

C-2224

Sub. Code

90212

DIPLOMA EXAMINATION, APRIL 2024

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 HACCP.
2. What is Basal Metabolism?
3. Write any two safety precautions during cooking.
4. Define Galantine.
5. What you mean by justice.
6. What is kneading?
7. Explain Augratin.
8. Write any two selection factors of fish.
9. Name some international Breads.
10. Define Chateau briand.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Define Food. Explain food and its relation to health.

Or

- (b) Write the sources of protein, fat and carbohydrates and its deficiency.

12. (a) Explain the types of cooking fuels.

Or

- (b) What are the selection factors of fish and pork?

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

Or

- (b) Give an account of continental style of cookery.

14. (a) Define garnish. Explain classification and accompaniments of soup.

Or

- (b) Name some International soups and its preparations.

15. (a) Explain the types of Dough and Breads.

Or

- (b) Write short notes on

(i) Texture

(ii) Marzipan

(iii) Rising agent

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Write short notes on
- (i) Jelly
 - (ii) Marshmallow
 - (iii) Meringue
 - (iv) Muffins
 - (v) Pie

Or

- (b) Explain about the Kitchen hygiene and sanitation.
17. (a) Explain the duties and responsibilities of kitchen staff.

Or

- (b) Define soup. Explain about the popular international soups.
18. (a) What is cookery? Explain Asian, European and Pan American styles of cookery.

Or

- (b) Briefly explain about the History and development of modern cuisine.
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C-2225

Sub. Code

90213

DIPLOMA EXAMINATION, APRIL 2024

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. What is commercial catering establishment?
2. What is the duty of Chef de rang?
3. Define Multicuisine Restaurant.
4. Name any four linen used in restaurant.
5. Define platter to plate service.
6. What is Carte du jour?
7. What are refreshing drinks?
8. What is cocoa powder?
9. Define Outdoor Catering.
10. What is banquet function prospectus?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Bring out the job description of Maître d hotel.

Or

- (b) Explain the functions of food and beverage department in hotel industry.

12. (a) Describe the types of cutleries in food and beverage service.

Or

- (b) Explain the differences between Russian service and French service.

13. (a) Write down the significance of gueridon service.

Or

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

14. (a) Write down the basic principles of coffee brewing.

Or

- (b) Explain the major steps involved in tea manufacturing process.

15. (a) Bring out the different types of banquet seating arrangement.

Or

- (b) Write down the procedure for booking banquets in hotel.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) List out the duties and responsibilities of Restaurant manager.

Or

- (b) Explain the different types of catering establishments with suitable examples.

17. (a) Sketch the sideboard and explain its functions.

Or

- (b) Discuss the different types of food and beverage service outlets in star hotel.

18. (a) List down the 13 course French classical menu with examples.

Or

- (b) Explain the different types of buffet service and their significance.
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C-2226

Sub. Code

90221

DIPLOMA EXAMINATION, APRIL 2024

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 Multiplier effect.
2. What is culinary tourism?
3. Define Motel.
4. Name any four international chain hotel.
5. What is Information Rack?
6. What is an adjoining room?
7. What is Modified American Plan?
8. What is Whitney System of Reservation?
9. What is Upselling?
10. What do you mean by pre-registration?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) What are the 4 A's of tourism? Explain with suitable example.

Or

- (b) Explain the socio-cultural benefits of tourism.

12. (a) Explain the classification of hotel based on star rating.

Or

- (b) Give short note on Supplementary accommodation with examples.

13. (a) State the uses of computer in hotel front office.

Or

- (b) Explain the duties and responsibilities of a receptionist.

14. (a) Give short note on the different types of hotel room rate.

Or

- (b) State the advantages of group booking.

15. (a) Explain the procedure for cancelling a dairy system.

Or

- (b) Write down the procedure for upgrading of reservation during registration.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) List out the important types of tourism practicing in India. Explain any two with examples.

Or

- (b) Evaluate the role of tourism in economic development of a country.

17. (a) Discuss the Advantages and disadvantages of hotel franchising.

Or

- (b) Explain the various equipments used in hotel front office.

18. (a) Discuss the different types of reservation in hotels.

Or

- (b) What is Overbooking? Discuss the various factors to be considered to decide Overbooking Percentage.

C-2227

Sub. Code

90222

DIPLOMA EXAMINATION, APRIL 2024

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. Who is a house man?
2. What is the main duty of a floor supervisor?
3. What is conventional cleaning?
4. Name the different types of abrasives.
5. What are water based polishes?
6. List out the various types of disinfectants.
7. What is Periodic cleaning?
8. Define valet service.
9. What is a floor master key?
10. Define lost and found.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) List out the duties and responsibilities of a room attendant.

Or

- (b) Give detailed note on frequency cleaning.

12. (a) List out and explain the different types of vacuum cleaner.

Or

- (b) Explain the selection criteria for cleaning agents.

13. (a) Explain the different types of floor sealers.

Or

- (b) Write down the various forms and records maintained in floor pantry.

14. (a) Explain the duties and responsibilities of store keeper.

Or

- (b) Write down the procedure for cleaning a departure room.

15. (a) Explain the different types of keys used in hotels.

Or

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

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Draw the layout of housekeeping department and explain various functions of the department.

Or

- (b) Briefly explain the use and care of the different manual cleaning equipment used in the hotel.

17. (a) Discuss the classification of cleaning agents.

Or

- (b) Briefly explain the equipment and utensils used in a store with their size.

18. (a) Discuss the standard operating procedure for dealing with DND rooms.

Or

- (b) Explain the procedure for maintaining lost and found articles in hotel industry.

C-2228

Sub. Code

90225

DIPLOMA EXAMINATION, APRIL 2024

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. Define the term “Nuclear hazard”.
2. Name any two causes of Thermal Pollution.
3. Give two examples of endangered species in India.
4. What is the meaning of Hotspot?
5. What is Ozone layer depletion?
6. What is disaster Management?
7. Give two examples of Primary pollutant.
8. What is an Abiotic component?
9. Define the term “Decomposer”.
10. What is an Ecological Pyramid?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) State the reasons for Air pollution. How to prevent it?

Or

- (b) Suggest measures to control industrial wastes.

12. (a) Mention any five effects of Acid rain.

Or

- (b) Describe the term “Green House Effect”.

13. (a) Write the objectives of watershed management.

