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B.Voc. Retail Management and I.T. (Part - I) (Semester - II) Examination, December - 2016

RETAIL ENVIRONMENT - II (Paper - XII)

Sub. Code : 64719

Day and Date : Thursday, 15 - 12 - 2016 **Total Marks : 50**

Time : 03.00 p.m. to 05.00 p.m.

Instructions :
1) **Solve any five questions.**
2) **All questions carry equal marks.**
3) **Figures to the right indicate full marks.**

Q1) Write short answers (any two) : **[10]**

a) What is Retail Environment?

b) Explain Job Description.

c) Write customer intimacy.

Q2) Explain in detail foreign Direct Investment in retail. **[10]**

Q3) Define strategy and write a strategy framework in detail. **[10]**

Q4) Comment on retail landscape in rural India. **[10]**

Q5) Explain in detail a hierarchy in retail organisation. **[10]**

Q6) What are the types of Rural Retail Formats. **[10]**

P.T.O.

Q7) Write short notes (any two) : [10]

a) Village Mellas

b) Operational Excellence

c) Store Manager

मराठी रूपांतर

सूचना : 1) कोणतेही पाच प्रश्न सोडवा.

2) सर्व प्रश्नांना समान गुण आहेत.

3) उजवीकडील अंक पूर्ण गुण दर्शवितात.

प्र.1) थोडक्यात उत्तरे लिहा. (कोणतेही दोन) [10]

अ) किरकोळ व्यापाराचे पर्यावरण आहे.

ब) कार्य वर्णन स्पष्ट करा.

क) ग्राहकांची घनिष्ठता लिहा.

प्र.2) किरकोळ व्यापारामधील थेट परकीय गुंतवणूक सविस्तर स्पष्ट करा. [10]

प्र.3) धोरणेची व्याख्या लिहा. आणि धोरणेची चौकट सविस्तर लिहा. [10]

प्र.4) ग्रामीण भारतामधील किरकोळ व्यापाराचे लँडस्केप यावर टिप्पणी करा. [10]

प्र.5) किरकोळ व्यापारी संस्थांमधील अधिकार श्रेणी सविस्तर स्पष्ट करा. [10]

प्र.6) ग्रामीण किरकोळ व्यापारांच्या स्वरूपाचे प्रकार काय आहेत? [10]

प्र.7) टीपा लिहा. (कोणत्याही दोन) [10]

अ) गावातील मेळा

ब) कार्यकारी उत्कृष्ठता

क) भांडार व्यवस्थापक

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Total No. of Pages : 3

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B.Voc. (Part - I) (Semester - II) Retail Management and I.T. Examination, December - 2016

BASIC COMPUTER AND I.T. IN RETAILING - II (Paper - XIV)

Sub. Code : 64721

Day and Date : Saturday, 17 - 12 - 2016 **Total Marks : 50**

Time : 3.00 p.m. to 05.00 p.m.

Instructions :
1) **Solve any five questions.**
2) **All questions carry equal marks.**
3) **Figures to the right indicate full marks.**

Q1) Write Short Answer (Any Two). **[10]**

a) Write limitations of I.T.

b) What are the uses of Internet?

c) Explain Data warehousing.

Q2) What are the influencing parameters for use of I.T. in Retailing? **[10]**

Q3) Explain Database management and creating database. **[10]**

Q4) Write Electronic mail and Explain working of Internet. **[10]**

Q5 Explain critical analysis of e-retailing strategies with example. **[10]**

P.T.O.

Q6) Write in detail the role of I.T. in business. [10]

Q7) Write short notes (Any Two). [10]

a) Types of Online retailing

b) Applicaitons of I.T.

c) Filtering Database

मराठी रूपांतर

सूचना :– 1) कोणतेही पाच प्रश्न सोडवा.

2) सर्व प्रश्नांना समान गुण आहेत.

3) उजवीकडील अंक पूर्ण गुण दर्शवितात.

प्र.1) थोडक्यात उत्तरे लिहा. (कोणतेही दोन) [10]

अ) आय.टी. च्या मर्यादा लिहा.

ब) इंटरनेटचे वापर काय आहेत?

क) माहिती साठवणूक केंद्र स्पष्ट करा.

