

**C-7306**

**Sub. Code**

**90211**

**DIPLOMA EXAMINATION, NOVEMBER 2025**

**First Semester**

**Catering and Hotel Administration**

**COMMUNICATIVE ENGLISH – I**

**(2023 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 1 = 10)

Answer **all** questions.

1. Identify the tense in the following sentence “I have been working on the problem”
  - (a) Present continuous
  - (b) Present perfect continuous
  - (c) Past perfect
  - (d) Past perfect continuous
  
2. Choose the correct verb tense or form for the sentence.  
He \_\_\_\_\_ every morning before breakfast.
  - (a) run
  - (b) ran
  - (c) runs
  - (d) running

3. Identify the correct sentence pattern of the given sentence.

“I painted the old table red”

- (a) S+V+DO+OC      (b) S+V+O+A  
(c) S+V+IO+DO      (d) S+V+C

4. Select the grammatically correct sentence.

- (a) He ate the sweets greedy  
(b) I couldn't find it anywhere  
(c) I haven't got none  
(d) He is much weak

5. Identify the segment in the sentence which contains a grammatical error.

“Neither of the wedding cards were suitable for his taste”

- (a) wedding cards were  
(b) suitable for  
(c) her taste  
(d) neither of the

6. Select the most appropriate article (s) in the following sentence.

“I was in \_\_\_\_\_ state of consciousness for about half \_\_\_\_\_ hour”.

- (a) the; a                      (b) a; no article  
(c) a' an                      (d) no article; an

7. Most children learn their native language at the age of

- (a) at the age of one year  
(b) at the age of four years  
(c) at the age of six years  
(d) at the age of two years

8. Report the sentence  
Joshua said to mom “I have been here”
- (a) Joshua told mom that I had been there
  - (b) Joshua told mom that He has been there
  - (c) Joshua told mom that He had been here
  - (d) Joshua told mom that He had been there
9. Select the option that expresses the given sentence in passive voice
- (a) Tea is to be had
  - (b) Time must be taken to prepare tea
  - (c) It is time for tea to be had
  - (d) Tea is to be taken by it
10. What does B2B stand for?
- (a) Business to Business
  - (b) Back to Basics
  - (c) Buy to Build
  - (d) Break to Bounce

**Part B**

(5 × 5 = 25)

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

11. (a) Read the passage and answer the questions that follow:

“I have a Dream” is a public speech delivered by American civil rights activist Martin Luther King Jr. during the March on Washington for Jobs and freedom on August 28, 1963 in which he calls for an end to racism in the United States and called for civil and economic rights. Delivered to over 2,50,000 civil rights supporters from the steps of the Lincoln

memorial in Washington. D.C, the speech was a defining moment of the civil rights movement. Beginning with reference to the emancipation proclamation, which freed millions of slaves in 1863. King observes that “one hundred years later, the Negro still is not free”. Toward the end of the speech, king departed from his prepared text for a partly improvised peroration on the theme “I have a dream” promoted by Mahalia Jackson’s cry tell them about the dream, Martin” In this part of the speech, which most excited the listeners and has now become its most famous, king described his dreams of freedom and equality arising from a land of slavery and hatred. Jon meacham writes that, “with a single phrase, Martin Luther king Jr. joined Jefferson and Lincoln in ranks of men who have shaped modern America”. The speech was ranked the top American speech of the 20<sup>th</sup> century in a 1999 poll of scholars of public address.

Questions:

- (i) What issues does Martin Luther King’s speech address?
  - (1) Continuation of racism
  - (2) Civil rights
  - (3) Civil war
  - (4) End to racism and civil and economic rights
- (ii) What pushes king to speak “I Have a Dream”
  - (1) He reads out the emancipation proclamation
  - (2) He is overwhelmed by the crowd
  - (3) He is prompted by Mahalia Jackson
  - (4) Lincoln had asked him to give the speech

- (iii) From the last paragraph, give one word for “to leave”
- (1) Departed
  - (2) Proclamation
  - (3) Improvised
  - (4) Address
- (iv) What is the name of Martin Luther King’s famed speech?
- (1) The emancipation proclamation
  - (2) An improvisation
  - (3) A peroration
  - (4) I Have a Dream
- (v) In front of whom does king speak?
- (1) The civil rights supporters
  - (2) His friends
  - (3) Lincoln
  - (4) The Negroes

Or

- (b) Write about your favourite hobby in about 150 words.

12. (a) What will you do when you encounter an unfamiliar vocabulary in spoken or written language?

Or

- (b) Write a dialogue between Manisha and her father. They are discussing her career.

13. (a) Write about importance of LSRW skills.

Or

- (b) Write a paragraph about your aim in life.

14. (a) How can you improve your listening skills?

Or

(b) Write a letter to your parents, requesting money to pay collage fees.

15. (a) How do you maintain good working relationship with your colleagues?

Or

(b) What is vocabulary? Explain its kinds.

**Part C**

(5 × 8 = 40)

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

16. (a) Explain the verb and their types.

Or

(b) Explain the preposition and its kinds or types.

17. (a) Give any five sentences as examples each for simple, compound and complex sentence.

Or

(b) What is a dictionary? How can you use a dictionary to figure out the meaning of a new vocabulary word?

18. (a) Explain the tenses in English grammar.

Or

(b) Write an essay discussing the ways and means of reducing crime in the society.

19. (a) Write the elements of an invitation E-mail with example.

Or

- (b) Explain the role play and its advantages and disadvantages.
20. (a) Write an essay on the impact of technology on education.

Or

- (b) Change the following sentences from active voice to passive voice.
- (i) The dog bit the boy
  - (ii) The dog chased the cat
  - (iii) The peon rang the bell
  - (iv) Ram played hockey
  - (v) Miss Mary teaches us English
  - (vi) Raj caught the ball
  - (vii) Children like sweets
  - (viii) Rita will love a photograph.
-



5. \_\_\_\_\_ are skills used to interact politely in social situations.  
(a) Social grace (b) Social manners  
(c) Social character (d) Social esteem
6. Opting for dark jeans paired with a jacket and tie is also acceptable at some — events  
(a) Office parties (b) Cocktail party  
(c) Daily work (d) Business lunch
7. \_\_\_\_\_ is a conversation where questions are asked and answers are given.  
(a) Interview (b) Discussion  
(c) Debate (d) Meeting
8. The responsibility for establishing effective communication rests with \_\_\_\_\_.  
(a) Sender (b) Receiver  
(c) Message (d) With everyone
9. Which of the following is not the 7C's of communication?  
(a) Clarity (b) Capacity  
(c) Candidness (d) Clarity
10. Soft skills are acquired through \_\_\_\_\_.  
(a) Education (b) Practice  
(c) Social interaction (d) Self Improvement

**Part B**

(5 × 5 = 25)

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

11. (a) What is the need for soft skill?

Or

- (b) What are the stages in soft skill development?

12. (a) Write short note on written communication.

Or

(b) State the importance of body language.

13. (a) What is informal language?

Or

(b) What are the important features of entrepreneurship?

14. (a) Mention the six functions of non-verbal communication.

Or

(b) Who is an entrepreneur?

15. (a) Why clarity is important in business communication?

Or

(b) What is dictating? State its importance and enumerate good dictating techniques.

### Part C

(5 × 8 = 40)

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

16. (a) Sum up the important factors of body language.

Or

(b) Explain the stages of negotiation.

17. (a) Illustrate the process of communication with the help of flow chart.

Or

(b) Why motivation is an important factor for an entrepreneur?

18. (a) Elaborate the major components of entrepreneurial environment.

Or

- (b) What are the Dos and Don'ts in group discussion?
19. (a) Explain with examples the different modes of written communication.

Or

- (b) Write the personality traits required for group discussion.
20. (a) What is "Table manners"? What etiquette you follow when you dine in groups in a formal dinner?

Or

- (b) "Communication is a two way process" - Describe this phrases.
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**C-7308**

**Sub. Code**

**90213**

**DIPLOMA EXAMINATION, NOVEMBER 2025**

**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** questions.

1. \_\_\_\_\_ is partly or wholly visible to the guests dining in the restaurant through a partition panel.
  - (a) Show kitchen
  - (b) Satellite kitchen
  - (c) Specialized Kitchen
  - (d) Mezzanine kitchen
  
2. \_\_\_\_\_ molecule is the basis of all oils and fats.
  - (a) Glyceride
  - (b) Saccharides
  - (c) Triglyceride
  - (d) Monosaccharide

3. The most commonly used bird eggs is \_\_\_\_\_.
- (a) Duck
  - (b) Chicken
  - (c) Quail
  - (d) Goose
4. \_\_\_\_\_ is an emulsion of fat globules within a water based fluid.
- (a) Soup
  - (b) Sauce
  - (c) Stock
  - (d) Milk
5. \_\_\_\_\_ is a treatment that prevents a cream layer from separating out of the milk.
- (a) Scalding
  - (b) Toning
  - (c) Scorching
  - (d) Homogenization
6. \_\_\_\_\_ is a dairy product widely used in making sweets milk thickened by heating in an open iron pan.
- (a) Ghee
  - (b) Koya
  - (c) Cream
  - (d) Butter

7. \_\_\_\_\_ are considered healthy food as they are easy to digest, provide nutrients and sufficient amount of fluids to the body.
- (a) Vegetables
  - (b) Salad
  - (c) Soup
  - (d) Stock
8. \_\_\_\_\_ is a mixture of flour, fat, sugar and sometimes egg and milk.
- (a) Hot water pastry
  - (b) Short crust pastry
  - (c) Flaky pastry
  - (d) Danish pastry
9. Yeast is a type of \_\_\_\_\_.
- (a) Bacteria
  - (b) Algae
  - (c) Mold
  - (d) Fungus
10. Flour used in bakery is obtained by \_\_\_\_\_ of wheat.
- (a) grinding
  - (b) breaking
  - (c) milling
  - (d) stoning

**Part B**

(5 × 5 = 25)

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

11. (a) Draw the structure of egg and highlight any three uses in cooking.

Or

- (b) Point out the duties of Commis I in kitchen.

12. (a) Mention the cuts of chicken with a short description of each cuts.

Or

- (b) Write the uses of pulses in south Indian kitchen.

13. (a) Sketch out the principles of microwave cooking.

Or

- (b) Write a brief note on Pot roasting.

14. (a) Write a short notes on Deep-fat fryer.

Or

- (b) Write the characters of wheat flour.

15. (a) Describe the principles of baking.

Or

- (b) Write the functions of Bain-marie and hot cupboard.

**Part C**

(5 × 8 = 40)

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

16. (a) Write the hand washing procedure in Kitchen.

Or

- (b) Discuss the role of dietary fibre in food.

17. (a) Write the characteristics of good fuel.

Or

- (b) Explain following terms:

- (i) Leavening agent
- (ii) Emulsifier
- (iii) Binding agent

18. (a) What do you understand by following terms:

- (i) Consommé
- (ii) Seasoning
- (iii) Mirepoix
- (iv) Roux?

Or

- (b) Describe the following:

- (i) Greens that can be used as salad base
- (ii) Protein contents of a salad
- (iii) Starch content of a salad
- (iv) Ingredients that can be used as salad dressings.

19. (a) Differentiate between the following:
- (i) Conduction and Convection
  - (ii) Boiling and Simmering
  - (iii) Braising and Stewing
  - (iv) Deep frying and shallow frying

Or

- (b) Explain the following terms used in pre-preparation of food:
- (i) Sifting
  - (ii) Folding
  - (iii) Marinating
  - (iv) Pureeing.

20. (a) Explain the classification of flour used in bakery.

Or

- (b) How raising agents are classified?
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**C-7309**

**Sub. Code**

**90215**

**DIPLOMA EXAMINATION, NOVEMBER 2025**

**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** questions.

1. Which of the following is an example of a commercial catering establishment?  
(a) School cafeteria    (b) Hospital canteen  
(c) Hotel restaurant    (d) Corporate office canteen
2. Which of the following is NOT a segment of the food and beverage industry?  
(a) Restaurants  
(b) Hotels  
(c) Raw food production  
(d) Catering
3. A venue that offers a specialized menu for large gatherings and events is called a:  
(a) Snack Bar            (b) Banquet  
(c) Night Club            (d) Coffee Shop

4. Which type of glass is commonly used to serve water in restaurant?  
(a) Highball glass      (b) Flute  
(c) Martini glass      (d) Roly poly
5. Which piece of special equipment is used for keeping food warm in a buffet setting?  
(a) Chafing dish      (b) Hotplates  
(c) Buffing Machine      (d) Microwave
6. Which staff member in a restaurant is responsible for greeting and seating guests?  
(a) Waiter      (b) Chef de Partie  
(c) Host/Hostess      (d) Sommelier
7. Who is the head of the Food & Beverage department in a 5-star hotel?  
(a) Executive Chef  
(b) Restaurant Manager  
(c) Food and Beverage Manager  
(d) Sous Chef
8. French Service is also called:  
(a) Plated Service      (b) Butler Service  
(c) Buffet Service      (d) Drive-thru Service
9. Which of the following is NOT Self- Service?  
(a) Cafeteria      (b) Supermarket  
(c) Fine dining      (d) Canteen
10. Brunch is typically served:  
(a) Early morning, after breakfast  
(b) Between breakfast and lunch  
(c) Late evening  
(d) After dinner

**Part B**

(5 × 5 = 25)

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

11. (a) Explain the characteristics of non-commercial catering establishments.

