

அரசுத் தேர்வுகள் இயக்ககம், சென்னை- 6
மேல்நிலைப்பொதுத் தேர்வு - மார்ச் 2023
Higher Secondary First Year
Food Service Management
PART -I

Answer all the questions:

15 x 1 = 15

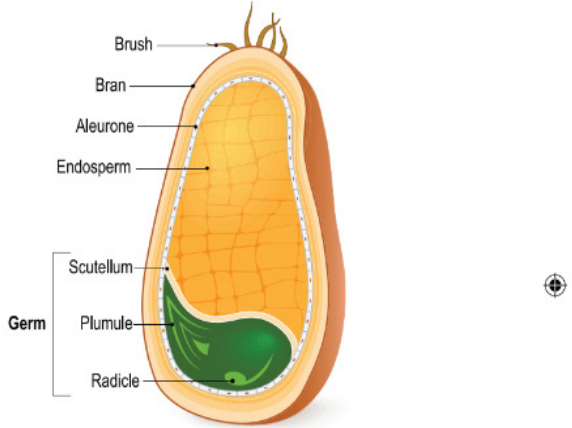
1.	(c)	Kiosk	1
2.	(d)	United Kingdom	1
3.	(b)	(1) -(iv) (2)-(iii) (3)-(ii) (4)-(i)	1
4.	(a)	2 litres	1
5.	(b)	Omega - 3	1
6.	(d)	Blanching	1
7.	(b)	Chafing dish	1
8.	(d)	Lactometer	1
9.	(c)	Salt	1
10.	(a)	1200 sq.ft	1
11.	(d)	Sodium benzoate	1
12.	(b)	6 – 9 mm	1
13.	(d)	Kanyakumari	1
14.	(d)	wort	1
15.	(c)	Punctuality	1

PART -II

Answer any Ten questions. Q.No. 28 is compulsory

Question No 28 is Compulsory

10 x 3 = 30

16.	<ul style="list-style-type: none"> ❖ An Airport lounge has a wide menu for breakfast , lunch and dinner with hot and cold beverages, salads, main meals, and desserts. ❖ It also has formal ambience, appealing for having meals at leisure and resting gracefully at the airport. ❖ The traveler selects food and beverage of choice, and takes to the table himself 	<p style="text-align: center;">1</p> <p style="text-align: center;">1</p> <p style="text-align: center;">1</p>
17.	<p>A good chef takes pride in thoroughness and quality of the preparation or mise –en-place (Pronounced meeZ-on-plahss). This French term meaning “everything put in place” , has become almost a professional password in kitchen, because it is important for the success of the establishment.</p>	<p style="text-align: center;">3</p>
18.	<p>Food Safety and Standards Authority of India (FSSAI) The main objectives of FSSAI are to</p> <ol style="list-style-type: none"> (1) Ensure establishment of standards and practices that fully assure consumers interest and adhere to the highest degree of integrity possible. (2) Create awareness among consumers in making informed choices regarding the food they consume. (3) Establish a framework of food safety with defined responsibility of each food business operator. 	<p style="text-align: center;">1</p> <p style="text-align: center;">2</p>
19.	<ol style="list-style-type: none"> 1) Platform scale – weighs large boxes 2) Counter scale – weighs smaller boxes and other small quantity of food 	<p style="text-align: center;">1 ½</p> <p style="text-align: center;">1 ½</p>
20.	 <p style="text-align: center;">▲ Plate 5.1: Structure of Wheat</p>	<p style="text-align: center;">3</p>

21.	Sweet pickle is prepared by adding garam masala powder and sugar to fruits and sweet vegetables. Vegetables and fruits should be soaked in sweet vinegar and boiled for 5 to 6 minutes and mixed well, cooled and packed in the jar.	3
22.	1.A cuisine is frequently named after the region or place where it is originated. 2. It is primarily influenced by the locally available ingredients, the religion and the culture. 3.The area's climate determines the native food that are available. 4. The trade among different countries also largely affects a region's cuisine.	(Any 3 point) 3
23.	The Malt beverages are prepared by the infusion of grains that have been subjected to malting (Sprouting). This is also known as brewing. The enzyme in the grain converts starch into sugar producing an extract 'Wort'. This extract can be treated with yeast to obtain the final product beer and its varieties.	3
24.	Waiters work with the customer needs. Waiters must have good knowledge of food and beverage and its appropriate service. They ensure that all guests are served in appropriate manner and also display highest standards of hospitality. Their main duty is to take orders, serve (where applicable, prepares) food and beverages to guests as per the hotels standards in a friendly, timely and efficient manner. Their role in performing the food service organizations is extremely essential for successful functioning.	3
25.	1) Keeping a potato in the cold temperature will turn its starch into sugar more quickly. 2) Do not try recipes that require a lot of water such as pasta in microwave because they do not cook well.	1 ½ 1 ½
26.	1.Fermentation extends the shelf life of foods. 2. It enhances the growth of micro organisms producing acid and alcohol. 3. It prevents the growth of lipolytic and proteolytic micro organisms. 4.Vinegar obtained by fermentation has industrial importance.	3 (Any 3 point)
27.	Knowledge on different methods of preparing and serving foods. Knowledge on creative presentation of food Knowing the expectations of the customer Updating knowledge on standard recipes, seasonal foods, profitable dishes, price list and popular food combination.	3

