



# BHARTIYA SKILL DEVELOPMENT UNIVERSITY

SET - A

B

Registration No.: .....

School of Hospitality & Tourism Skills

Session: 2020-21 (Summer Semester)

B. Voc. Program, Third Semester,

1<sup>st</sup> In-Sem. Examination

Course Code: SHT 1320

Time: 1 Hour

Course Name: Intercompany Education II

Max. Marks: 20

Instruction:

## Section – A

Objective type questions, each question carries 01 mark.

05X01 = 05 Marks

Q1. First interaction with the guest?

- a) By a smile
- b) With a handshake
- c) By eye contact
- d) With a hug

Q2 what kills bacteria?

- a) Coldness
- b) Warmth
- c) Cleaning products
- d) Very hot

Q3 What floor space do you use for cleaning windows, walls and ceilings?

- a) An inverted bucket
- b) A double-sided folding ladder
- c) A towel rail
- d) A five-rung ladder

Q4 the free telephone number for emergency services in India is:

- a) 108
- b) 109
- c) 105
- d) 104

Q5 what raw material is butter made from?

- a) Milk
- b) Coffee cream
- c) Buttermilk
- d) Full cream

## Section – B

Short answer type questions, each question carries 02 marks.

03X02 = 06 Marks

Q.1. What does hygiene mean (explain the terms/statement)?

Q.2 Explain the useful bacteria and its benefits?

Q.3 State the Attributes Required for Hotelier?

## Section – C

Essay type questions, each question carry 03 marks.

03X03 = 09 Marks

Q.1. Explain the interdepartmental co-ordination?

Q.2. Describe the traffic light scheme in detail.

Q.3. Mention the five most important points when creating a PowerPoint presentation?

SET A

10/15

WEL



**Answer Key: INTERCOMPANY COMPANY (SET A)**

**Section A:**

1. C
2. D
3. B
4. A
5. D

**Section B:**

**Q1. (Ans):**

- A) Health doctrine / health care / health policy
- B) The totality of all efforts and measures to prevent diseases and damage to health

**Q.2. (Ans):**

1. bacteria: are needed for the production of yoghurt, sauerkraut, vinegar, etc
2. moulds: are indispensable e.g. in the production of mould cheese (Camembert, Gorgonzola etc.) and raw sausages (e.g. salami)
3. yeasts: are used for the production of bread, bakery products and alcoholic beverages

**Q.3. (Ans):**

**Attributes Required for Hotelier**

1. Trustworthy. Often, you'll be leaving your home unprotected when house cleaning comes by. ...
2. Attentive. If you provide clear instruction, will your house cleaning staff pay attention? ...
3. Loyal. ...
4. Flexible. ...
5. Caring. ...
6. References. ...
7. Other Work as a Caregiver.
8. Laundry, Trash, and Odd Jobs.

**Section C:**

**Answer 1. Interdepartmental Coordination**

**With F and B Production i.e. Kitchens:-**

It coordinates with kitchen department for the preparation of various food and beverage items as per the orders. The kitchen also coordinates with food and beverage service department regarding the functions, outdoor caterings, and promotional activities.

**With housekeeping:-**

It coordinates with housekeeping department regarding the cleanliness of the outlets, different F&B sections and regarding the regular supply of staff uniforms and soil linens. The coordination of housekeeping department with the restaurants and banquet halls is mainly concerned with the provision of linen and uniforms.

**With front office department:-**

Communication between the food and beverage department and the front office is also essential. Some of this communication is conveyed by relaying messages and providing accurate information on transfers, which are forms used to communicate a charge to a guest's account. Communication activities also include reporting predicted house counts, an estimate of the number of guests expected to register based on previous occupancy activities, and processing requests for paid-outs, forms used to indicate the amounts of monies paid out of the cashier's drawer on behalf of a guest or an employee of the hotel. These vital services help an overworked food and beverage manager, restaurant manager, or banquet captain meet the demands of the public.



# BHARTIYA SKILL DEVELOPMENT UNIVERSITY

With Human resources department:-

The human resources management department may rely on the F and B service staff to act as an initial point of contact for potential employees in all departments. It may even ask the F and B service to screen job candidates. If so, guidelines for and training in screening methods must be provided.

With Security department :-

It coordinates with security department to create a safer environment for the guests, hotel personnel and the assets to control them properly.

It coordinates with engineering department for repairs, maintenance, and installation of various equipment and physical features required during operation hours and special functions.

Information system

With Stores:-

It coordinates with materials department for regular supply of food, beverages, and essential stationeries for the outlet.

Sales and marketing department

Q.2. (Ans):

Traffic light schema



Look

What happened?  
Who is involved?  
Who is affected?



Think

Is there danger for assisting?  
Is there danger for others?  
is there a risk of accident victims?

Green



Act

protect oneself  
provide security  
provide emergency assistance

Q.3. (Ans): PPP - used as a simple information presentation to underline the words.

1. PP for information
2. Define topic and plan in advance what will be shown in the presentation
3. Choose or redesign the background according to the theme
4. Maximum 10 pages (or less) per presentation = max 20 min presentation time
5. Use font size 26-34 per page / continuous text font size 14-21
6. Change line spacing to 1.3 = easy to read
7. Maximum 6 lines, with a maximum of 40 characters per line
8. Insert pictures of good resolution in size
9. Insert statistics or document as PDF or image
10. Check presentations live and train personal presentation techniques



# BHARTIYA SKILL DEVELOPMENT UNIVERSITY

Registration No.:.....

School of Hospitality and Tourism Skills  
Session: 2020-21 (Summer Semester)  
B. Voc. / Program, 3<sup>rd</sup> Semester,  
1<sup>st</sup> In-Sem. Examination

Course Code: SHT 1330

Time: 1 Hour

Course Name: Tour Guide and Heritage Tour.

Max. Marks: 20

Instruction:

Section A -05 objective type questions, each question carries 01 mark.

Section B- 03 short answer type questions, each question carries 02 marks.

Section C-03 essay type questions, each question carries 03 marks

## Section – A05X01 = 05 Marks

Question No.1- What is Check-out?

- a) Departure
- b) After departure of a guest
- c) Escorting of Guest
- d) Cancellation

c) Front Office Executive

d) Night Auditor

Question No.2- What is the full form of DNCO?

- a) Did not check-out
- b) ON CHANGE
- c) Complimentary Room
- d) None of These

Question No.4- Which of the Following comes under Modes of Reservation?

- a) Non –Guaranteed Reservation
- b) Letter
- c) Travel Agent
- d) Guaranteed Reservation

Question No.3- Who is GRE in Front Office Department?

- a) Front Office Agent.
- b) Guest Relation Executive

Question No.5- Hotels consist of 101-300 rooms are known as?

- a) Large Hotel
- b) Small Hotel
- c) Very large Hotel

## Section – B

03X02 = 06 Marks

Question no.6 What is Ledger? Write down the Types of Ledger.

Question no.7 What is Folio? write down the Types of Folio.

Question no.8 What is the Formula of ARR, Rev PAR & Occupancy ratio

## Section – C

03X03 = 09 Marks

Question no.9 What is Night auditing? Write down the process of Night auditing.

Question no.10 What do you mean by PMS. Write down any 5 names of Software use in front office.

Question no.11 What is Reservation? Write down the sources and modes of Reservation.

SET 1

MSA

FD

SET 1 Answers

Front office (Tour Guide & Heritage Tour)

Question No.1- What is Check-out?

Departure

Question No.2- What is the full form of DNCO?

Did not check-out

Question No.3- Who is GRE in Front Office Department?

Guest Relation Executive

Question No.4- Which of the Following comes under Modes of Reservation?

Travel Agent

Question No.5- Hotels consist of 101-300 rooms are known as?

Large Hotel

Q 6 Ledger

A Ledger is a book in which the accounts of both resident and nonresident guests are entered. In simple words, it's a grouping of guest accounts. This ledger aids in preparing the Profit and Loss account and Balance Sheet of a hotel.

**(a) City Ledger:** The City ledger is also known as the Non-guest ledger. It is the collection of non-guest accounts. If a guest account is not settled in full by cash payment at checkout, the guest's folio balance is transferred from the guest ledger to the city ledger in the accounting division for collection.

**(b) Guest ledger:** Guest Ledger is a type of ledger that has the accounts of all the guests residing in a hotel. After the registration process of the guest is over, a guest folio is opened on his/her name to record all the purchases which he/she is making from the hotel. This ledger is also known as Transient or Room Ledger.

Q7A folio is a statement of all transactions (i.e. debits & credits) affecting the balance of a single account. At Checkout, any guest folio should be balanced to 0 through full cash payment, credit card transfer, personal check transfer, Special program transfer and direct billing transfer...