Or

- (b) Highlight the effects of overuse of water.

14. (a) Describe different types of forest ecosystem of India.

Or

- (b) Write a brief note on Nitrogen cycle.

15. (a) Draw the diagram of energy Pyramid and describe it.

Or

- (b) Point out the importance of Environment.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) As an individual how will you prevent pollution.

Or

- (b) Explain In-situ and Ex-situ methods of conserving biodiversity.

17. (a) Explain Hotspot of Bio-diversity in India.

Or

- (b) Explain the term Land resources with examples.

18. (a) How will you classify Aquatic ecosystem? Give examples.

Or

- (b) What are the merits and de-merits of Renewable energy? How will you classify Non-renewable energy?
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C-2229

Sub. Code

90231

DIPLOMA EXAMINATION, APRIL 2024

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. Expand WHO.
2. Define Additives.
3. Explain Mire-Poix.
4. What is Fettuccine?
5. What classifies as oriental food?
6. What are the four categories of Basic Thai cuisine?
7. Define Gardemanger.
8. Write any four salad dressings.
9. Write any four vegetable preparation.
10. Define Accompaniments.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Write short notes on
(i) Hot desserts
(ii) Cold desserts.

Or

- (b) What is adulterants? Explain with examples.

12. (a) Write the role of sauces in French cuisine.

Or

- (b) Write any five methods of cooking in Italian cuisine.

13. (a) What are the essential ingredients of Japanese cooking?

Or

- (b) What are the common herbs in Thai cooking? Explain.

14. (a) Classify Salads.

Or

- (b) Differentiate Induction and Training.

15. (a) Write any ten potato dishes.

Or

- (b) Write the role of Garnishes.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain the different types of Icing.

Or

(b) Classify methods of cooking in Chinese cuisine explain.

17. (a) Write the parts of salad and explain with examples.

Or

(b) Explain Charcuterie and highlight its significance.

18. (a) Write any ten dishes with its accompaniments.

Or

(b) Write about Terrines and Pates.

C-2230

Sub. Code

90232

DIPLOMA EXAMINATION, APRIL 2024

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. TASMAC – Expand it.
2. What is an agrafe?
3. Name any two imported beers and their origin.
4. Define toddy with two examples.
5. What are the two methods of making spirits?
6. What is liquor and liqueur?
7. Name any two edible and non-edible garnish.
8. Differentiate between fizz and frapp'e.
9. What do you mean by single malt? Example.
10. Name any two whisky brands and their origin.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Name any ten varieties of white grapes.

Or

- (b) Explain the service procedure to be followed for Wine.

12. (a) Write short notes on cider and sake.

Or

- (b) Name any five beer brands and their countries.

13. (a) What are spirits? Name any five spirits and their base.

Or

- (b) How is liqueur manufactured? Explain in brief.

14. (a) Write any three types of bar sorting examples.

Or

- (b) List down the manual and mechanical equipments used in bar.

15. (a) Explain briefly about cognac and asmagnac their manufacture and brands.

Or

- (b) Differentiate between put still and patent still method of distillation.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Draw the classification chart of wines. Explain in detail about each wine with examples of brands.

Or

- (b) All champagnes are sparkling wines, but NOT all sparkling wines are champagnes – Explain the statement with the note on manufacturing methods of both.

17. (a) Write short notes on production of beer.

Or

- (b) List down any ten liqueurs – their base, color, flavor, and origin.

18. (a) Explain about manufacture, types, brands about RUM and GIN.

Or

- (b) Name any five classic cocktail and write their recipe.

C-2231

Sub. Code

90235

DIPLOMA EXAMINATION, APRIL 2024.

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 food science.
2. What are Macronutrients?
3. What is Metabolic Rate?
4. What are the main causes of underweight?
5. What are the major input of water to human body?
6. Name the two distinct characteristics of water.
7. What are Disaccharides?
8. What are the two types of vitamins?
9. Define Meal Planning.
10. What is balanced diet?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain the Physiological and Psychological functions of food.

Or

- (b) Write down the important function of a healthy diet.

12. (a) Write short note on Specific Dynamic Action.

Or

- (b) Explain the factors affecting individual BMR.

13. (a) Write down the significance of fatty acids in human body.

Or

- (b) State the various functions of proteins.

14. (a) Explain the functions and sources of Vitamin D.

Or

- (b) Write down the classification of minerals.

15. (a) Explain the aims of menu planning.

Or

- (b) State the importance of balanced diet for day-to-day life.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Why do the nutritional requirements differ throughout our lifespan? Explain.

Or

- (b) Discuss the factors affecting energy requirement.
17. (a) Elaborate the functions of carbohydrates in our body.

Or

- (b) Discuss the various factors leading to rancidity and reversion.
18. (a) Evaluate the role of water in maintaining good health.

Or

- (b) Write down the concept of RDA and explain the factors that influence it.
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C-2232

Sub. Code

90241

DIPLOMA EXAMINATION, APRIL 2024

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 are natural fibers?
2. What is Tapestry?
3. Name the two types of linen room.
4. What is monogramming?
5. Give any two disadvantages of linen hiring.
6. What is linen indent form?
7. What is on premise laundry?
8. What is the use of hydro extractors?
9. What is a Chicken wire?
10. What is Moribana?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) State the advantages and disadvantages of silk.

Or

- (b) Explain the most commonly used upholstery fabrics in hotels.

12. (a) Write down the activities followed in a linen room.

Or

- (b) Explain the duties and responsibilities of a linen keeper.

13. (a) Explain the importance of maintaining par stock.

Or

- (b) Point out the importance of stock taking of linen.

14. (a) Explain the benefits of using alkaline agents in laundry.

Or

- (b) Explain the process of dry cleaning.

15. (a) Write down the principles of flower arrangement.

Or

- (b) Explain the various styles of flower arrangement.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) List out and explain the different types of textile fibres used in hotel industry.

Or

- (b) Discuss the various kinds of linen used in accommodation department.

17. (a) What are the four phases carried out in linen control? Explain in detail.

Or

- (b) Draw the layout of laundry and explain.

18. (a) Briefly explain the various equipments used in laundry.

Or

- (b) Discuss the care and conditioning of flowers for flower arrangement.

