

## HM-201

### Food and Beverage Service

Master of Hotel Management (MHM-17)

Second Semester, Examination, 2018

**Time : 3 Hours**

**Max. Marks : 40**

**Note :** This paper is of **forty (40)** marks containing **three (03)** Sections A, B and C. Learners are required to attempt the questions contained in these Sections according to the detailed instructions given therein.

#### Section-A

##### (Long Answer Type Questions)

**Note :** Section 'A' contains four (04) long answer type questions of nine and half ( $9\frac{1}{2}$ ) marks each. Learners are required to answer *two* (02) questions only.

1. What do you understand with the term 'Catering' ? Classify commercial and non-commercial catering in detail with examples.
2. List *five* examples of crockery, cutlery, holloware, glassware and linen used in the restaurant. Mention sizes/capacities of them.
3. Draw the organization chart of a restaurant and explain the duties of each member.
4. Justify, that skill of service staff is a deciding factors in selecting the type of service to be followed in an outlet.

**Section-B****(Short Answer Type Questions)**

**Note :** Section 'B' contains eight (08) short answer type questions of four (04) marks each. Learners are required to answer *four* (04) questions only.

1. Differentiate between a night club and a discotheque.
2. What does the term 'dummy waiter' refer to ?
3. What are the advantages and disadvantages of disposables ?
4. Explain the importance of inter-department relationship of F & B department.
5. Explain the advantages and disadvantages of Buffet service.
6. Differentiate between American service and French service.
7. What do you understand by Vending ? What are its advantages and limitations ?
8. Explain assisted service. Where do you find such service ?

**Section-C****(Objective Type Questions)**

**Note :** Section 'C' contains ten (10) objective type questions of half ( $\frac{1}{2}$ ) mark each. All the questions of this Section are compulsory.

Fill in the blanks :

1. A small structure on a side walk or highway with three sides open, serving beverages and snacks is known as .....

2. .... is an outlet that caters to the service of food and beverage to a large gathering of people.
3. .... is a supervisor of service staff in the food and beverage service department.
4. .... refers to all types of knives and cutting implements and flatware such forks and spoons.
5. .... is a mental states of readiness, learned and organized through experience, exerting a specific influence on a person's response to people; objects and situation with it is related.
6. Catering operations in which the profitability of the catering facility is not the primary concern is known as .....
7. .... is a method of serving hotel or restaurant food, in which portions of food are placed on plates in the kitchen by the establishment's employees and served to each guest by a waiter or waitress.
8. French term to denote napkin is .....
9. It is a temporary structure erected over the buffet counter during the outdoor catering function. The structure is made of aluminium and fabric of bright colours.
10. .... is a method of serving food. Food is served with service spoon and fork from the left-hand side of the guest.