Or

- (b) Describe the unique features of a discotheque.

12. (a) Bring out the different types of chinaware used in F&B service.

Or

- (b) State the advantages and disadvantages of using disposables in the F&B service.

13. (a) Explain the difference between job description and job specification.

Or

- (b) Why is personal hygiene important for F&B service staff? Explain.

14. (a) Explain the process of Silver service and its advantages and disadvantages.

Or

- (b) State the differences between American Service and Russian Service.

15. (a) Discuss the traditional components of a High Tea Menu.

Or

- (b) What is Supper and why is it important in different cultures?

**Part C**

(5 × 8 = 40)

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

16. (a) Outline the different types of restaurants found in the hotel industry.

Or

- (b) Describe the characteristics and operations of a food court.

17. (a) Illustrate the role of sideboards in a restaurant setting and their importance.

Or

- (b) Describe the various types of linen used in restaurants and their uses.

18. (a) Explain the organizational structure of the F & B Service department in a 5-star hotel.

Or

- (b) Explain the essential attributes and qualities required for F & B personnel.

19. (a) Discuss the equipment and skills required for effective Gueridon service.

Or

- (b) Describe the different methods of table service and its significance.

20. (a) Explain the variety of dishes typically included in a brunch menu.

Or

- (b) Discuss the differences between an English Breakfast and American Breakfast.

**C-7310**

**Sub. Code**

**90221**

**DIPLOMA EXAMINATION, NOVEMBER 2025**

**Second Semester**

**Catering and Hotel Administration**

**COMMUNICATIVE ENGLISH – II**

**(2023 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 1 = 10)

I. Answer **all** questions.

1. The poem “Don’t Quit” was published in the \_\_\_\_\_.

(a) 1920s

(b) 1930s

(c) 1940s

(d) 1950s

2. How much did the narrator “Engine Trouble” pay each Coolie?

(a) Eight annas

(b) Four annas

(c) One rupee

(d) Five rupees

3. Jesus had criticized the scribes for being \_\_\_\_\_.
- (a) jealous
  - (b) greedy
  - (c) lazy
  - (d) proud
4. The road merging with the bushy undergrowth stands for \_\_\_\_\_.
- (a) a course of dullness
  - (b) a course of action
  - (c) a course of inactive
  - (d) none of these
5. The Kannada weekly Karma Veera arrives every \_\_\_\_\_.
- (a) Monday
  - (b) Wednesday
  - (c) Friday
  - (d) Saturday
6. After completing his first year, Kalam opted for \_\_\_\_\_ Engineering.
- (a) aeronautical
  - (b) chemical
  - (c) marine
  - (d) mechanical

7. Fill in the blanks with the appropriate forms of the verbs in bracket :

You \_\_\_\_\_ (work) for eight hours. You need a break.

- (a) worked
- (b) has been working
- (c) are working
- (d) none

8. Choose the correct form of the verb :

We \_\_\_\_\_ (finish) our work with in two days.

- (a) shall finish
- (b) are finishing
- (c) have finished
- (d) finished

9. Memo's provide a record of \_\_\_\_\_.

- (a) decisions
- (b) conduct
- (c) discipline
- (d) retirement

10. The only difference is that a circular is not placed at \_\_\_\_\_.

- (a) circular
- (b) memo
- (c) statement
- (d) notice board

**Part B**

(5 × 5 = 25)

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

11. (a) Explain Guest's opinion about life.

Or

- (b) What kind of man is Rip Van Winkle?

12. (a) Write a paragraph on 'The Barbarous King'.

Or

- (b) Write on the message of the poem 'snake' on the message of the poem.

13. (a) What did the Sun chief expect from the man of earth?

Or

- (b) Comment on the consequences of the cyclone, as evidenced by Kalam.

14. (a) Identify the tenses of the verbs in the following sentences :

(i) It had been raining incessantly.

(ii) We hear the sound of helicopters

(iii) They are flying above our colony now.

(iv) After a long time, we will eat a good meal today.

(v) They will have completed their by 3'O Clock.

Or

- (b) Fill up the blanks with appropriate forms of the verbs given in the brackets :

(tells, dance, sing, want, teach)

- (i) Few \_\_\_\_\_ (tell/tells) the truth.
  - (ii) A few \_\_\_\_\_ (dance/dances) gracefully
  - (iii) Both \_\_\_\_\_ (sing/sings) melodiously.
  - (iv) Many \_\_\_\_\_ (want/wants) to serve the society.
  - (v) Both \_\_\_\_\_ (teach/teaches) clearly.
15. (a) Write about the advantages and disadvantages of an E-Mail.

Or

- (b) What is the basic format of a memo?

**Part C**

(5 × 8 = 40)

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

16. (a) Critically appreciate Guest's poem "Don't Quit".

Or

- (b) Explain the strategies put forth by the narrator to get rid of the engine in "Engine Trouble".

17. (a) Comment on the title of the short story "The Lady or the tiger".

Or

- (b) Write an essay on the symbolic significance of the poem "The Road Not Taken".

18. (a) “For learning there is no age bar”. Explain Murty’s grandmother’s statement.

Or

- (b) Trace the journey of Dr. A.P.J. Abdul Kalam from a humble South Indian boy of Rameshwaram to an aeronautical engineer visiting NASA.

19. (a) Define the types of future tense and write two appropriate examples for each type.

Or

- (b) Define Concord and list out its types with suitable examples.

20. (a) Draft a notice, as Secretary of your college Arts club, regarding inter-class cultural competition to select candidates for the university youth festival.

Or

- (b) Frame Minutes of meeting of the Board of Directors on Indiana Motor Company.
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**C-7311**

**Sub. Code**

**90222**

**DIPLOMA EXAMINATION, NOVEMBER 2025.**

**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** questions.

1. The coordination between housekeeping and maintenance department is important to
  - (a) To improve marketing strategies
  - (b) To handle maintenance issues promptly
  - (c) To prepare food for guests
  - (d) To manage guest check-ins and check-outs
  
2. Which is not a public area of a hotel?
  - (a) Laundry room      (b) Lobby
  - (c) Escalator          (d) Front desk
  
3. A \_\_\_\_\_ room has a veranda or roofed patio.
  - (a) Parlor              (b) Quad
  - (c) Suite                (d) Lanai
  
4. Participating in or viewing sporting events falls under which type of tourism
  - (a) Medical Tourism    (b) Culinary Tourism
  - (c) Sports Tourism     (d) Cultural Tourism

5. Which of the following substance is used in making soap?
- (a) Mobil Oil                      (b) Kerosene Oil  
(c) Cutting Oil                    (d) Vegetable Oil
6. A \_\_\_\_\_ is generally located on the topmost floor of the hotel and has an attached open terrace or open sky space.
- (a) Penthouse                      (b) Cabana  
(c) Parlor                          (d) Duplex
7. How often should guest rooms be cleaned in a hotel?
- (a) Weekly                          (b) Daily  
(c) As request                      (d) Twice a week
8. Which type of tourism involves physically challenging outdoor activities?
- (a) Cultural Tourism                (b) Adventure Tourism  
(c) Ecotourism                      (d) Medical Tourism
9. \_\_\_\_\_ tourism focuses on minimizing negative impacts on the environment and promoting conservation.
- (a) Sustainable Tourism  
(b) Culinary Tourism  
(c) Business Tourism  
(d) Adventure Tourism
10. Who is responsible for checking of cleaned room?
- (a) GRE  
(b) Floor Supervision  
(c) Housekeeping Manager  
(d) Lobby Manager

**Part B**

(5 × 5 = 25)

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

11. (a) Write down the various functions of housekeeping department.

Or

- (b) Explain the various sections of the Housekeeping Department.

12. (a) List the duties of guest room attendant.

Or

- (b) Write down the role of housekeeping control desk in hotel.

13. (a) Write down the principles of cleaning.

Or

- (b) What are the factors to be considered while purchasing of cleaning agents?

14. (a) Bring out the importance of sustainable tourism.

Or

- (b) Write short note on tourism multiplier effect.

15. (a) How does the front office department handle guest inquiries and complaints? Explain.

Or

- (b) What is a bell desk? Explain the functions of bell desk.

**Part C**

(5 × 8 = 40)

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

16. (a) Discuss the role of housekeeping department in hospitality operation.

Or

- (b) Draw a neat layout of housekeeping department and explain various functions of the department.

17. (a) Describe the duties and responsibilities of an Executive Housekeeper.

Or

- (b) List out the types of guest rooms found in a large hotel. Explain any eight.

18. (a) Describe the classification of cleaning agents.

Or

- (b) Explain in detail about the manual and mechanical cleaning equipments used in housekeeping department.

19. (a) Explain the different types of hotel ownership.

Or

- (b) Point out the positive and negative effects of tourism.

20. (a) Explain the various types and sources of reservation.

Or

- (b) Explain the role of PMS and CRS in managing reservations.

**C-7312**

**Sub. Code**

**90224**

**DIPLOMA EXAMINATION, NOVEMBER 2025.**

**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. Which ingredient is commonly used in Caesar salad dressing?
  - (a) Mustard
  - (b) Ketchup
  - (c) Aniseed
  - (d) Mayonnaise
2. What is the key ingredient in a traditional Waldorf salad?
  - (a) Apples
  - (b) Bananas
  - (c) Oranges
  - (d) Grapes
3. What is the primary reason for egg contamination?
  - (a) Improper storage
  - (b) Poor hygiene
  - (c) Over cooking
  - (d) Cross-contamination
4. Which of the following is an egg-based dessert?
  - (a) Tiramisu
  - (b) Panna cotta
  - (c) Crème Brûlée
  - (d) Cheese cake

5. What is the main ingredient in chaat masala?
- (a) Cumin
  - (b) Mango powder
  - (c) Black salt
  - (d) Coriander
6. Which of the following is not a type of masala?
- (a) Pav Bhaji masala
  - (b) Chaat masala
  - (c) Tandoori masala
  - (d) Soy sauce
7. What is 'Tandoor' primarily used for in Indian cooking?
- (a) Baking
  - (b) Streaming
  - (c) Roasting
  - (d) Boiling
8. What is the main cooking method used in "Dum Pakht"?
- (a) Boiling
  - (b) Streaming
  - (c) Slow cooking
  - (d) Grilling
9. Which type of flour is commonly used for making cakes?
- (a) Whole wheat flour
  - (b) Bread flour
  - (c) All purpose flour
  - (d) Cake flour
10. What is the purpose of adding baking soda to a recipe?
- (a) Flavouring
  - (b) Leavening
  - (c) Colouring
  - (d) Preserving

**Part B**

(5 × 5 = 25)

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

11. (a) Write the nutritional benefits of including salads in daily meals.

Or

- (b) Explain the process of making classic BLT sandwich.

12. (a) Pen down the method of making perfect poached egg.

Or

- (b) Discuss the importance of temperature control in egg cookery.

13. (a) Explain the preparation and use of briyani masala.

Or

- (b) Write the differences between homemade and store-bought masalas.

14. (a) Describe the key characteristics of South Indian cuisine.

Or

- (b) Jot down the use of rice in different regional cuisines of India.

15. (a) Explain the role of gluten in bread making.

Or

- (b) What is the process of making chocolate truffles?

**Part C**

(5 × 8 = 40)

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

16. (a) List the impact of various salad dressings on the nutritional value of salads.

Or

- (b) Discuss the cultural significance and variations of sandwiches across different countries.

17. (a) Evaluate the role of eggs in culinary arts, including their functional properties in recipes.

Or

- (b) Write the health implications of consuming eggs and the importance of sourcing quality eggs.

18. (a) Pen down the historical evolution of masalas in Indian cuisine.

Or

- (b) Explain the preparation and uses of Tandoori masala, including its applications in modern cooking.

19. (a) Compare the use of spices in North Indian and South Indian cooking.

Or

- (b) Write the influence of foreign cultures on Indian regional cuisines.

20. (a) What are the techniques involved in making gluten-free baked goods?

Or

- (b) Explain the impact of different types of fats on the texture and flavour of baked products.

**C-7313**

**Sub. Code**

**90226**

**DIPLOMA EXAMINATION, NOVEMBER 2025**

**Second Semester**

**Catering and Hotel Administration**

**BASIC FOOD AND BEVERAGE SERVICE – II**

**(2023 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 1 = 10)

Answer **all** questions.

