

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

BSc DEGREE EXAMINATION MAY 2026
(Second Semester)

Branch – **HOSPITALITY AND TOURISM MANAGEMENT**

FOOD & BEVERAGE SERVICE - II

Time: Three Hours

Maximum: 75 Marks

SECTION-A (10 Marks)

Answer **ALL** questions

ALL questions carry **EQUAL** marks

(10 × 1 = 10)

Module No.	Question No.	Question	K Level	CO
1	1	Which of the following additional items is laid apart from the basic cover in a traditional English breakfast cover? (i) Fish knife and fork (ii) Side plate with joint knife (iii) Steak knife (iv) Dessert spoon and fork	K1	CO1
	2	What is the primary difference between Brunch and Lunch service in hotels? (i) Cover arrangement only (ii) Service style only (iii) Timing and menu composition combining breakfast and lunch dishes (iv) Use of silver service	K1	CO1
2	3	Where is the food dispatched from in a decentralized room service system? (i) Central production kitchen only (ii) Floor service pantries (iii) Banquet kitchen (iv) Specialty restaurant outlets	K1	CO2
	4	What is the primary use of the control copy of a room service order? (i) Menu engineering (ii) Guest feedback (iii) Billing and cross-verification (iv) Stock rotation	K1	CO2
3	5	Which of the following dishes is most suitable for flambe preparation in Gueridon service? (i) Grilled Sandwich (ii) Caesar Salad (iii) Crepes Suzette (iv) Club Sandwich	K1	CO3
	6	How does the lamp used in Gueridon service operate? (i) Induction heating (ii) Solid fuel tablets or spirit (iii) Microwave energy (iv) Electric convection	K1	CO3
4	7	What is the use of theatre style arrangements in Banquets? (i) Formal plated dinners (ii) Cocktail receptions (iii) Conferences and presentations (iv) Buffet lunches	K1	CO4
	8	Which type of production and service method does Airline tray service follow? (i) Cook-to-order (ii) Silver service (iii) Pre-plated and portion-controlled system (iv) Gueridon system	K1	CO4
5	9	Name the, stock control method that enables continuous verification of inventory levels and immediate detection of discrepancies in food service operations. (i) Periodic stock taking system (ii) Perpetual inventory control system (iii) Blind receiving system (iv) Just-in-time purchasing system	K1	CO5
	10	What is the use of briefing in service? (i) Reduced food cost (ii) Proper communication of menu and service instructions (iii) Increased seating capacity (iv) Higher beverage sales	K1	CO5

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SECTION - B (35 Marks)

Answer ALL questions

ALL questions carry EQUAL Marks

(5 × 7 = 35)

Module No.	Question No.	Question	K Level	CO
1	11.a.	Analyse the factors influencing the selection of menus for Lunch services in a hotel.	K4, K5	CO1
		(OR)		
	11.b.	Explain the suitable cover for a formal dinner service and List the service sequence involved.		
2	12.a.	Examine the importance of in-room facilities in enhancing room service efficiency and guest satisfaction.	K5	CO2
		(OR)		
	12.b.	Explain about the order-taking procedure in room service and appraise on the coordination required between departments.		
3	13.a.	Classify the different types of Gueridon trolleys and their specific uses in restaurants.	K4	CO3
		(OR)		
	13.b.	Analyze the safety precautions and maintenance practices required for effective Gueridon operations.		
4	14.a.	Evaluate the planning and administrative procedures involved in organizing a banquet event.	K5	CO4
		(OR)		
	14.b.	Compare and explain the operational features of lounge service, buffet service, and home delivery service.		
5	15.a.	Appraise the role of briefing and staff training in improving food service operations.	K5	CO5
		(OR)		
	15.b.	Assess the significance of sales analysis, cost analysis, and break-even point in food service management.		

SECTION - C (30 Marks)

Answer ANY THREE questions

ALL questions carry EQUAL Marks

(3 × 10 = 30)

Module No.	Question No.	Question	K Level	CO
1	16	Compare and justify differences in menu planning, cover layout, and service style between Continental Breakfast, English Breakfast, and Indian Breakfast in star hotels.	K4,K5	CO1
2	17	Analyze the coordination required between kitchen, service staff, and housekeeping in ensuring efficient room service operations and timely delivery.	K4	CO2
3	18	List down the selection criteria for Gueridon dishes and explain the safety measures and general precautions to be followed during live cooking.	K4,K5	CO3
4	19	Explain the role of event staff in managing large-scale events and show how proper banquet layout contributes to successful event execution	K2	CO4
5	20	Appraise on various guest complaint scenarios in food service operations and propose suitable supervisory strategies to handle them effectively.	K5	CO5

Z-Z-Z

END