C-2233

Sub. Code

90242

DIPLOMA EXAMINATION, APRIL 2024

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 a Message Slip?
2. Define Noshow.
3. Who is a Concierge?
4. What is a bell desk?
5. What is departure errand card?
6. What is a T Account?
7. What is a City ledger?
8. Name the different categories of security equipments.
9. What do you mean by electronic key?
10. Define Self-checkout.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Explain the two types of mail used in a hotel.

Or

- (b) Write down the different types of guest complaint.

12. (a) Write down the various skills required for a concierge.

Or

- (b) Explain the role of bell team while handling check in luggage.

13. (a) Explain the different types of folios used in front office accounting.

Or

- (b) Write down the different methods of a guest account settlement.

14. (a) Explain the procedure for lost and found.

Or

- (b) How hotel video surveillance can be benefited? Explain.

15. (a) Explain the different types of credit mode of payment accepted in hotels.

Or

- (b) What are the various reasons for occurring unpaid account balance? Explain.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Discuss the procedure for handling guest mail.

Or

- (b) Explain the duties and responsibilities of a bell boy.

17. (a) Briefly explain the procedure for handling left luggage and scanty baggage.

Or

- (b) Draw the format of visitors tabular ledger and explain.

18. (a) Explain the procedure for settling a guest account by credit card.

Or

- (b) Briefly explain the credit control measures adopted in star hotels.
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C-2234

Sub. Code

90244

DIPLOMA EXAMINATION, APRIL 2024

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 Calorific value?
2. Define Induction.
3. Define Conduction.
4. What is a Bunsen burner?
5. What is MCB?
6. What is three phase?
7. Define illumination.
8. What do you mean by Fluorescent?
9. What is radiation?
10. Define a gas bank.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) What are the types of fuel used in the hotel industry?

Or

- (b) What are the disadvantages of fire wood?

12. (a) Differentiate preventive and Breakdown maintenance.

Or

- (b) Why is maintenance department important for hotel industry?

13. (a) What are the various methods of heat transfer?

Or

- (b) What are the functions of a LPG Bank?

14. (a) How is calculation of electric energy consumption calculated?

Or

- (b) List down the fundamentals of electricity.

15. (a) List down the types of lamps.

Or

- (b) What are the safety measures to be taken while using combi oven?

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain in detail about the different types of lightings.

Or

- (b) Explain in detail about the various electric circuits.

17. (a) Explain in detail about the various types of fuels used in catering establishment other than hotels for bulk operation.

Or

- (b) List down the duties and responsibilities of a maintenance engineer.

18. (a) What are the different types of maintenance?

Or

- (b) List down the comparative study of different fuels.
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C-2235

Sub. Code

90251

DIPLOMA EXAMINATION, APRIL 2024

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 empty return book in bar?
2. What is the use of automated dispenser?
3. Mention two merits of FIFO.
4. Define the term "Slow moving inventory".
5. What is material cost?
6. Define the term "Gross profit".
7. What is sales analysis in menu engineering?
8. What is standard purchase specification?
9. Define the term "satellite Kitchen".
10. What is the purpose of cold stores?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) What are the errors and frauds by bar tenders?

Or

- (b) Write a brief note on perpetual inventory.

12. (a) Write the objective of menu engineering.

Or

- (b) What is reconciliation in bar control?

13. (a) State the uses of food purchase specification.

Or

- (b) How do you prepare requisition for purchase of products?

14. (a) Write the uses of Good received note.

Or

- (b) Post the advantages of tagging food products in stores.

15. (a) Write about the shelving process of material in food stores.

Or

- (b) How will you design menu for Banquets?

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) What steps are taken by bar managers to prevent theft of beverages from stores?

Or

- (b) Explain the concept of menu matrix in menu engineering.

17. (a) Discuss the principles of material management in kitchen.

Or

- (b) Enumerate the common frauds that take place while receiving and storing food materials.

18. (a) Explain the process and advantages of cook chill process.

Or

- (b) Discuss the steps and strategies of yield management.

C-2236

Sub. Code

90252

DIPLOMA EXAMINATION, APRIL 2024.

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 decorative design?
2. Define the term "Balance".
3. What is the use of micro motion film analysis?
4. What is Operation chart?
5. What is no show percentage?
6. Define the term "Over stay and under stay".
7. Name any two reports generated in yield management.
8. What is lead time in room booking?
9. Define the term "Equivalent occupancy".
10. What is Hurdle rate?

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) What are the operating expenses in housekeeping?
Explain any two.

Or

- (b) How will you classify budget based on the basis of time period of planning?

12. (a) Write a brief note on soft window treatment.

Or

- (b) Explain different methods of lighting.

13. (a) How performance standard is achieved in housekeeping?

Or

- (b) What data is required to forecast room availability in front office?

14. (a) State the difference between yield management and revenue management.

Or

- (b) Write the importance of feedback in yield management.

15. (a) Highlight the advantages of budgeting.

Or

- (b) Describe the term Fair-market share forecasting.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain the elements of design in interior decoration.

Or

- (b) How will you plan and organise housekeeping department?

17. (a) Explain the tools used to measure yield.

Or

- (b) Describe the factors for evaluating front office operations.

18. (a) Enumerate the different stages of budget cycle in front office.

Or

- (b) Discuss the different managerial styles followed in House keeping department of a Hotel.

C-2249

Sub. Code

90254A

DIPLOMA EXAMINATION, APRIL 2024.

Fifth Semester

Catering and Hotel Administration

FOOD PRODUCTION AND PÂTISSERIE

(2018 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 2 = 20)

Answer **all** the questions.

1. Define Meringue.
2. Explain Swiss Meringue.
3. List out the Famous Soup of Germany.
4. What is appropriate garnishes of International Soups.
5. Write about staple Food of France.
6. What is Ice Cream?
7. List out the additives and preservatives of Frozen desserts.
8. Name Some Chinese desserts.
9. List out the utensils of Japanese.
10. Name some Non-veg. dishes of Scandinavia.

Part B

(5 × 5 = 25)

Answer **all** the questions.

11. (a) Explain about Non-Veg. dishes of Spain and Portugal Cuisine.

Or

- (b) Give a outline of classical menu of Middle East Countries.

12. (a) List out desserts and beverages of Arabic Cuisine.

Or

- (b) Classify the Methods of Cooking Chinese Cuisine.

13. (a) What are Staple Food with regional influences of Italy Cuisine?

Or

- (b) Explain about Food Cultures of France.

14. (a) Define Frozen desserts and Explain the Types of Frozen desserts.

