

**DIPLOMA IN HOTEL MANAGEMENT
& CATERING SCIENCE**

Sr.no	Name of paper	Subject Type	Total Marks	Minimum Marks
1	General English	Theory	100	40
2	Food Science	Theory	100	40
3	Food Production	Theory	100	40
4	Food & Beverage Services	Theory	100	40
5	Accommodation Operation	Theory	100	40
6	House Keeping Services	Theory	100	40
7	Entrepreneurship & Venture Management	Practical	200	100

SECTION-A

GENERAL ENGLISH

- 1. English Learning process**
- 2. Techniques of learning process**
- 3. Scope of English**
- 4. Uses of learning English in our daily routine.**
- 5. Uses of gen English in hotel management as a carrier.**

FOOD SCIENCE

- 1. Study of food science**
- 2. Uses of food science in hotel management**
- 3. What do you know about food beverages?**
- 4. Discuss the relation between food & hotel management.**

SECTION-B

FOOD PRODUCTION

- 1. What is the basics of food production?**
- 2. What is the need & importance of food production?**
- 3. How can you learn the process of food production?**
- 4. What is the future scope in food production management?**

FOOD & BEVERAGE SERVICES

- 1. Types of services in hotel management**
- 2. Main objectives of food & beverage services**
- 3. 7 common styles of food & beverage services**
- 4. Classification of food & beverage sequences**

SECTION-C

ACCOMMODATION OPERATION

- 1. What are accommodation operations?**
- 2. What are the current issues in accommodation industry?**
- 3. Explain about the departments that are the concerned with accommodation?**
- 4. How to deal with common challenges in hotel industry in 2022?**

HOUSE KEEPING SERVICES

- 1. Objectives of house keeping**
- 2. Role of house keeping**
- 3. Importance of guest room**
- 4. Area responsibilities of housekeeping department**

ENTREPRENEURSHIP & VENTURE MANAGEMENT

- 1. Practical**
- 2. Viva**

ASSIGNMENTS

Total Marks-100

Q.1 Multiple choice questions

(M.M-10)

1. Which of the following is not a function of front office?
a) Sell rooms b) balance guest accounts c) mail; fax d) all of the above
2. Housekeeping attendants typically clean and service how many rooms per shift?
a) 12-14 b) 8-10 c) 6-8 d) 15-20
3. Who is generally in charge in a hotel kitchen?
a) Grade manger b) Chef tournant c) Executive chef d) Sous chef
4. The more important people feel, the better they work. This deal with
a) Promotions b) Raises or bonuses c) Empowerment d) Rewards
5. Which of the following is a challenge to operating room service?
a) Delivery on time b) Avoiding complaints c) Profitability d) All of the above

Q.2 Fill in the blanks

(M.M-10)

1. is one of the highest concerns of guests who visits hospitality business.
- 2 in housekeeping is measured by the number of hours each person takes to clean an occupied room.
3. The is used as the benchmark quotation of a hotel's room rate.
4. The allows hotels and their corporate office to access rooms' inventory and make reservations simultaneously.
5. is not a member of the executive committee of a hotel?

Q.3 Short answer type questions:

(M.M-28)

1. What is the basic knowledge of hotel management?
2. What is continuously rendered services?
3. Mention different types of accommodation
4. What are the roles of a Hotel manager?
5. Which type of skills do you need for handle a customer?
6. What are the functions of front office?
7. What are the things to develop personality?

Q.4 Long answer type questions:

(M.M-32)

1. What are the qualities that a hotel manager should poses to be effective?
2. How do you stay motivated at work?
3. What strategy would you use to instill trust and comradely among the staff and yourself?
4. What is the biggest challenge that you face in hotel management?