

VII Semester BHM Examination, March/April 2021
(Semester Scheme) (Repeaters) (2015-2016 and Onwards)
HOTEL MANAGEMENT

7.2 : Food and Beverage Service Management

Time : 3 Hours

Max. Marks : 100

Instruction : Write question numbers Accurately.

SECTION – A

Answer **any eight** questions.

(8×2=16)

1. a) Name any two modern trends in Food and Beverage Business.
- b) What is Menu Mix ?
- c) What is Digital order taking ?
- d) Name two key factors in Budget preparations.
- e) What is space allocation in layout ?
- f) Give two examples of good practices in storage control.
- g) What is impulsive selling ?
- h) Expand SOP and SPS.
- i) Define intangibility in terms of Food and Beverage Service.
- j) Define Gross Profit in Bar.

SECTION – B

Answer **any three** questions.

(3×8=24)

2. What are the limitations of a Budget ?
3. Write a note on control process in Food and Beverage Service operations.
4. Discuss the role of food trends in the Food and Beverage Industry.
5. Write a note on uses of software in the Food and Beverage Service Industry.
6. What are bar frauds and how can they be minimised ?



SECTION – C

Answer **any four** questions.

(4×15=60)

7. Explain the objectives and process of Menu Engineering.
 8. What are the sectors in the Food and Beverage Service Industry.
 9. Explain budgeting and forecasting procedures performed in Food and Beverage Service department of large hotels.
 10. Explain Beverage operations in a large hotel.
 11. Explain facility planning and design of service areas in large hotels.
 12. Explain the process of recruitment of staff in detail.
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