Or

- (b) Briefly explain about various of Icings and recipes.

15. (a) Write about Origin, Types and recipes of Meringue.

Or

- (b) How to make Meringue? Briefly explain A Step by Step.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain about equipments used in French Cuisine.

Or

- (b) Write about Breakfast dishes and desserts of oriental cuisine.

17. (a) List out the garnishes and accompaniments of German specialties dishes.

Or

- (b) Briefly give introduction to Chinese Foods.

18. (a) Write about recipes of Icings.

Or

- (b) Describe the various types of Meringue Making.

C-2250

Sub. Code

90254B

DIPLOMA EXAMINATION, APRIL 2024

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. What is a tied house?
2. Define the term "Freeholds".
3. What is Irish pub?
4. Name any two glasses in which cocktail is served.
5. What is Egg nogg?
6. Define the term "Dispense bar".
7. How will you categorise staff bar?
8. What is an Aperitif?
9. What is Long drink and how it is served?
10. Define the term "Building" in cocktail making.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) How will you design bar layout?

Or

(b) Write a brief note on Sports bar.

12. (a) Write the service procedures of Cocktail.

Or

(b) Write the method of preparation of John Collins and Tom Collins cocktail.

13. (a) List down the closing duties performed in a bar.

Or

(b) Provide the job specification for bar maid.

14. (a) Describe any five equipments used for making cocktail.

Or

(b) Describe any two method of making cocktail with examples.

15. (a) Write the method of preparing: Between the sheets and Bacardi cocktail.

Or

(b) Sum up the procedure for maintaining bar stock.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Summarise the duties and responsibilities of a bar tender.

Or

- (b) What is the importance of staff training in relation to bar operations and Management?

17. (a) Draw and explain the organisation chart of five star hotel bar.

Or

- (b) Describe any ten popular styles of mixed drinks.

18. (a) Explain various version of Pimms cup.

Or

- (b) Explain the process of bar control.

C-2251

Sub. Code

90254C

DIPLOMA EXAMINATION, APRIL 2024

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 Plan view?
2. Define the term “Local area evaluation”
3. How a hotel projected is initiated/started?
4. What is Reflector lamp?
5. Define the term “Luminaire”.
6. What is an Atrium?
7. Define the term “Safety”.
8. What is the meaning of Fire safety?
9. Give four examples of wall fixtures in a guest room.
10. Name any four guest room furniture.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Write the procedure for determining space considerations for furniture arrangements in guest room.

Or

- (b) Provide the space allocations for Guest rooms Block area.

12. (a) Write the importance of Blue print in construction hotel projects.

Or

- (b) Mention the features of a Hotel design.

13. (a) On what basis builder are selected for constructing a hotel property.

Or

- (b) List out the selection criterion for Land bank for constructing a hotel.

14. (a) Differentiate between: Paints and varnishes.

Or

- (b) What is Light? Explain their types.

15. (a) Describe the conditions for fire.

Or

- (b) Enlist importance of fire detectors.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Enumerate the various steps involved in Branding a Hotel property.

Or

- (b) With a help of flow chart explain the series of stages in developing a physical structure of a hotel.

17. (a) Describe materials used in Hotel building construction.

Or

- (b) Explain the design considerations for light.

18. (a) Discuss role of hotel staff in hotel safety.

Or

- (b) Explain the classification of carpets.
-

C-2252

Sub. Code

90254D

DIPLOMA EXAMINATION, APRIL 2024

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. Mention any two types of season codes colours used in Time share Hotels
2. Name any two international time share properties.
3. What is Rate fencing?
4. Define the term "Market share Index".
5. How will you handle a guest with language problem?
6. Give the minimum space requirement for single and Double bed room.
7. Define the term "Harmony".
8. What is refurbishment?
9. What is floating time share and rotating time share?
10. Give two examples of attitudinal guest complaints.

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) State the difference between Time share and Condo hotels.

Or

- (b) Classify time share hotels.

12. (a) Summarise the method of handling the death of an In-house guest.

Or

- (b) Describe the term principles of design and explain any two.

13. (a) Write a brief note on re-decoration of guest rooms.

Or

- (b) Describe the method of planning a Reception counter with the help of a neat diagram.

14. (a) Write short notes:

- (i) RevPAR
- (ii) Wash factor.

Or

- (b) What strategies are followed in dealing with room availability in yield management?

15. (a) Why front office co-ordinate with security department?

Or

- (b) Briefly explain the importance of setting up security programme in Hotels.

Part C

(3 × 10 = 30)

Answer **all** questions.

16. (a) Explain the term “Space utilisation” and how it is planned at the construction stage.

Or

- (b) Mention special provision designs of guest rooms for disabled guest.

17. (a) Discuss the point to be considered while refurbishing.

Or

- (b) Who are the members of the yield management team and how they contribute in achieving the goal? Explain.

18. (a) Describe some of the potential high and low demand tactics used by a transit/airport hotel.

Or

- (b) How will you categorise guest complaints? Explain them.
-

C-2775

Sub. Code

90211

DIPLOMA EXAMINATION, APRIL 2024

First Semester

Catering and Hotel Administration

COMMUNICATIVE ENGLISH

(2023 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 1 = 10)

Answer **all** questions.

Choose the best one.

1. I _____(work) for this company for more than ten years and I intend stay here until I retire.
(a) worked (b) have been working
(c) have worked (d) had been working
2. Everyday I _____(wake) up at 6'o clock.
(a) Wake (b) Wakes
(c) Woke (d) Woken
3. Write the synonym for the word "Cardial"
(a) Friendly (b) Kind
(c) affectionate (d) generous
4. What is the synonym for the word "Annexure"?
(a) Development (b) Retirement
(c) Attachment (d) Commencement

5. Write the antonym for the word "Artificial".

- (a) Truthful (b) Natural
(c) Solid (d) False

6. Fill in the blank with past continuous form of the verb given in bracket.

The birds _____(fly) in the sky.

- (a) was flying (b) Flying
(c) were flying (d) flew

7. He _____(stich) his new dress now.

- (a) Sticked (b) is stiching
(c) was stiching (d) stich

8. Change the active voice into passive voice

The tiger attacked the goat

- (a) The tiger was attacked the goat
(b) The goat attacked the tiger
(c) The goat was attacked by the Tiger.
(d) The tiger was attacking the goat.

