

PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)

BVoc DEGREE EXAMINATION MAY 2024
(Fifth Semester)

Branch – HOSPITALITY MANAGEMENT

RESTAURANT OPERATIONS

Time: Three Hours

Maximum: 50 Marks

SECTION-A (5 Marks)

Answer ALL questions

ALL questions carry EQUAL marks

(5 x 1 = 5)

1. RSOT stands for?
a) Room Service Order Ticket b) Restaurant Service Order Ticket
c) Room Service Order Taker d) Restaurant Service Order Taker
2. Briefing in an F&B Outlet is taken by?
a) F&B Manager b) Outlet Manager
c) Supervisor d) Senior Steward
3. A guest's first impression of an establishment occurs
a) at the first contact b) when ordering the food
c) after greeting and seating d) after they have tasted the food
4. The word 'cover' refers to the
a) folded napkin b) tablecloth overlay
c) placemat for a guest d) place setting for one guest
5. Which item of equipment is used to keep food hot on a buffet?
a) chafing dish b) sizzling plate
c) Gueridon trolley d) wooden chopping board

SECTION - B (15 Marks)

Answer ALL Questions

ALL Questions Carry EQUAL Marks

(5 x 3 = 15)

6. a) Write in detail the features food service industry.
(OR)
b) What is the importance Restaurant service in hotel.? Describe any three types of Restaurants.
7. a) Explain in detail of the market analysis to setting of restaurant business.
(OR)
b) What is a Standard Purchase Specification?
8. a) Explain why and how is stock taking done in a large –sized hotel.
(OR)
b) Explain the procedure of receiving food items in a five-star Hotel.
9. a) Explain the different methods for pricing non-perishable items in a Hotel.
(OR)
b) Explain the objectives of preparing standard recipe.
10. a) Write any six objectives of Volume forecasting.
(OR)
b) Briefly explain the following:
i) POS ii) Budget.

Cont...

SECTION -C (30 Marks)

Answer ALL questions

ALL questions carry EQUAL Marks

(5 x 6 = 30)

11. a) Discuss the problems in Food & Beverage service outlet.
(OR)
b) Draw the layout of food and Beverage Service Department.
12. a) Explain the points to be consider the layout of the restaurant.
(OR)
b) Explain the types of Restaurant and Characteristics.
13. a) What do you understand from the term "Sales"? Explain in detail.
(OR)
b) Describe about the following Independent ownership style Restaurant operational style.
14. a) Explain the importance of restaurant equipment's.
(OR)
b) List out the restaurant equipment's and explain their uses.
15. a) Summarize preparing the restaurant.
(OR)
b) How to prepare a restaurant for the guest?

Z-Z-Z

END