1. What is the first step in the order taking process?
  - (a) Payment
  - (b) Greeting the guest
  - (c) Delivering food
  - (d) Cooking
  
2. Which document is used to record guest food orders in a triplicate system?
  - (a) Bill
  - (b) Menu
  - (c) Order form
  - (d) Inventory sheet
  
3. What type of menu is designed for a special occasions with a predetermined set of dishes?
  - (a) A La Carte
  - (b) Special event menu
  - (c) Buffet
  - (d) Fixed menu

4. Which menu type typically offers a limited number of choices at a fixed price?
  - (a) A La carte
  - (b) Table d'hote
  - (c) Buffet
  - (d) Fast food
  
5. What is an examples of a stimulating beverage?
  - (a) Coffee
  - (b) Juice
  - (c) Milk
  - (d) Water
  
6. Which beverage is classified as non-fermented?
  - (a) Wine
  - (b) Beer
  - (c) Juice
  - (d) Cigar
  
7. What does the color of the cigar wrapper indicate?
  - (a) Taste
  - (b) Strength
  - (c) Price
  - (d) Length
  
8. Which of the following is a brand of cigarettes?
  - (a) Marboro
  - (b) Moet
  - (c) Bacardi
  - (d) Heineken
  
9. Which is a key component of in-room dining service?
  - (a) Portable food warmers
  - (b) Cash registers
  - (c) Hotel lobby
  - (d) Swimming pool
  
10. Which form is used for scheduling room service?
  - (a) Service request form
  - (b) Menu card
  - (c) Guest feedback form
  - (d) Invoice form

**Part B**

(5 × 5 = 25)

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

11. (a) Jot down the triplicate checking system used in food and beverage services.

Or

- (b) Explain the role of a cashier in the control system of food and beverage service.

12. (a) Write the role of menu engineering in a la carte menu planning.

Or

- (b) Describe the various influences on menu planning.

13. (a) Explain the classification and characteristics of nourishing beverages.

Or

- (b) Compare and contrast the nutritional benefits of tea and coffee.

14. (a) Explain the storage requirements for different types of tobacco products.

Or

- (b) Write the significance of the parts and structure of a cigar.

15. (a) Describe the role of room service in enhancing guest experience.

Or

- (b) Explain the process and benefits of obtaining guest feedback in room service.

**Part C**

(5 × 8 = 40)

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

16. (a) List the different types of control methods used in the food and beverage industry.

Or

- (b) Explain the various methods of payment used in the food and beverage service industry.

17. (a) Explain the importance of religious and dietary influences on menu planning.

Or

- (b) Describe the characteristics and importance of a buffet menu.

18. (a) Compare the preparation methods of alcoholic and non-alcoholic beverages.

Or

- (b) Discuss the impact of beverage trends on the food and beverage industry.

19. (a) Discuss the significance of the parts and structure of a cigar.

Or

- (b) Explain the various brands of cigarette and their distinguishing features.

20. (a) Explain the order taking procedures in room service operations.

Or

- (b) Write the importance of time management in hotel operations.

**C-7314**

**Sub. Code**

**90228**

**DIPLOMA EXAMINATION, NOVEMBER 2025**

**Second Semester**

**Catering and Hotel Administration**

**BASICS OF HOTEL ADMINISTRATION**

**(2023 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 1 = 10)

Answer **all** questions.

1. In what century were hotels, as we know them today, developed?
  - (a) Sixteenth Century
  - (b) Seventeenth Century
  - (c) Eighteenth Century
  - (d) Nineteenth Century
  
2. Who is the founder of Oberoi Group of Chain Hotels?
  - (a) Mahavir Singh Oberoi
  - (b) Mahipal Singh Oberoi
  - (c) Mohan Singh Oberoi
  - (d) Mahipat Singh Broil
  
3. Which type of hotels are small and usually have the owner living on the premises?
  - (a) Bed and breakfast hotel
  - (b) Commercial hotel
  - (c) Airport hotel
  - (d) Conference centre

4. Hotels provide accommodation for a longer duration
  - (a) Transient Hotel
  - (b) Motel
  - (c) Airport Hotel
  - (d) Residential Hotel
  
5. This Department is responsible for the cleanliness and aesthetic standard of the hotel
  - (a) Housekeeping      (b) Maintenance
  - (c) Front office      (d) Security
  
6. A published/printed room rate of a hotel is called as \_\_\_\_\_
  - (a) Group Rate      (b) Family Rate
  - (c) Rack Rate      (d) Corporate Rate
  
7. Recruitment usually highlights the need for establishing
  - (a) Job specification      (c) Job description
  - (b) Job analysis      (d) None of the above
  
8. What system helps hotels manage interactions with current and potential guests?
  - (a) ERP      (b) CRM
  - (c) CMS      (d) LMS
  
9. The basic objective of Financial Management is \_\_\_\_\_.
  - (a) Maximization of profit
  - (b) Ensuring Financial discipline in the firm.
  - (c) Ensuring employees wealth
  - (d) Maximization of share holder's wealth
  
10. Yield management is most closely associated with which aspect of hotel operations?
  - (a) Housekeeping      (b) Revenue
  - (c) Marketing      (d) Security

**Part B**

(5 × 5 = 25)

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

11. (a) Write short note on the concept of hotel franchising.

Or

- (b) Explain the scope of hotel administration.

12. (a) Write down the duties of the housekeeping department in a hotel.

Or

- (b) Why is interdepartmental coordination important in a hotel setting? Explain.

13. (a) Write down the objectives of financial management.

Or

- (b) Point out the advantages of budgetary control.

14. (a) What are common sources of conflict among hotel staff?

Or

- (b) Write down the important of employee relations in the hospitality industry.

15. (a) Write short note on Revenue Management.

Or

- (b) Point out the benefits of Yield Management.

**Part C**

(5 × 8 = 40)

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

16. (a) Discuss the importance of effective administrative practices in the hotel industry.

Or

- (b) Draw the organizational hierarchy of a large hotel.

17. (a) List out and explain the different various types of budgets.

Or

- (b) How revenue management help optimize room rates and occupancy levels in a hotel? Discuss.

18. (a) Explain the factors affecting budget planning.

Or

- (b) Discuss the important matters covered in a budget manual.

19. (a) Explain the various sources of recruitment in the hospitality industry.

Or

- (b) Discuss the importance of staff training in hotel industry.

20. (a) Describe the various sales techniques that hotels can use to maximize occupancy.

Or

- (b) Write an essay on Customer Relationship Management.



5. What is the GO-TO-Breakfast?
- (a) Light bread and coffee
  - (b) Bread
  - (c) Biscuits
  - (d) Rice
6. \_\_\_\_\_ is not a most common dish in Italy.
- (a) Tuscany
  - (b) Briouat
  - (c) Gnocchi
  - (d) Pizza
7. What are nopales?
- (a) Edible Cactus
  - (b) Tomatoes
  - (c) Soup
  - (d) Salad
8. The most Iconic Mexican dish would be \_\_\_\_\_?
- (a) Pazole
  - (b) Hamburger
  - (c) Tacos
  - (d) Barbacoa
9. Fried bakes are an example of a
- (a) Drop batter
  - (b) Thin batter
  - (c) Soft dough
  - (d) Hard dough
10. The most common mixing method for cooking is
- (a) one step
  - (b) creaming
  - (c) two step
  - (d) flour first

**Part B**

(5 × 5 = 25)

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

11. (a) Explain the history and development of modern cuisine.

Or

- (b) Describe the styles of cookery, including oriental, continental and pan American.

12. (a) List and explain different types of mushrooms used in culinary applications.

Or

- (b) How are truffles used in cooking? Explain their significance.

13. (a) What are the key ingredients and cooking methods of French cuisine?

Or

- (b) Explain the cause of an Italian menu and its classification.

14. (a) Discuss the primary features and cooking methods of Mexican cuisine.

Or

- (b) How does Chinese cuisine differ from Japanese cuisine in terms of ingredients and cooking techniques?

15. (a) What are the common faults in bread making and their remedies?

Or

- (b) Explain the different ingredients used in baking cookies and biscuits.

**Part C**

(5 × 8 = 40)

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

16. (a) Discuss the impact of cruise line operations on modern cuisine and global gastronomy.

Or

- (b) Compare and contrast classical and contemporary cuisines with examples.

17. (a) Explain the role of wine in cooking and its effect on flavor profiles.

Or

- (b) What are the different types of truffles? Explain their characteristics and culinary uses.

18. (a) Provide a detailed explanation of the glossary of French culinary terms.

Or

- (b) Discuss in detail the regional classifications of Italian cuisine and their specialities.

19. (a) Explain the significance of Spanish cuisine and its main ingredients.

Or

- (b) Compare and contrast their and Japanese cuisines in terms of flavors, ingredients and cooking styles.

20. (a) Describe the methods of making bread and their different types.

Or

- (b) Explain in detail the preparation and baking methods of cookies and biscuits.

**C-7316**

**Sub. Code**

**90233**

**DIPLOMA DEGREE EXAMINATION, NOVEMBER 2025.**

**Third Semester**

**Catering and Hotel Administration**

**ADVANCED FOOD AND BEVERAGE SERVICE – I**

**(2023 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 1 = 10)

Answer **all** questions.

1. Alcoholic beverages are primarily classified based on:
  - (a) Flavor
  - (b) Color
  - (c) Alcohol content
  - (d) Serving temperature
  
2. A common disease that affects grapevines is:
  - (a) Tomato blight
  - (b) Powdery mildew
  - (c) Apple scab
  - (d) Potato blight
  
3. Which of the following is a white grape variety?
  - (a) Riesling
  - (b) Syrah
  - (c) Malbec
  - (d) Zinfandel



**Part B**

(5 × 5 = 25)

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

11. (a) Describe the composition of grape berries and its characteristics.

Or

- (b) What are the steps involved in producing white wine? Explain.

12. (a) Discuss the general guidelines for wine and food pairing.

Or

- (b) Explain the manufacturing process of Port wine.

13. (a) Bring out the characteristics of Cider.

Or

- (b) Explain its historical significance of beer.

14. (a) Explain the different classifications of Cognac and their aging process.

Or

- (b) Describe the key characteristics of Canadian whisky.

15. (a) Explain the difference between liqueurs and other spirits.

Or

- (b) Explain the various types of schnapps.

**Part C**

(5 × 8 = 40)

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

16. (a) Explain the different classifications of alcoholic beverages with suitable example.

Or

- (b) Describe the differences between still wine, sparkling wine and fortified wine.

17. (a) Discuss the major wine-producing regions in France.

Or

- (b) Outline the key steps involved in manufacturing of sparkling wines.

18. (a) Describe the process of malting and its importance in beer production.

Or

- (b) Discuss the difference between top fermentation and bottom fermentation in beer production.

19. (a) Describe the pot still distillation process.

Or

- (b) Outline the steps involved in the production of Scotch whisky.

20. (a) Describe the characteristics of akvavit and its production process.

Or

- (b) Explain the production and cultural significance of feni in India.
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**C-7317**

**Sub. Code**

**90235**

**DIPLOMA EXAMINATION, NOVEMBER 2025**

**Third Semester**

**Catering and Hotel Administration**

**ROOM DIVISION OPERATIONS – II**

**(2023 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 1 = 10)

Answer **all** questions.

1. The register used to record guest belongings left behind.

- (a) Maintenance Register
- (b) Log Book
- (c) Lost and Found Register
- (d) Indent Book

2. Housekeeping department interacts with \_\_\_\_\_ department for linen procurement.

- (a) Food Production
- (b) Purchase
- (c) HRD
- (d) Security

3. What type of lost and found article requires immediate attention?
- (a) Perishable                      (b) Non-Valuable  
(c) Valuable                        (d) Sentimental
4. \_\_\_\_\_ room requires cleaning twice a day.
- (a) VIP Room  
(b) Vacant Room  
(c) Under Repair Room  
(d) Departure Room
5. Service provided in the evening to refresh guest rooms.
- (a) Spring Cleaning  
(b) Daily Cleaning  
(c) Weekly Cleaning  
(d) Second Service
6. The document used to record guest details during check-in
- (a) Gate Pass                      (b) Indent Book  
(c) GRC                              (d) Log Book
7. Which type of guest does not have a prior booking before arrival?
- (a) VIP Guest                      (b) Walk-in FIT  
(c) Group Guest                  (d) Airline Crew

8. Which service is used to wake up a guest at a specified time?
- (a) Information Directory
  - (b) Log Book Entry
  - (c) Key Control System
  - (d) Wake-up Call
9. What is used for monitoring hotel premises for security purposes?
- (a) Surveillance and Access Control
  - (b) Lost and Found
  - (c) Guest Registration Card
  - (d) Safe Deposit Locker
10. The person who assists guests with travel arrangements and reservations.
- (a) Bell Boy
  - (b) Concierge
  - (c) Housekeeping Supervisor
  - (d) Front Desk Agent

**Part B**

(5 × 5 = 25)

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

11. (a) Explain the role of the housekeeping control desk.

