

**PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)**

**B.Voc DEGREE EXAMINATION DECEMBER 2019
(Second Semester)**

Branch - **HOSPITALITY MANAGEMENT**

FOOD & BEVERAGE SERVICE - II

Time: Three Hours

Maximum: 75 Marks

SECTION-A (10 Marks)

Answer **ALL** questions

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

- 1 _____ is a yeast raised roll with a hard crust.
 (i) Croissants (ii) Vienna roll
 (iii) Muffins (iv) Hard roll
- 2 Cyclic menu is followed in
 (i) Fast food (ii) Coffee shop
 (iii) Industrialcanteen (iv) Room service
- 3 Which highly seasoned sausage is served cold?
 (i) Baveuse (ii) Salami
 (iii) Kielbasa (iv) Tofu
- 4 _____ is an herbal tea.
 (i) Claro (ii) Colarado
 (iii) Maduro (iv) Tisane
- 5 Tartare sauce is derived from
 (i) Hollandaise (ii) Mayonnaise
 (iii) Tomato sauce (iv) Veloute sauce
- 6 Cigars and cigarettes are presented to the guest from
 (i) Cheese trolley (ii) Flambe trolley
 (iii) Sweet trolley (iv) Liqueur trolley
- 7 _____ may be used to offer a selection of foods to customers seated within the lounge areas.
 (i) Room service (ii) Flatter to flatter
 (iii) Pre plated (iv) Trolley
- 8 Which checking system is normally used for lounge service?
 (i) Duplicate (ii) Triplicate
 (iii) Check and bill (iv) Separate
- 9 _____ cost is incurred in engaging the staff.
 (i) Food (ii) Labour
 (iii) Miscellaneous (iv) Overhead
- 10 _____ is the value of materials in hand at the beginning of a particular period.
 (i) Closing stock (ii) Fixed cost
 (iii) Oherhead (iv) Opening stock

SECTION - B (25 Marks)

Answer **ALL** questions

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

11 a Compile a Indian brunch menu.

12 J What are the factors responsible for identifying room service equipment?

OR

b Write the mis en place activities required for breakfast service in the room.

13 a Write the procedures involved in flambeing.

OR

b What are the points do you observe while carving?

14 a Write short notes on partial room service.

OR

b Give the organization of lounge service.

15 a How do you allocate tables?

OR

b Write short notes on types of guest.

SECTION -C (40 Marks)

Answer **ALL** questions

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

16 a Compile English breakfast menu. Name the items required for laying the English breakfast cover.

OR

b How do you group Indian dishes for designing a a la carte menu for an Indian restaurant? Explain with examples.

17 a Why does room service department get more complaints? How can you overcome this problem.

OR

b How do you collect and execute the room service order?

18 a Illustrate the food service techniques used on the trolley.

OR

b How do you ensure consistency in the preparation of dishes on the gueridon? Explain.

19 a Bring out the role and importance of hospital tray service.

OR

b Write a detailed note on Airline tray service.

20 a Explain the elements of cost with examples.

OR

b How can a restaurant develop good customer relations? Explain.