9. Change the passive voice into Active voice

The door is opened by the watchman

- (a) The Watchman opened the door
- (b) The watchman opens the door
- (c) The Watchman is opening the door
- (d) The Watchman was opening the door

10. A letter was written by Kannan.

- (a) Kannan writes a letter
- (b) Kannan wrote a letter
- (c) Kannan was writing a letter
- (d) Kannan is writing a letter

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Write your daily day to day activities.

Or

(b) Read the comprehension and answer the following

The largest freshwater island in Asia and second largest in world the Majuli river island is in river Brahmaputra in the State of Assam. The island is connected to the town of Jorhat via ferry. Though it is difficult to trace the history of the river island, still it is known for its Association with Hindu God Krishna who is said to have spent a portion of his life here. Majuli has remained the cultural capital for the Assamese Civilisation. Though the island is virtually cut off from the mainland tourists are

visiting the island in an increasing number. Majuli is known for its mosteries, exquisitely beautiful pottery items and the rare varieties of migratory birds.

- (i) Majuli river is situated which state?
- (ii) Who has said to have spent a portion of his life in Majuli river?
- (iii) Which one is being remained as the Cultural Capital for the Assamese Civilisation?
- (iv) Which items the Majuli is famous for?
- (v) The Majuli river island is connected to which town?

12. (a) Write the antonyms for the following words.

- (i) Sorrow (ii) Humiliate
- (iii) Congested (iv) Apparent
- (v) Feasible

Or

(b) Write the synonyms for the following words

- (i) Brave (ii) Awful
- (iii) Danger (iv) Fall
- (v) Encourage

13. (a) Briefly describe the history of Mother Theresa.

Or

(b) Give a brief note on a place which admires you a lot.

14. (a) Write a dialogue between a Teacher and a students who took leave continuously for 7 days.

Or

(b) Write an email to a manager of a company, who selected you as a trainee at his company for 3 months.

15. (a) Give a brief note on Reported Speech.

Or

(b) Write the importance of developing critical thinking skills.

Part C (5 × 8 = 40)

Answer **all** questions.

16. (a) Explain about your Good and bad experience you met in your life in two pages.

Or

(b) Explain about your regular activities you would do at your school.

17. (a) Describe your personal experiences you have gathered in hotel industry.

Or

(b) You have given 30 days summer holidays. How will you plan your holidays? Explain.

18. (a) You placed a order for purchasing T-shirt in Amazon online portal. After receiving the shirt it was found that it is damaged. How will you write an email regarding this issue to higher authorities.

Or

(b) Write a short story on the topic “The Judge”

19. (a) Write a formal letter to a GM of a star hotel by requesting him to offer a job in F&B service department.

Or

- (b) Describe about the important places you have visited all over India.
20. (a) Write an essay on the topic "Women Empowerment".

Or

- (b) Briefly explain about "Tamil Culture"
-

C-2776

Sub. Code

90212

DIPLOMA EXAMINATION, APRIL 2024

First Semester

Catering and Hotel Administration

SOFT SKILLS AND PERSONALITY DEVELOPMENT

(2023 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 1 = 10)

Answer **all** questions.

1. Self esteem is _____
 - (a) One personal attributes
 - (b) The descriptive component of the self
 - (c) The evaluative component of the self
 - (d) One personal preferences
2. The main purpose appreciative listening is to get _____
 - (a) Information and knowledge
 - (b) Enjoyment and pleasure
 - (c) Awareness
 - (d) Evaluation
3. _____ is the person who is delivering a message to a recipient.
 - (a) Sender
 - (b) Receiver
 - (c) Decoder
 - (d) Messenger

4. The common _____ include waving, pointing and using fingers to indicate number.
- (a) Facial expression
 - (b) Gestures
 - (c) Haptics
 - (d) Eye contact
5. _____ are those people who used excessive perfumes and cause giddiness to others.
- (a) Pod pong (b) Office drummers
 - (c) Snot funny (d) Space invaders
6. _____ is the Emotional sign of stress.
- (a) Feeling dizzy (b) Feeling anxious
 - (c) Feeling of apathy (d) Feeling tense
7. _____ is a French word meaning summary.
- (a) Bio data (b) Curriculum vitae
 - (c) Resume (d) Personal data
8. Time management is _____
- (a) Arranging appointments on a calendar
 - (b) Planning how to divide time between activities
 - (c) Completing tasks as soon as possible
 - (d) Setting strict schedules for each day
9. Which of these qualities are important in a group discussion?
- (a) Emotional stabling
 - (b) Hastily
 - (c) Ignorance
 - (d) Aggressiveness
10. Which of these factors do not enhance listening skills?
- (a) Attention (b) Clear perception
 - (c) Fakeness (d) Frankness

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Write a note on confidence building.

Or

- (b) What are the self management skills?

12. (a) What do you mean by Group dynamics? Write its importance.

Or

- (b) Briefly explain any five ways to develop Interpersonal relationship in an organisation.

13. (a) What are the tactics of Listening skills?

Or

- (b) What are the essentials of proof reading?

14. (a) Write the tips to develop body Language.

Or

- (b) Enumerate few stress management tips.

15. (a) Write a note on mock presentation.

Or

- (b) What are the intricacies one should follow while attending an interview?

Part C

(5 × 8 = 40)

Answer **all** questions.

16. (a) What is positive Attitude? Discuss the steps develop positive Attitude.

Or

- (b) Define perception. Write the importance of improving perception.

17. (a) Define Team building. Explain its process and advantages in detail.

Or

(b) Define problem solving. Explain various steps to improve problem solving skills.

18. (a) Explain how to write an effective email with examples.

Or

(b) Explain the different kinds of Listening and write the benefits of Listening.

19. (a) Explain the different ways to improve your postures.

Or

(b) Explain the personal etiquettes in detail.

20. (a) Frame any Justify and ten important questions that can be asked while interviewing for the post of Tour manager.

Or

(b) Prepare a curriculum vitae with the following details.

Mr. Balamurugan was born on 23.11.1996. His father's name is Mr. Gandhiraj and Mother's name is Mrs. Akalya. He is residing in the address No.78, TCBS Vasan Apartment, Pon Nagar, Trichy-11. He completed his degree in B.B.A Tourism and Hotel Management at Alagappa university in the year 2017 and succeed first class. While studying the degree he asked as Nss volunteer and received best Nss volunteer award. He has been working as Tour manager in Green Tourism company from 2018 to till date and his remuneration is Rs.35,000/- Per month. He can speak and write languages like Tamil, English, French, and Malayalam. He is very much interested in Listening Music, reading books and helping others.