The way of maintaining folios starts with proper posting, which is the process of recording transactions on a folio (i.e. proper folio, proper location and proper amount)

Under the manual, semi-automated and fully automated systems, folios are called hand-written folios, machine-posted folios, and computer-based Electronic folios respectively. Moreover, all folios shall have a unique serial number for internal control and storing purposes.

**Types of folios used in front office department**

There are four types of Folios, they are

**(a) Guest folios:** Accounts assigned to individual persons or guestrooms

**(b) Master Folios:** Accounts assigned to more than one person or

Guest room; usually reserved for guest groups

**(c) Non-Guest (or semi-permanent) folios:** Accounts assigned to Non-guest businesses or agencies with hotel charge purchase Privileges.

**(d) Employee Folios:** Accounts assigned to employees with charge Purchase privileges.

Q8  $ADR = \frac{\text{Total revenue Generated in one day}}{\text{Total room sold in one day}}$

$Rev\ par = \frac{\text{Total room revenue}}{\text{Total no. of available rooms}}$

$ARR = \frac{\text{Total room revenue}}{\text{Total no. of guest staying in hotel}}$

$Occupancy\ ratio = \frac{\text{Number of rooms occupied}}{\text{total no. of rooms in hotel}} * 100$

Q9 It is the process of auditing where the night auditor reviews all financial activities of the hotel that has taken place in one day.

The auditing process for the day is generally conducted at the end of the day during the following night, hence the name 'Night Audit'. It can be performed by the conventional method of using papers, receipts, vouchers, coupons, and files. But performing audit using modern PMS systems is easy, fast, and efficient.

Apart from the basic audit activities listed above, the night auditor carries out the following responsibilities –

- Taking over from the last shift.
- Checking-in or checking-out the guests after 11:00 pm at night.
- Registering the guests.
- Allocating accommodations to the newly checked-in guests.
- Settling transactions in the newly created guest accounts.
- Verifying guest folios.
- Verifying room status report.
- Balancing all paperwork with the accounts in the PMS.
- Remaining liable for security of the premises.
- Handling guest accommodation keys.
- Taking backup of the PMS generated reports.
- Preparing lists of expected guest arrivals for the next day.
- Closing financial activities for a day.

Q10 A Property Management System (PMS) is a software system employed to handle basic objectives of all the departments in the hotel business and coordinate functions between them for optimum business outcomes.

Shawman

Fedelio

Opera

Fortune next

IDS

**Q 11FRONT OFFICE COMMUNICATION**

Healthy communication in the organization fosters mutual trust and sense of cooperation among the staff members and the guests as well as between the staff members and the management body. Front office communication with other departments can make or break the guests' stay at the hotel.

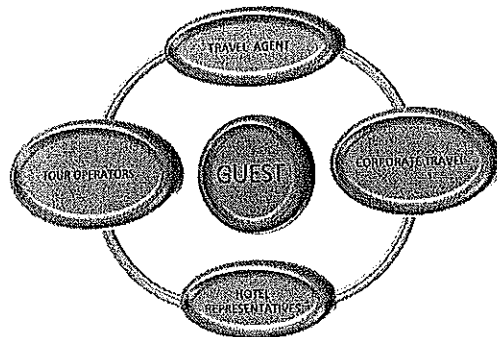
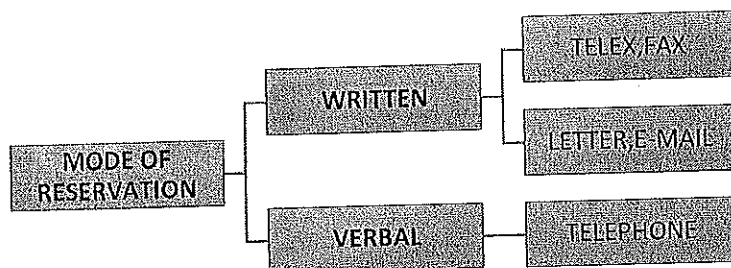
As the front office is responsible to sell the hotel accommodations, it is a major driving force for generating revenue. Hence, communication within and out of front office department needs to be vibrant and positive.

## Importance of Front Office Communication

Front office department is responsible for communicating with all other departments in the hotel as well as different sections within the department. To get the front office and back office jobs done successfully, the front office staff members need to communicate with their peers as well as the colleagues and subordinates.