प्र.2) किरकोळ व्यापारातील आय.टी.च्या वापरासाठी प्रभावी परिमाणे कोणती? [10]

प्र.3) डाटाबेस व्यवस्थापन आणि डाटाबेस तयार करणे स्पष्ट करा. [10]

प्र.4) इलेक्ट्रॉनिक मेल लिहा आणि इंटरनेटचे कार्य स्पष्ट करा. [10]

प्र.5) ई–रिटेलिंग योजनांमधील गंभिर विश्लेषण उदाहरणासहीत स्पष्ट करा. [10]

प्र.6) आय.टी.ची व्यापारामधील भूमिका सविस्तर लिहा. [10]

प्र.7) टिपा लिहा. (कोणत्याही दोन) [10]

अ) ऑनलाईन रिटेलिंगचे प्रकार

ब) आय.टी. चे कार्य

क) डाटाबेस छाळणी

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Total No. of Pages : 3

B.Voc. (Part - I) (Semester - II) Retail Management and I.T. Examination, December - 2016

RETAIL STORE OPERATION - II (Paper - XIII)

Sub. Code : 64720

Day and Date : Friday, 16 - 12 - 2016 **Total Marks : 50**

Time : 3.00 p.m. to 05.00 p.m.

Instructions :
1) **Solve any five questions.**
2) **All questions carry equal marks.**
3) **Figures to the right indicates full marks.**

Q1) Write Short Answers (Any Two). **[10]**

a) What is Personal Protective Equipments (PPE).

b) What is Hazardous product.

c) What is non monetary motivational factor.

Q2) Explain in detail Basic Hygine practices. **[10]**

Q3) Explain various sofety tips useful in Retail stores. **[10]**

Q4) What is manpower planning? Explain various factors to be consider for manpower planning. **[10]**

Q5 What is castomer serrice management? Explain service management model. **[10]**

P.T.O.

Q6) What factors does a retail organisation need to consider while implementing a service action plan? [10]

Q7) Write short notes (Any Two). [10]

a) Salary + Bonus + commission

b) Tools for motivation

c) Musculoskeletal injuries

मराठी रूपांतर

सूचना :– 1) कोणतेही पाच प्रश्न सोडवा.

2) सर्व प्रश्नांना समान गुण आहेत.

3) उजवीकडील अंक पूर्ण गुण दर्शवितात.

प्र.1) थोडक्यात उत्तरे लिहा. (कोणतेही दोन) [10]

अ) वैयक्तिक संरक्षण अवजारे म्हणजे काय?

ब) घातक उत्पादन वस्तू म्हणजे काय?

क) मुद्राव्यतिरिक्त प्रेरणादायी घटक काय आहेत?

प्र.2) मूलभूत आरोग्यदायी पद्धती सविस्तर स्पष्ट करा. [10]

प्र.3) किरकोळ दुकानांमध्ये उपयुक्त असणाऱ्या विविध सुरक्षा टिपा स्पष्ट करा. [10]

प्र.4) मनुष्यबळ नियोजन म्हणजे काय? मनुष्यबळ नियोजन करताना विचारात घ्यावयाचे विविध घटक स्पष्ट करा. [10]

प्र.5) ग्राहक सेवा व्यवस्थापन म्हणजे काय? सेवा व्यवस्थापनाची प्रतिकृती स्पष्ट करा. [10]

प्र.6) सेवा कृती आराखड्याची अंमलबजावनी करताना किरकोळ संस्थांना कोणते घटक विचारात घ्यावे लागतात? [10]

प्र.7) टिपा लिहा. (कोणतेही दोन) [10]

अ) पगार + बोनस + कमिशन

ब) प्रेरणा साधने

क) अस्थी व स्नायुंच्या दुखापती

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B.Voc. Retail Management and I.T. (Part - I) (Semester - II) Examination, December - 2016

BUSINESS MANAGEMENT - II

(Paper - XI)

Sub. Code : 64718

Day and Date : Wednesday, 14 - 12 - 2016 **Total Marks : 40**

Time : 03.00 p.m. to 05.00 p.m.