30.	<p>Food acts as a therapeutic agent in healing sickness / disease It allows body to function properly points to be kept in mind to maintain Health are given below:</p> <p>Principles of food and health</p> <ul style="list-style-type: none"> • Solely taking vitamin supplements is not the way to good health. Use foods rather than supplements to treat and prevent chronic diseases. • Nutrition can substantially control the adverse effects of noxious chemicals. • Nutrients in right quantities are important for health 	<p style="text-align: center;">1</p> <p style="text-align: center;">4</p>
31.	<ol style="list-style-type: none"> 1. Wash vegetables before cutting . 2. Cut vegetables into large pieces just before cooking. 3. Scrape the peels of vegetable as thin as possible because vitamins and minerals are found just under the skin of the vegetables. 4. Soak dry pulses with enough water prior to cooking. 5. Use just enough water for cooking. 6. Cooking in a pan which has a well fitting lid avoids nutritional loss. 7. Do not overcook the food. 8. Do not use baking soda while cooking. 9. Choose a suitable cooking method for each food item to preserve nutrients 	<p style="text-align: center;">Any 6 points</p> <p style="text-align: center;">5 mark</p>
32.	<ul style="list-style-type: none"> ❖ Menu ❖ Price ❖ Flexibility ❖ Purpose for which it is used ❖ Type of service offered. ❖ Design and attractiveness ❖ Spare parts available for replacement ❖ Ease of maintenance ❖ Safety and space availability. ❖ Source and supply 	<p style="text-align: center;">5 (Each point ½ mark)</p>

<p>33.</p>	<p>▲ Figure 5.3 Plant Layout of a Small Bakery</p>	<p>5m</p>
<p>34.</p>	<p>Waiters work with the customer needs. Waiters must have good knowledge of food and beverage and its appropriate service. The ensure that all guests are served in appropriate manner and also display highest standards of hospitality. Their main duty is to take orders. Serve (where applicable prepares) food and beverages to guests as per the hotels standards in a friendly timely and efficient manner. Their role in performing the food service organizations is extremely essential for successful functioning.</p> <p>Attitude towards customers: A correct approach to the customers is essential. The staff must provide service and should be able to judge the customer's needs and wishes. A careful observation should be kept on customers during the service (but without staring) to check the progress of the meal. Always be excited and passionate about the service.</p>	<p>2</p> <p>1</p>

	<p>Knowledge of food and beverage and technical ability of personnel: The staff must have sufficient knowledge of all the items on the menu in order to advise and offer suggestions to customers. In addition they must know how to serve correctly each dish on the menu, what its accompaniments are the correct cover, and makeup of the dish and its garnish.</p> <p>To determine customer wants and needs, a keen interest must be shown by the food service personnel. Added services intended to increase satisfaction eventually to ensure customer satisfaction. This phenomenon encourages the philosophies of continuous quality improvement and total quality management.</p> <p>(OR)</p> <p>Own Answer</p>	<p>1</p> <p>1</p>
35	<p><u>Salt or Brine</u></p> <p>It is an ancient preservation technique. Food is treated with salt or strong salt solution. Salt causes high osmotic pressure and shrinking of cell, dehydrates foods and microbes by drawing out moisture .</p> <p><u>High Concentration of sugar:</u></p> <p>Sugar has the ability to bind water and make it unavailable for microbial growth . It reduces the solubility of oxygen in moisture which is essential for the growth and multiplication of micro organisms. Apples, Oranges ,Guaves , Grapes and Pineapples are suitable for making jams and jellies. The fruits should be just ripe because the pectin content is high in such fruits.</p> <p><u>C) Using Chempectin preservative:</u></p> <p>The Chemicals when added interfere with the cell membrane of the organisms their enzyme activity or their genetic mechanisms. They also act as antioxidants. The common Chemical preservatives permitted are .</p>	<p>1</p> <p>1</p>

