

**MHM–203****Food & Beverage Operations and Control**

Master of Hotel Management (MHM–11/16)

Second Semester, Examination, 2017

**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. Define “Cost”. What are the different types of cost in Food and Beverage Business ?
2. Explain menu merchandising in detail.
3. Classify equipments used in a restaurant. Explain in detail Silverware and Chinaware, giving their usage.
4. With the help of a neat chart, explain briefly the various stages of control cycle.

**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. Explain in detail the various concepts of profit.
2. Explain the following in short :
  - (a) SPS
  - (b) EOQ
  - (c) En Pension
  - (d) Stock turnover
3. What are the attributes of a bar personnel ?
4. List *six* types of bars and explain any *one* in detail.
5. Explain different types of Menu. How does pricing differ from menu to menu ?
6. As a F & B controller, what are the steps which you will take care in controlling food and beverage cost ?
7. What points are to be considered while planning and fixing the price of a banquet menu ?
8. What do you mean by KOT and BOT ? How do they help in F & B controlling process ?

**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.

1. .... is a metal device used for measuring liquor, sized in ounces, or fractions of ounces.

**[ 3 ]**

2. Public room for relaxing, generally situated near the reception area is called ..... .
3. French designation for station waiter is called Maitre d'hotel. (True/False)
4. Silver service is implemented in Coffee shop. (True/False)
5. Scullery refers to Pot wash. (True/False)
6. Height of a dining table is ..... inches.
7. English service is also called ..... .
8. At high tea, hot snacks should be served with bread and butter. (True/False)
9. Bin number is noted on the KOT while writing order of wine. (True/False)
10. The term used to describe loss of wine or spirit from a cask or bottle due to evaporation or leakage is called ..... .

