

Model Paper “Food & Beverage Division -II” (Second Year)
Diploma in Hotel Operations (02 Year Course)
For Annual Examination 2024 & Onwards
OBJECTIVE

Marks: 20

TIME: 30 Minutes

Note: This part is compulsory. It should be attempted on the question paper and returned to the supervisory staff after the prescribed time. Cutting or over writing, Use of Ink Remover, lead Pencil and Eraser is not allowed. Supervisory Staff is requested to attach it with the answer book.

Q.1 Encircle the write answer from the given answers a, b, c & d. (20x1) = 20

- i. What type of service involves delivering food and beverages to guest rooms in a hotel?
 - a) Banquet service
 - b) Bar service
 - c) Room service
 - d) Buffet service

- ii. When handling guests in different situations, what is the key to providing excellent service?
 - a) Ignoring guest requests
 - b) Maintaining a professional attitude
 - c) Rushing through service
 - d) Avoiding guest interaction

- iii. In food safety, what is the temperature danger zone?
 - a) 0°C - 4°C (32°F - 40°F)
 - b) 5°C - 15°C (41°F - 59°F)
 - c) 60°C - 75°C (140°F - 167°F)
 - d) 100°C - 110°C (212°F - 230°F)

- iv. Which of the following is an example of a communication hazard in food and beverage service?
 - a) Clear communication between staff
 - b) Efficient use of body language
 - c) Misunderstanding guest orders
 - d) Active listening skills

- v. How can you control communication hazards in a restaurant setting?
 - a) Encourage teamwork and collaboration
 - b) Minimize guest interaction
 - c) Avoid using technology
 - d) Ignore guest feedback

- vi. What is the primary purpose of monitoring temperature in food and beverage service?
 - a) To reduce energy consumption
 - b) To ensure food and beverage safety
 - c) To increase guest satisfaction
 - d) To speed up service

- vii. Which temperature range is considered safe for storing perishable foods in a refrigerator?
- a) Below 0°C (32°F)
 - b) 4°C - 60°C (40°F - 140°F)
 - c) 75°C - 100°C (167°F - 212°F)
 - d) Above 110°C (230°F)
- viii. What should you do if you encounter a guest with specific dietary restrictions?
- a) Ignore their requests
 - b) Recommend your favorite dish
 - c) Provide suitable menu options and accommodate their needs
 - d) Ask them to leave the restaurant
- ix. In which industry do hotels and restaurants primarily operate?
- a) Hospitality industry
 - b) Tourism industry
 - c) Entertainment industry
 - d) Construction industry
- x. When serving hot beverages, what should you use to prevent burns to the guest's hand?
- a) Bare hands
 - b) Metal utensils
 - c) Cloth napkins
 - d) Heat-resistant gloves
- xi. What type of service involves guests serving themselves from a variety of food options?
- a) A la carte service
 - b) Buffet service
 - c) Room service
 - d) Fine dining service
- xii. What is the primary responsibility of the food and beverage service staff when monitoring temperature in a restaurant?
- a) Monitoring the outdoor temperature
 - b) Ensuring food and beverages are served at the correct temperature
 - c) Checking the room temperature
 - d) Setting the thermostat
- xiii. How should you handle a guest who complains about the quality of their meal?
- a) Ignore their complaint
 - b) Apologize and offer to replace the meal or provide an alternative
 - c) Argue with the guest
 - d) Ask them to leave the restaurant
- xiv. What is the main purpose of the food industry?
- a) To provide accommodation for travelers
 - b) To grow and sell food products
 - c) To provide entertainment services
 - d) To manufacture clothing