Or

- (b) List out and explain the records maintained at the housekeeping control desk.

12. (a) Write down the cleaning procedure for an occupied room.

Or

- (b) What is the importance of spring cleaning in hotel housekeeping? Explain.

13. (a) Write down the pre-arrival procedures for reserved guests.

Or

- (b) Explain the purpose and importance of the Guest Registration Card.

14. (a) State the role of surveillance and access control in hotel security.

Or

- (b) Explain the steps involved in handling guest complaints.

15. (a) Explain the duties and responsibilities of a Bell Captain.

Or

- (b) What is an Errand Card? Point out its importance in bell desk operations.

**Part C**

(5 × 8 = 40)

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

16. (a) Discuss the interdepartmental coordination of housekeeping with HRD and purchase departments.

Or

- (b) Describe the procedure for handling lost and found articles in a hotel.

17. (a) Discuss the significance of maintaining guest corridors and elevators in a hotel.

Or

- (b) How does housekeeping ensure hygiene and cleanliness in high-traffic areas like restaurants and banquet halls?

18. (a) Discuss the complete process of receiving and registering a group guests.

Or

- (b) Explain the different types of registration records maintained in a hotel.

19. (a) What emergency procedures should be followed in case of a fire in the hotel? Explain.

Or

- (b) Explain the handling procedures for lost and found items at the front office.

20. (a) Discuss the contribution of Concierge in enhancing the guest experience in a five star hotel.

Or

- (b) Discuss the various steps followed in handling guest baggage during arrival and departure.
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**C-7318**

**Sub. Code**

**90237**

**DIPLOMA EXAMINATION, NOVEMBER 2025**

**Third Semester**

**Catering and Hotel Administration**

**TOURISM MANAGEMENT**

**(2023 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 1 = 10)

Answer **all** questions.

1. Which tourism involves travel for corporate meetings and conferences?
  - (a) Leisure
  - (b) Adventure
  - (c) Business
  - (d) Medical
  
2. What is the main role of a tour operator in the tourism industry?
  - (a) Planning the tour
  - (b) Guiding the tourist
  - (c) Tourist map preparation
  - (d) Investing in tour
  
3. Which of the following is an example of sustainable tourism?
  - (a) Building large resorts in forests
  - (b) Using eco-friendly transportation
  - (c) Overcrowding tourist destinations
  - (d) Ignoring local cultures

4. Who is the most important stakeholder in the tourism industry?
  - (a) Travel agents
  - (b) Government bodies
  - (c) Tourists
  - (d) Airlines
  
5. What is the first step in destination planning?
  - (a) Marketing the destination
  - (b) Assessing potential and sustainability
  - (c) Constructing hotels
  - (d) Launching tourism campaigns
  
6. \_\_\_\_\_ is a hotel designed for motorists.
  - (a) Inn
  - (b) Motel
  - (c) Resort
  - (d) Floatels
  
7. The type of travel agent that is located in the premises of corporate offices to make travel arrangements for employees.
  - (a) Full-service agency
  - (b) Wholesale travel agency
  - (c) Online Travel agency
  - (d) Implant agency
  
8. A wholesaler who sells package tours is called a \_\_\_\_\_.
  - (a) Travel Agent
  - (b) Implant agency
  - (c) Tour operator
  - (d) None of the above
  
9. What is the main challenge in implementing sustainable tourism?
  - (a) Lack of awareness
  - (b) Limited tourist attractions
  - (c) High hotel costs
  - (d) Shorter trips

10. What is an example of an ethical tourism practice?
- (a) Supporting local communities
  - (b) Exploitation local cultures
  - (c) Preservation natural resources
  - (d) Overusing natural resources

**Part B**

(5 × 5 = 25)

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

11. (a) Explain the scope of tourism industry.

Or

- (b) Write down the major components of tourism.

12. (a) What are the main challenges in tourism infrastructure planning?

Or

- (b) Write down the principles of destination development.

13. (a) Explain the significance of guest services in a hotel.

Or

- (b) What are vacation rentals? Give examples.

14. (a) Write down the nature tour itinerary.

Or

- (b) What are the limitations and constraints in itinerary development?

15. (a) Write short note on sustainable tourism.

Or

- (b) How can tourism balance economic benefits with environmental preservation? Explain.

**Part C**

(5 × 8 = 40)

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

16. (a) List any five types of tourism and give example for each.

Or

- (b) Explain the role of government bodies in promoting tourism.

17. (a) What are the stages of destination development? Explain.

Or

- (b) Discuss the role of government policies in tourism development.

18. (a) Describe the steps involved in handling guest complaints effectively.

Or

- (b) Analyze the importance of handling guest complaints and feedback effectively.

19. (a) Discuss the various factors to be consider while pricing a tour package.

Or

- (b) Discuss the steps involved in designing a tour package and itinerary.

20. (a) Analyze the challenges of implementing sustainable tourism in India.

Or

- (b) Discuss the role of ethical decision-making in tourism management.

**C-7319**

**Sub. Code**

**90241**

**DIPLOMA EXAMINATION, NOVEMBER 2025**

**Fourth Semester**

**Catering and Hotel Administration**

**ROOM DIVISION MANAGEMENT — I**

**(2023 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 1 = 10)

Answer **all** questions.

1. \_\_\_\_\_ are caused by animal products such as blood, eggs, milk and meat.  
(a) Acidic stain                      (b) Mineral stain  
(c) Animal stain                      (d) Vegetable stain
2. Which of the following is man-made fiber?  
(a) Wool                                      (b) Cotton  
(c) Rayon                                      (d) Silk
3. \_\_\_\_\_ is the ability of stretched material to return immediately to its original size of a fiber.  
(a) Elasticity                              (b) Crimp  
(c) Luster                                      (d) Resilience
4. \_\_\_\_\_ are very lightweight vacuums without a motor-driven beater brush.  
(a) Dusttetes                              (b) Suction cleaners  
(c) Suction cleaners                      (d) Electric broom

5. \_\_\_\_\_ are used for the transfer of clean linen from the laundry to the linen room.  
(a) Laundry sac (b) Linen trolley  
(c) Maids cart (d) Both (a) and (c)
6. \_\_\_\_\_ is also called the rate potential percentage.  
(a) Average rate (b) Achievement factor  
(c) Double rate (d) Rate spread
7. \_\_\_\_\_ is the ratio of room revenues received for a specific day by the number of rooms available in the hotel for that day.  
(a) Rev PAR (b) ROI  
(c) Hubbart Formula (d) Forecasting
8. \_\_\_\_\_ is the simplest cleaning agent.  
(a) Bleach (b) Detergent  
(c) Abrasive (d) Water
9. \_\_\_\_\_ is in charge of dry cleaning of the hotel linen and guest clothing.  
(a) Laundry (b) Linen room  
(c) Dry cleaners (d) Laundry men
10. \_\_\_\_\_ is a part of the Key Security System to be followed by the housekeeping department.  
(a) Log book (b) Key control register  
(c) Memo book (d) Both (a) and (b)

**Part B**

(5 × 5 = 25)

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

11. (a) Write the classification of stains with examples.  
Or  
(b) State the uses of Rayon fiber.

12. (a) State the objectives of credit control measures in front office.

Or

(b) Explain check-in procedure for Airline crew.

13. (a) How will you calculate multiple occupancy ratio?

Or

(b) What is the effect of multiple room sales on Yield?

14. (a) State the purpose of credit monitoring.

Or

(b) Write the objectives of front office accounting.

15. (a) State the advantages of contract cleaning.

Or

(b) Write the responsibilities of Floor supervisor.

**Part C**

(5 × 8 = 40)

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

16. (a) Discuss about the advantages of Travel agent Vouchers.

Or

(b) Enumerate the linen exchange procedure followed in housekeeping. What are the forms associated in linen exchange?

17. (a) Explain weighted average method of forecasting room availability.

Or

(b) How will you calculate :

(i) Percentage of walk-in

(ii) Percentage of No-shows.

18. (a) How a guest can make a guaranteed reservation?

Or

(b) Write about the information collected during reservation enquiry.

19. (a) Draw the layout of laundry.

Or

(b) Explain laundry operation flow chart.

20. (a) Write procedures that front desk agents may use to protect guests and property.

Or

(b) Explain Potential Low demand techniques.

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**C-7320**

**Sub. Code**

**90243**

**DIPLOMA EXAMINATION, NOVEMBER 2025.**

**Fourth Semester**

**Catering And Hotel Administration**

**ADVANCED FOOD PRODUCTION – II**

**(2023 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 1 = 10)

Answer **all** questions.

1. Which of the following is not a “tenderizer” used in cake making?
  - (a) Fat
  - (b) Sugar
  - (c) Baking powder
  - (d) Milk
  
2. \_\_\_\_\_ flour sink in the middle while cake making.
  - (a) Weak
  - (b) Strong flour
  - (c) Soft
  - (d) Enriched
  
3. A nougat-like confectionery based on egg whites with chopped nuts
  - (a) Caramels
  - (b) Chocolates
  - (c) Divinity
  - (d) Hard sweets.

4. In small kiosks, canteens or mobile catering vans, menus are displayed on
  - (a) Black or red on white' boards
  - (b) Printed or neatly typed
  - (c) Printed booklets
  - (d) Blackboards written in chalk
  
5. Cost of food and supplies are \_\_\_\_\_ in off-premise catering
  - (a) Un-controllable
  - (b) Partially controllable
  - (c) Controllable
  - (d) Highly uncontrollable
  
6. \_\_\_\_\_ deals with planning and execution of the off premises catered event
  - (a) Site selection
  - (b) Kitchen layout
  - (c) Logistics management
  - (d) Rental equipment
  
7. A menu needs to be constructed in a
  - (a) Flexible manner
  - (b) Systematic manner
  - (c) Both (a) and (b)
  - (d) Only (b)
  
8. This is of critical importance for minimizing or eliminating disruption in food production activities
  - (a) Continuity of supply
  - (b) Availability
  - (c) Price stability
  - (d) Security of sock/inventory

9. \_\_\_\_\_ helps in the accurate calculation of food costs
- (a) Equipment selection
  - (b) Supplier selection
  - (c) kitchen planning
  - (d) Menu planning
10. \_\_\_\_\_ is virtually a list of dishes planned for production in a catering operation
- (a) Meal
  - (b) Menu
  - (c) Feeding outlet
  - (d) Display board

**Part B**

(5 × 5 = 25)

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

11. (a) Suggest three factors while planning menu for school children.

Or

- (b) How regional influence impact indenting?

12. (a) Explain the factors influencing indenting process

Or

- (b) Mention the duties of purchase department staff.

13. (a) Describe the phrase perpetual stock taking.

Or

- (b) Give the selection criteria for cooking range.

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

Or

- (b) Draw an kitchen indent format and explain.

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

Or

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

**Part C**

(5 × 8 = 40)

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

16. (a) Mention any six functions of a Menu.

Or

(b) Highlight any six factors influencing menu planning.

17. (a) Describe the principles of Indenting.

Or

(b) What factors decide the buying quantity in volume feeding?

18. (a) What is Enriched type of Sponge cakes?

Or

(b) Write about batter type cakes.

19. (a) Elaborate the procedure for selecting a supplier.

Or

(b) Point out the aims of store control.

20. (a) Enumerate the responsibilities of store room clerk

Or

(b) Describe the layout of stores.

**C-7321**

**Sub. Code**

**90245**

**DIPLOMA EXAMINATION, NOVEMBER 2025**

**Fourth Semester**

**Catering and Hotel Administration**

**ADVANCED FOOD AND BEVERAGE SERVICE – II**

**(2023 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 1 = 10)

Answer **all** questions.

1. Which of the following is a classic cocktail?  
(a) Marganita                      (b) Mojito  
(c) Martine                          (d) Daiquiri
2. What does the term “On the rocks” mean in cocktail preparation?  
(a) With soda                      (b) With sugar  
(c) With ice                          (d) With salt
3. Which of the following is a part of a cigar?  
(a) Filter                              (b) Bindu  
(c) Paper                              (d) Tip
4. Which tobacco product is most associated with lung cancer?  
(a) Pipe                                (b) Chewing tobacco  
(c) Cigar                                (d) Cigarette

5. What is the primary focus when planning the layout of a food and beverage outlet?
  - (a) Staff comfort
  - (b) Guest experience
  - (c) Decoration cost
  - (d) Lighting arrangement
  
6. Which factor is council in menu planning for a food and beverage outlet?
  - (a) Staff uniforms
  - (b) Guest preferences
  - (c) Lighting fixtures
  - (d) Table arrangement
  
7. What is the purpose of using a Guesidon trolley?
  - (a) To store drinks
  - (b) To prepare dishes tableside
  - (c) To Serve desserts
  - (d) To clean tables
  
8. Which dish involves flam be with rum?
  - (a) Crepe suzette
  - (b) Pepper steak
  - (c) Steak Diane
  - (d) Banana an Rhum
  
9. What should be done first in case of guest spillage?
  - (a) Ignore it
  - (b) Apologize immediately
  - (c) Clean it up after the meal
  - (d) Blame the guest
  
10. What is essential for managing a duty roster efficiently?
  - (a) Staff dietary preferences
  - (b) Shift timing and roles
  - (c) Guest age
  - (d) Staff Physical fitness

**Part B**

(5 × 5 = 25)

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

11. (a) Describe the methods and techniques of preparing various types of cocktails.

