

**BACHELOR OF SCIENCE (HOSPITALITY & HOTEL ADMINISTRATION)  
(CBCS-2016 COURSE)**

**B.Sc. (H. & H.A.) Sem - VI :SUMMER- 2022**

**SUBJECT : FOOD & BEVERAGE OPERATIONS & MANAGEMENT**

Day : Monday

Time : 02:00 PM-04:30 PM

Date : 20-06-2022

**S-15295-2022**

Max. Marks : 60

**N.B.:**

- All questions are **COMPULSORY**.
- Figures to the right indicate **FULL** marks
- Answers of the both sections should be written in same answer sheet

**SECTION – I**

**Q.1)** Explain the following terms; **(ANY SIX)** (1 Marks X 6 = 6 Marks)

- |                             |                |
|-----------------------------|----------------|
| a) Centralized Room Service | e) SWOT        |
| b) Mulligatawny Soup        | f) ODC         |
| c) Trancher                 | g) Fork Buffet |
| d) Crash Bar                | h) FP          |

**Q.2)** Answer **ANY THREE** of the following: (4 Marks X 3 = 12 Marks)

- a) Explain the mise-en-place activities required for breakfast service in the room service.
- b) Explain the following tipping system used in the restaurant.  
i) Point Base ii) Even distribution
- c) Explain the following types of trolley service used in the hotel  
i) Salad Trolley ii) Hors d'oeuvres Trolley
- d) Answer the Gueridon Service related questions;

i) The portion of vinegar to oil in English salad dressing....

a) 2:1	c) 1:2
b) 3:1	d) 1:1

ii) Which one of the following served raw?

a) Steak Tartare	c) Steak Diane
b) Entrecote au poivre	d) Entrecote Chasseur

iii) Cigar & Cigarettes are presented to the guests from

a) Cheese Trolley	c) Flambé Trolley
b) Sweet Trolley	d) Liqueur Trolley

iv) Accompaniments of prawn cocktail is ....

a) Mint Sauce	c) Roasted Gravy
b) Brown Bread & Butter	d) Red Currant Jelly

**Q.3)** Answer **ANY THREE** of the following: (4 Marks X 3 = 12 Marks)

- a) Explain the features of the Centralized & De-centralized room service.
- b) Write a note on following equipments used in gueridon service operations.  
i) Flair Lamp ii) Gas Stove
- c) Plan 7 course Italian menu with silverware & crockery requirements.
- d) Give the procedure of placing order through doorknob card.

**PTO**

**SECTION – II**

**Q.4)** Explain the following terms; **(ANY SIX)** (1 Marks X 6 = 6 Marks)

- |                     |           |
|---------------------|-----------|
| a) Cosy             | e) DND    |
| b) Lectern          | f) MoS    |
| c) Toastmaster      | g) Canopy |
| d) Breakfast Hanger | h) BEP    |

**Q.5)** Answer **ANY THREE** of the following: (4 Marks X 3 = 12 Marks)

- a) Draw the format of Breakfast Door Knob Card/ Breakfast Hanger .
- b) Give the ingredients & service procedure of Crepe Suzette from gueridon trolley.
- c) Give step by step procedure of handling guest complaints of the following situations;
  - i) Dish served is spoiled
  - ii) Piece of cutlery is dropped by customer
- d) Explain the concept of Menu Engineering.

**Q.6)** Answer **ANY THREE** of the following: (4 Marks X 3 = 12 Marks)

- a) List down the procedure of IRD while Entering the Room with order for IRD server in guest room.
- b) Draw the format of Function Prospectus.
- c) How do you deal with Fire Accident in the hotel
- d) Define ; i) Carlton Service                      ii) Wave Service

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