Instructions :
1) **Solve any five questions.**
2) **All questions carry equal marks.**
3) **Figures to the right indicate full marks.**

Q1) Write short answers (any two) : **[8]**

a) Write characteristics of motivation

b) Explain concept of leadership

c) What is the significance of controlling

Q2) Explain in detail Abraham Maslows Need Hierarchy Theory. **[8]**

Q3) Write in detail leadership style. **[8]**

Q4) What is co-ordination? Explain needs of co-ordination. **[8]**

) Explain communication and process of communication. **[8]**

Write planned change? Explain the factors involved in planned change. **[8]**

P.T.O.

Q7) Write short notes (any two) : [8]

a) Emerging trends in management

b) Democratic style

c) Non-financial means of effective motivation

मराठी रूपांतर

सूचना : 1) कोणतेही पाच प्रश्न सोडवा.

2) सर्व प्रश्नांना समान गुण आहेत.

3) उजवीकडील अंक पूर्ण गुण दर्शवितात.

प्र.1) थोडक्यात उत्तरे लिहा. (कोणतेही दोन) [8]

अ) कार्य प्रेरणेची वैशिष्ट्ये लिहा.

ब) नेतृत्त्वची संकल्पना स्पष्ट करा.

क) नियंत्रणाचे महत्त्व कोणते?

प्र.2) अब्राहम मास्लोची गरज–अधिकार श्रेणीचा सिद्धांत सविस्तर स्पष्ट करा. [8]

प्र.3) नेतृत्त्व शैली सविस्तर लिहा. [8]

प्र.4) समन्वय म्हणजे काय? समन्वयाची गरज स्पष्ट करा. [8]

प्र.5) दळणवळण आणि दळणवळणाची कार्यपद्धती स्पष्ट करा. [8]

प्र.6) नियोजनबद्ध बदल लिहा. नियोजनब्ध बदलामधील अंतर्भुत असलेले घटक स्पष्ट करा. [8]

प्र.7) टीपा लिहा. (कोणत्याही दोन) [8]

अ) व्यवस्थापनातील उदयोन्मुख कल

ब) लोकशाही शैली

क) प्रभावी प्रेरणेची आर्थिकेतर घटक

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B.Voc. Retail Management and I.T. (Part - I) (Semester - II) Examination, December - 2016

BUSINESS MANAGEMENT - II

(Paper - XI)

Sub. Code : 64718

Day and Date : Wednesday, 14 - 12 - 2016 **Total Marks : 40**

Time : 03.00 p.m. to 05.00 p.m.

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P.T.O.

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a) Emerging trends in management

b) Democratic style

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मराठी रूपांतर

सूचना : 1) कोणतेही पाच प्रश्न सोडवा.

2) सर्व प्रश्नांना समान गुण आहेत.

3) उजवीकडील अंक पूर्ण गुण दर्शवितात.

प्र.1) थोडक्यात उत्तरे लिहा. (कोणतेही दोन) **[8]**

अ) कार्य प्रेरणेची वैशिष्ट्ये लिहा.

ब) नेतृत्त्वची संकल्पना स्पष्ट करा.

क) नियंत्रणाचे महत्त्व कोणते?

प्र.2) अब्राहम मास्लोची गरज–अधिकार श्रेणीचा सिद्धांत सविस्तर स्पष्ट करा. **[8]**

प्र.3) नेतृत्त्व शैली सविस्तर लिहा. **[8]**

प्र.4) समन्वय म्हणजे काय? समन्वयाची गरज स्पष्ट करा. **[8]**

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B.Voc. Retail Management and I.T. (Part – I) (Semester - II) Examination, December - 2016

BUSINESS MANAGEMENT - II

(Paper - XI)

Sub. Code : 64718

Day and Date : Wednesday, 14 - 12 - 2016 **Total Marks : 40**

Time : 03.00 p.m. to 05.00 p.m.

Instructions :
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P.T.O.

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b) Democratic style

c) Non-financial means of effective motivation

मराठी रूपांतर

सूचना : 1) कोणतेही पाच प्रश्न सोडवा.

2) सर्व प्रश्नांना समान गुण आहेत.

3) उजवीकडील अंक पूर्ण गुण दर्शवितात.

प्र.1) थोडक्यात उत्तरे लिहा. (कोणतेही दोन) [8]

अ) कार्य प्रेरणेची वैशिष्ट्ये लिहा.

ब) नेतृत्त्वची संकल्पना स्पष्ट करा.

क) नियंत्रणाचे महत्त्व कोणते ?

