## 22HMB206N / 22HMB206 / 18HMB06

# PSG COLLEGE OF ARTS & SCIENCE

(AUTONOMOUS)

## **BVoc DEGREE EXAMINATION MAY 2024**

(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  $(10 \times 1 = 10)$ 

		ALL questions carry EQUAL marks (10 × 1 - 10)		
Module No.	Question No.	Question	K Level	СО
1	1	What is the common accompaniment with egg, in American Break Fast?  a) Naan b) Hash brown potato c) Scones d) Chapati	K1	1
	2	What is popular Indian breakfast bread?  a) Croissant b) Bagel c) Paratha d) Pretzel	K1	1
2	3	Which of the following is NOT a proper way to take a room service order?  a) Speak clearly and professionally b) Rush the guest or interrupt them. c) Confirm the order details before hanging up. d)Offer suggestions based on the menu or guest preferences	K2	2
	4	Which of the following is a typical service offered by room service?  a) Delivering meals to guests' rooms b) Arranging laundry services c) Providing wake-up calls d) Checking guests in and out of the hotel	K1	2
3	5	Explain Gueridon Service?  a) Buffet style service b) Tolley service c) Self service d) Fast-food service	K2	3
	6	Which of the following is a classic gueridon dessert preparation?  a) Tiramisu b) Crêpes Suzette c) Chocolate mousse d) Panna cotta	K1	3
4	7	Which banquet layout is best suited for a large group of guests with limited space?  a) U-shape b) T-shape c) Round table d) Theater style	K1	4
	8	Explain the primary function of a banquet event order?  a) To document the details of the event  b) To track costs and revenue  c) To communicate with staff about their roles and responsibilities  d) All of the above	K2	4

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5	9	What is the primary purpose of a pre-shift briefing in a food service operation?  a) To discuss personal matters b) To communicate important information and goals for the shift c) To assign blame for previous mistakes d) To decide the menu for the day	K1	5
	10	Explain break-even point in a food service operation?  a) The point where total revenue equals total cost b) The point where total revenue exceeds total cost c) The point where total cost is minimized d) The point where total revenue is maximized	K2	5

#### SECTION - B (35 Marks)

Answer ALL questions

**ALL** questions carry **EQUAL** Marks  $(5 \times 7 = 35)$ 

Module No.	Question No.	Question	K Level	СО
1	11.a.	Explain the concept of "high tea". Prepare a high-tea menu.		
	(OR)		K2	1
	11.b.	Explain the difference between 'café complet' and 'café simple'.		
	12.a.	Explain room service and its functions in a hotel.		
2		(OR)		2
2	12.b.	Explain how to efficiently organize room service trolley for optimal presentation and ease of delivery.	K2	2
3	13.a.	Explain the concept of Gueridon service and its significance in fine dining.		
	fkn/f	(OR)		3
	13.b.	Explain the importance of maintaining hygiene standards in Gueridon service.		
	14.a.	Explain the advantages and limitations in buffet service.	K2	4
4	(OR)	(OR)		
	14.b.	Outline the procedures in event booking.		
5	15.a.	Explain the elements of cost with suitable example.		
	(OR)		K2	5
	15.b.	Summarize the nature of complaints and the methods of handling it.		

## SECTION -C (30 Marks)

Answer ANY THREE questions

**ALL** questions carry **EQUAL** Marks  $(3 \times 10 = 30)$ 

Module No.	Question No.	Question	K Level	СО
1	16	Classify different types of breakfast served in hotels? Illustrate American breakfast with a suitable menu.	K2	1
2	17	Explain the advantages and disadvantages of centralized vs. decentralized room service operations.	K2	2
3	18	Identify and briefly explain types of trolleys used in Guéridon service.	К3	3
4	19	Explain the terms "banquet" and name 5 different seating plans suitable for different functions.	K2	4
5	20	Illustrate the importance of accurate stock taking in food service inventory management.	K2	5

Z-Z-Z END