

# P-798

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## BHM-402T

### Food and Beverage Service Operations-II

Bachelor of Hotel Management (BHM)

4th Semester, Examination 2023 (June)

**Time : 2 Hours]**

**[Max. Marks : 35**

**Note :** This paper is of Thirty Five (35) marks divided into two (02) Sections A and B. Attempt the questions contained in these sections according to the detailed instructions given therein.

### SECTION-A

#### (Long Answer Type Questions)

**Note :** Section 'A' contains Five (05) long answer type questions of Nine and Half (9½) marks each. Learners are required to answer any Two (02) questions only.

(2×9½=19)

1. Define Menu Engineering. How menu items are categorized and treated on the basis of Boston Consulting Group's (BCG) matrix?

2. Draw an organisation chart of banquet department of 5 star hotel. Enlist duties and responsibilities of Banquet Manager.
3. Discuss break even analysis with the help of a neat chart and suitable examples.
4. Write a note on "Restaurant Planning".
5. Explain the procedure of banquet booking and reservation followed in a five star hotel with suitable forms and formation.

## **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 any Four (04) questions only. (4×4=16)

1. What are the main thumb rules from handling guest problems ? Explain in detail.
2. What are the key ways of expressing sales concepts in food and beverages operations ? Explain it.
3. Discuss the role of IRCTC in the development of railway catering in India.
4. Explain food and beverages control cycle with the help of a neat diagram.

5. Differentiate between high tea and afternoon tea.
  6. What is flambeing ? Explain how gueridon service can be on effective marketing tool for your outlet.
  7. What are the key differences between railway catering and airline catering ?
  8. What are the various types of buffet found in a five star hotel ? Explain each with example.
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