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BHSHSC 252

**Credit Based IV Semester B.Sc. (HS) Degree Examination, September 2022
FOOD AND BEVERAGE SERVICE – IV**

Time : 3 Hours

Max. Marks : 80

- Instructions :** 1) