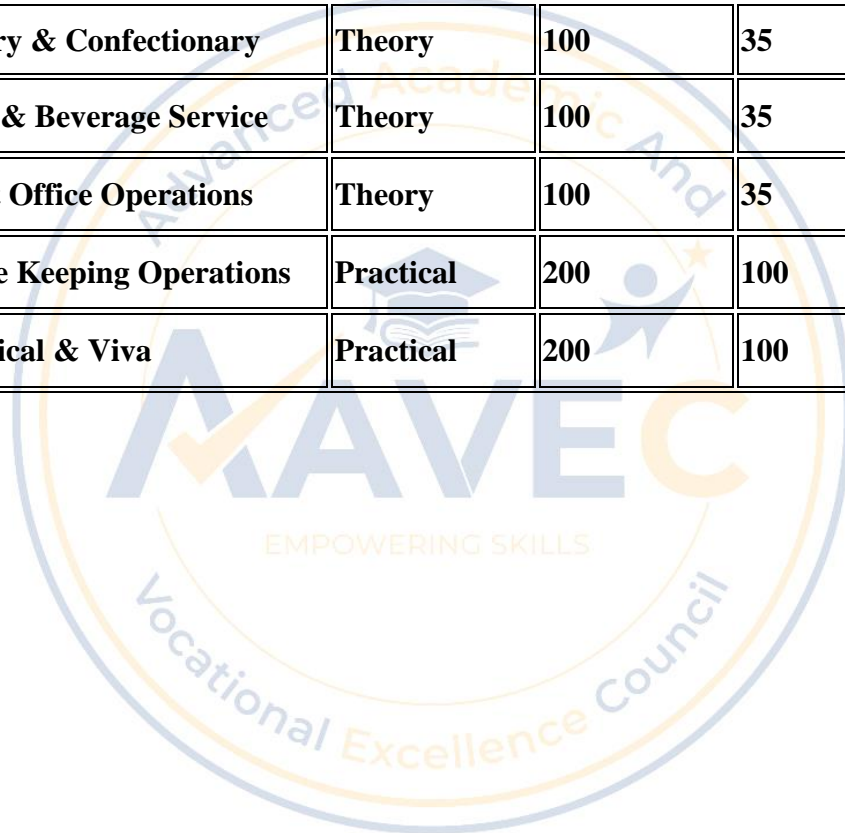


# Diploma In Hotel Management

Sr. No.	Name of Paper	Subject Type	Total Marks	Minimum Marks
1	General English	Theory	100	35
2	Food Science	Theory	100	35
3	Food Production	Theory	100	35
4	Bakery & Confectionary	Theory	100	35
5	Food & Beverage Service	Theory	100	35
6	Front Office Operations	Theory	100	35
7	House Keeping Operations	Practical	200	100
8	Practical & Viva	Practical	200	100



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## 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 food production?
2. Process of food production
3. Types & methods of food production system
4. Why food production is important

### BAKERY & CONFECTIONARY

1. Main objectives of hotel management
2. Things to be maintained
3. What are bakery items
4. Difference between bakery & confectionary

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## SECTION – C

### 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

### FRONT OFFICE OPERATIONS

1. Services that we need to provide as front office
2. Communication skills
3. Personality development & patience level
4. Explain how hotel management course will help to develop our entire personality

## SECTION – D

### HOUSE KEEPING OPERATIONS

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

### PRACTICAL & 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

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- 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) Garde 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 visit 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 room 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 to handle a customer?

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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 possess 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 job?

## Q.5 VIVA

(M.M.-20)