	<p><u>1.Benzoic and including benzoates</u></p> <p>Sodium benzoate is a salt of benzoic acid and is used in preservation of colored fruit juices and squashes.</p> <p><u>2.Sulphur dioxide (including sulphites)</u></p> <p>Potassium meta –bi- sulphite is used as a source of sulphur di oxide when it is added to the juice or squash. When used in fruits with deep colours like blue grapes, jamun, Watermelon it bleaches the colour and hence in such cases benzoic acid is desirable.</p> <p><u>3.Organic acids and their salts</u></p> <p>Food can be preserved by adding lactic, acetic , propionic, citric acids and their salts. Nitrates and nitrite compounds are used to preserve meat and fish products. It gives desirable colour flavor and discourages the growth of micro- organisms.</p> <p>It also prevents to information by the micro organisms in food.</p>	<p>(3 points 3 Marks)</p>
	<p><u>PART - IV</u></p>	<p>2 X 10= 20</p>
	<p><u>Answer all the questions :</u></p>	
<p>36. a)</p>	<p>Tamil Nadu cuisine</p> <p>Characteristic Features</p> <ul style="list-style-type: none"> • Rice is a staple food in South Indian Cuisine. • The cuisines have common ingredients and differ primarily in the spiciness of the food. • Millets used commonly in rural areas are becoming popular in urban region too. • Some authentic and popular South Indian dishes like pongal, sambar and vadai are from Tamilnadu, rava idli from Karnataka, kadalai curry and appam from Kerala and kebabs and biriyani from Andhra Pradesh. <p>TamilNadu Special Characteristics</p> <p>Variety of raw and parboiled rice as a staple food, forms part of a typical meal inTamilnadu, accompanied with mildly orrichly spiced vegetarian and non-vegetarian dishes.</p>	<p>1</p> <p>4</p>

	<ul style="list-style-type: none"> • The various Tamil dishes can be categorized in different groups starting from the regular meals, the light meals,snacks and desserts. • Mashed dhal with ghee, sambar, pulikuzhambu, rasam, kootu, kolisaaru,morkuzhambu and milagukuzhambu are the special dishes of Tamil Nadu.) • This cuisines conventionally include all the six tastes that any food categorized into sweet, sour, salt, pungent,bitter and astringent into the main meal so as to get complete nutrition and balanced digestion. <p>In Tamil Nadu there are differenttypes of cuisines like Chettinad and Kongu.Some special foods like Thirunelvelihalwa, umbakonam degree filter coffee,Amburbiriyani, Kanjeepuram idly, and Madurai Jigarthanda are also famous in Tamilnadu cuisine.</p> <p>For example Traditional mealserved in Chettinad style on banana leavesfollow a specific protocol. Each dish hasa designated space and order in which, ithas to be served.</p>	5m
36.b)	<p style="text-align: center;">Courses of Menu Tamil Nadu</p> <p>Items served at the top of the leaf</p> <p>Salt, pickle, mormilagai, varuval, poriyal, kootu, lentil ball urundai, masiyal, banana.</p> <p>Items served at bottom left</p> <p>Appalam, fritters and fries.</p> <p>Items served in the centre</p> <p>Rice and ghee with mashed dhal, sambar, pulikuzhambu, morkuzhambu, rasam, curd.</p> <p>Items served at bottom right</p> <p>Sweet dishes like ukkarai, palpayasam.</p>	
	<p>Safety implies the concern forproviding conditions at work, which willprotect people from infection, injury andtheft. It also includes protection of premises, equipment and other resources from infestation, damage and destruction Safetyasures to be adhered in food serviceoperation for a healthy environment are:</p>	

	<ol style="list-style-type: none"> 1. Wear clean cotton clothes and head cap. 2. Switch off the gas first from the knob on the cylinder and then switch off the knob of the gas stove. 3. In case of fire close the main connection / gas cylinder knob. 4. Do not place any newspapers, polybags next to the lighted gas. 5. Keep the knives in a tray and then carry. 6. Do not leave any utensil unattended on the gas stove. 7. Add sufficient water in pressure cooker, follow instructions carefully. 8. While frying hold the skillet firmly with tongs. Gently slide the food in hot oil. 9. Keep floors dry immediately wipe any spills on the floor. 10. Cool the food before grinding in the mixer / grinder. 11. Keep fire extinguishers in the lab at strategic points. 	10m
37.a)	<p>Moist heat method</p> <ul style="list-style-type: none"> • Boiling • Simmering • Steaming • Pressure Cooking • Poaching • Blanching <p>Brief Notes</p>	3m
37 b)	<p>The first principle to storage is to know what, where, when it is needed by the user. Food service operations store raw or cooked ingredients for different length of time and at different temperature to preserve their wholesomeness till required for preparation and service.</p> <p>Storage helps to minimize material handling and helps to maintain compactness in work section by limiting the volume stored.</p> <p>The food items purchased should be stored properly in first</p>	1m

	<p>sequenceto avoid food spoilage, pilferage andlabour. Products piled without any logical arrangements may be subject to loss in addition to posing safety hazards. It isadvisable to set limits on the number of persons who have access to storage areas.</p> <p>Storage areas should have easy access from the receiving area and from the preparation and production area. Storage areas should be clean, well ventilated and dry with adequate space for a smooth flow of work.</p> <p>Types of Storage</p> <ol style="list-style-type: none"> 1. Dry Storage 2. Refrigerated storage 3. Frozen storage <p>Detailed notes</p>	<p>1m</p> <p>1m</p> <p>1m</p> <p>6m</p>
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Note: Marks can be allotted for the Question No. 37 (b) and Question No. 29 for Translation Mistake

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