Within the department, the staff of front office communicate with each other to provide the best possible guest services such as reserving accommodations, registering guests, managing guest accounts, handling guest mails, and personalized guest services.

Q11 What are the modes, sources of Reservation?







# BHARTIYA SKILL DEVELOPMENT UNIVERSITY

Registration No.:.....

School of Hospitality & Tourism Skills

Session: 2020-21 (Summer Semester)

B. Voc. Program, Third Semester,

1<sup>st</sup> In-Sem. Examination

Course Code: SHT 1340

Time: 1 Hour

Course Name: Housekeeping Service Manager Advance

Max. Marks: 20

Instruction:

## Section – A

Objective type questions, each question carries 01 mark.

05X01 = 05 Marks

**Q.1 the procedure of entering a guest room is**

- a) Enter
- b) Knock the door
- c) Knock Again
- d) Announce Housekeeping and wait for the reply

**Q.2. Uniform room stacks**

- a) Soiled uniform
- b) Uniform in current use
- c) Damaged uniform
- d) All in above

**Q.3. Normally Floor pantries are situated near**

- a) Service area
- b) Service Elevator
- c) Near the restaurant
- d) Near the laundry

**Q.4. who co-ordinate with the other departments**

- a) Executive housekeeper
- b) Floor supervisor
- c) Assistant housekeeper
- d) Desk control attendant

**Q.5 Heavy Equipment store contain**

- a) Water tank
- b) Files & Forms of front office department
- c) Bulky items used by the housekeeping staff
- d) None of the above

## Section – B

Short answer type questions, each question carries 02 marks.

03X02 = 06 Marks

Q.1. Explain the Duties and Responsibilities of Housekeeping Assistant?

Q.2 Explain the procedure of Lost and Found item of guest?

Q.3 State the Attributes Required for Housekeeping Personnel?

## Section – C

Essay type questions, each question carry 03 marks.

03X03 = 09 Marks

Q.1. Explain the procedure of room check list?

Q.2. Define the term Stain? What are the General Rules of Stain Removal?

Q.3 Explain the Laundry Cycle?

SET-A



SET - A

# BHARTIYA SKILL DEVELOPMENT UNIVERSITY

**Answer Key: HOUSEKEEPING**

**Section A:**

1. D
2. B
3. B
4. D
5. C

**Section B:**

**Answer 1. Duties and Responsibilities of Housekeeping Assistant**

1. Create individual schedules for each housekeeping staff member, in accordance with his or her specific abilities.
2. Provide staff members with training in handling housekeeping work by physically demonstrating complex tasks.
3. Inspect lobbies, rooms, halls, and offices to determine levels of cleanliness and provide feedback to the housekeeping staff.
4. Assist in interviewing, choosing, hiring and training housekeeping staff to ensure delivery of high standard services.
5. Provide staff members with training in health and safety while working in a hospitality environment.
6. Participate in the evaluation of standards and ensure that all compliance issues are resolved.
7. Take and address the guests' complaints and suggestions and ensure that they are provided with the best in services.
8. During high volume days, provide assistance in cleaning rooms and bathrooms and making beds.

**Answer 2. Lost and Found**

1. An item left behind by guest either in the room or in public area identified by any staff and brought under the notice of Housekeeping is termed as "Lost and Found" item.
2. There should be one dedicated location to receive lost and found items whether it is found in guestrooms, meeting rooms, public area or restaurants.
3. The lost items must be secured in a locked closet or area that has highly restricted access.
4. Employees are instructed to bring items to lost and found area, with valuables receiving immediate attention.
5. All items received to be recorded in a lost and found register.

**Answer 3.**

**Attributes Required for Housekeeping Personnel**

1. Trustworthy. Often, you'll be leaving your home unprotected when house cleaning comes by. ...
2. Attentive. If you provide clear instruction, will your house cleaning staff pay attention? ...
3. Loyal. ...
4. Flexible. ...
5. Caring. ...
6. References. ...
7. Other Work as a Caregiver.
8. Laundry, Trash, and Odd Jobs.



## Section C:

### Answer 1. The procedure of room check list

#### Room Inspection Checklist used by Housekeeping Supervisor

The Guest room inspection ensures that the desired results of an established cleaning system are consistently achieved by the housekeeping department. The main Purpose of a room inspection is to catch any problems that may have been overlooked during the cleaning before it is found by the guest and becomes dissatisfaction and complaints.

