



# BHARTIYA SKILL DEVELOPMENT UNIVERSITY

Registration No.:.....

**School of Hospitality & Tourism Skills**

**Session: 2021-22 (Summer Semester)**

**B. Voc. Program, Third Semester,**

**2<sup>nd</sup> In-Sem. Examination**

**Course Code: SHT 1320**

**Time: 1 Hour**

**Course Name: Hospitality Education II**

**Max. Marks: 20**

**Instruction:**

## **Section – A**

**Objective type questions, each question carries 01 mark.**

**05X01 = 05 Marks**

**Q1. Full form of FOM**

- A) Front Office Manager
- B) Food Office Manager
- C) Fruit Office Manager
- D) None of those

- B) Unesco
- C) Ymca
- D) Unhcr

**Q2 What Is A Motel**

- A) A Small Hotel
- B) A Small Hotel On The Highway Where Motorists Check In
- C) A Large Hotel With Packing Facilities
- D) A Hotel With A Restaurant

**Q4 Which Restaurant Chain Was Involved In A Controversy Related To Beef Follow**

- A) Mc Donalds
- B) Nirulas
- C) Kentucky Fried Chicken
- D) Wimpey's

**Q3 Which One of The Following**

**Organizations Is Operating Youth Hostels Around The World**

- A) Care

**Q5 Full form OF RM**

- A) Restaurant Manager
- B) Room Manager
- C) Rest Room Manager
- D) None Of These

## **Section – B**

**3X02 = 06 Marks**

**Short answer type questions, each question carries 02 marks.**

**Q.1. What is the definition of hotel?**

**Q.2 Explain the personal attributes of hotel staff?**

**Q.3 What is the roll of pantry?**

## **Section – C**

**03X03 = 09 Marks**

**Essay type questions, each question carry 03 marks.**

**Q.1. Explain different types of hotels?**

**Q.2. What is budget hotels?**

**Q.3. Explain the coordination between front office with housekeeping?**





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Answer Key: HOSPITALITY EDUCATION (SET A)

## Section A:

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

## Section B:

Q1. (Ans):

**Hotel definition** is - an establishment that provides lodging and usually meals, entertainment, and various personal services for the public.

Q.2. (Ans):

Great **hospitality employees** have strong leadership **skills** and are able to command project and make significant contributions to an organisation's overall success. To stay on top of the multitude of tasks you'll face as a **hospitality employee**, you have to be organised and multitask without difficulty.

Q.3. (Ans):

A **pantry** is a room where beverages, food, and sometimes dishes, household cleaning chemicals, linens, or provisions are stored. Food and beverage **pantries** serve in an ancillary capacity to the kitchen.

## Section C:

### Answer 1.

A 1 star **hotel** is a basic or no-frills **accommodation** venue that offers limited amenities. 2 star. A 2 star **hotel** is still within the budget range, and it may be individually owned, although it usually is part of a budget **hotel** chain. 3 star. 4 star. 5 star. Urban **hotels**. Beach resorts. Ski **hotels**.

Q.2. (Ans):

A **hotel** that provides minimum amenities and services for a lower price than a regular **hotel** in the area. This type of **hotel** provides clean rooms that are safe and meet the basic needs of a guest. Extra amenities may be available, but for an extra cost.

Q.3. (Ans):

Both departments must inform each other about the changes in room status. General Guest requests like extra towels are conveyed to **housekeeping**. Scanty baggage guests should be informed to the **housekeeping** so that they can be tracked.

M. Prüssli





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School of Hospitality & Tourism Skills

Session: 2021-22 (Summer Semester)

B. Voc. Program, First Semester,

2nd In-Sem. Examination

Course Code: SHT 1120

Time: 1 Hour

Course Name: Hospitality Education I

Max. Marks: 20

Instruction:

## Section – A

Objective type questions, each question carries 01 mark.

05X01 = 05 Marks

Q1. What will you do for fainting?

D) gardening

A) apply burnol

B) wipe cotton dipped in dettol

C) Put Blanket

D) warm the limbs

Q4 Which Restaurant Chain Was Involved In A Controversy Related To Beef Follow

A) Mc Donalds

B) Nirulas

C) Kentucky Fried Chicken

D) Wimpey's

Q2 What Is a Motel

A) A Small Hotel

B) A Small Hotel on the Highway Where Motorists Check In

C) A Large Hotel with Packing Facilities

D) A Hotel with a Restaurant

Q5 Why Are Electric Kettles Provided In Four Star And Five Star Hotels

A) So That Guests Could Drink Hot Water

B) So That They Could Make Tea Or Coffee On Their Own

C) So That They Could Use This Water For Washing Purposes

D) None Of These

Q3. For what function is horticulture department responsible for?