Or

- (b) Pen down the equipment and ingredients used in a modern bar setup.

12. (a) Discuss the health hazards related to the usage of tobacco.

Or

- (b) Explain the differences between cigars and cigarettes.

13. (a) Outline the factors to be considered while planning the physical layout an food and beverage outlet.

Or

- (b) If down the constraints and challenges of menu planning.

14. (a) Explain the process of preparing steak Diane.

Or

- (b) Describe the preparation method for Peach flambe.

15. (a) Discuss the importance of handling special needs of guests in staffing and guest handling.

Or

- (b) Write the procedures for managing alcohol over consumption in guests.

**Part C**

(5 × 8 = 40)

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

16. (a) Write the methods and families of cocktails with appropriate examples.

Or

- (b) Explain the layout and functions of various components in a bar.

17. (a) Expound about the manufacture and different shapes of cigars.

Or

- (b) Compare the different brands and storage methods of cigarettes.

18. (a) Evaluate the importance of seating arrangements in food and beverage planning.

Or

- (b) Discuss the role of suppliers and manufactures in the success of an food and beverage outlet.

19. (a) Interpret the role of Guesidon service in enhancing customer dining experience.

Or

- (b) Describe the preparation and presentation of banana an rum.

20. (a) Evaluate the procedures for handling guest complaints in an food and beverage setting.

Or

- (b) Analyse the importance of effective time management in staffing and guest handling.

**C-7322**

**Sub. Code**

**90247**

**DIPLOMA EXAMINATION, NOVEMBER 2025**

**Fourth Semester**

**Catering and Hotel Administration**

**VISUAL FOODS**

**(2023 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 1 = 10)

Answer **all** questions.

1. Which type of food test is done by trained people?
  - (a) Analytical sensory test
  - (b) Sensory test
  - (c) Consumer test
  - (d) Qualitative test
  
2. Eye is a sensory organ and it is used to identify
  - (a) Shape
  - (b) Colour
  - (c) Viscosity
  - (d) Texture
  
3. When a chef plans a dish \_\_\_\_\_ is considered first.
  - (a) Flavour
  - (b) Appearance
  - (c) Both (a) and (b)
  - (d) Texture
  
4. Effective food presentation depends on balance, arrangement and \_\_\_\_\_.
  - (a) Colour
  - (b) Texture
  - (c) Visual sense
  - (d) Garnish

5. The word Garnish is derived from \_\_\_\_\_ word
- (a) Latin (b) Spanish  
(c) French (d) Greek
6. In English we use the word garnish meaning “to \_\_\_\_\_.”
- (a) Decorate (b) Furnish  
(c) Adorn (d) Both (b) and (c)
7. Garniture refers to adding an ingredient at/as \_\_\_\_\_.
- (a) During cooking  
(b) End of cooking  
(c) Integral component  
(d) All the three
8. Butter squash soup is garnished with caramelized \_\_\_\_\_.
- (a) Apples (b) Squash  
(c) Butter (d) Cream
9. Black forest gateaux is garnished with fresh cream and \_\_\_\_\_.
- (a) Orange segment (b) Cherries  
(c) Fig (d) Kiwi
10. Garnish for Roast chicken is \_\_\_\_\_.
- (a) Turned Potatoes  
(b) Roast gravy  
(c) Both (a) and (b)  
(d) Cumberland sauce

**Part B**

(5 × 5 = 25)

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

11. (a) Write the principles/guidelines of food presentation.

Or

- (b) Give the definition of Sensory Analysis of foods.

12. (a) Explain the following terms applied in sensory evaluation:

(i) Acceptance

(ii) Preference

(iii) Like

Or

- (b) Describe the sense of Humans applied in food evaluation.

13. (a) “The eye Eats first” is a well known saying — Why?

Or

- (b) What professional habits a chef must possess for effective food presentation?

14. (a) How would you present Coffee mousse on a plate?

Or

- (b) Write the steps in platter presentation of Roast leg of Lamb.

15. (a) Name any five hot sauces and their application in hot platter presentation.

Or

- (b) Describe any five cold sauces with ingredients which are used in cold platters.

**Part C**

(5 × 8 = 40)

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

16. (a) Explain “cooking by sight, smell, taste, and touch/mouth feel”.

Or

- (b) Plan a cold buffet presentation along with appropriate centre piece.

17. (a) Name the basic / leading / mother sauces giving two derivatives of each with ingredients.

Or

- (b) Explain the key factors necessary to create an eye-appealing food presentation

18. (a) What are the ingredients used in thousand island and tartar sauce? Differentiate sauce and gravy.

Or

- (b) Discuss about the important points that indicates satisfaction of senses.

19. (a) Discuss about the important elements of cold platter presentation.

Or

- (b) What is cheese platter? How it is presented? Give examples.

20. (a) State the importance of trained manpower/professionals in food presentation.

Or

- (b) What are the special tools used in garnishing?

**C-7323**

**Sub. Code**

**90251**

**DIPLOMA EXAMINATION, NOVEMBER 2025**

**Fifth Semester**

**Catering and Hotel Administration**

**FOOD SANITATION AND HYGIENE**

**(2023 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 1 = 10)

Answer **all** questions.

1. The two factors determining food security in India are \_\_\_\_\_.
  - (a) Green revolution and reduced wastage of food
  - (b) Production of sufficient food and nutritional value of food
  - (c) Sustainable agriculture and minimal use of agrochemicals
  - (d) Availability of food and access to money
  
2. HACCP stands for
  - (a) Hazard Activity Critical Control Plan
  - (b) Hazard Analysis Critical Control Points
  - (c) Hygiene Analysis Critical Control Points
  - (d) Hygiene Analysis Contamination Control Plan

3. The temperature danger zone for food is
- (a)  $-5^{\circ}\text{C} - 0^{\circ}\text{C}$
  - (b)  $0^{\circ}\text{C} - 5^{\circ}\text{C}$
  - (c)  $4^{\circ}\text{C} - 60^{\circ}\text{C}$
  - (d)  $60^{\circ}\text{C} - 100^{\circ}\text{C}$
4. Most cases of food poisoning are caused by
- (a) Bacteria
  - (b) Chemicals in food
  - (c) Eating too much
  - (d) Prawns
5. Which of the following is a microbiological food hazard?
- (a) Bacteria
  - (b) Broken glass
  - (c) Enzymes
  - (d) Vermin
6. A very hazardous method of thawing frozen food is \_\_\_\_\_
- (a) at below  $5^{\circ}\text{C}$
  - (b) using a microwave oven
  - (c) in a refrigeration or coolroom
  - (d) overnight at room temperature

7. A point at which food is at high risk of food spoilage or contamination is a \_\_\_\_\_
- (a) critical control point
  - (b) danger zone
  - (c) shelf-life
  - (d) use-by data
8. Which of the following is classified as dairy?
- (a) Cheese, eggs, milk
  - (b) Cheese, cream, milk
  - (c) Kidney, liver, brains
  - (d) Eggs, avacodos, capers
9. Which of the following item is intended for single use only?
- (a) Drinking glass
  - (b) Face wipe
  - (c) Table cloth
  - (d) Tongs
10. Practicing good food hygiene is important in
- (a) Increasing prices
  - (b) Causing food poisoning
  - (c) Helping to control food spoilage
  - (d) Minimising product quality and quantity

**Part B**

(5 × 5 = 25)

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

11. (a) List the 'Five keys to safer food' and how each key contributes to food safety.

Or

- (b) What are the five basic food safety rules?

12. (a) What are the main types of food borne illnesses?

Or

- (b) What are the four main principles of food safety?

13. (a) What is microbiological contamination of food?

Or

- (b) What is food sanitation in microbiology?

14. (a) Define personal hygiene.

Or

- (b) What are five facts about hygiene?

15. (a) What is the importance of personal hygiene and sanitation?

Or

- (b) What is the proper way to wash hands before handling food?

**Part C**

(5 × 8 = 40)

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

16. (a) Write notes on storage of meat to avoid the raw contamination.

Or

- (b) Explain in detail about food hygiene standards.

17. (a) The hazards associated with the hotel staffs can be minimized by — Explain.

Or

- (b) Explain in detail about hygiene and sanitation.

18. (a) What is the differences between various types of olive oils?

Or

- (b) Write the procedures for preventing food borne illnesses while packing foods.

19. (a) Explain why reheating potatoes can make them harmful to eat.

Or

- (b) Explain the importance of employee training.

20. (a) Define HACCP and add note on the procedures to follow HACCP.

Or

- (b) Explain personal hygiene and factors about hygiene.
-

**C-7324**

**Sub. Code**

**90252**

**DIPLOMA EXAMINATION, NOVEMBER 2025**

**Fifth Semester**

**Catering and Hotel Administration**

**ROOM DIVISION MANAGEMENT – II**

**(2023 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 1 = 10)

Answer **all** questions.

1. Which is an example of a rodent pest?  
(a) Cockroach                      (b) Rat  
(c) Silverfish                      (d) Ant
2. What is the primary function of pest control in hotels?  
(a) Pest removal                      (b) Pest decoration  
(c) Pest prevention                      (d) Pest breeding
3. \_\_\_\_\_ is the main objective of interior designing.  
(a) Aesthetic appeal                      (b) Color matching  
(c) Functional layout                      (d) Space maximization
4. What does refurbishing involve?  
(a) Changing the layout  
(b) Repainting the walls  
(c) Adding furniture  
(d) Repairing or restoring

5. Which of the following is an example of market-based pricing?
- (a) Rule of thumb approach
  - (b) Hubert formula
  - (c) Per competition
  - (d) Tax-inclusive rates
6. A rate that includes all services and charges in the room price.
- (a) Inclusive rate
  - (b) Seasonal rate
  - (c) Non-inclusive rate
  - (d) Market tolerance
7. ‘BAR’ in room tariff fixation means
- (a) Base adjusted rate
  - (b) Best available rate
  - (c) Basic acceptable rate
  - (d) Barred rate
8. \_\_\_\_\_ is the primary goal of sales techniques in the Front Office Department.
- (a) Increasing Occupancy
  - (b) Reducing Costs
  - (c) Decreasing Revenue
  - (d) Improving Staff Morale
9. The sales technique involves encouraging the customer to purchase a higher-priced product.
- (a) Suggestive Selling
  - (b) Cross Selling
  - (c) Down Selling
  - (d) Upselling

10. The type of error occurs when an incorrect transaction is posted to a guest account.
- (a) Transposition Error
  - (b) Out of Balance
  - (c) Pickup Error
  - (d) Credit Monitoring

**Part B**

(5 × 5 = 25)

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

11. (a) Write down the guidelines for handling guest complaints.

Or

- (b) Explain the common causes of accidents in the housekeeping department.

12. (a) Bring out the objectives of interior designing.

Or

- (b) Explain the steps involved in refurbishing a room.

13. (a) Write down the various factors affecting room tariff.

Or

- (b) What are the advantages of Hubbart Formula? Explain.

14. (a) Point out the importance of overbooking in the hotel industry.

Or

- (b) Explain the role of advertising in hotel marketing.

15. (a) Bring out the role of a night auditor in a hotel.

Or

- (b) What are common errors in night auditing? Explain.

**Part C**

(5 × 8 = 40)

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

16. (a) Discuss the various types of pests found in the housekeeping department and their control methods.

Or

- (b) Explain the basic guidelines for prevention of accidents in hotels.

17. (a) State the importance of refurbishing and redecoration in interior design.

Or

- (b) Explain the role of interior designing in creating a balanced and harmonious interior.

18. (a) Explain the different steps involved in Hubbert formula approach.

Or

- (b) Discuss the various pricing strategies used by hotels to fix room tariffs.

19. (a) Explain how overbooking can help increase occupancy.

Or

- (b) Discuss various sales promotion techniques used in the hospitality industry.

20. (a) Analyze the role of travel agents and tour operators in increasing hotel sales.

Or

- (b) Discuss the role of charge privileges in guest account management.

**C-7325**

**Sub. Code**

**90255A**

**DIPLOMA EXAMINATION, NOVEMBER 2025**

**Fifth Semester**

**Catering and Hotel Administration**

**CRUISELINE CATERING**

**(2023 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 1 = 10)

Answer **all** questions.

