

Roll No.

MHM–203

Food and Beverage Operations and Control

Master of Hotel Management (MHM–11/16)

Second Semester, Examination, 2017

Time : 3 Hours

Max. Marks : 35

Note : This paper is of **thirty-five (35)** marks containing **three (03)** sections A, B and C. 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 seven and half ($7\frac{1}{2}$) marks each. Learners are required to answer *two* (02) questions only.

1. Draw the hierarchy of Food and Beverage Service Staff of a 5 star hotel. Explain the duties and responsibilities of any *three*.
2. Explain elaborately the attributes of service staff.
3. Discuss *five* common problems occurring in restaurant with guest, also discuss how these can be solved.
4. What are the points that has to be considered while menu planning ? Discuss in detail.

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

Note : Section 'B' contains eight (08) short answer type questions of two and half ($2\frac{1}{2}$) marks each. Learners are required to answer *six* (06) questions only.

1. Explain in detail the elements of cost.
2. Explain the growth of catering industry in India.
3. What are the different methods of controlling food cost ?
4. Classify cocktail with at least *one* suitable example of each.
5. Mention the ways of ensuring storeroom security from theft.
6. Explain bar controlling system.
7. What are the points that has to be kept in mind while pricing dishes in menu.
8. Discuss in detail the different types bars and beverage operations.

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. Sommelier is responsible for service of
(cheese/wines/soups)
2. English service is also called
3. Satellite kitchens are managed by
4. Top copy of KOT is handed over to
5. Instructions given to the service staff before start of restaurant work is called

[3]

6. In which of the following situations Credit memo is not made. (Over charged/Wrong delivery/
Damaged bottles)
7. Muddler is a mocktail. (True/False)
8. Wines with extra alcohol are called
9. Dummy waiter is the other name of
10. Other name of chef de rang is

