?
10. What is feasibility report in Hotel construction planning?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Describe the term Ambient lighting and Informational lighting.

Or

- (b) Write a brief note on floor covering.

12. (a) Point out the potential hazards in Housekeeping.

Or

- (b) What procedures will be followed in case of an accident in Housekeeping?

13. (a) Highlight the basic points to kept while planning a guest room.

Or

- (b) How budgeting help in creating effective hotel design?

14. (a) Explain the here important fundamentals in layout planning of any hotel.

Or

- (b) Describe the following in short: carpet area and super built area.

15. (a) Mention the Guest room Facilities for classifying a hotel as three-star.

Or

- (b) Write the steps in selecting supplier for materials for a hotel project.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) What are the rules using colours to create themes?

Or

- (b) Highlight the effective steps in establishing effective safety management programme in Housekeeping.

17. (a) Describe the basic layout contents of a bedroom of a star category hotel.

Or

- (b) Enumerate the procedure for determining space consideration for guest rooms.

18. (a) What are the seven design considerations for designing a hotel? Explain each.

Or

- (b) What are the different types of floor finishes? Explain any five.

C-1015

Sub. Code

90254D

DIPLOMA EXAMINATION, NOVEMBER 2023.

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. What are time share hotels?
2. Define the term “Condominium”
3. Give two examples of unusual guest complaint.
4. Define the term “Vandalism”
5. What is Break-even analysis?
6. Define the term “Discount grid”.
7. What is a safety Audit?
8. Who is a Porter?
9. Name any two OSHA safety procedures to be followed strictly at Front office.
10. What is Eva floor?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) How Hotel business is different from condominium units?

Or

- (b) As a front office receptionist how will you handle theft emergency situation?

12. (a) How the concept of vacation ownership strategy evolved?

Or

- (b) Describe the process of Transient room sales procedure.

13. (a) How will you accommodate a disabled guest?

Or

- (b) Write a brief note on front office fittings and fixtures.

14. (a) How will you plan layout of a guest room?

Or

- (b) Draw the lobby schematic diagram of Front office with departments.

15. (a) How will you plan a bathroom for a differently-abled guest?

Or

- (b) Write a brief note on capacity management of Hotel rooms.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) State the advantages in Time share Hotels.

Or

- (b) Discuss the various problems the guest arises before front office staff.

17. (a) How to motivate employees and make them more effective in yield management?

Or

- (b) State the aims of Ergonomics in training front office staff.

18. (a) Draw the layout of Back office and state its functions.

Or

- (b) Discuss the points you keep in mind while planning a guest room.

C-1016

Sub. Code

90212

DIPLOMA EXAMINATION, NOVEMBER 2023.

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. Define the term food hygiene with example.
2. State any two uses of using gloves in Kitchen.
3. Mention any two duties of Chef Rotissieur.
4. What is laminated pastry?
5. What is the effect of heat on carbohydrates?
6. Mention any two cooking Stages of sugar.
7. Write any two selection factors of green vegetables.
8. What is the action of yeast on sugar in bread making?
9. Define the term “Court Bouillon”.
10. What is Kadi gravy?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Describe the following terms:

- (i) Mirepoix
- (ii) Dripping
- (iii) Bain-marie
- (iv) Bouquet garni
- (v) Emulsion

Or

(b) Give five examples of heavy kitchen equipments and describe any one and its uses.

12. (a) Write a brief note on convenience food with examples.

Or

(b) Write the selection factors of red meat.

13. (a) Write the reasons for hard crust on a bread loaf.

Or

(b) Write the uses of dry fruits and nuts in cooking.

14. (a) Write the method of preparation of seafood stock.

Or

(b) Describe the term “Farinaceous products” with examples.

15. (a) Write a brief note on salad dressing. Give examples.

Or

(b) Highlight the medicinal values of Indian herbs.

Part C (3 × 10 = 30)

Answer **all** questions.

16. (a) Explain the role and importance of spices in Indian Cuisine.

Or

(b) How do you prepare white gravy and name any five non-vegetarian dishes prepared from White gravy.

17. (a) How do you prepare Hollandaise sauce and mention any five derivatives of Hollandaise sauce with its ingredients.

Or

(b) Enumerate moist heat method of cooking.

18. (a) Draw the structure of Wheat and explain its parts and their uses in Bakery.

Or

(b) Explain the various FSSAI standards applicable to food products in India and the importance of FSSAI.

C-1017

Sub. Code

90213

DIPLOMA EXAMINATION, NOVEMBER 2023.

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 Food Court.
2. What do you mean by institutional catering?
3. Define EPNS.
4. What is Demitasse?
5. Define Cyclic Menu.
6. What do you mean by High Tea?
7. Define Briefing.
8. What is Canned Juice?
9. Who is a Toastmaster?
10. What is finger buffet?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) How does F & B service department coordinates with housekeeping department?

Or

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

12. (a) What are the points to be consider while purchasing of chinaware?

Or

- (b) Explain the different types of furniture and their sizes and uses.

13. (a) Bring out the difference between A la carte and Tabled hote Menu.

