

Model Paper “Food & Beverage Division-I” (First Year)
Diploma in Hotel Operations (02 Year Course)
For Annual Examination 2023 & 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 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

- ii. Which of the following is NOT a function of the food and beverage department in a hotel?
 - a) Food preparation
 - b) Guest check-in
 - c) Food service
 - d) Beverage service

- iii. Which of the following attributes is essential for a server in the food and beverage industry?
 - a) Advanced computer skills
 - b) Strong communication skills
 - c) Mechanical engineering knowledge
 - d) Medical expertise

- iv. What type of service requires the server to bring a cart with prepared food to the table and serve it to the guests individually?
 - a) Buffet service
 - b) French service
 - c) Family-style service
 - d) Fast-food service

- v. Which of the following is NOT a piece of common food service equipment used in the industry?
 - a) Refrigerator
 - b) Toaster
 - c) Washing machine
 - d) Television

- vi. In a restaurant, what are the primary responsibilities of a food server?
 - a) Cleaning the kitchen
 - b) Greeting guests and taking orders
 - c) Accounting and finance management
 - d) Maintaining the building structure

- vii. What is the primary responsibility of a bus person in a restaurant?
 - a) Preparing the food
 - b) Taking reservations
 - c) Clearing and resetting tables
 - d) Managing the kitchen staff

- viii. In banquet operations, what are the different types of seating plans commonly used?
 - a) Circular, hexagonal, and triangular
 - b) Row, column, and grid
 - c) Buffet, plated, and family-style
 - d) Theater-style, classroom-style, and U-shaped

- ix. What style of service involves guests serving themselves from a variety of dishes arranged on a table?
 - a) Buffet service
 - b) French service
 - c) Room service
 - d) Plated service

- x. What is the primary function of the food and beverage department in a hotel?
 - a) Checking guests in and out
 - b) Providing entertainment
 - c) Preparing meals for staff
 - d) Providing food and drink services to guests

- xi. Which of the following is a server attribute that is important for providing excellent customer service?
 - a) Proficiency in mathematics
 - b) Knowledge of computer programming
 - c) Good teamwork skills
 - d) Fluency in a foreign language

- xii. What type of food service equipment is used to keep food hot or cold for extended periods?
- a) Oven
 - b) Microwave
 - c) Chafing dish
 - d) Blender
- xiii. In which style of service does the server present and describe the dishes to the guests at the table before serving them?
- a) Buffet service
 - b) Room service
 - c) English service
 - d) Cafeteria service
- xiv. What is the primary responsibility of a food server in a restaurant?
- a) Cleaning the kitchen
 - b) Greeting guests and taking orders
 - c) Accounting and finance management
 - d) Maintaining the building structure
- xv. Which of the following is NOT a common type of banquet seating plan?
- a) Theater-style
 - b) Classroom-style
 - c) Buffet-style
 - d) U-shaped
- xvi. What type of service involves guests selecting their dishes from a menu, and the food is prepared and served to them at the table?
- a) Buffet service
 - b) French service
 - c) Room service
 - d) Cafeteria service
- xvii. What is the primary function of food service equipment?
- a) Entertaining guests
 - b) Keeping food and beverages safe
 - c) Providing guest accommodations
 - d) Managing restaurant finances

- xviii. Which of the following is NOT a responsibility of the food and beverage department in a hotel?
- a) Preparing meals for guests
 - b) Managing guest reservations
 - c) Providing room service
 - d) Maintaining the hotel's landscaping
- xix. In a restaurant, what is the primary responsibility of a bus person?
- a) Greeting guests and taking orders
 - b) Preparing the food
 - c) Clearing and resetting tables
 - d) Managing the kitchen staff
- xx. Which of the following is a style of service where food and beverages are served directly to guests in their hotel rooms?
- a) Buffet service
 - b) French service
 - c) Room service
 - d) D) Cafeteria 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. What is the main function of the food and beverage department in a hotel?
- ii. Name one essential attribute for a food server.
- iii. What does the term "buffet service" mean?
- iv. List one piece of food service equipment commonly used in restaurants.
- v. Define "room service" in the context of food and beverage operations.
- vi. What is the role of a bus person in a restaurant?
- vii. Name one type of seating plan used in banquet operations.
- viii. Explain the concept of "plated service" in restaurants.
- ix. What is the primary responsibility of a food server in a restaurant?
- x. Define "English service" in food service.
- xi. What is the purpose of a chafing dish in the food service industry?
- xii. Describe the role of the food and beverage department in ensuring food safety.
- xiii. What is the primary responsibility of a bartender in a restaurant or hotel bar?
- xiv. What is a menu and why is it important in food service?
- xv. Name one skill that a food server should possess.
- xvi. What is the difference between fast-food service and fine dining service?
- xvii. Explain the concept of "family-style service."
- xviii. What is a buffet table setup?
- xix. Why is teamwork important in the food and beverage industry?
- xx. Describe the "theater-style" seating plan used in banquets.
- xxi. What is the primary goal of the hospitality industry?
- xxii. Why is effective communication important for food servers?
- xxiii. What is the role of a host or hostess in a restaurant?
- xxiv. Define "catering" in the context of food and beverage services.
- xxv. What is the significance of food presentation in restaurants?
- xxvi. Describe the responsibilities of a sommelier in a fine dining establishment.
- xxvii. Why is it important for food servers to be knowledgeable about the menu?
- xxviii. What is the role of a food expeditor in a restaurant's kitchen?
- xxix. Explain the term "tableside service."
- xxx. Why is proper sanitation crucial in food service establishments?
- xxxi. What are the primary responsibilities of a chef in a restaurant kitchen?
- xxxii. Describe the concept of "guest satisfaction" in the food and beverage industry.
- xxxiii. What is the purpose of a dessert cart in fine dining?
- xxxiv. Why is it important for food servers to handle complaints and feedback professionally?
- xxxv. What is a "sous chef," and what are their duties in the kitchen?
- xxxvi. Explain the concept of "upselling" in the restaurant industry.
- xxxvii. What is the role of a maitre d' in a fine dining restaurant?

SECTION –II

Note: Attempt any three questions.

(10*3= 30)

- Q.2** Describe the responsibilities of a chef in a restaurant kitchen, including their role in menu planning, food preparation, and kitchen management.
- Q.3** Explain the concept of "menu engineering" and its significance in menu design and pricing strategies.
- Q.4.** Discuss the role of technology in modern food and beverage services, highlighting its impact on guest experiences and operational efficiency.
- Q.5** Describe the challenges and opportunities associated with banquet operations, including different types of seating plans and their suitability for various events.
- Q.6** Explain the concept of "front-of-house" and "back-of-house" operations in a restaurant, detailing the roles and responsibilities of staff in each area.