



# BHARTIYA SKILL DEVELOPMENT UNIVERSITY

Registration No.: .....

**School of Hospitality & Tourism Skills**

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

**B. Voc. Program, Fifth Semester,**

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

**Course Code: SHT 1520**

**Time: 1 Hour**

**Course Name: Hospitality Education III**

**Max. Marks: 20**

**Instruction:**

## **Section – A**

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

**05X01 = 05 Marks**

<p><b>Q1 What do you do in firefighting in order?</b></p> <p>A. Extinguish, Inform, Find, Restrict B. Find, Inform, Restrict, Extinguish C. Inform, Find, Extinguish, Restrict D. Find, Restrict, Extinguish, Inform</p>	<p><b>Q2 What does an inventory report?</b></p> <p>A. Assets &amp; debts B. Profit &amp; debts C. Assets &amp; profit D. Assets &amp; maintenance</p>
<p><b>Q3 At what temperature are frozen products stored?</b></p> <p>A. -10° B. -14° C. -18° D. -20°</p>	<p><b>Q4 What is the first thing you do when you find a casualty?</b></p> <p>A. Emergency call B. Side position C. Check breathing D. Check consciousness</p>
<p><b>Q5 Which is not a useful lactic acid bacteria?</b></p> <p>A. Yeast B. White mould C. Lysteria D. Acetic acid bacteria</p>	

## **Section – B**

**3X02 = 06 Marks**

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

Q.1. First aid box must contain: note with bullet points (checklist) 10 products?

Q.2 What do you understand by occupational hygiene?  
Name the three sub-areas and give a short example per area.

Q.3 Name the four most important corona rules when shopping:



**Section – C**

03X03 = 09 Marks

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

Q.1. With 70 workers, a job takes 96 days. How many additional workers must be hired if the work is to be completed in 84 days?

Q.2. 8,600kg of red cabbage (gross weight) is enough for 60 people. You need 120g of raw, cut red cabbage per person. Calculate the amount of red cabbage as a percentage.

Q.3. In your project work you wrote about a food product, please note:

- Name of the food product (must be identical to the one in your portfolio):
- Story of the food product:
- Production and extraction:
- Uses:
- Health effect:



**Answer Key: Hospitality Education (SET A)**

**Section A:**

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

**Section B:**

**Q1. (Ans):**

**First aid box must contain: note with bullet points (checklist) 10 products?**

- |                      |                   |
|----------------------|-------------------|
| 1. First aid book    | 7. Skin Ointment  |
| 2. Antiseptic Cream  | 8. Dressing pad   |
| 3. Antiseptic Lotion | 9. Cotton         |
| 4. Paracetamol       | 10. Dettol        |
| 5. Aspirin           | 11. Scissors      |
| 6. Eye Ointment      | 12. Crepe Bandage |

**Q.2. (Ans): What do you understand by occupational hygiene?  
Name the three sub-areas and give a short example per area.**

- |                        |                                      |
|------------------------|--------------------------------------|
| 1. Food hygiene:       | Correct storage of food              |
| 2. Industrial hygiene: | Cleaning and disinfection            |
| 3. Personal hygiene:   | Jewelry, hair, beard, nails, Uniform |

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

**Name the four most important corona rules when shopping:**

1. Wash & disinfect hands properly
2. Wear nose & mouth protection
3. Keep a social distance of at least 1,5m
4. Sneeze into the crook of your arm
5. Own vaccination with certificate

**Section C:**

**Q.1. (Ans):** With 70 workers, a job takes 96 days. How many additional workers must be hired if the work is to be completed in 84 days?

96 days equals 70 employees  
84 days equals: 70 employees x 96 days + 84 days = 80 employees  
80 employees - 70 employees = **10 employees**

**Q.2. (Ans):** 8,600kg of red cabbage (gross weight) is enough for 60 people. You need 120g of raw, cut red cabbage per person. Calculate the amount of red cabbage as a percentage (%).



60 persons x 0.120kg = 7.200kg  
8,600kg-7,200kg = 1,400kg (=stripe)  
8,600kg equals 100%  
1,400kg corresponds to:  $100\% + 8,600\text{kg} \times 1,400\text{kg} = 16,28\%$ .

**Q.3. (Ans):** Each test student has its individual product – answer to be tested with the corresponding portfolio in the G-Drive.

In your project work you wrote about a food product, please note:

- Name of the food product (must be identical to the one in your portfolio):
- Story of the food product:
- Production and extraction:
- Uses:
- Health effect:



**School of Hospitality and Tourism Skills**

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

**B. Voc. Program, Vth Semester,**

**2<sup>nd</sup> In-Semester Examination**

Registration No.:.....

**Course Code: SHT1560**

**Time: 1 Hour**

**Course Name: Food Production Sous Chef Professional**

**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 04 marks.

**Section C**- 03 essay type questions, each question carries 06 marks

**Section – A**

05X01 = 05 Marks

**Q.1.** Why is it very important to handle food carefully and cleanly?

- a) Because there is a lot of vegetables and the price is low
- b) Because food poisoning can be very dangerous and can even lead to death
- c) Because they lead to overweight
- d) None of this applies

- b) Gnocchi Romaine
- c) Gratin Dophinoise
- d) Risotto

**Q.4.** Which of the following should be consumed daily in large quantity?

- a) Water
- b) Butter
- c) Sugar
- d) None of the above

**Q.2.** In the kitchen there are different jobs, which of the following is not the personnel in kitchen.

- a) Chef
- b) Dishwasher
- c) Commis de Cuisine
- d) Bell boy

**Q.5.** Which of the following terms is not a type of vegetable cut?

- a) Brunoise
- b) Juliennes
- c) Concasse
- d) Sous vide

**Q.3.** Which of the dish does not contain cereals?

- a) Polenta

**Section – B**

03X02 = 6 Marks

**Q.1.** Name a dish made from potatoes.

**Q.2.** Name the Ingredients present in milk?

**Q.3.** Name the part of the grain from which the starch is obtained?

**Section – C**

03X03 = 9 Marks

**Q.1.** Describe the blanching cooking method, how it is used, what are the two variants and which products can be blanched.

