

**BASICS OF FOOD AND BEVERAGE SERVICES**

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Time : Three hours

Maximum : 100 marks

PART A — (10 × 2 = 20 marks)

Answer any TEN of the following.

1. Who is founder of oberoi group of hotel?
2. Expand ITDC.
3. What is subsidized catering?
4. What do you mean by outlet?
5. What is hotel?
6. What is the capacity of tea cups?
7. What is the size of soup plate?
8. Who is called as chef de rang?
9. What is the roll of bus boy in the restaurant?

10. Expand BOT.
11. What is the size of cover?
12. Explain Brunch.

PART B — (6 × 5 = 30 marks)

Answer any SIX of the following.

13. Explain the term 'cuisine'.
14. Write short note on railway catering.
15. What are the role of head waiter?
16. Explain the term 'kitchen stewarding'.
17. What are the equipments needed for silver services?
18. How the food and beverage departments co-ordinates with front office?
19. Explain the term 'table manners'.
20. Draw the model menu card and explain.

PART C — (5 × 10 = 50 marks)

Answer any FIVE of the following.

21. Classify different types of catering establishments and explain transport catering.
22. What is function catering?
23. Write a short notes on the following :
  - (a) Coffee shop
  - (b) Still room.
24. What are the different cutlery and crockery used in the F and B service and mention their standard size?
25. Write a job description of banquet captain in 5 star hotel.
26. Why the personal hygiene is needed for service staff? Explain.
27. What is menu engineering?

**FOOD AND BEVERAGE SERVICES MANAGEMENT**

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Time : Three hours

Maximum : 100 marks

PART A — (10 × 2 = 20 marks)

Answer any TEN of the following.

1. Expand POS.
2. Expand NCR.
3. What do you mean by No charge?
4. What is the purpose of muddler spoons?
5. List out any two bar equipments.
6. Give two example for Hot Beverages.
7. What is Irish Coffee?
8. Give any two Brand Names in Gin.
9. Give two different types of beer.

10. Give two examples for smoothing agent used in cocktails.

11. What is bitters?

12. What is the Garnish for Brandy Fix and Screw Driver?

PART B — (6 × 5 = 30 marks)

Answer any SIX of the following.

13. What is the service procedures for champagne?

14. How will you service chilled beer?

15. What are the facilities needed for Moder Bar?

16. Write a short note on Bin card.

17. What are the different types of Tea and Coffee?

18. What is Proof?

19. Explain the term 'Brewing'.

20. How the cocktails are classified?

PART C — (5 × 10 = 50 marks)

Answer any FIVE of the following.

21. What are the objectives of beverage control?

22. Discuss – the effective bar counter.

23. Discuss the bar lighting arrangements.

24. How the beverages are classified?

25. How the wines are classified?

26. Write a detailed note on wine label and also draw model wine lable.

27. How the cocktails are classified?

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26. Briefly discuss various steps to be followed in successful Group Discussions (GD).

27. Critically evaluate the characteristics of a popular speaker.

**1079/FB3**

**OCTOBER 2010**

**BUSINESS COMMUNICATIONS**

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Time : Three hours

Maximum : 100 marks

PART A — (10 × 2 = 20 marks)

Answer any TEN out of Twelve questions.

1. What is the physical appearance of a letter?
2. What do you mean by 'Encls'?
3. How can one's speech be improved?
4. What are known as connective drills?
5. How will orally communicate with your subordinates?
6. Why one should need to have a Curriculum Vitae (C.V.)?
7. What is the need for Group Discussions (G.D.)?
8. What is stress with reference to public speech?

9. What are phonetic difficulty codes?
10. How will you prepare a Curriculum Vitae (C.V.)?
11. What are the basics of letter writing?
12. What are the various types of Group Discussions?

PART B — (6 × 5 = 30 marks)

Answer any SIX out of Eight questions.

13. What are the advantages of a good business letter?
14. Write a note on methods of drafting.
15. List out the difficulties for speech improvement.
16. What are the different types of phoentic? Give examples.
17. Highlights the common mistakes made in public speaking.
18. What are the contents of a C.V.?

19. Prepare your sample resume in detail.
20. State the importance of etiquette and manners in hospitality industry.

PART C — (5 × 10 = 50 marks)

Answer any FIVE out of Seven questions.

21. Discuss the importance of various types of letters.
22. Explain in detail various criteria for improvement of business speech.
23. Briefly explain the various reasons behind anxiousness in public speaking.
24. Write your own curriculum vitae and try to include as much information as you want your employer to know.
25. With suitable examples, discuss the various types of public speeches.