

Roll No.

MHM–203

Food and Beverage Operations and Control

Master of Hotel Management (MHM–11/16)

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 are the different types of catering services ? Explain each with suitable examples.
2. Define menu. Explain the step-by-step procedure of menu development.
3. What are the different types of bar ? Explain each with examples.

(B-93) P. T. O.

4. List the equipments you may find in bar for efficient functioning. List various types of glasses used for serving cocktails.

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. Define food cost ratio.
2. What is control ? How can you maintain a food controlling system ?
3. What are the standard to be implemented to make a good menu ?
4. What are the attributes of a good waiter ?
5. Describe the organization of service staff.
6. What are the general attributes of a 'good hospitality employee' ?
7. How is personal hygiene important in service section ?
8. List the duties and responsibilities of barman.

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.

Explain each in few lines :

1. Gueridon trolley

2. English service
3. Glassware
4. Side station
5. Mise-en-place
6. Carte du jour
7. Cocktail bar
8. Cocktail shaker
9. Fortified wine
10. Food cost ratio