

Day : Monday

Date : 4/12/2023

W-15295-2023

Time : 02:00 PM-04:30 PM

Max. Marks : 60

N.B.:

- 1) All questions are **COMPULSORY**.
- 2) Figures to the right indicate **FULL** marks
- 3) 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) Toastmaster | e) Canopy |
| b) Breakfast Hanger | f) BEP |
| c) Cosy | g) DND |
| d) Lectern | h) MoS |

Q.2) 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

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.
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.

SECTION - II

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

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

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

- a) Write a note on;
i) Seat Turnover ii) Sales Mix iii) Buffer Stock iv) BEP
- b) Explain the mise-en-place activities required for breakfast service in the room service.
- c) Explain the following tipping system used in the restaurant.
i) Point Base ii) Even distribution
- d) Explain the following types of trolley service used in the hotel
i) Salad Trolley ii) Hors d'oeuvres Trolley

Q.6) 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.

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