1. Cruise line kitchen is termed as
  - (a) Pantry car
  - (b) Galley
  - (c) Scullery
  - (d) Both (b) and (c)
2. \_\_\_\_\_ are temporary storage equipment where finished dishes are stored until served.
  - (a) Warmer
  - (b) Oven
  - (c) Chafing dish
  - (d) Food stove
3. \_\_\_\_\_ is a space or area from where food and other amenities are loaded and unloaded into cruise ship
  - (a) Commissary
  - (b) Loading dock
  - (c) Cargo bay
  - (d) Dock yard
4. In cruise line catering suppliers are exploring innovative ways to remain competitive to sell meal are
  - (a) Buy on-board meals
  - (b) Buy at the gate
  - (c) Offering a picnic bag
  - (d) All of the above

5. Cruise ship catering market is becoming more price
- (a) Sensitive
  - (b) Value conscious
  - (c) Both (a) and (b)
  - (d) Non- Independent
6. \_\_\_\_\_ is the first element in the appearance of food product in ship catering
- (a) Appeal
  - (b) Taste
  - (c) Colour
  - (d) Flavour
7. \_\_\_\_\_ have the challenge for food service because of ‘pitching and rolling’ while sailing in a cruise ship.
- (a) Food service
  - (b) Appetite
  - (c) Food preparation
  - (d) Storing serving equipments
8. \_\_\_\_\_ method of purchase where products are not stored instead; supplier purchases the item from a third party and shipped directly to the passenger
- (a) Cycle counting
  - (b) Drop shipping
  - (c) Cross docking
  - (d) Just-in-time
9. Unsold commodities which are lying in store for a long time in cruise ship is termed as \_\_\_\_\_
- (a) Dead sock
  - (b) Returnable stock
  - (c) Decoupling stock
  - (d) Variant stock
10. \_\_\_\_\_ cooking process has played a great role in cruise catering operations.
- (a) Cook-chill
  - (b) Cook-freeze
  - (c) Sous-vide
  - (d) All the above

**Part B**

(5 × 5 = 25)

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

11. (a) How to maintain Galley hygiene onboard.

Or

- (b) Sum-up a brief note on features of Marine galley.

12. (a) List out the safety measures while handing kitchen equipment in a cruise line kitchen.

Or

- (b) How ordering of perishables for galley in a cruise ship is established?

13. (a) Write the procedures storing food commodities in a galley.

Or

- (b) Using personal protective equipment while handling goods is a must in a cruise liner. Why?

14. (a) Describe the term “Transit inventory”.

Or

- (b) Mention any five plating techniques of food followed in cruise catering.

15. (a) What is batch production? How it is established in cruise ship?

Or

- (b) Summarize a exclusive note on working of ship catering chefs.

**Part C**

(5 × 8 = 40)

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

16. (a) Highlight the steps followed in maintaining cleanliness in Pantry — Appetizer.

Or

- (b) Trace the development of cruise line catering.

17. (a) Discuss about any eight factors that affect meal planning in cruise ship catering.

Or

- (b) Food is all about mood, whether preparing or having it. Justify with example. How it is carried out in cruise line catering?

18. (a) What is supply chain in cruise line catering? How it is implemented in cruise line catering?

Or

- (b) Draw the organisation chart of a Galley kitchen and its layout.

19. (a) What are the principles galley food production area?

Or

- (b) How kitchen equipments are designed exclusively for cruise catering?

20. (a) Discuss the importance and role of convenience food in cruise line catering.

Or

- (b) How food wastes in handled in cruise ship catering?
-

**C-7326**

**Sub. Code**

**90255B**

**DIPLOMA EXAMINATION, NOVEMBER 2025**

**Fifth Semester**

**Catering and Hotel Administration**

**HOTEL FACILITY MANAGEMENT**

**(2023 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 1 = 10)

Answer **all** questions.

1. \_\_\_\_\_ is the primary objective of hotel facility management.
  - (a) Maximizing profit
  - (b) Enhancing guest satisfaction
  - (c) Reducing staff work load
  - (d) Promoting eco-friendly designs
  
2. Facility Managers are responsible for :
  - (a) Training hotel staff
  - (b) Handling daily guest complaints
  - (c) Overseeing maintenance operations
  - (d) Marketing hotel services

3. \_\_\_\_\_ is the main purpose of preventive maintenance.
- (a) To repair after damage
  - (b) To ensure system efficiency and longevity
  - (c) To reduce staff training costs
  - (d) To enhance guest room decor
4. Reactive maintenance is necessary for :
- (a) Cost control
  - (b) Scheduled repairs
  - (c) Emergency situations
  - (d) Employee training
5. Fire prevention systems are a part of :
- (a) Safety compliance
  - (b) Surveillance technologies
  - (c) Energy management
  - (d) Cost-saving measures
6. Surveillance technologies are used in hotels for :
- (a) Enhancing guest experience
  - (b) Marketing strategies
  - (c) Ensuring security
  - (d) Training staff
7. \_\_\_\_\_ is a green initiative in facility management.
- (a) Asset tracking
  - (b) Recycling programs
  - (c) Vendor negotiations
  - (d) Cost-cutting measures

8. Leed certifications is related to :
- (a) Fire safety
  - (b) Energy efficiency
  - (c) Sustainable building design
  - (d) Employee management
9. KPIs in facility management are used for :
- (a) Assessing maintenance costs
  - (b) Monitoring performance success
  - (c) Planning marketing campaigns
  - (d) Training staff
10. A facility management plan involves :
- (a) Vendor management
  - (b) Emergency responses
  - (c) Budgeting and resource allocation
  - (d) Guest satisfaction

**Part B**

(5 × 5 = 25)

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

11. (a) Explain the importance of facility management in the hotel industry.

Or

- (b) Discuss the role of communication skills in effective facility management.

12. (a) Describe the key features of a preventive maintenance program.

Or

(b) Explain the steps involved in vendor management in hotel operations.

13. (a) Outline the fire safety and emergency response measures in a hotel facility.

Or

(b) Discuss the importance of regulatory requirements in hotel safety compliance.

14. (a) Analyze the benefits of green initiatives in hotel facilities.

Or

(b) Discuss how sustainability measures can impact cost savings in hotels.

15. (a) Describe the process of developing a facility management plan for a hotel.

Or

(b) Explain the significance of KPIs in evaluating the success of facility management.

**Part C**

(5 × 8 = 40)

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

16. (a) Explain the historical perspective and current trends in hotel facility management.

Or

- (b) Discuss the leadership and responsibilities of a hotel facility manager.

17. (a) Describe the difference between preventive and reactive maintenance in hotels.

Or

- (b) Explain energy-efficient practices in hotel facilities with examples.

18. (a) Evaluate the importance of access control systems in hotel security.

Or

- (b) Discuss how health and safety compliance impacts the overall hotel operation.

19. (a) Analyze the cost-benefit ratio of sustainability initiatives in hotel management.

Or

- (b) Explain the significance of LEED certification in sustainable facility management.

20. (a) Discuss the steps involved in creating a facility management plan for a hotel property.

Or

- (b) Analyze real-world examples of successful facility management projects in the hospitality industry.
-

**C-7327**

**Sub. Code**

**90256A**

**DIPLOMA EXAMINATION, NOVEMBER 2025**

**Fifth Semester**

**Catering and Hotel Administration**

**FOOD SAFETY AND QUALITY CONTROL**

**(2023 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 1 = 10)

Answer **all** questions.

- \_\_\_\_\_ is essential for those responsible for food storage, preparation, cooking and service
  - Food safety
  - Kitchen hygiene
  - Food hygiene
  - Personal cleanliness
- Frozen foods should be thawed carefully at temperatures between \_\_\_\_\_ to \_\_\_\_\_.
  - 10 to 15\*c
  - 5 to 8\*c
  - 0-4\*c
  - 12 to 15\*c
- Cooked foods which are to be served hot should be stored above \_\_\_\_\_.
  - 50\*c
  - 36\*c
  - 63\*c
  - 40\*c
- Minimal internal temperature for cooked Beef is \_\_\_\_\_.
  - 135\*F
  - 140\*F
  - 145\*F
  - 165\*F

5. In all circumstances, milk and meat should be consumed within \_\_\_\_\_.
- (a) 2 days                      (b) 15 days  
(c) 7 days                      (d) 5 days
6. Examples of semi-perishable food is \_\_\_\_\_.
- (a) Meat                      (b) Tinned food  
(c) Bottled food              (d) breads and cakes
7. Adequate means of natural or mechanical ventilation help in controlling \_\_\_\_\_.
- (a) Air-borne contamination  
(b) Safety  
(c) Suitability  
(d) Quality
8. \_\_\_\_\_ identifies which need to be controlled to prevent the contamination of food.
- (a) Verification procedure  
(b) Hazard analysis  
(c) Corrective action  
(d) Critical control point
9. \_\_\_\_\_ ISO specifies the requirements for a food safety management.
- (a) ISO 2000                      (b) ISO 22000  
(c) ISO 2005                      (d) ISO 22000:2005
10. \_\_\_\_\_ should be used in conjunction with each specific code of hygienic practice.
- (a) Good control practice  
(b) Good quality practice  
(c) Good hygiene practice  
(d) General Principles of production

**Part B**

(5 × 5 = 25)

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

11. (a) How to prevent food Spoilage?

Or

(b) What is work place hygiene?

12. (a) How food Processing units are designed to prevent accidents?

Or

(b) Write a brief note on Food safety risk analysis.

13. (a) What are the five principles of food hygiene?

Or

(b) What are the faulty personal habits food handlers should avoid?

14. (a) What are the rules for hygiene in the kitchen?

Or

(b) State the advantages of HACCP.

15. (a) Describe the term ‘Carry over Principle’ in Food additive.

Or

(b) What are the changes that occur in meat which lead to spoilage?

**Part C**

(5 × 8 = 40)

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

16. (a) What are the steps in Kitchen hygiene?

Or

- (b) Write the procedure for washing hands by food handlers.

17. (a) Explain the classification of foods for storage.

Or

- (b) How application of HACCP helps in establish good hygiene practices?

18. (a) Discuss the process of audit documentation.

Or

- (b) Outline of the principles of the good laboratory practices in food production control.

19. (a) Highlight the induced quality specification of cereals.

Or

- (b) Summarize the checklist to protect the food production establishments from insects, rodents and pests.

20. (a) Explain the principles of food safety management.

Or

- (b) Explain the terms: hazard, toxicity, contamination, food quality, adulteration.

**C-7328**

**Sub. Code**

**90256B**

**DIPLOMA EXAMINATION, NOVEMBER 2025**

**Fifth Semester**

**Catering and Hotel Administration**

**FOOD PRESERVATION**

**(2023 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 1 = 10)

Answer **all** questions.

1. \_\_\_\_\_ is a common method of food preservation.
  - (a) freezing
  - (b) drying
  - (c) canning
  - (d) all the above
  
2. By adding soya flour to wheat flour the bread will be enriched with which of the following components?
  - (a) Lysine
  - (b) Fiber
  - (c) Dicot
  - (d) Iron

3. \_\_\_\_\_ is a key concept in canning and jarring.
- (a) explosure
  - (b) processing
  - (c) sterlize
  - (d) freezing
4. When food is exposed to air or moisture for a long time it gets \_\_\_\_\_.
- (a) odors
  - (b) spoiled
  - (c) tasty
  - (d) aroma
5. The approximate storage temperature of fish is \_\_\_\_\_.
- (a) 12°C
  - (b) -10°C
  - (c) -25°C
  - (d) 5°C
6. Which process will be done during hot gas defrosting?
- (a) solenoid valve will close
  - (b) compressor will run
  - (c) heater start
  - (d) water spray open

7. Which is the simple way of defrosting in cold storage?
- (a) heating the unit
  - (b) freezing the unit
  - (c) operating the unit
  - (d) shutdown the unit
8. Evaporation desiccation and dehydration all mean the same thing
- (a) true
  - (b) false
9. Which of the following is not a method of controlling biological forces on food supply?
- (a) reducing free water content
  - (b) packaging and chemical additives
  - (c) increasing osmotic pressure
  - (d) none of these
10. Which of the following is NOT an advantage of dehydration under controlled conditions over sun drying?
- (a) time of drying
  - (b) cost
  - (c) quality of drying
  - (d) none of them

**Part B**

(5 × 5 = 25)

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

11. (a) Brief the principle behind the process of canning including the key steps involved.

Or

- (b) What are the different methods of food preservation?
12. (a) What is meant by food preservation? Name any examples.

Or

- (b) What is the future best Technology to preserve agriculture, meat, milk and fish products?
13. (a) Write the refrigeration of meat poultry and fish.

Or

- (b) Describe the modes of transporting refrigerated foods.
14. (a) Why do we need to preserve food?