**Q.2.** Which cooking method is used to add golden brown color to the top of the dish and which foods are suitable for it?

**Q.3.** What is the main ingredient for a classic Italian sauce and name a dish in which it is used?





**School of Hospitality and Tourism Skills**

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

**B. Voc. Program, Vth Semester,**

**2<sup>nd</sup> In-Semester Examination**

**Set A**

**Food Production Sous Chef Professional (SHT 1560)**

**Section -A**

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

**Section B**

1. Potato gratin, potato stock, all Indian dishes with potatoes
2. Water, fat, carbohydrates, protein, minerals, vitamins
3. from the core

**Section C**

1. A distinction is made between blanching in cold and boiling water. Cold bones, carcasses and fishing equipment are prepared and blanched which are leached out because one wants to have the taste and ingredients in the brew. Meat, potatoes and vegetables are blanched hot. These products should not be reached out and the vitamins and minerals should be preserved in the food.
2. Grating: eggs, cream, cheese, béchamel, hollandaise, crusts with breadcrumbs
3. Tomatoes, spaghetti Napoli, pizza, aubergine the parmesan, penne a arrabbiata

*M. Hussain*





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**School of Hospitality & Tourism Skills**  
**Session: 2021-22 (Summer Semester)**  
**B. Voc. Program, Fifth Semester,**  
**2<sup>st</sup> In-Sem. Examination**

**Course Code: SHT 1550**

**Time: 1 Hour**

**Course Name: Food & Beverage Manager Professional**

**Max. Marks: 20**

**Instruction:**

### Section – A

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

**05X01 = 05 Marks**

<p><b>Q1 What is meant by mise en place</b></p> <p>A. Washing down B. Polishing C. Preparation D. Follow-up</p>	<p><b>Q2 With an a la card order, when to use the fish cutlery</b></p> <p>A. With the fish main course B. After the order C. After the starter D. When setting the table</p>
<p><b>Q3 What does teamwork mean in F&amp;B service?</b></p> <p>A. Everybody works for himself B. two waiters do everything at the same time C. all service staff work together D. we are the team the others work</p>	<p><b>Q4 What is the most important point when cleaning up the restaurant?</b></p> <p>A: That the tablecloths are washed B: That all dishes are washed and dried and stored in the cupboard. C: Check before leaving the room that all materials are present in sufficient quantity. D: That I leave the room as it is, I have worked enough and now I need a break.</p>
<p><b>Q5 Where we keep backup?</b></p> <p>A. Pantry B. Linen room C. Dishwashing D. None of these</p>	

### Section – B

**3X02 = 06 Marks**

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

**Q.1.** Describe in one sentence what the service method "French service/presenting service" means.

**Q.2** Cutlery symbols, draw two plates and how the cutlery is placed:

- The customers have finished their meal. The plate can be cleared:
- The customer wish a second service:

**Q.3** Write down three points why red wine is decanted.



**Section – C**

03X03 = 09 Marks

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

**Q.1.** Draw a basic restaurant cover in an international service

**Q.2.** Basic service rules, working at a side table  
Create a checklist with 10 points for working at a side table.

**Q.3.** What are the duties and responsibility of Steward?



# BHARTIYA SKILL DEVELOPMENT UNIVERSITY

Course Code: SHT1150  
Hour

(SET A)

Time: 1

Course Name: FOOD & BEVERAGE SERVICE ASSOCIATE BASIC

Max. Marks: 20

## Section – (Answers) SET A

05X01 = 05 Marks

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

- A) Standard operating procedure

**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 are the duties and responsibilities of captain?

**Ans..** 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.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) Participants 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.



# BHARTIYA SKILL DEVELOPMENT UNIVERSITY

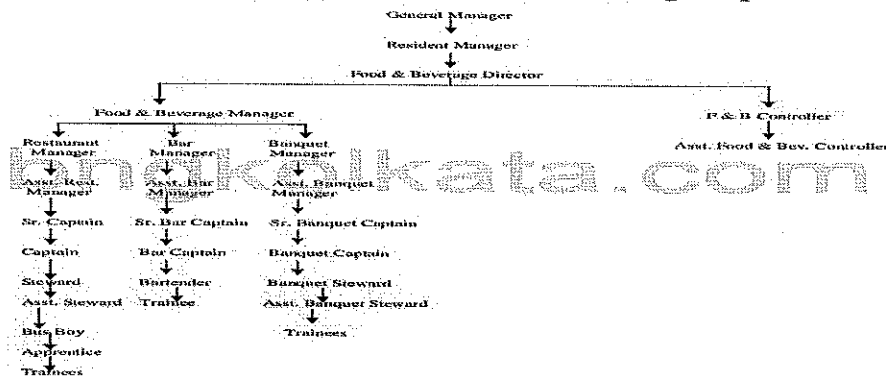
Communication skills: Language plays an important part in understanding the requirements of international travelers and delivery them. Food and beverage professionals must keep improving their communication skills in English Talking to guest in their own language instead of just English is very effective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

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.

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.

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. If 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 operation.

## Hierarchy in the Food and Beverage Department



### Question No.10- Professional Attribute of F&B service staff?

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.

### Question No.11- What is the role of bar waiter?

Answer-He is responsible for take care of bar and bar stock.

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

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

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

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

M. Pussli