Housekeeping department should implement a well-conducted and diplomatic room inspection program; this can also motivate the room attendants or room maids as the employees/staff take pride in their work and enjoy having an opportunity to set standards to others.

Every guest room must be checked on the daily basis by housekeeping supervisor, this will help the hotel to attain high guest satisfaction in terms of room comfort and also for safety reasons. If the floor supervisor is not been able to check the room by the end of the shift, the Asst. Executive housekeeper must do it before releasing the room for guest occupancy.

Use of a pre-printed room inspection check-list form will prove effective for the hotel management. It will establish a set procedure ensuring that will remind Housekeeping Supervisor / Executive and Room maids of any defects and missing amenities for the guest.

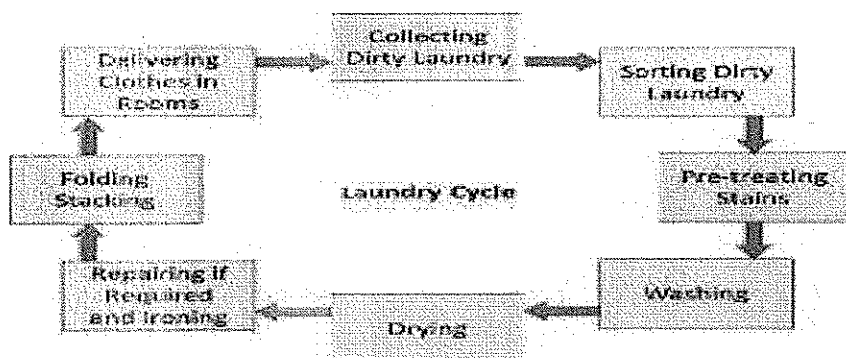
### Answer 2. Stain Removal

*Stain removal* is the process of removing a mark or spot left by one substance on a specific surface like a fabric

#### Basic Rules for Stain Removal

1. The quicker, the better. ...
2. Identify or try to identify both the staining agent and the stained surface before you begin treatment. ...
3. Remove as much as possible of the staining agent before treating with a stain-removal product. ...
4. Handle stained items gently. ...
5. Avoid using heat. ...
6. Pretest any stain-removing agent.

### Answer 3. The Laundry Cycle





# BHARTIYA SKILL DEVELOPMENT UNIVERSITY

Registration No.:.....

School of Hospitality and Tourism Skills

Session: 2020-21 (Summer Semester)

B. Voc. / Program, 3rd Semester,

1<sup>st</sup>In-Sem. Examination

Course Code: SHT 1350

Time: 1 Hour

Course Name: Food and Beverage service Manager Advance

Max. Marks: 20

Instruction:

Section A -05 objective type questions, each question carries 01 mark.

Section B- 03 short answer type questions, each question carries 02 marks.

Section C-03 essay type questions, each question carries 03 marks

## Section – A

X01 = 05 Marks

Question No.1- What is the full form of RM?

- a) Room manager
- b) Restaurant manager
- c) Revenue manager
- d) Reservation manager

- c) Executive
- d) Steward

Question No.2- What is the full form of GM?

- a) General manager
- b) Ground manager
- c) Grand manager
- d) None of them

Question No.4- Which of the Following comes under bar manager?

- a) Bar waiter
- b) Banquet waiter
- c) Restaurant waiter
- d) None of them

Question No.3- Who is the Head of Food and beverage service Department?

- a) Restaurant manager
- b) Captain

Question No.5- Bar comes under?

- a) Food and Beverage service department
- b) Front office department
- c) Housekeeping department
- d) None of them

## Section – B

03X02 = 06 Marks

Question No.6- What is mise en place?

Question No.7- What are the Duties and Responsibilities of Restaurant Manager?

Question No.8- What are the duties and responsibility of Steward?

## Section – C

03X03 = 09 Marks

Question No.9- Draw Organizational structure/hierarchy?

Question No.10- Outlets of food and beverage service Department?

Question No.11- Attribute of F&B service staff?

SET 1

MS



# BHARTIYA SKILL DEVELOPMENT UNIVERSITY

Course Name: FOOD & BEVERAGE SERVICE Manager Advance

## Section – (Answers) 25/11 05X01 = 05 Marks

Question No.1- What is the full form of RM?

B) Restaurant manager

Question No.2- What is the full form of GM?