Or

- (b) The spoilage of food made harmful to the body – Brief.

15. (a) Write the temperatures of storing various food in cold storages.

Or

- (b) What is the role of salt in fermentation of vegetables?

**Part C**

(5 × 8 = 40)

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

16. (a) The pickled products don't need high temperature processing? Explain.

Or

- (b) Define fermentation and add notes for the fermentation.

17. (a) What's the difference between pickling and fermenting? Explain.

Or

- (b) What are the difference between cold storage and freezing?

18. (a) What are the drying and dehydrating methods using in commercial fruits and vegetables manufacturing processes?

Or

- (b) What kind of dryer would you use if you want to dry?

(i) Grape leaves

(ii) Coffee beans

19. (a) Explain the advantages of hydrated food and disadvantages of dehydrated food.

Or

- (b) Write the aims and objectives of cooking food.

20. (a) Explain about Raising agents and types of raising agents.

Or

- (b) List out the different methods of cooking fish and name any five cuts of fish.
-

**C-7329**

**Sub. Code**

**90212**

**DIPLOMA EXAMINATION, NOVEMBER 2025**

**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 HACCP?
2. Define the word Personal hygiene.
3. Name any two cuts of Vegetables and define them.
4. What do you mean by the word game.
5. Define Boiling.
6. What is Stewing?
7. Give two derivatives for tomato sauce.
8. What is Bouquet garni.
9. What is a Pan Cake?
10. Name any two Chemical raising agents.

**Part B**

(5 × 5 = 25)

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

11. (a) List down the importance of carbohydrates in food.

Or

- (b) What are the characteristics of legumes?

12. (a) What are the safety precautions to be done while using LPG.

Or

- (b) What are the disadvantages of using wood as fuel.

13. (a) What are the characteristics of Boiling?

Or

- (b) Why does grilling play an important role in the USP of food sales.

14. (a) Give the procedure to make Mayonnaise

Or

- (b) List down the uses of Bouquet garni.

15. (a) What are the various functions of Sugar?

Or

- (b) Give an example for English break fast menu.

**Part C**

(3 × 10 = 30)

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

16. (a) List down the role of ingredients in bread making.

Or

- (b) List down the basic mother sauces and give the recipe for Hollandaise.

17. (a) Explain in detail the Various methods of cooking.

Or

- (b) Explain the dissection of Beef.

18. (a) Explain the importance of Personal hygiene in Kitchen.

Or

- (b) Explain in detail about the various nutrients in food.
-

**C-7330**

**Sub. Code**

**90213**

**DIPLOMA EXAMINATION, NOVEMBER 2025**

**First Semester**

**Catering and Hotel Administration**

**BASICS FOOD AND BEVERAGE SERVICE**

**(2018 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** questions.

1. Give two examples for commercial catering.
2. Who is a sommelier?
3. Define a Coffee shop.
4. Name two electrical equipment used by a waiter.
5. What is a cafeteria?
6. Define a cover.
7. What is a squash?
8. What is cocoa?
9. What is a Fork buffet?
10. What is a Booking diary?

**Part B**

(5 × 5 = 25)

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

11. (a) List down five equipments used in Buffet and their functions.

Or

- (b) Explain how banquet seating arrangement is calculated.

12. (a) List down the golden rules to make a good coffee.

Or

- (b) How are non-alcoholic beverages classified?

13. (a) What are the advantages of Gueridon service?

Or

- (b) What are the characteristics of American service?

14. (a) Write a note on the various crockeries used in F and B department.

Or

- (b) What are the features of a specialty restaurant?

15. (a) Write a note on transport catering.

Or

- (b) Write a note on Welfare catering.

**Part C**

(3 × 10 = 30)

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

16. (a) Explain in detail about the duties and responsibilities of restaurant manager.

Or

- (b) Explain in detail the attributes of food and beverage personnel.

17. (a) List down the various outlets available in a hotel.

Or

- (b) Explain in detail about the various special equipment used in F and B department.

18. (a) Explain in detail about the French Classical Menu.

Or

- (b) Explain the banquet booking procedure with the forms and formats used.
-

**C-7331**

**Sub. Code**

**90221**

**DIPLOMA EXAMINATION, NOVEMBER 2025**

**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** the questions.

1. Name any two coastal tourist places in Tamil Nadu.
2. Name any two historical monuments in India.
3. What is an alternative accommodation?
4. What are chain hotels?
5. What is Bermuda Plan?
6. What is Continental plan?
7. Name any two sources of reservation.
8. What is central reservation system?
9. Name any two software used for registration.
10. What is no-show?

**Part B**

(5 × 5 = 25)

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

11. (a) Why is transport considered important in tourism?

Or

- (b) Write a note on Temple tourism in Tamil Nadu.

12. (a) How are hotels classified based on the operations?

Or

- (b) How are hotels categorized based on their size?

13. (a) Draw the layout of the Front Office Department of a medium hotel.

Or

- (b) Why is coordination important between FO and House Keeping department?

14. (a) What are the various records maintained in the Front Office?

Or

- (b) List down the importance of reservation.

15. (a) What are the procedures followed in group registration?

Or

- (b) What are the pre-registration process followed in hotel?

**Part C**

(3 × 10 = 30)

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

16. (a) Explain in detail about the various components of tourism and also explain why are they considered important.

Or

- (b) Explain in detail about the various benefits of tourism.

17. (a) List down the duties and responsibilities of a Front Office Manager.

Or

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

18. (a) Explain in detail about the various registration procedures followed for different types of guests.

Or

- (b) Explain in detail about the various types of reservation.
-

**C-7332**

**Sub. Code**

**90222**

**DIPLOMA EXAMINATION, NOVEMBER 2025**

**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. Name two qualities needed for the House Keeping Staff.
2. What's eye for detail?
3. Name two mechanical cleaning equipment.
4. Name two natural cleaning agents
5. Name two public areas.
6. Name two types of services.
7. Define valet service.
8. What are the additional supplies provided for VIP guests?
9. Give two examples for special services.
10. What is floor key?

**Part B**

(5 × 5 = 25)

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

11. (a) Why is inter departmental relationship important between Front office and House Keeping?

Or

- (b) Why is coordination important between House Keeping and Food Production?

12. (a) Draw the layout of a floor pantry.

Or

- (b) List down the care and maintenance of scrubbing machine.

13. (a) Differentiate daily cleaning and weekly cleaning.

Or

- (b) What are the points to be noted for cleaning office area?

14. (a) Write a note on freshen up service.

Or

- (b) What's a red slip?

15. (a) How are damaged items handles?

Or

- (b) What are the records maintained for cleaning purposes?

**Part C**

(3 × 10 = 30)

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

16. (a) Explain in detail the qualities that a House Keeping staff should possess.

Or

- (b) Draw the organizational structure of the HK department and list down the duties and responsibilities of the Assistant House Keeper.

17. (a) Explain in detail the classification of manual cleaning equipment.

Or

- (b) Explain in detail about the operational areas of the house Keeping department.

18. (a) Explain in detail about the lost and found procedures.

Or

- (b) Explain in detail about the special services offered by HK department.
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**C-7333**

**Sub. Code**

**90225**

**DIPLOMA EXAMINATION, NOVEMBER 2025**

**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 do you mean by the word environment?
2. Define Ecology.
3. Define Renewable resources.
4. What do you mean by drought?
5. What is a food web?
6. What is dessert ecosystem?
7. What do you mean by habitat?
8. Define In-situ.
9. What do you mean by thermal pollution?
10. Define earthquake.

**Part B**

(5 × 5 = 25)

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

11. (a) What is the scope of Environmental studies?

Or

- (b) What are the institutions in environment in India?

12. (a) What are mineral resources?

Or

- (b) What do you mean by Energy Resources.

13. (a) What are the functions of decomposers?

Or

- (b) What do you mean by energy flow in eco-system?

14. (a) What are the various threats of bio-diversity?

Or

- (b) Why is conservation of bio-diversity important?

15. (a) Write a note on Marine pollution.

Or

- (b) Why is a disaster management important in curriculum?

**Part C**

(3 × 10 = 30)

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

16. (a) Why is environmental management important in corporate social responsibility?

Or

- (b) Explain in detail about Natural Resources.

17. (a) Explain in detail about concept of ecosystem.

Or

- (b) Explain in detail about the value of biodiversity.

18. (a) Explain in detail about soil waste management.

Or

- (b) Explain in detail about the various pollutions.
-

**C-7334**

**Sub. Code**

**90231**

**DIPLOMA EXAMINATION, NOVEMBER 2025**

**Third Semester**

**Catering and Hotel Administration**

**ADVANCED FOOD PRODUCTION**

**(2018 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** questions.

1. What is WHO?
2. Define flaky pastry.
3. What is Bolure?
4. What is Piatto?
5. What is Dini sum?
6. Name any two ingredients used in Thai cooking.
7. What is induction?
8. Give two examples for salad dressings.
9. What is the garnish for cauliflower soup?
10. Name any two potato preparations.

**Part B**

(5 × 5 = 25)

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

11. (a) Name any five potato preparations and give one line definition for the same.

Or

- (b) Garnishes play an important role in food sales. Explain.

12. (a) Explain the importance of classical kitchen brigade.

Or

- (b) Explain the types of salad with example.

13. (a) Give a example Japanese menu for a theme lunch.

Or

- (b) What are the special ingredients and tools used in Thai cooking?

14. (a) What are the various pastas used in Italian cooking?

Or

- (b) Why does sauces play an important role in French cuisine?

15. (a) What is butter cream? Explain.

Or

- (b) Write a note on flaky pastry.

**Part C**

(3 × 10 = 30)

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

16. (a) Explain in detail about the various types of deserts.

Or

- (b) Explain in detail about the various type of icings.

17. (a) Explain in detail about sandwiches.

Or

- (b) Explain in detail about the kitchen brigade with the duties of an executive chef.

18. (a) Explain in detail about the features of oriental cuisine.

Or

- (b) Explain in detail about Italian cuisine.
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**C-7335**

**Sub. Code**

**90232**

**DIPLOMA EXAMINATION, NOVEMBER 2025**

**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. Give the classification of wine.
2. Define fortified wines.
3. Name any two liqueurs brands.
4. What is cider?
5. Name any five brand names of Beer.
6. Give two examples for spirits.
7. What are fizzes?
8. What is dash?
9. Define pot still.
10. Give two brand names for Vodka.

**Part B**

(5 × 5 = 25)

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

11. (a) Write a note on patents still destination.

Or

- (b) Give the manufacturing process for Irish.

12. (a) What are the various parts of a cocktail?

Or

- (b) What do you mean by :

- (i) On the rocks
- (ii) Naked.

13. (a) Give the manufacturing process of Absinthe.

Or

- (b) Name any five spirits and give one brand name for the same.

14. (a) Give the role of each ingredients in beer manufacturing.

Or

- (b) Explain the classification of Beer.

15. (a) Why does the service temperatures play an important role in wine service?

Or

- (b) What are the factors that affect wine quality?

**Part C**

(3 × 10 = 30)

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

16. (a) Explain in detail the manufacturing process of white wine.

Or

- (b) Explain in detail the classification of wine.

17. (a) Explain in detail the manufacturing process of Beer.

Or

- (b) Explain the manufacturing process of liqueurs.

18. (a) Explain the various methods of making a cocktail.

Or

- (b) Explain in detail about Scotch.
-

**C-7336**

**Sub. Code**

**90235**

**DIPLOMA EXAMINATION, NOVEMBER 2025**

**Third Semester**

**Catering and Hotel Administration**

**NUTRITION AND FOOD SCIENCE**

**(2018 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** questions.

1. Define Nutrition.
2. What are the social functions of food?
3. What is SDA?
4. What are the hazards of overweight?
5. Define Cholesterol.
6. What is SFA and EFA?
7. What is Rifoflavin?
8. What are water soluble vitamins?
9. Define a balanced diet.
10. What is RDA?

**Part B**

(5 × 5 = 25)

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

11. (a) What are the importance of balanced diet?

Or

- (b) How is nutritive value of dishes calculated?

12. (a) What are the functions of calcium?

Or

- (b) What are the functions of Vit. A and its sources?

13. (a) What are the significances of dietary fibres?

Or

- (b) What are bad cholestrols?

14. (a) What are the Dietary sources of energy?

Or

- (b) What are the factors affecting energy requirements?

15. (a) How are nutrients classified?

Or

- (b) What are the importance of food?

**Part C**

(3 × 10 = 30)

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

16. (a) Explain in detail the various aspects of Nutrition.

Or

- (b) Explain in detail the various components of energy.

17. (a) Explain in detail about Micro nutrients.

Or

(b) Explain in detail about macro nutrients.

18. (a) Explain in detail the factors affecting meal planning.

Or

(b) Explain in detail about planning of nutritionally balanced meals based upon the three food group.

