

HM-201

Food and Beverage Service

Master of Hotel Management (MHM-17)

Second Semester, Examination, 2019 (June)

Time : 3 Hours]

[Max. Marks : 40

Note : This paper is of Forty (40) marks divided into 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 Nine and half ($9\frac{1}{2}$) marks each. Learners are required to answer any two (2) questions only.

($2 \times 9\frac{1}{2} = 19$)

1. Explain the various types of restaurant and their characteristics in detail.
2. Draw a label of a dummy waiter. Explain the importance of dummy waiter.

3. Describe the inter-department relationship between food and beverage with other departments of a hotel.
4. Explain Guéridon Service. What kind of care should be taken while using the Guéridon trolley ?

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. How attributes of a good waiter help to enhance restaurant sale ?
2. Explain the different methods that are used for silver cleaning.
3. Write down the care and maintenance involved in various types of F&B equipment.
4. Explain disposables and its types. Discuss the advantages and disadvantages of disposable in the catering establishments.
5. What is 'buffet' ? Discuss the types of buffets. Explain the main features of buffet.
6. What do you understand by American service ? Where do you find this service ?

7. List five examples of crockery, cutlery, holloware, line and glassware used in the speciality restaurant.
8. Write a detailed note on Bar and Banquets.

SECTION-C
(Objective Type Questions)

Note : Section 'C' contains ten (10) objective type questions of half ($\frac{1}{2}$) marks each. All the questions of this section are compulsory. (10 \times $\frac{1}{2}$ =05)

Fill in the blanks :

1. _____ is a ceremonial dinner honouring a particular guest or occasion.
2. _____ is a precise description of the purpose, duties and responsibilities of a job or a position.
3. A bowl containing lukewarm water and a slice of lemon to wash fingers after a meal is known as _____.
4. _____ is an outlet which serves food and beverage round the clock in guest rooms.
5. _____ is the process of identifying and group the work to be performed, defining and delegating responsibility and authority, and establishing relationships for the purpose of enabling people to work more effectively in accomplishing goals of the company.

6. A two-way communication between the management and staff before an operation is called _____.
 7. A group of tables serviced by a captain and his crew is called _____.
 8. The person who clears tables is called _____.
 9. A restaurant that provides ready to eat food is known as _____.
 10. Glassware is measured in terms of _____.
- _____