प्र.2) अब्राहम मास्लोची गरज–अधिकार श्रेणीचा सिद्धांत सविस्तर स्पष्ट करा. [8]

प्र.3) नेतृत्त्व शैली सविस्तर लिहा. [8]

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प्र.5) दळणवळण आणि दळणवळणाची कार्यपद्धती स्पष्ट करा. [8]

प्र.6) नियोजनबद्ध बदल लिहा. नियोजनब्ध बदलामधील अंतर्भुत असलेले घटक स्पष्ट करा. [8]

प्र.7) टीपा लिहा. (कोणत्याही दोन) [8]

अ) व्यवस्थापनातील उदयोन्मुख कल

ब) लोकशाही शैली

क) प्रभावी प्रेरणेची आर्थिकेतर घटक

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प्र.5) दळणवळण आणि दळणवळणाची कार्यपद्धती स्पष्ट करा. [8]

प्र.6) नियोजनबद्ध बदल लिहा. नियोजनब्ध बदलामधील अंतर्भुत असलेले घटक स्पष्ट करा. [8]

प्र.7) टीपा लिहा. (कोणत्याही दोन) [8]

अ) व्यवस्थापनातील उदयोन्मुख कल

ब) लोकशाही शैली

क) प्रभावी प्रेरणेची आर्थिकेतर घटक

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B.Voc. (Part - I) (Semester - II) Examination, December - 2016
ENGLISH
Business Communication (Paper - II)
Sub. Code :66808,64717,64843

Day and Date : Tuesday, 13- 12 - 2016 **Total Marks :40**

Time : 12.00 noon. to 2.00 p.m.

Instructions : **1) All questions are compulsory.**
2) Figures to the right indicate full marks.

Q1) Fill in the blanks in the following Group Discussion on "Need of Rural India: Education or Industrialization", using the appropriate responses given below (10 out of 12) **[10]**

(Interrupt, interesting, rural development, two minutes, kind attention, industrialization, let me first clear, in my view, population, right, I think, factors)

A: Gentlemen, may I request your _____ please? The subject given for discussion is _____. It is about what rural India needs more, Education or Industrialization. India needs Education for rural development. Mr.B. Would you like to speak on the subject for _____?

B: I belong to a village and I completed my education. there. In the villages only a few can afford education. There is a majority of landless labourers. I think industrialization should get preference at rural area because it can provide employment to the village folk.

C: I agree with Mr.B. But because of _____ explosion the benefits of industrialization to rural area are coming down. Proper education of family planning should be given.

D: Both Mr.B. and Mr.C. are _____. But gentlemen, _____ we should treat the subject in a different manner._____ the scope cannot be limited to family planning and education only. There are many other factors that are equally important.

A: Friends,_____ that nobody denies that our villages need many inputs for rapid development. But the subject given provides two

topics, _____and _____ and wants us to discuss as to which of these two should get priority.

B: You are right. In my opinion we should give priority to education.

A: All right gentlemen! Let us conclude our discussion here. Some of us opted for industry for rapid development, others argued for education. I hope we all agree with the view that industrialization without education and population control is of no use.

Q2) a) Attempt Any One of the following: **[10]**

Draft a letter inviting quotation to Central Marketing Organization, 13 M.G.Road, Camp Area, Pune-1 to purchase large stocks of stationary goods for newly opened Royal Stationary Mart, Rajarampuri, Kolhapur.

OR

b) As a retail shop-owner of electrical goods, write a letter of complaint for delay in supplying the order to Satyam Electricals, Laxmipuri, Kolhapur.

Q3) Fill in the blanks with appropriate responses in the following negotiations between the Customer(C) and Salesperson(S) (10 out of 12) **[10]**

S:Good morning, Sir _____ I help you?

C:Yes. I _____ a microwave oven.

S:Sure Sir, we have a great range of microwave ovens.

C:Oh, great! Can you show me microwave ovens of Kenstar,please?

S:Why not? Please _____ to this unit, Sir. This is a newly inroduced model 'Smart Chef'.

C:Quite interesting! What are the _____?

S:Among the newly introduced features there is time saving buzzer system.

C:How much _____?

S:It is Just for Rs. 30,000/-, Sir!