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**C-7337**

**Sub. Code**

**90241**

**DIPLOMA EXAMINATION, NOVEMBER 2025**

**Fourth Semester**

**Catering and Hotel Administration**

**ADVANCED ACCOMMODATION OPERATIONS**

**(2018 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** questions.

1. What is denim?
2. Give two examples for artificial fibers.
3. Name any two bed linen.
4. What is a slip cloth?
5. What do you mean by marking?
6. Name any two records maintained in the laundry.
7. Name any two laundry agents.
8. What is a calendar machine?
9. Define focal point.
10. Name any four flowers used in flower arrangement.

**Part B**

(5 × 5 = 25)

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

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

Or

- (b) What are the various levels of placing flower arrangement?

12. (a) Why is sorting considered an important process in industrial laundry?

Or

- (b) List down the adverse effects of excess use of laundry agents.

13. (a) What are the duties and responsibilities of linen room staff?

Or

- (b) How is issuing of linen done?

14. (a) What are the purchase specifications for guest linen?

Or

- (b) How is calculation of restaurant linen done?

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

Or

- (b) What are the points to be noted while choosing fabrics?

**Part C**

(3 × 10 = 30)

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

16. (a) Explain in detail the classification of fabrics.

Or

- (b) Explain in detail the activities of linen room.

17. (a) Explain in detail about the various process and procedures to be followed in stock taking and also explain the various records maintained in the process.

Or

- (b) Explain in detail about the wash stages and cycle.

18. (a) Explain in detail about the various styles of flower arrangement.

Or

- (b) Explain in detail about the tools and materials used in flower arrangement.
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**C-7338**

**Sub. Code**

**90242**

**DIPLOMA EXAMINATION, NOVEMBER 2025**

**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 wake up call?
2. Give two examples for mechanical complaints.
3. What do you mean by secretarial service?
4. Define other brands.
5. Define Service Tax.
6. What is VPO?
7. What do you mean by surveillance?
8. What is a log book?
9. What is bed cheque account?
10. What are late charges

**Part B**

(5 × 5 = 25)

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

11. (a) Write a note on unpaid account balance.

Or

- (b) What are the various check-out options?

12. (a) Write a note on ledger.

Or

- (b) What are non guest accounts?

13. (a) Write a note on lost and found procedure.

Or

- (b) Write a note on safe deposit taxes.

14. (a) What is the procedure to be followed to escort VIP guests.

Or

- (b) List down the job description for bill caption .

15. (a) How are house mail handled?

Or

- (b) Why is business centre important in business development?

**Part C**

(3 × 10 = 30)

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

16. (a) Explain in detail about Concierge.

Or

- (b) Explain in detail about the various services offers by F.O.

17. (a) Explain in detail about the various folies.

Or

(b) Explain in detail about account maintenance.

18. (a) Explain in detail about the various potential guest problems.

Or

(b) Explain in detail about check-out options.

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**C-7339**

**Sub. Code**

**90244**

**DIPLOMA EXAMINATION, NOVEMBER 2025**

**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 are class? A fuels / fire?
2. How is fuel cost calculated?
3. What is a Pilot?
4. What is the unit of heat?
5. What is DC?
6. What is MCB?
7. What is a direct light? Give two examples.
8. What is a fluorescent lamp?
9. Who is a Plumber?
10. Who is a carpenter?

**Part B**

(5 × 5 = 25)

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

11. (a) Write a note on preventive maintenance.

Or

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

12. (a) How is fuel requirement calculated?

Or

- (b) Why is LPG considered superior among all fuels?

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

Or

- (b) What are the principles of burners?

14. (a) What are the safety precautions to be observed while using electric appliances?

Or

- (b) What are the various symbols of circuit elements?

15. (a) List down the different lighting devices.

Or

- (b) Why is natural light considered very superior than other lights?

**Part C**

(3 × 10 = 30)

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

16. (a) Explain in detail about how lighting plays an integral part of hotel ambiance.

Or

- (b) Explain in detail about the types of wiring.

17. (a) Explain in detail about the various types of fuels.

Or

- (b) Explain in detail about the various fundamentals of electricity.

18. (a) Explain in detail the role and importance of maintenance department in a hotel.

Or

- (b) Draw the organisational of the maintenance department and list down the duties performed by any two staff.

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**C-7340**

**Sub. Code**

**90251**

**DIPLOMA EXAMINATION, NOVEMBER 2025**

**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 do you mean by cash and carry?
2. What is SPS?
3. What is indent?
4. What is menu design?
5. What is Rechauffe?
6. What is blast freezing?
7. What is an inventory?
8. Name any four equipments used in bar.
9. Name any two documents used in bar control.
10. What is bar fraud?

**Part B**

(5 × 5 = 25)

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

11. (a) What are the objectives of menu Engineering?

Or

- (b) What are the actions to be taken in the event of bar frauds?

12. (a) How are stock levels determined?

Or

- (b) What are the advantages of inventory?

13. (a) What are the disadvantages of cook free for system?

Or

- (b) What is the procedure for cook chill system?

14. (a) Why is plate presentation taking more importance in the present sales promotion?

Or

- (b) What are the disadvantages of speciality restaurant?

15. (a) What are the various principles of purchasing?

Or

- (b) What are the principles of material management?

**Part C**

(3 × 10 = 30)

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

16. (a) Explain in detail about the selection of the kitchen with layout and functions.

Or

- (b) Explain in detail about the various types of buffets.

17. (a) Explain in detail about food cost formulas and calculation.

Or

- (b) Explain in detail about food and wine paring.

18. (a) Explain in detail about the principles of large scale commercial cooking.

Or

- (b) Explain in detail about Bar Management.

**C-7341**

**Sub. Code**

**90252**

**DIPLOMA EXAMINATION, NOVEMBER 2025**

**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 the formula for room availability?
2. Name any two types of forecast.
3. What is capital budget?
4. Define a budget cycle.
5. Name any two yield management softwares.
6. What do you mean by duration control?
7. Define a budget.
8. What is team spirit?
9. What are the types of outsourcing?
10. Define training.

**Part B**

(5 × 5 = 25)

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

11. (a) What are the advantages of out sourcing?

Or

- (b) What are the objectives of training?

12. (a) What are the points to be noted while preparing duty enact?

Or

- (b) What are the various management styles in house keeping?

13. (a) Explain low demand tactics.

Or

- (b) How is discount allocation calculated?

14. (a) What are the advantages of budgeting?

Or

- (b) What are the factors affecting budget planning?

15. (a) What are the various useful forecasting data?

Or

- (b) What do you mean by market condition approach.

**Part C**

(3 × 10 = 30)

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

16. (a) Explain in detail about rule of thumb approach.

Or

- (b) Explain in detail how budgeting helps in profitable business.

17. (a) Explain in detail about SOP in house keeping.

Or

- (b) Explain how Time and motion study helps in solving management issues in house keeping.

18. (a) Explain in detail about interior designing.

Or

- (b) Explain why green H.K. plays an important role in hotel operations.
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**C-7342**

**Sub. Code**

**90254A**

**DIPLOMA EXAMINATION, NOVEMBER 2025**

**Fifth Semester**

**Catering and Hotel Administration**

**FOOD PRODUCTION AND PATISSERIE**

**(2018 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** questions.

1. Name any two pasta dishes.
2. Name any two deserts from France.
3. Name any two regional cooking style of China.
4. Name any two equipments used in Chinese Cuisine.
5. Define icings.
6. Define Royal icings.
7. What do you mean by Casata?
8. Define ice cream.
9. Name two types of Meringues.
10. Define stiff peak.

**Part B**

(5 × 5 = 25)

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

11. (a) Write a short note on Arabic Cuisine.

Or

- (b) Explain the geographic location of Middle East.

12. (a) Explain about any three cooking styles of Chinese Cuisine.

Or

- (b) What are the equipments used in Chinese Cuisine.

13. (a) What is glaze icing?

Or

- (b) What are the various types of icings?

14. (a) Write a note on custard.

Or

- (b) What is gelato?

15. (a) Differentiate Swiss and Italian meringues.

Or

- (b) What is French meringue?

**Part C**

(3 × 10 = 30)

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

16. (a) Explain in detail the various methods for making meringue.

Or

- (b) Explain in detail the manufacturing process of ice cream.

17. (a) Explain in detail about the different icings.

Or

- (b) Explain the classification of frozen desserts.

18. (a) Explain in detail about oriental cuisine.

Or

- (b) Explain the features of Chinese Cuisine.
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**C-7343**

**Sub. Code**

**90254 B**

**DIPLOMA EXAMINATION, NOVEMBER 2025**

**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 word Hierarchy.
2. What is a Roaster?
3. What do you mean by human relation skills?
4. Who is a caprain?
5. Define a cocktail.
6. What is back bar?
7. What do you mean by dry martini?
8. Name any two gin based cocktails.
9. Define pink lady.
10. What are the non-edible garnishes used for cocktails?  
Name any two.

**Part B**

(5 × 5 = 25)

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

11. (a) Give the recipe for white lady.

Or

- (b) Write a note on flips.

12. (a) Write a note on Manhattan Dry.

Or

- (b) What is Ray - Roy?

13. (a) What is a dispense bar?

Or

- (b) How is Bar staffing done?

14. (a) What are the qualities needed for a Bar manager?

Or

- (b) How food garnishes help in bar sales promotions?

15. (a) List down the duties and responsibilities of a wine waiter.

Or

- (b) Why does duty roaster play an important role in bar promotion and sales.

**Part C**

(3 × 10 = 30)

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

16. (a) Draw and explain the organisational hierarchy of F and B department.

Or

- (b) Explain the standard operational procedure for dispense bar.

17. (a) Explain in detail about the points to be noted while planning to open a new bar.

Or

- (b) Explain in detail about the layout of bar. Do necessary assumptions.

18. (a) Explain in detail the various methods of making a cocktail.

Or

- (b) Why does mixology take an important role in present F and B operations? Explain.
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**C-7344**

**Sub. Code**

**90254C**

**DIPLOMA EXAMINATION, NOVEMBER 2025**

**Fifth Semester**

**Catering and Hotel Administration**

**HOUSEKEEPING**

**(2018 onwards)**

Duration : 3 Hours

Maximum : 75 Marks

**Part A**

(10 × 2 = 20)

Answer **all** questions.

1. Name any two electronic safety equipments.
2. Give two examples for class a fire.
3. Name any two types of lightings.
4. Give two examples for floor finishes.
5. Define refurbishing.
6. Define layout.
7. Who is a Guider?
8. What is count down?
9. Define branding.
10. Name any two hotel brands for Eco friendly hotel.

**Part B**

(5 × 5 = 25)

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

11. (a) How is staffing done for a new hotel?

Or

(b) Why staffing important for smooth functioning?

12. (a) How are builders identified?

Or

(b) Explain materials management in H.K.

13. (a) How is size of furniture decided?

Or

(b) What are the various requirement for a guest room?

14. (a) Explain the role of accessories in interior design.

Or

(b) How does fittings affect the interiors of a room?

15. (a) Write a note on accident prevention.

Or

(b) What are the various fire fighting devises used in hotels?

**Part C**

(3 × 10 = 30)

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

16. (a) Explain in detail about the role of colours in interior design.

Or

- (b) Explain in detail about the various elements of design.

17. (a) What are the aspects involved in pre-opening property?

Or

- (b) Why is safety and security important in hotel operations?

18. (a) Explain in detail about flow of work.

Or

- (b) Explain in detail about the various floor finishes.
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**C-7345**

**Sub. Code**

**90254D**

**DIPLOMA EXAMINATION, NOVEMBER 2025**

**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 is discount sale?
2. What is yield?
3. Define a resort.
4. What is a referral hotel?
5. Name the services given in F.O for the guests (any two).
6. What is a scanner?
7. What is back office?
8. Give two examples for fixtures.
9. Define ergonomics.
10. What is an eva floor?

**Part B**

(5 × 5 = 25)

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

11. (a) How does situation handing help in sales promotion?

Or

- (b) Why is decision making considered as an important skill for F.O staff.

12. (a) Draw the layout of a double room.

Or

- (b) How is planning of disabled guest bathroom planned?

13. (a) Why is security training important?

Or

- (b) What is management role in security?

14. (a) What are the advantages of twin share business?

Or

- (b) List down the role of government in condominium management.

15. (a) What do you mean by potential high and low demand tactics.

Or

- (b) Write a note on duration control.

**Part C**

(3 × 10 = 30)

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

16. (a) Explain in detail about yield management.

Or

- (b) Explain in detail about vacation ownership and how does it help in hotel business.

17. (a) Why is security system considered the most important in hotels?

Or

- (b) What are the threats faced by hotel security and how do they deal with them?

18. (a) Draw the layout of F.O department. Do necessary assumptions.

Or

- (b) Explain in detail about situation handling in F.O department.
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