C-2777

Sub. Code

90213

DIPLOMA EXAMINATION, APRIL 2024

First Semester

Catering and Hotel Administration

BASIC FOOD PRODUCTION AND PATISSERIE – I

(2023 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 1 = 10)

Answer **all** the questions.

1. Cooking is as much science as its is ————.
(a) Theory (b) Art
(c) Modern (d) Method

2. The new developments in food service received a great stimulus as a result of the French revolution, beginning in ————.
(a) 1889 (b) 1798
(c) 1885 (d) 1789

3. Which of the following is the primary fuel?
(a) Oil shale (b) Diesel
(c) Petrol (d) Kerosene

4. _____ is a circular iron plate that is heated on a cooker or over a fire and used for cooking.
- (a) Tilting pan (b) Griddles
(c) Fryer (d) Burners
5. A fire extinguishers for ordinary combustibles such as wood and paper.
- (a) Class A (b) Class B
(c) Class C (d) Class D
6. _____ is a bacterium, virus or other microorganism that can cause disease.
- (a) Pathogen (b) Bacteria
(c) Moulds (d) Yeasts
7. The factors associated with aroma loss in food spoilage.
- (a) Microbial spoilage (b) Chemical spoilage
(c) Physical spoilage (d) Bacterial spoilage
8. _____ is a French cooking term that translates to rewetting.
- (a) Glace (b) Fumet
(c) Jus (d) Remouillage
9. The secondary sauce based on sauce Creole Tomato as the mother sauce.
- (a) Bordelaise (b) Portuguese
(c) Chasseur (d) Madeira
10. A mixture of flour and water with a little yeast; used to make some forms of dough.
- (a) Kugelhopf (b) Enrobing
(c) Poolish (d) Kuchen

Part B

(5 × 5 = 25)

Answer **all** the questions.

11. (a) Write the summaries of general kitchen hygiene and sanitation.

Or

- (b) Outline the aims and objectives of cooking foods.

12. (a) Distinguish the primary and secondary cooking fuel.

Or

- (b) Interpret the various classification of kitchen equipment.

13. (a) Examine the rules to be observed for microwave cooking method.

Or

- (b) Simplify the meaning of first aid and its basic rules.

14. (a) Classify different types of thickening agents.

Or

- (b) Explain about garnishing and accompaniments of soups.

15. (a) Relate the important and function of sugar in confectionery product.

Or

- (b) Explain the importance and quality improvement of dairy products in bakery and confectionery.

Part C

(5 × 8 = 40)

Answer **all** the questions.

16. (a) Draw the neat diagrams of classical Brigade for 5 star hotels.

Or

- (b) Explain about attributes and behaviour of culinary professional.

17. (a) What is Lamb? Draw a figure of lamb showing various cuts with its culinary use.

Or

- (b) Classify care and maintenance of kitchen equipments.

18. (a) Examine the techniques used in preparation of food.

Or

- (b) Simplify the measures to prevent accidents in kitchen.

19. (a) Interpret of miscellaneous sauces and gravies.

Or

- (b) Classify recipe of Hollandaise sauce and its any three derivative sauces.

20. (a) Detail the role of flour improvers and shortenings as bakery ingredients with examples.

Or

- (b) Determine the role of yeast as a bakery ingredients along with its different marketed types.

C-2778

Sub. Code

90215

DIPLOMA EXAMINATION, APRIL 2024.

First Semester

Catering and Hotel Administration

BASIC FOOD AND BEVERAGE SERVICE – I

(2023 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 1 = 10)

Answer **all** the questions.

1. _____ is a small structure on a sidewalk from which items such as coffee, tea, pastries may be sold.
(a) Food court (b) Kiosk
(c) Drive inn (d) Pub
2. _____ serves snacks and beverages for 24 hours.
(a) Coffee shop (b) Dhaba
(c) Night club (d) Cafeteria
3. _____ is otherwise called as dummy waiter.
(a) Bar waiter
(b) Sideboard
(c) Bar counter
(d) A person who is not working efficiently
4. _____ is used to open wine bottle.
(a) Pastry tongs (b) Lobster pick
(c) Oyster fork (d) Cork screw

5. _____ section is responsible to prepare tea, coffee, juices and sandwiches.
- (a) Still room
 - (b) Soup section
 - (c) Kitchen stewarding
 - (d) Butchery section
6. _____ is the roe of sturgeon fish.
- (a) Snails (b) Oysters
 - (c) Caviar (d) Smoked salmon
7. French service is also known as _____.
- (a) Assisted service (b) American service
 - (c) Family service (d) English service
8. Service done from trolley is called as _____.
- (a) Gueridon service (b) Personalised service
 - (c) Family service (d) Silver service
9. Which one of the following is a simple breakfast.
- (a) Indian breakfast (b) American breakfast
 - (c) English breakfast (d) Continental breakfast
10. _____ sauces is a derivative of mayonnaise sauce.
- (a) Mousseline (b) Worcestershire
 - (c) Tartare (d) Capers

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Briefly explain the following.
- (i) Institutional catering
 - (ii) Transport catering.
- Or
- (b) Give short notes on
- (i) Cafeteria
 - (ii) Discotheque.

12. (a) Name any ten special service equipments with its uses.

Or

- (b) Draw the dummy waiter and explain its uses.

13. (a) Write any five basic attributes of a waiter and explain.

Or

- (b) How the human resource department co-ordinates with F and B service department? Explain.

14. (a) Define menu. Write the difference between A'la carte and Table d'hote menu.

Or

- (b) Explain the following.

(i) Hightea

(ii) Brunch.

15. (a) Draw the cover of continental breakfast and explain.

Or

- (b) Draw the cover of English breakfast and explain.

Part C

(5 × 8 = 40)

Answer **all** questions.

16. (a) Classify the catering establishments and explain all primary catering establishments.

Or

- (b) Explain the different F and B service outlets in detail.

17. (a) Classify the service equipments and explain the cutleries and crockeries.

Or

- (b) Briefly explain the following
- (i) Kitchen stewarding
 - (ii) Special service equipments.
18. (a) Draw the organisational structure of F and B service department and write the duties and responsibilities of banquet manager and captain.

