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

B.Sc. (H. & H.A.) Sem - VI :SUMMER : 2023 SUBJECT : FOOD & BEVERAGE OPERATIONS & MANAGEMENT

Day: wedneso	ıay		Time: 02:00 PM-04:30 PM
Date: 17-05-20	023 S-15295	-2023	Max. Marks: 60
2) H	All questions are COMPULSORY. Figures to the right indicate FULL ranswers of the both sections should		n in same answer sheet
	SE	CTION	- I
Q.1)	Explain ANY SIX of the following; (1 Marks $X 6 = 6$ Marks)		
a)	De-centralized Room Service	e)	Centralized Room Service
b)	Trancheur	f)	Finger Buffet
c)	Crash Bar	g)	SWOT
d)	ODC	h)	Canopy
Q.2)	Answer ANY THREE of the follo	wing: (4	Marks X 3 = 12 Marks)
a)			
	Salad Trolley ii) Hors d'oeuvres Trolley		
b)	Give the advantages & Dis-advantages of the Centralized & De-centralized room service.		
c)	List various formal seating arrangements used in banquet and draw one.		
d)	Plan 7 course Italian menu with silverware & crockery requirements.		
Q.3)	Answer ANY THREE of the following: $(4 \text{ Marks } X 3 = 12 \text{ Marks})$		
a)	Answer the Gueridon Service-related questions; i) The portion of vinegar to oil in English salad dressing		
	a) 2:1 b) 3:1		c) 1:2 d) 1:1
	ii) Which one of the following	ng served	· · · · · · · · · · · · · · · · · · ·
	a) Steak Tartare		c) Steak Diane
	b) Entrecote au poivre	. 1.	d) Entrecote Chasseur
	iii) Cigar & Cigarettes are pro	esented to	c) Flambé Trolley
	b) Sweet Trolley		d) Liqueur Trolley
	iv) Accompaniments of praw	n cocktail	
	a) Mint Sauceb) Brown Bread & Butter		c) Roasted Gravyd) Red Currant Jelly
b)	Give the procedure of placing order th	rough doc	
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 Enginee	ring.	
	SE	CTION -	· II
Q.4)	Explain ANY SIX of the following; (1 Marks $X 6 = 6$ Marks)		
a)	FP	e)	MoS
b)	Toastmaster	f)	Gangway
c)	Breakfast Doorknob card	g)	000
d)	BEP	h)	Lectern

- **Q.5)** Answer **ANY THREE** of the following: (4 Marks X 3 = 12 Marks)
 - a) Draw the format of Function Prospectus.
 - b) How do you deal with Fire Accident in the hotel
 - c) Draw the format of Breakfast Door Knob Card/ Breakfast Hanger
 - d) Give the ingredients & service procedure of Crepe Suzette from gueridon trolley.
- **Q.6)** Answer **ANY THREE** of the following: (4 Marks X 3 = 12 Marks)
 - a) Define; i) Carlton Service
- ii) Wave Service
- **b)** List down the procedure of IRD while Entering the Room with order for IRD server in guest room.
- c) Draw the following setup used in banquet.
 - i) T-Shape
 - ii) U-Style
- d) Explain the following ways of handling tips with advantages & dis-advantages;

a)Individual system

b)Pooling System