A) GENERAL MANAGER

Question No.3- Who is the Head of Food and beverage service Department?

A) Restaurant manager

Question No.4- Which of the Following comes under bar manager?

A) Bar waiter

Question No.5- Bar comes under?

A) Food and Beverage service department

### Section – B

03X02 = 06 Marks

Question No.6- What is mise en place?

Ans. means "putting in place" or "everything in its place". It refers to the setup required before cooking, and is often used in professional kitchens to refer to organizing and arranging the ingredients (e.g., cuts of meat, relishes, sauces, par-cooked items, spices, freshly chopped vegetables, and other components) that a cook will require for the menu items that are expected to be prepared during a shift.

Question No.7- What are the Duties and Responsibilities of Restaurant Manager?

Ans. Restaurant Manager

He is the head of the department.

He ensures the smooth running of the department

He sees to it that his staff reports to duty in time and in proper uniform.

He ensures that courteous and personalized service is given to the guests by his staff.

He deals with restaurant correspondence on reservations, enquiries, booking, complains etc.

He is responsible for the up keep of the restaurant, manager's desk and their equipment.

He deals with the complaints against his staff and other complaints of the guests.

Participants in the selection of F&B Personnel

Conducts regularly scheduled meeting of F&B Personnel.

Question No.8- What are the duties and responsibility of Waiter?.

1.He is responsible for the actual service of food and beverage.

2.He is responsible to maintain his own station and side-board.

3.He is responsible to settle the bill before the guest departs.

4.He is responsible for the clearance of his tables and side-board.

5.He is responsible to receive and give a proper hand-over from the preceding to the following shift respectively.

6.He is supposed to carry-out the additional responsibilities which are allotted to him by the senior captain.

7.The steward is supposed to carry out the maintenance of stock of cutlery, linen, crockery at all times in a shift.

8.The steward is supposed to suggest a food and beverage dish to a guest and/or when required

### Section – C

03X03 = 09 Marks

Question No.9- Draw Organizational structure/hierarchy?

Ans.

Knowledge of food & beverages and technical ability: The staff must have sufficient knowledge of all the items on the menu and wine drinks lists in order to advise and offer suggestions to customers. In addition, they must know how to serve correctly each dish on the menu, what its accompaniments are, the correct cover, and the make up of the dish and its garnish. For beverage service the staff should know how to serve various types of wine and drink, in the correct glass and at the right temperature.



# BHARTIYA SKILL DEVELOPMENT UNIVERSITY

**Communication skills:** Language plays an important part in understanding the requirements of international travelers and delivery them. Food and beverage professionals must keep improving their communication skills in English Talking to guest in their own language instead of just English is very effective and builds good relationship.

**Punctuality:** Punctuality is very important. If a waiter is continuously late on duty, it shows lack of Interest in his work and lack of respect for the management. The waiter should report on duty before the service is due to commence so that he many check his station, side board and have complete knowledge of the menu.

Remember early start is a good start.

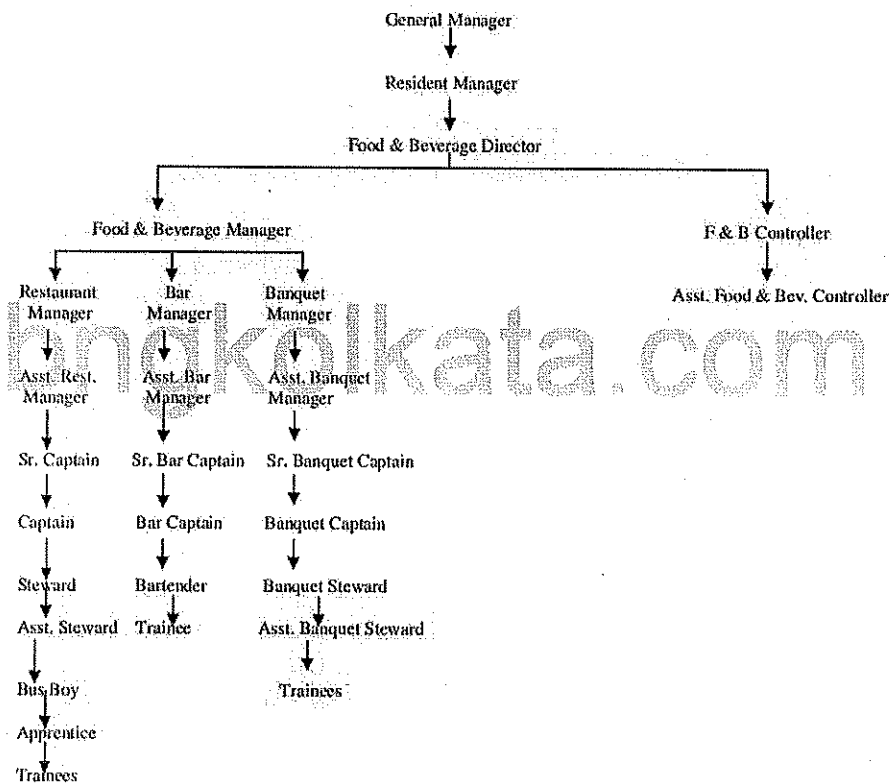
**Local knowledge:** In the interest of customers the staff should have a certain knowledge of the local area in which they work so that they may be able to advise the guests on the various forms of establishment offered, the best means of transport to places of interest so on. The staff should know about the historical Places of the city and how far are the Airport, Bus Terminal/Station, Cinema halls, commercial complexes, Railway Station etc.