Or

- (b) Explain the interdepartmental co-ordination of F and B service department with other departments in a hotel.
19. (a) Define the different types of services in detail.

Or

- (b) Explain the following.
- (i) Single point service.
 - (ii) Take away
 - (iii) Gueridon service
 - (iv) Fast food.
20. (a) What do you mean by breakfast? Explain the different types of breakfast in detail.

Or

- (b) Compile a eleven course French classical menu with its accompaniments and garnishes.

C-2779

Sub. Code

90221

DIPLOMA EXAMINATION, APRIL 2024.

Second Semester

Catering & Hotel Administration

COMMUNICATIVE ENGLISH – II

(2023 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Section A

(10 × 1 = 10)

I. Answer **all** the questions.

1. Who wrote the poem *Don't quit*?

- (a) Edgar A. Guest (b) D.H. Lawrence
(c) Robert Frost (d) None of the above

2. What state was Irving born in?

- (a) New York (b) France
(c) Connecticut (d) None of the mentioned

3. Who took the other road?

- (a) Poet's friends (b) Poet's cousin
(c) Poet's son (d) Other people

4. Who appears first in "The Lady, or the Tiger"?

- (a) The friend (b) The king
(c) The prince (d) None

5. This book is written for the ordinary people of India” told by whom?
- (a) Mr Prahala (b) Dr Sk Salwan
(c) Arun Triwari (d) None of this
6. The grandmother felt so much happiness in _____
- (a) Eating
(b) playing
(c) cooking and feeding
(d) reading magazine
7. The teacher _____ completed this chapter
- (a) Has (b) have
(c) had (d) had been
8. Find the tense I have been working on the problem.
- (a) Present perfect continuous
(b) present
(c) Present prefect
(d) Past
9. Who organises the meeting?
- (a) Chairperson (b) secretary
(c) CEO (d) Participants

10. A Memo is _____message.
- (a) Oral (b) Written
- (c) Spoken (d) none of the above

Section B

(5 × 5 = 25)

II. Answer **all** the questions.

11. (a) What is the theme of the poem *Don't quit?*

Or

- (b) How the narrator won the road engine?

12. (a) Where does the traveller find himself?

Or

- (b) What snake symbolises in D.H. Lawrence poem "Snake".

13. (a) Write a note on the transport system in author's childhood days.

Or

- (b) How did frog manage to reach heaven?

14. (a) Explain concord.

Or

- (b) Explain Tenses with examples.

15. (a) List some important points in writing a circular.

Or

- (b) How to write a Memo?

Section C

(5 × 8 = 40)

III. Answer **all** questions.

16. (a) What is the difference between success and failure in the poem “Don’t Quit”?

Or

- (b) What does Rip Van Winkle symbolize?

17. (a) What is the story of “The Scribe” by Kristin Hunter?

Or

- (b) What is the moral of The Lady or The Tiger?

18. (a) Describe briefly the place of Abdul Kalam’s Birth.

Or

- (b) What message does the story How I Taught My Grandmother to Read convey?

19. (a) Explain the uses of Present tense with example.

Or

- (b) Explain different types of Concord.

20. (a) How to seek clarification in a workplace?

Or

- (b) Why minutes are important in the meetings?

C-2784

Sub. Code

90222

DIPLOMA EXAMINATION, APRIL 2024.

Second Semester

Catering and Hotel Administration

ROOM DIVISION OPERATIONS – I

(2023 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 1 = 10)

Answer **all** the questions.

1. Bell desk is the section of _____.
(a) Security (b) Engineering
(c) Sales (d) Front office
2. _____ room has one single bed for single occupancy.
(a) Single room (b) Double room
(c) Twin room (d) Cabana room
3. The department which is responsible for the cleanliness in hotels is:
(a) In-room dining (b) Room service
(c) Room attendant (d) Housekeeping
4. Which of the following service is not included in housekeeping?
(a) Room service
(b) Floor section
(c) Public area section
(d) Linen and uniform section

5. Which of the following substance is used in making soap?
(a) Vegetable oil (b) Mobil oil
(c) Kerosene oil (d) Cutting oil
6. Which of the following causes soap to lather?
(a) Sodium carbonate (b) Sodium rosinate
(c) Sodium silicate (d) Borax
7. Tourism sector creates more _____ opportunities.
(a) Job (b) Fund raising
(c) Profit making (d) Attractive
8. Tourism activity is _____ generating activity.
(a) Income (b) Recreation
(c) Travel (d) Destination
9. The most common method of making a guaranteed reservation is by:
(a) Credit or debit card
(b) Travel agent
(c) Prepayment
(d) Advance
10. The Moonlit travel agency sends a voucher for a guest's hotel stay.
(a) prepayment (b) MCO
(c) Business (d) Debit or credit card

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Define Housekeeping. How does housekeeping contribute to earning profits in a hotel?
Or
(b) Outline the organization chart for a medium-sized hotel.

12. (a) Write a short note on:
(i) Hat checker
(ii) Upholstery
(iii) Valet
(iv) Stayover
Or
- (b) What is a staffing guide? What is the procedure of developing a staffing guide for a hotel property?
13. (a) Elaborate the principles of cleaning.
Or
- (b) Explain how cleaning is organized in hotels.
14. (a) Explain the current trends in domestic tourism.
Or
- (b) How can governments reduce negative economic impacts of tourism?
15. (a) List out the various departments and their functions in a hotel.
Or
- (b) How does a timeshare property differ from a condominium?

Part C (5 × 8 = 40)

Answer **all** questions.

16. (a) Classify the functional areas of a hotel under each of these heads.
Or
- (b) Discuss the management functions that a professional housekeeper needs to perform to be successful.

17. (a) Explain the selection process of staff for the housekeeping department in a hotel.

Or

(b) Explain the scope of housekeeping in institutions other than hotels.

18. (a) Discuss some design features that ease cleaning.

Or

(b) Elaborate the procedure for cleaning a guest bathroom.

19. (a) Differentiate the inbound and outbound tourism.

Or

(b) Discuss about the scope of wellness tourism in India.

20. (a) Discuss about the classification of hotels.

Or

(b) Elaborate the importance of reservation.

C-2785

Sub. Code

90224

DIPLOMA EXAMINATION, APRIL 2024.

