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BACHELOR OF HOTEL MANAGEMENT & CATERING
TECHNOLOGY (BHMCT)
EXAMINATION : DECEMBER - 2022
SEVENTH SEMESTER

Subject : - Food & Beverage Service (BHM19B-026711)

Date: 05/12/2022

Total Marks: 60

Time: 10.00 am to 12.30 pm

Instructions: 1) Each question carries 10 marks.
2) Attempt any 06 questions.

- Q. 1.** Elaborate – Outdoor Catering. List down its advantages and disadvantages (10)
- Q. 2. a)** Explain the procedure of locking up and handing over in Restaurant (05)
b) Explain the step by step procedure for handling complaint (05)
- Q. 3.** List and explain any 5 types of coffee (10)
- Q. 4.** Explain the term “Customer Relations”. How to minimize customer relations problems. (10)
- Q.5. a)** Draw the format of Banquet indent book for stewarding department (05)
b) Draw the format of Function Sheet (05)
- Q. 6.** Explain the following Function formats (any 2) (10)
a) Banquet Reservation Diary
b) Maintenance Requisition Form
c) Guest Suggestion Card/ Diary
- Q.7. a)** Explain the need of team work and cooperation during closing hours in Restaurant (05)
b) Draw the organization chart of Coffee shop (05)
- Q. 8.** Elaborate on – Various methods of selection used in Hospitality Industry for recruitment (10)