**Team Work:** All sections of a hotel work towards understanding the guest requirements and delivering them to perfection. This can only be achieved through co-ordination and co-operation. In its daily operations food & beverage department needs support of kitchen, housekeeping, front office, maintenance, laundry, purchase and receiving, personnel and various external suppliers. It is necessary that the wait staff have the ability to get along with everyone. They must help colleagues to perform better in their jobs and complete work as a team to satisfy customers.

**Sense of Urgency:** It is very important to increase seat turnover and revenue during business hours. Slow service will lead to low seat turnover and lower revenue. The wait staff should be quick in getting food from kitchen, serving dish, presenting bill when completed and re-laying cover for the next arrival. All these must be done, quickly and effectively, without running around and shouting.

**Honesty:** This is very important for the waiter in his dealing with both the customer in his dealing with both the customer and the management. It there is trust and respect in the triangle of waiter/ customer/management relationships, then there will be an atmosphere for work which encourages efficiency and a good team spirit amongst the food and service operations.

## Hierarchy in the Food and Beverage Department





# BHARTIYA SKILL DEVELOPMENT UNIVERSITY

## Question No.10- Outlet Menu Ambiance Service

### Airport Lounges

Wide menu for breakfast, lunch, and dinner with hot and cold beverages, salads, main meals, and desserts.

Soft instrumental music, soft lights, formal ambiance, all appealing for having meals at leisure and resting gracefully at the airport

Self or Assisted service provided 24X7, round the clock. The traveler selects food and beverage of choice, and takes to the table himself.

### Bars

Wide menu of soft drinks, alcoholic beverages, and light snacks.

Informal, relaxed atmosphere, energetic music, colorful flashy lights.

Push-low seating, speedy service of cocktails, mock tails, and snacks.

### Cafeterias

Short dining menu with less food options. Follows cyclic meal plan.

Attached to educational institutes or industrial organizations

Self or assisted, pre-plated, low priced service.

Coffee Shops Short menu with Informal ambience Quick and mid-priced service

hot and cold beverages, snacks, and light meals.

with light music and moderate lighting.

for high customer turnover.

### Discotheque/Nightclubs

Menu with snacks and beverages.

Strobe lights, laser lights, dance floor, lively music, informal and energetic atmosphere.

Entry permission for couples or members on charge, assisted service.

### Family/ Casual Dining Restaurants

Elaborate menu of single or multiple cuisines which may change according to the operating hours.

Modestly furnished, Casual atmosphere.

Assisted, mid-priced service.

### Fast Food Outlets

Limited menu of hot and Cold beverages with easily prepared and fast meals cooked in advance and kept warm.

Catchy trendy colored furniture, lights, and music.

Speedy service, minimum table service. The food is prepared in the kitchen, placed in the trays, and passed to the person at the counter, who then delivers to the customer. The customer picks up the trays and consumes it on premise.

### Food Courts Multi cuisine menu.

Multi-cuisine food outlets are located around modestly kept central dining area.

Speedy service with minimum personal attention. The customers pick up food and beverages of their choice from multiple outlets around and sit in the central dining

## Question No.11- Personal Attribute of F&B service?

Hair: - Hair should be kept healthy, trimmed and avoid dandruff. Hair should never fall over the eyes. Waitresses may adopt neat hair styles and particularly ensure a hair length which does not fall on to or below the collar or lengthy hair should be combed and tied neatly and properly.