C:Oh, its very _____

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Total No. of Pages :3

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B.Voc. (Part - I) (Semester - II) Examination, December - 2016
ENGLISH
Business Communication (Paper - II)
Sub. Code :66808,64717,64843

Day and Date : Tuesday, 13- 12 - 2016 **Total Marks :40**

Time : 12.00 noon. to 2.00 p.m.

Instructions : **1) All questions are compulsory.**
2) Figures to the right indicate full marks.

Q1) Fill in the blanks in the following Group Discussion on "Need of Rural India: Education or Industrialization", using the appropriate responses given below (10 out of 12) **[10]**

(Interrupt, interesting, rural development, two minutes, kind attention, industrialization, let me first clear, in my view, population, right, I think, factors)

A: Gentlemen, may I request your _____ please? The subject given for discussion is _____. It is about what rural India needs more, Education or Industrialization. India needs Education for rural development. Mr.B. Would you like to speak on the subject for _____?

B: I belong to a village and I completed my education. there. In the villages only a few can afford education. There is a majority of landless labourers. I think industrialization should get preference at rural area because it can provide employment to the village folk.

C: I agree with Mr.B. But because of _____ explosion the benefits of industrialization to rural area are coming down. Proper education of family planning should be given.

D: Both Mr.B. and Mr.C. are _____. But gentlemen, _____ we should treat the subject in a different manner._____ the scope cannot be limited to family planning and education only. There are many other factors that are equally important.

A: Friends,_____ that nobody denies that our villages need many inputs for rapid development. But the subject given provides two

P.T.O

topics, _____and _____ and wants us to discuss as to which of these two should get priority.

B: You are right. In my opinion we should give priority to education.

A: All right gentlemen! Let us conclude our discussion here. Some of us opted for industry for rapid development, others argued for education. I hope we all agree with the view that industrialization without education and population control is of no use.

Q2) a) Attempt Any One of the following: **[10]**

Draft a letter inviting quotation to Central Marketing Organization, 13 M.G.Road, Camp Area, Pune-1 to purchase large stocks of stationary goods for newly opened Royal Stationary Mart, Rajarampuri, Kolhapur.

OR

b) As a retail shop-owner of electrical goods, write a letter of complaint for delay in supplying the order to Satyam Electricals, Laxmipuri, Kolhapur.

Q3) Fill in the blanks with appropriate responses in the following negotiations between the Customer(C) and Salesperson(S) (10 out of 12) **[10]**

S:Good morning, Sir _____ I help you?

C:Yes. I _____ a microwave oven.

S:Sure Sir, we have a great range of microwave ovens.

C:Oh, great! Can you show me microwave ovens of Kenstar,please?

S:Why not? Please _____ to this unit, Sir. This is a newly inroduced model 'Smart Chef'.

C:Quite interesting! What are the _____?

S:Among the newly introduced features there is time saving buzzer system.

C:How much _____?

S:It is Just for Rs. 30,000/-, Sir!

C:Oh, its very _____

S:Sir, actually it is the prize of an offer. You can get handy mix_____

C:Fine. Can you give _____?

S:Sir,let me ask the _____.

C:Please go ahead.

S:Sir, we can give discount of Rs.2,000/-

C:Actually this is very _____. I get it online for Rs. _____.

S:Yes Sir, surely. But what about after salesservice?

C:Anyway, you give me discount of Rs.3,000/-_____.

S:Ok sir Rs.27,000/- is the final deal.

C:Ok then please pack company piece.

S:Don't worry sir. Please pay the amount to the cash counter.

C:Ok

S:Thank you very much sir.

C:Thank you.

Q4) Attempt any one of the following: **[10]**

a) Describe a pressure cooker. As a salesperson describe its features, parts, use, do's, and dont's give instructions for cleaning, etc.

OR

b) Draft an advertisement for a beauty cream.

✡ ✡ ✡

S:Sir, actually it is the prize of an offer. You can get handy mix_____

C:Fine. Can you give _____?

S:Sir,let me ask the _____.

C:Please go ahead.

S:Sir, we can give discount of Rs.2,000/-

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Seat No.	

ST-880

Total No. of Pages : 2

Diploma in Food Processing Technology (Under Community College Scheme) (Semester - II) Examination, December - 2016

BUSINESS COMMUNICATION (Paper - VII)

Sub. Code :64806

Day and Date : Tuesday, 13- 12 - 2016 **Total Marks :40**

Time : 3.00 p.m. to 5.00 p.m.

