

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

BVoc DEGREE EXAMINATION DECEMBER 2022
(Fifth Semester)

Branch – HOSPITALITY MANAGEMENT

RESTAURANT OPERATIONS

Time: Three Hours

Maximum: 75 Marks

SECTION-A (10 Marks)

Answer ALL questions

ALL questions carry EQUAL marks (10 x 1 = 10)

- 1 Which of the following is operated during the night and offers dinner, dance and live entertainment?
(i) Café (ii) Rotisserie (iii) Carvery (iv) Night Club
- 2 mainly serves various kinds of beer, especially draught beer and snacks.
(i) Pub (ii) Drive-in (iii) Kiosk (iv) Food court
- 3 A station of a restaurant consists of tables.
(i) 4 to 6 (ii) 8 to 10 (iii) 10 to 15 (iv) 10 to 12
- 4 is responsible for the provision of coffee, tea and juices.
(i) Silver room (ii) Still room (iii) Hot plate (iv) Plate room
- 5 Cyclic menu is followed in
(i) Coffee shop (ii) Industrial canteen
(iii) Room service (iv) Fast food centre
- 6 Crumbing is the process of during the course of dining.
(i) Refilling the glass water (ii) Change of tablecloth
(iii) Removing crumbs (iv) Serving breadcrumbs
- 7 Quarter plate is also known as
(i) Mini plate (ii) Dust plate (iii) Side plate (iv) Main plate
- 8 The capacity of soup cup is
(i) 250 ml (ii) 500 ml (iii) 400 ml (iv) 100 ml
- 9 Which of the following is not laid in a cover?
(i) Soup spoon (ii) Service spoon (iii) Fish fork (iv) Butter knife
- 10 Which of the following should not be used to lay a cover?
(i) Ceramic plates (ii) Cleaned cutleries
(iii) Chipped glasses (iv) Cruet sets

SECTION - B (25 Marks)

Answer ALL questions

ALL questions carry EQUAL Marks (5 x 5 = 25)

- 11 a Summarise the conditions to be followed by a franchised restaurant.
OR
b Compare the functionality of coffeeshop and a multicuisine restaurant.
- 12 a Bring out the need of analysing the market before launching a restaurant.
OR
b Outline the social barriers found in restaurant business.

Cont...

- 13 a Analyse the merits and demerits of independent ownerships.
OR
b Explain the nature of catering contractors.
- 14 a State the selection factors considered while purchasing cutlery.
OR
b Classify the types of crockery used in restaurant.
- 15 a Prepare the list of restaurant areas to be cleaned during vacuuming.
OR
b Describe the importance of mise en scene.

SECTION -C (40 Marks)

Answer ALL questions

ALL questions carry EQUAL Marks (5 x 8 = 40)

- 16 a Examine the present status of food service industry in India.
OR
b Elucidate the development history of fast-food restaurants.
- 17 a Point out the environmental factors influencing the food service operations.
OR
b Analyse the factors to be considered for restaurant layout and design.
- 18 a Differentiate the styles between quick service, family service and full service restaurants.
OR
b Identify the advantages of being a part of restaurant chains.
- 19 a Enumerate the miscellaneous equipment used in restaurant operations.
OR
b Classify the types of glassware and explain their uses in beverage service.
- 20 a Highlights the tasks performed during restaurant mise en place.
OR
b Outline the systematic procedures followed in preparation of restaurant.

Z-Z-Z

END