- xv. Which of the following temperature ranges is considered the "danger zone" for bacterial growth in food?
- a) 0°C - 4°C (32°F - 40°F)
 - b) 5°C - 15°C (41°F - 59°F)
 - c) 60°C - 75°C (140°F - 167°F)
 - d) 100°C - 110°C (212°F - 230°F)
- xvi. What is the primary goal of room service in a hotel?
- a) To clean guest rooms
 - b) To provide food and beverage service to guest rooms
 - c) To manage front office operations
 - d) To provide entertainment to guests
- xvii. How can food and beverage service staff ensure food safety in a restaurant?
- a) By storing perishable foods at room temperature
 - b) By washing hands frequently
 - c) By using expired ingredients
 - d) By ignoring food safety guidelines
- xviii. Which of the following is an example of non-verbal communication in a restaurant?
- a) Taking guest orders
 - b) Smiling and making eye contact with guests
 - c) Discussing the menu with guests
 - d) Writing down guest feedback
- xix. What term describes the industry that includes hotels, restaurants, and other service providers that cater to travelers and tourists?
- a) The food industry
 - b) The Logging industry
 - c) Hospitality industry
 - d) Tourism industry
- xx. Which department in a hotel or restaurant is responsible for beverage service operations?
- a) Front Office
 - b) Housekeeping
 - c) Food Production
 - d) Food & Beverage Service

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SUBJECTIVE

TIME: 2:30 minutes

MARKS: 80

SECTION-I

Q.1 Write the short answers of any twenty five (25) from the following questions. (25* 2 = 50)

- i. Define room service in the context of the hospitality industry.
- ii. What is the main responsibility of beverage service staff?
- iii. List two examples of communication hazards in food and beverage service.
- iv. Explain the importance of monitoring temperature in a restaurant.
- v. How would you handle a guest who is dissatisfied with their meal?
- vi. Define the temperature danger zone in food safety.
- vii. What does the term "a la carte" mean in a restaurant menu?
- viii. Describe one way to ensure food safety when handling raw meat.
- ix. What is the purpose of using a heat-resistant glove in food service?
- x. Explain the concept of "table setting" in restaurant service.
- xi. List two types of beverage service equipment used in a bar.
- xii. What is the primary goal of a buffet service?
- xiii. Define "upselling" in the context of restaurant service.
- xiv. How can food service staff accommodate guests with dietary restrictions?
- xv. What should you do if a guest complains of a foreign object in their food?
- xvi. Describe the role of the front office in a hotel.
- xvii. Explain the purpose of a room service order taker.
- xviii. What is the significance of maintaining cleanliness in a restaurant's kitchen?
- xix. List two examples of non-verbal communication in food service.
- xx. Describe the importance of menu knowledge for waitstaff.
- xxi. What is the purpose of a wine decanter in beverage service?
- xxii. Explain how to set a formal dining table.
- xxiii. How can a restaurant manager ensure staff safety in the kitchen?
- xxiv. Describe the proper way to greet and seat guests in a restaurant.
- xxv. What is the primary role of the host or hostess in a restaurant?
- xxvi. Explain the concept of "tipping" in the food and beverage industry.
- xxvii. List two key factors in providing excellent customer service.
- xxviii. Describe the responsibilities of a bartender in a cocktail bar.
- xxix. What is the purpose of a tray in room service?
- xxx. Explain the term "bar garnishes" in beverage service.
- xxxi. Describe the role of a sommelier in a fine dining restaurant.
- xxxii. What is the importance of time management in food service?
- xxxiii. List two examples of menu pricing strategies.
- xxxiv. Explain the concept of "menu engineering."
- xxxv. How can a restaurant staff member contribute to energy conservation?
- xxxvi. Describe the steps involved in setting up a banquet table.
- xxxvii. What should you do if a guest complains of a food allergy reaction?

SECTION –II

Note: Attempt any three questions.

(10*3= 30)

- Q.2** Describe the key responsibilities of food and beverage service staff in ensuring food safety. Include examples of how they can prevent food borne illnesses.
- Q.3** Explain the importance of effective communication in the food and beverage service industry. Provide examples of how miscommunication can lead to service issues.
- Q.4** Describe the process of taking a guest's order in a restaurant. Include the steps involved and how staff should handle any special requests or dietary restrictions.
- Q.5** Discuss the role of temperature control in maintaining food safety. Explain the temperature danger zone and how it relates to foodborne pathogens.
- Q.6** Imagine you are a manager in a fine dining restaurant. Describe the strategies you would implement to ensure excellent customer service and guest satisfaction, considering different situations that may arise.