A) Furniture

B) maintenance

C) storage

## Section – B

3X02 = 06 Marks

Short answer type questions, each question carries 02 marks.

Q.1. What does you mean by Flotel?

Q.2. Explain the benefits duty chart?

Q.3 Explain Communication?

## Section – C

03X03 = 09 Marks

Essay type questions, each question carry 03 marks.

Q.1. Explain the Front office co-ordination?

Q.2. Describe planning.

Q.3. Mention the importance of waste management?





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Answer Key: INTERCOMPANY COMPANY (SET A)

## Section A:

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

## Section B:

1. **Flotel**, a portmanteau of the terms floating hotel, is the installation of living quarters on top of rafts or semi-submersible platforms. **Flotels** are used as hotels on rivers or in harbour areas, or as dwelling for working people, especially in the offshore oil industry.
2. A work shift or **duty Chart** shows the allotment of jobs, hours of **duty**, and days off for each member of the staff. ... **Duty chart** also ensures that the staff has sufficient time to note their working schedule for the following week/month.
3. **Communication** is simply the act of transferring information from one place, person or group to another. Every **communication** involves (at least) one sender, a message and a recipient. ... These include our emotions, the cultural situation, the medium used to **communicate**, and even our location.

## Section C:

1. The **front office** communicates the guest requirements to other departments, which work in close **co-operation** and **co-ordination** to deliver required products and services. In order to maintain the desired level of service, the **front office** department communicates.
2. **Planning** is the process of thinking about the activities required to achieve a desired goal. ... It is the first and foremost activity to achieve desired results. It involves the creation and maintenance of a **plan**, such as psychological aspects that require conceptual skills.
3. The most **important** reason for **waste collection** is the protection of the environment and the health of the population. Rubbish and **waste** can cause air and water pollution. ... **Recycling** not only helps in conserving our natural resources but also reduces the cost of production of many products.





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Registration No.: .....

## School of Hospitality and Tourism Skills

Session: 2021-22 (Summer Semester)

B. Voc. Program, 3rd Semester

2<sup>nd</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

05X01 = 05 Marks

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

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

**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.3-** Who is the Head of Food and beverage service Department?

- a) Restaurant manager
- b) Captain
- c) Executive
- d) Steward

**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.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 menu?

**Question No.7-** Difference between A la carte menu and Table d'hôte?

**Question No.8-** What are the duties and responsibilities of trainee?

### Section – C

03X03 = 09 Marks

**Question No.9-** Draw Organizational structure/hierarchy?

**Question No.10-** Explain different types of menu?

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





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## Section A – (Answers)

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

Question No.6- What is menu?

Ans. It is a detailed list of food and beverage offerings with their respective prices. It is prepared by a food and beverage service businesses to keep the customers informed about the availability of various F&B items.

A good menu must –

Present clear, unambiguous information.  Adhere to food safety and nutrition policies of the business

Question No.7- Difference between A la carte menu and Table d'hôte?

Ans.  Table d'hôte: A fixed menu planned for complete meal at a fixed price. It is a meal of three to four courses with a limited choice of dishes, and it is cooked in advance. It is change daily or change in rotation. Leftovers food could be used in this type of menu as it helps to economize.  A la carte: It means the presentation of a long sequence of course and dish in menu. Each dish is individually priced. Dishes are cooked to order and the portion are large then Table d'hôte menu. The guest has a wide choice and should be prepared to wait for this.

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

- 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

Question No.9- Draw Organizational structure/hierarchy?

Ans.



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**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
- 1) He sees to it that his staff reports to duty in time and in proper uniform.
  - 2) He ensures that courteous and personalized service is given to the guests by his staff.
  - 3) He deals with restaurant correspondence on reservations, enquiries, booking, complains etc.
  - 4) He is responsible for the up keep of the restaurant, manager's desk and their equipment.
  - 5) He deals with the complaints against his staff and other complaints of the guests.
  - 6) Participates in the selection of F&B Personnel
  - 7) 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.

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.