Or

- (b) List out the 11 course French classical menu.

14. (a) Write down the importance of Gueridon service.

Or

- (b) What are the activities involved in Mise en place?

15. (a) Explain the different types of banquets.

Or

- (b) Write down the various information's in function prospectus.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Discuss the different types of commercial catering premises with examples.

Or

- (b) Draw the hierarchy of F & B service department in large hotel.

17. (a) Explain the different types of glassware's and their capacity.

Or

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

18. (a) Discuss the different types of meals and their significance.

Or

- (b) Write down the factors to be consider while planning banquet menu.

C-1018

Sub. Code

90214

DIPLOMA EXAMINATION, NOVEMBER 2023.

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. What is leisure tourism?
2. Who is an excursionist?
3. What do you mean by full-service hotel?
4. What is a Lobby?
5. What is a Pent house?
6. What is an American Plan?
7. What is Diary system of reservation?
8. Who is FIT?
9. What is Upselling?
10. What is the use of 'C' Form?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain the basic components of tourism with suitable example.

Or

- (b) Write down the economic benefits of tourism.

12. (a) Write down the various responsibilities of front office department.

Or

- (b) Explain the classification of hotel on the basis of ownership.

13. (a) What is Package Rate? Explain the different types of package rates offered in hotels.

Or

- (b) Write down the different types of room tariff in hotel industry.

14. (a) Explain the different modes of reservation.

Or

- (b) What is Density control chart? Explain its advantages.

15. (a) Write down the procedure for pre-registration.

Or

- (b) What is Loose Leaf Register? Explain its advantages and disadvantages.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Write an essay on the adverse effect of tourism to the environment.

Or

- (b) Draw the organizational chart of front office department and explain.

17. (a) Explain the various functional areas under front office organization.

Or

- (b) State the duties and responsibilities of a front office manager in large hotel.

18. (a) Discuss the various furniture and equipment used in reservation department.

Or

- (b) Explain the activities of front desk and bell desk during guest stay.

C-1019

Sub. Code

90215

DIPLOMA EXAMINATION, NOVEMBER 2023.

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. Who is a floor supervisor?
2. What do you mean by spring cleaning?
3. Define Briefing.
4. What is Maids' cart?
5. Write the maintenance of vacuum cleaner.
6. Name the types of manual cleaning equipments.
7. What is On Premises Laundry?
8. What is Turn- Down Service?
9. What is Valet service?
10. What do you mean by babysitting?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain the duties and responsibilities of a deputy housekeeper.

Or

- (b) Point out the common skills needed to be a good housekeeper.

12. (a) Explain the basic principles of cleaning in housekeeping.

Or

- (b) Give short note on Maids' service room.

13. (a) Explain the points to be consider while selecting cleaning equipments.

Or

- (b) Write down the difference between Buffing and Burnishing.

14. (a) Explain the procedure for cleaning check out room.

Or

- (b) Write down the activities involved in special cleaning.

15. (a) What all to be looked for while removing the bed linen? Explain.

Or

- (b) Explain the factors to be consider while selecting a mattress for a star hotel.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Draw the organizational structure of a housekeeping department in a large hotel and explain.

Or

- (b) Evaluate the role of housekeeping in hospitality operation.

17. (a) List out and explain the various mechanical cleaning equipments used in hotels.

Or

- (b) Discuss the systematic method of cleaning an occupied room and guest room.

18. (a) Explain the procedure for handling key in hotels.

Or

- (b) Explain the classification of beds used in star hotels.

C-1020

Sub. Code

90221

DIPLOMA EXAMINATION, NOVEMBER 2023

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. Brief on 'Cabbage foogath'.
2. List any four varieties of Roti preparations.
3. What is 'Rasagulla'?
4. Brief on 'Pani-Poori'.
5. List out steam generator dishes.
6. Brief on Tandoori Salad and Mint Chutney.
7. What is 'Portion Control'?
8. Define the term 'Aappam'.
9. Brief on 'Salami'.
10. What is 'horsd'oeuvre'?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) What are the breakfast followed in Karnataka Cuisine?

Or

- (b) List out the important ingredients used in Kerala Cuisine.

12. (a) Write the set of Menu from Bengal Cuisine.

Or

- (b) List out the popular Chaats from Maharashtra cuisine.

13. (a) Explain the importance and popular dishes of Chettinad cuisine.

Or

- (b) Write the recipe of 'Tandoori Masala'.

14. (a) Give short answers.

(i) Savoury Paniaram

(ii) Idly

Or

- (b) Food cost percentage.

15. (a) Write the name of equipments and tools connected to Garde manager department.

Or

- (b) Explain the procedure to prepare sausages.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Write the recipe of Chicken Biryani for 8 to 10 persons.

Or

- (b) List out the Pannir based dishes write the recipe of Pannir Butter Masala.

17. (a) Give short Answers.

(i) Dahi Poori

(ii) Dhokla

(iii) Kasta Roti

(iv) Shrikhand with Poori

Or

- (b) Write the steps in preparations of Tandoori items for 500 covers buffet.