Bath: - Bath everyday, without fail, before coming to shift.

Face: - Males should shave everyday, before coming to shift. Moustache, if kept must be neatly trimmed. Do not use strong aftershave. Ladies should wear only light make-up. Do not use heavy perfumes.

Teeth:- Teeth and a clean mouth are vital, both for appearance and a wholesome breath. Brush your teeth immediately before coming to duty. Do not eat onion, garlic or smoke before your shift. If you smoke, use mouthwash.



## BHARTIYA SKILL DEVELOPMENT UNIVERSITY

**Hands:-** Always wash hands with soap before coming on shift keep your nails short and clean. Hands must always be clean, free of any stains and skin breaks. Always wash hands with soap, immediately after using toilets, eating, smoking or handling refuse.

**Uniform:-** Uniform should always be clean, laundered and ironed. Change uniform whenever it is visibly soiled. Change socks and undergarments everyday. Always carry a handkerchief and change it daily. Uniform must be worn only on duty and not for personal use.

**Feet:-** Feet need care, both for comfort and cleanliness. Keep toe nails trim and feet well washed. Corns and other painful blemishes may require treatment by a chiropodist disease. For more severe foot weakness medical advice should be sought. Socks or stockings should be changed and washed daily.

**Shoes:-** Wear comfortable closed toed shoes. Air your shoes. Waitresses should avoid excessively high and pointed heels and shoes should be daily polished.



School of Hospitality and Tourism Skills

Session: 2020-21 (Summer Semester)

B. Voc. / Program, IIIrd Semester,

1<sup>st</sup> In-Sem. Examination

Registration No.:.....

SET A

Course Code: SHT1360

Time: 1 Hour

Course Name: Food Production Manager Advance

Max. Marks: 20

Instruction:

Section A -05 objective type questions, each question carries 01 mark.

Section B- 03 short answer type questions, each question carries 02 marks.

Section C- 03 essay type questions, each question carries 03 marks

Section – A

05X01 = 05 Marks

Question No.1- kitchen organization, which of the following employees works in the kitchen?

- a) Receptionist
- b) Concierge
- c) Chef de Service
- d) Commi de cuisine

- c) Focaccia
- d) Gugelhupf

Question No.2-who is responsible for clean dishes in Kitchen.

- a) Dish washer
- b) Head Chef
- c) Julienne
- d) Pastry Chef

Question No.4- Why is it important that we use wholefood products in the kitchen?

- a) They contain more water
- b) The vitamins, minerals and fiber are present in the outer layer of cereals are important for a healthy diet
- c) The starch is found in wholefood products
- d) If we eat a lot of sugar, we stay slim

Question No.3- What is made from the following ingredients: Flour, water, yeast, salt and olive oil?

- a) Sorbet
- b) Soup

Question No.5- What do we do first when we enter the kitchen?

- a) Mise en place
- b) Washing and disinfecting hands
- c) Read the recipe
- d) Cleaning the kitchen

Section – B

03X02 = 06 Marks

Question No.6- Explain the term Mise en place?

Question No.7- What are the duties and responsibilities of an Executive chef/Head chef?

Question No.8-What are the steps to be considered for storing the pre-cooked products?

Section – C

03X03 = 09 Marks

Question No.9- What are the two types of Basic preparation and also explain the difference.

Question No.10- Which preservation methods are used for preserving milk?

Question No.11-Describe in rough terms the production of a creamy soup.

MLR

## ANSWER KEY PRODUCTION

### SET A

#### Sect. A

Answers:

1. D
2. A
3. C
4. B
5. B

#### Section- B

1. Mise en place means the preparation and provision of material and food.
- 2 A head chef is responsible for the smooth running of the kitchen, menu planning, purchasing and the kitchen brigade.
- 3 All products must be dated and covered cleanly.

#### Section C

1. We undercut between dry cooking with hot air and wet cooking. Water, steam or fat can be used as a conductor for wet cooking methods.
2. Terminating, pasteurizing, adjusting, uprising Ultra High Pasteurization process.
3. Steam vegetables and onions in olive oil or butter and dust with flour. Then we deglaze with wine or stock and fill up. Cook until the vegetables are soft and mix in a mixing bowl. Season to taste and refine with cream, serve hot.