Instructions :
1) **All questions are compulsory.**
2) **Figures to the right indicate full marks.**

Q1) Attempt any two of the following: **[8]**

a) Mention some expressions used while intervening or breaking into the discussion.

b) Write about the importance of e-mail correspondence in the present situation.

c) What is agenda? What are its elements?

Q2) Attempt any three of the following: **[24]**

a) There is a group discussion on the following issues. Make suggestions on each of them giving an argument in support.

i) Child labour is the burning problem in our society.

ii) How to stop ragging in your college?

iii) Recruitment of girls in defense services.

iv) How to celebrate the Independence Day?

b) As the Chief of Production Section write a memo to The Financial Manager seeking his approval for purchasing additional material for food processing worth Rs. 1,00,000/-

P.T.O.

c) Assuming that you are the Purchase Officer of Sahyadri Garments, Satara; place an order for the following items with the Modern Furniture Mart, Pune-07.

Item	Quantity
Office chairs	20
Wooden tables	15
Molding chairs	100
file racks	10

d) Draft a letter inviting quotations for the supply of fresh fruits for making mixed fruit jam. Imagine the necessary details.

e) What are the various functions of an advertisement? Discuss giving examples.

Q3) Wrtie short notes on any two: **[8]**

a) Procedure of sending an e-mail.

b) Advertising as communication.

c) Difference between a quotation letter and a notice inviting tender.

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Total No. of Pages : 2

Seat No.	

B.Voc. (Part - I) (Semester - II) Examination, December - 2016

FOOD PROCESSING & MANAGEMENT (Paper - XI)

Fundamentals of Food Science - II

Sub. Code : 64807

Day and Date : Wenesday, 14 - 12 - 2016 **Total Marks : 40**

Time : 03.00 p.m. to 05.00 p.m.

Instructions : 1) **Solve any five questions.**
2) **Figures to the right indicate full marks.**
3) **Draw diagram wherever necessary.**

Q1) Write short answer (Any Two) : **[8]**
a) Toxic components present in nuts & oilseeds.
b) Nutritive value of cereals.
c) Gelatinization.

Q2) Explain pigments in fruits and effect of acids alkali and heat. **[8]**

Q3) Explain the cooking of pulses and factors affecting cooking. **[8]**

Q4) Illustrate the structure of cereal grain. Write in brief wheat and wheat products. **[8]**

Q5) Explain factors affecting gluten formation. **[8]**

Q6) Explain classification of vegetable. **[8]**

Q7) Write short notes (Any Two) : **[8]**
a) Ready-To-Eat cereal products.
b) Fermentation.
c) Groundnut.

P.T.O.

मराठी रूपांतर

सूचना : 1) कोणतेही पाच प्रश्न सोडवा.

2) सर्व प्रश्नांना समान गुण आहेत.

3) उजवीकडील आकडे पूर्ण गुण दर्शवितात.

4) आवश्यक तेथे आकृती काढा.

प्र.1) थोडक्यात उत्तरे लिहा. (कोणतेही दोन) [8]

अ) तेलबिया आणि कठिण कवचाची फळे यामधील विषारी घटक.

ब) तृणधान्यातील पोषनमूल्ये.

क) जिलेटिनायझिशन.

प्र.2) फळामधील रंगद्रव्ये स्पष्ट करून रंगद्रव्यावरती होणारा आम्लाची, अल्कालीया व उष्णतेचा होणारा परिणाम. [8]

प्र.3) डाळीची पाककला सविस्तर स्पष्ट करून. डाळीच्या पाकलेवर होणारा घटकांचा परिणाम लिहा. [8]

प्र.4) तृणधान्याची रचना उदाहरणासहित स्पष्ट करा. गहू आणि गव्हाचे पदार्थ याबद्दल थोडक्यात लिहा. [8]

प्र.5) ग्लुटेव तयार होण्यावर परिणाम करणारे घटक याबद्दल सविस्तर लिहा. [8]

प्र.6) भाज्याचे वर्गीकरण सविस्तर स्पष्ट करा. [8]

प्र.7) टिपा लिहा. [8]

अ) तृणधान्याचे खाव्यास तयार पदार्थ.

ब) आंबिवणे.

क) शेंगदाने.