18. (a) Describe on 'Portuguese Cuisine' and compare with 'Goan Cuisine'.

Or

(b) Match the following.

- | | |
|------------------------|---|
| (i) Dosa | (1) Chicken mixed Kabab |
| (ii) Pesarattu | (2) String hopper |
| (iii) Adaparadhamam | (3) Portion control |
| (iv) Mutton Rogan Josh | (4) Deboned Chicken, Rolled and Poached – Cold cuts |
| (v) Idiappam | (5) Origin from Udipi |
| (vi) Reshmi Kabab | (6) Prawn Cocktail |
| (vii) Galautine | (7) Kashmiri Mutton preparation |
| (viii) Food Cost | (8) Dessert from Kerala |
| (ix) Salad | (9) Andhra Pradesh Breakfast |
| (x) Hors d'oeuvre | (10) Dressing |
| | (11) Rasamalai |

C-1022

Sub. Code

90223

DIPLOMA EXAMINATION, NOVEMBER 2023.

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. What is Tapestry?
2. Give four examples of natural fibres.
3. Name any four types of curtains.
4. What is on premises laundry?
5. Name the different types of weaves.
6. Write any two advantages of linen hiring.
7. What is Par stock?
8. Name the different types of laundry equipments.
9. What is floral foam?
10. Name any four types of flower arrangement.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain the advantages and disadvantages of man-made fibre.

Or

- (b) Write down the different materials used for upholstery.

12. (a) Explain the importance factors to be consider for fabric selection.

Or

- (b) Write down the care and maintenance of hotel linen.

13. (a) Write down the importance of proper storage of linen in linen room.

Or

- (b) Explain the various equipments used in linen room.

14. (a) Write the procedure for stocktaking.

Or

- (b) Give short note on the role of laundry agents.

15. (a) Explain the basic requirements to make flower arrangement.

Or

- (b) Write down the different methods of pest control.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) List out and explain the commonly available upholstery fabrics used in hotel industry.

Or

- (b) Describe the classification of hotel linens and their uses.

17. (a) Draw the layout of a linen room and explain.

Or

- (b) Discuss the flow process of industrial laundering.

18. (a) Evaluate the procedure involved in collecting and delivering laundry.

Or

- (b) Discuss the role of housekeeping the integrated pest management.
-

C-1024

Sub. Code

90232

DIPLOMA EXAMINATION, NOVEMBER 2023.

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. Define rate spread.
2. What are the elements in yield management?
3. What is the need for sales?
4. Define incentive programmes.
5. What are the types of contract cleaning?
6. What is the importance of interior design?
7. Define fixtures and upholsteries.
8. Define accessories in interior decoration.
9. What is protection of funds.
10. Define Pitt scale.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Write the elements of yield management.
- Or
- (b) Write a short note on implementing revenue strategies.
12. (a) Write the role of front office in marketing and sales.
- Or
- (b) Write the different pricing techniques.
13. (a) Write the merits and demerits of leasing.
- Or
- (b) Write the factors affecting interior designing.
14. (a) Write a short note on floors and floor coverings.
- Or
- (b) Write a short note on redecoration and refurbishing of guest rooms.
15. (a) Write the advantages of an premises laundry.
- Or
- (b) Write the fire communication procedure.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Write a note on yield management.
- Or
- (b) Explain the steps in planning a point-of-sale front office.

17. (a) Write in detail about the purchasing procedures.

Or

(b) Write a detail note on furniture, fixtures and upholsteries.

18. (a) Write a detail note on guest room and public area supervision.

Or

(b) Write a detail note on surveillance and access control.

C-1025

Sub. Code

90233

DIPLOMA EXAMINATION, NOVEMBER 2023.

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. What is Table wine?
2. How are wines stored?
3. What is old world wine?
4. What is the difference between a French wine and an Italian wine?
5. What is Wine Terminology? Write any four terms.
6. Define Decanting.
7. Explain patent still method.
8. How is brandy produced and explain its origin?
9. Give any five popular Liqueurs.
10. What is a Cocktail? What are the components of a Cocktail?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain the production process of wine.
Or
(b) Classify the terms in detail:
(i) Table wine
(ii) Sparkling wine
(iii) Fortified wine
(iv) Aromatized wine
12. (a) Give a detail note on German grape varieties and their wine history.
Or
(b) Explain the wine processing method of Australia.
13. (a) Define Old world wines and New world wines.
Or
(b) Explain spanish wines in detail.
14. (a) What is Food and Wine Harmony? Give examples.
Or
(b) Explain the following:
(i) Corked
(ii) Vatting
(iii) Acidity
(iv) Sediment
(v) Ullage
(vi) Vinsity.

15. (a) Explain the methods of producing Spirits.

Or

(b) What are the different proof for spirits?

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain Aromatized wine production in detail.

Or

(b) How is beer produced and stored? Write down its types also.

17. (a) What is Tequila? How it is produced, explain in detail?

Or

(b) What are the points to note while making a cocktail and mocktail?

18. (a) Explain Micro Brewery in detail.

Or

(b) How are Liqueurs produced and what are its categories?