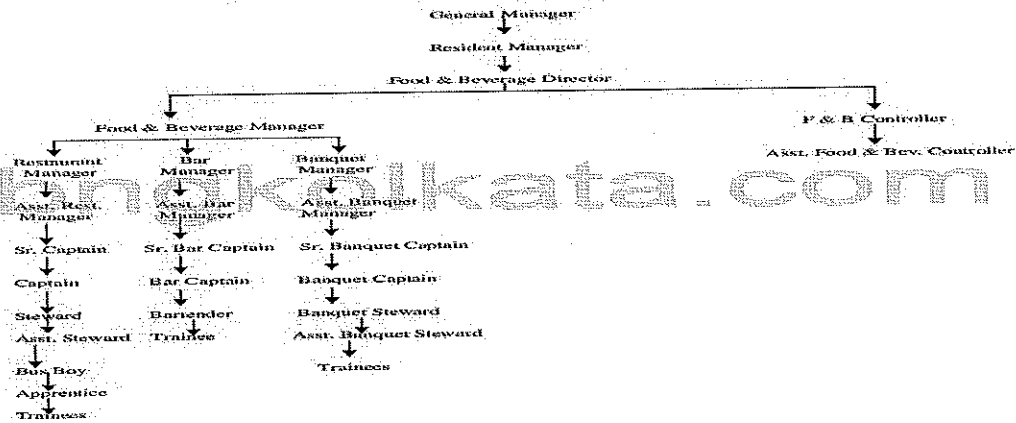
Punctuality: Punctuality is very important. If a waiter is continuously late on duty, it shows lack of interest in his work and lack of respect for the management. The waiter should report on duty before the service is due to commence so that he may check his station, side board and have complete knowledge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



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**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.

## Hierarchy in the Food and Beverage Department



### 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.



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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.

**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.



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**School of Hospitality & Tourism Skills**

**Session: 2021-22 (Summer Semester)**

**B. Voc. Program, Third Semester,**

**2<sup>nd</sup> In-Sem. Examination**

**Course Code: SHT 1360**

**Time: 1 Hour**

**Course Name: Food Production Manager Advance**

**Max. Marks: 20**

**Instruction:**

## **Section – A**

**Objective type questions, each question carries 01 mark.**

**05X01 = 05 Marks**

**Q.1 What is colour and material of a Chef Coat?**

- a) White and nylon cloth
- b) Checked and Cotton cloth
- c) White and Cotton Cloth
- d) Checked and Nylon cloth

waste  
d) Only for vegetable skins.

**Q.2. How should be the kitchen staffs finger nail?**

- a) Long and clean
- b) Short and clean
- c) Short with nail polish
- d) Long with nail polish

**Q.4. In how many categories kitchen equipments are classified?**

- a) 4
- b) 6
- c) 2
- d) 3

**Q.3. What type of Dust is collected in the red colour dustbin?**

- a) Non-recycle waste
- b) Recycle waste
- c) Both Non-recycle waste and Recycle

**Q.5. Basmati Rice is an example of which type of rice?**

- a) Long Rice
- b) Medium Rice
- c) Short Rice
- d) Small Rice

## **Section – B**

**Short answer type questions, each question carries 02 marks.**

**03X02 = 06 Marks**

Q.1. Where should be the location of Main waste area?

Q.2 What is the use of Butchers Knife?

Q.3. What do you mean by Mince?

## **Section – C**

**Essay type questions, each question carry 03 marks.**

**03X03 = 09 Marks**

Q.1. Write the 3 main classifications of Kitchen equipments?

Q.2. What is called as Mise-en-place?

Q.3 What is the reason for fainting in kitchen?





## Answer Key: FOOD PRODUCTION

### Section A:

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

### Section B:

#### Answer 1.

**Waste management** (or **waste disposal**) includes the activities and actions required to manage in rural areas, **waste** may **need to** be taken to a transfer station. The project's **main** objective is to minimize the problem of indiscriminate littering that leads to a landfill is a **site** for the **disposal** of **waste** materials by burial.

#### Answer 2.

Today the butcher knife is used throughout the world in the meat processing trade. The heftier blade works well for splitting, stripping and cutting meat. The French **chef's** knife is a derivation of the butcher knife, and is used as a general utility knife.

#### Answer 3.

1. (a) To cut or chop into very small pieces She **minced** the garlic.  
b : to subdivide minutely especially : to damage by cutting up The director **minced** up the play.
- 2 : to utter or pronounce with affectation **minced** the word in the manner of the old lady.

### Section C:

#### Answer 1.

Available it is useful to group them into **three categories: utensils, mechanical equipment, and large (fixed) equipment. Utensils** are small hand-operated pieces of **equipment. Different utensils** are made for **different** tasks, such as for cutting, mixing, blending, or measuring.

#### Answer 2.

It means "everything in its **place**" and a whole lot more. When a professional chef prepares a dish for service, they gather all the tools and ingredients needed to finish it, without moving from the station they are in.

#### Answer 3.

**Fainting can be triggered by a number of factors, including:**

- fear or other emotional trauma.
- severe pain.
- a sudden drop in blood pressure.
- low blood sugar due to diabetes.
- hyperventilation.
- dehydration.
- standing in one position for too long.
- standing up too quickly.

