

PSG COLLEGE OF ARTS AND SCIENCE COLLEGE
(Autonomous)

BVoc DEGREE EXAMINATION DECEMBER – 2022
(Second Semester)

Branch – HOSPITALITY MANAGEMENT

FOOD & BEVERAGE SERVICE-II

Time: 3 Hours

Maximum Marks: 50

SECTION-A (5 Marks)

Answer ALL questions

ALL questions carry EQUAL marks

(5 x 1 = 5)

1. The person in charge of room service in a hotel is called a
(i) demi-chef de rang (ii) chef d'etages
(iii) chef de rang (iv) station head waiter
2. The person who serves alcoholic beverages in a restaurant is called a:
(i) commis de rang (ii) trancheur
(iii) sommelier (iv) debarrasseur
3. Silverware can be polished using which of the following systems:
(i) Gueridon (ii) Helitherm
(iii) Ganymede (iv) Polivit
4. Horseradish sauce should be offered when serving:
(i) smoked mackerel (ii) wiener schnitzel
(iii) fried whitebait (iv) roast leg of lamb
5. Grissini is another name for:
(i) small brioches (ii) Melba toast
(iii) thin breadsticks (iv) slices of French bread

SECTION-B (15 Marks)

Answer ALL questions

ALL questions carry EQUAL marks

(5 x 3 = 15)

6. a. Explain the service procedures for breakfast service.
OR
b. Outline the features of dinner menu.
7. a. Explain the manual equipments used in the service department?
OR
b. Describe the features of room service?
8. a. Write the advantages and disadvantages of Gueridon trolley.
OR
b. Outline the precautions to be followed while using the gueridon trolley.
9. a. Explain briefly about outdoor catering.
OR
b. Describe the procedures for buffet service?
10. a. Describe the various ways of handling guest complaints?
OR
b. Explain the importance of customer relations?

Cont...

SECTION -C (30 Marks)

Answer ALL questions

ALL questions carry EQUAL Marks (5 x 6 = 30)

11. a. Classify the different types of lunch menu and compile a menu for the same.

OR

b. Compile a dinner menu along with the cover for the same.

12.a. Explain the methods of collecting the room service orders and carrying to the room.

OR

b. Describe the various types of In-room facilities.

13.a. Explain the types of trolleys and equipments used in trolley.

OR

b. Discuss the Mise en place for guerdon service.

14.a. What are the procedures for buffet service.

OR

b. Explain the procedures for Airline tray service.

15.a. Explain the supervisory functions in food service operations.

OR

b. Describe the process of Mise en place and Mise en scene.

Z-Z-Z

END