Second Semester

Catering and Hotel Administration

BASIC FOOD PRODUCTION AND PATISSERIE – II

(2023 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Part A

(10 × 1 = 10)

Answer **all** questions.

1. Cham cham is a traditional dish of _____ cuisine.
(a) Punjabi (b) Kashmiri
(c) Bengali (d) Maharashtrian
2. _____ is said to be Rice bowl of India.
(a) Maharashtra (b) Goa
(c) Tamil nadu (d) Andhra pradesh
3. Multiple course in Kashmiri cuisine is termed as _____.
(a) Botis (b) Wazwan
(c) Nadir (d) Chelamchi

4. Kheer is a popular dish in North India, What is its equivalent in south India.
- (a) Gojju (b) Payasam
(c) Kulfi (d) Mysore Pak
5. Murgh Makhni and Dal Makhni both are flavoured by _____.
- (a) Saunth (b) Annar dana
(c) Kasoori methi (d) Aam choor
6. _____ tea is from kashmir.
- (a) Black (b) Red
(c) Green (d) Spice
7. In Bengali cuisine typically fish, seasoned with spices wrapped in banana leaves and steamed or roasted over a charcoal fire.
- (a) Tarakri (b) Paturi
(c) Chorchori (d) Chhanchra
8. Chicken Xacuti is a dish from _____.
- (a) Hyderabad (b) Tamilnadu
(c) Maharashtra (d) Goa
9. In Himachali cuisine mention curd and lentil based curry. The lentil used is usually chickpeas or kidney beans.
- (a) Madra (b) Sidu
(c) Pateer (d) Auriya kaddu
10. Mutton Roganjosh is a famous dish from _____.
- (a) Rajasthan (b) Bihar
(c) Kashmir (d) Hyderabad

Part B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Classify salads and discuss the various components of salads.

Or

- (b) What are the parts of sandwiches and explain?

12. (a) Draw the neat diagram of Structure of an Egg.

Or

- (b) Enlist the uses of an Egg in cookery.

13. (a) Give the composition of sambar masala.

Or

- (b) State any eight advantages of using a standard recipe.

14. (a) What is Parsi food? Explain any two popular dishes.

Or

- (b) Distinguish between South Indian and North Indian Cuisine.

15. (a) Describe the improver and emulsifiers.

Or

- (b) Draw and label the Structure of wheat grain.

Part C

(5 × 8 = 40)

Answer **all** questions.

16. (a) Discuss the points to be remembered while making salads.

Or

- (b) State the classical sandwiches with composition and country of origin.

17. (a) Mention the innumerable uses of an Egg in kitchen.

Or

- (b) What is HACCP? Explain its seven principles.

18. (a) Name any four dishes prepared by using Makhani gravy as a base and each dish.

Or

- (b) Give a standard recipe for preparation of Kadhai gravy for 100 portions.

19. (a) Plan a festival menu for the state of Tamilnadu and explain each dish briefly.

Or

- (b) Give any two non-vegetarian preparations from Maharashtra.

20. (a) Describe the different types of flours.

Or

- (b) Illustrate the Milling Process of Wheat grain.

C-2786

Sub. Code

90226

DIPLOMA EXAMINATION, APRIL 2024

Second Semester

Catering and Hotel Administration

BASIC FOOD AND BEVERAGE SERVICE - II

(2023 onwards)

Duration : 3 Hours

Maximum : 75 Marks

Section A

(10 × 1 = 10)

Answer **all** questions.

1. The top copy of KoT is sent to _____.
(a) Front office (b) Kitchen
(c) Guest (d) Cashier
2. Which one of following information is not necessary on KoT?
(a) Table No
(b) Waiters No.
(c) Manager's name
(d) Date
3. _____ is an example of game.
(a) Chicken (b) Duck
(c) Turkey (d) Pheasant

4. Which one of the following is an example of relevé course?
- (a) Roast Turkey
 - (b) Roast leg of Lamb
 - (c) Irish Stew
 - (d) Chicken Chasseur
5. _____ is the distilled alcoholic beverage.
- (a) Wine
 - (b) Beer
 - (c) Sprit
 - (d) Liqueurs
6. Coffee grind used in Espresso Coffee is _____
- (a) Course
 - (b) Medium
 - (c) Fine
 - (d) Very fine
7. Which one of the following areas of Cuba produces the best tobacco?
- (a) Partidos
 - (b) Remedios
 - (c) Vuelta Abajo
 - (d) Oriente
8. Which one of the following terms refers to black wrapper?
- (a) Clero
 - (b) Colarado
 - (c) Maduro
 - (d) Oscuro
9. Sommelier refers to _____.
- (a) Food order taker
 - (b) Wine order taker
 - (c) Soup order taker
 - (d) Dessert order taker
10. _____ is the tariff that includes only accommodation. Food and beverage facilities are chargeable.
- (a) European plan
 - (b) American plan
 - (c) Continental plan
 - (d) Modified American plan

Section B

(5 × 5 = 25)

Answer **all** questions.

11. (a) Draw the specimen of circumstantial KoT and write its importance.

Or

- (b) Write a brief note on
(i) Voucher
(ii) No charge

12. (a) What is Menu? Write its functions.

Or

- (b) Distinguish the Plat du jour and Carte du jour.

13. (a) List down the various types of non-alcoholic beverages and give a brief note on any two.

Or

- (b) Briefly explain the following
(i) Syrups
(ii) Squashes

14. (a) What are the parts of cigar?

Or

- (b) Name any five International Brand of cigarettes.

15. (a) What do you mean by suggestive selling? Write its importance.

Or

- (b) Give a brief note on Mini bar.

Section C

(5 × 8 = 40)

Answer **all** questions.

16. (a) Explain the various methods of order taking.

Or

- (b) Explain computerised system of order taking and mention its advantages over manual system.

17. (a) Explain the menu planning process and also the factors to be considered at the time of planning a Menu.

Or

- (b) Compile a seven course French classical menu with its cover and accompaniments.

18. (a) Classify the nonalcoholic beverages and explain with example.

Or

- (b) What is Beer? List down the ingredients used for making beer and explain the basic types of beer.

19. (a) Explain the common methods of curing Tobacco.

Or

- (b) Explain the service procedure of Cigars.

20. (a) Draw the Layout of Bar and explain the different types of Bar.

Or

- (b) Explain the various methods of collecting room service order with its advantages and limitations.