

Name : .....

Roll No. : .....

Invigilator's Signature : .....

**CS/BHSM (SUPPLE)/SEM-5/HPM-502/2010**

**2010**

**FOOD & BEVERAGE SERVICE**

Time Allotted : 3 Hours

Full Marks : 70

*The figures in the margin indicate full marks.*

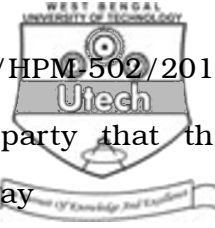
*Candidates are required to give their answers in their own words as far as practicable.*

**GROUP – A**

**( Multiple Choice Type Questions )**

1. Choose the correct alternatives for the following :  $10 \times 1 = 10$ 
  - i) Rum Omelet is
    - a) a savoury dish
    - b) a sweet dish
    - c) a flambéed sweet dish
    - d) none of these.
  - ii) The service temperature of tartar steak is
    - a)  $98^{\circ}$  Celsius
    - b)  $108^{\circ}$  Celsius
    - c)  $78^{\circ}$  Celsius
    - d) none of these.
  - iii) The objective of making a duty roster is to
    - a) distribute particular jobs performed by a staff member during his off-days
    - b) make an even distribution of the available manpower for a specific period of time
    - c) distribute the job according to the skill
    - d) rotate the jobs among available staff so that the staff get multi-skilled.





- vii) While informing guest in a private party that the lunch/dinner is ready, a waiter should say
- a) 'We are ready when you are, Sir/Madam'
  - b) 'Sir/Madam, as per the time mentioned by you we are ready to serve the lunch/dinner'
  - c) 'The food is ready; shall we serve Sir/Madam ?'
  - d) 'Sir/Madam, the food is ready to be served'.
- viii) The ambience of a restaurant greatly depends on the
- a) waiting area
  - b) type of menu offered
  - c) parking facilities
  - d) type of targeted clientele.
- ix) While designing the back bar it is important to consider
- a) the type of mirror to be used
  - b) where the outlets logo is to be placed
  - c) the placement of the signature beverages & type of glassware as display
  - d) where the electronic cash register is to be placed.

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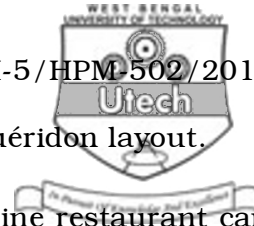
- x) While designing the food service wash-up it is necessary to consider
- a) the movement of the food service staff on clearance and the dish washers
  - b) the method of waste disposal
  - c) the type of water available for washing
  - d) the amount of grease left on the soiled plates.

**GROUP – B**

**( Short Answer Type Questions )**

Answer any *three* of the following questions.  $3 \times 5 = 15$

2. Write short note on any *one* of the following :
- a) Designing of restaurant furniture.
  - b) Mise-en-place for a salad trolley.
  - c) Duty roster for an outlet.
3. Enlist the reasons for rotating the jobs of the waiters in a food service outlet.
4. enlist the steps to be followed while scheduling the duties of staff in a 24 hours coffee shop.



5. With a suitable diagram, show the basic guéridon layout.
6. Describe how the entrance to a multi-cuisine restaurant can be utilised and the ambience be enhanced.

**GROUP – C**

**( Long Answer Type Questions )**

Answer any *three* of the following questions.

3 × 15 = 45

7. Enlist the advantages and disadvantages of guéridon service.
8. State the objectives of a good layout for a food service outlet.
9. There are seven servers in a restaurant, operating during lunch & dinner for all the seven days in a week, with names as A, B, C, D, E, F & G.

Given are the following information :

- A) The restaurant comprises of two stations – Station A & Station-B.
- B) The restaurant has high turnover on Sundays and Saturdays.



- C) Thursdays usually show a very slow business.
- D) Waiter E & F are skilled, A, B, C & D are semi-skilled. G is in his apprenticeship.
- E) D, due to his personal engagement of Tuesday, which is not his usual off-day, has applied for a leave.
- F) The work comprises of mise-en scene-glassware, cutlery, crockery wiping, getting linen from laundry, getting provision from stores, mise-en-place checking the electrical gadgets in working condition, cleanliness and housekeeping. Food service comprises of service, bussing & clearance.
- a) Draw a duty rota format for the staff for a particular week. 5
- b) Incorporate the following considerations in the formatted sheet as stated above and complete it :
- i) Assign off-days to staff taking the above into considerations. 5
- ii) Assign jobs to be performed in the formatted sheet. 5



10. Enlist a guideline comprising of at least 15 restaurant etiquettes to be followed by a server in a fine dining restaurant.
11. Enlist the hygiene the safety factor to be followed during guéridon service.

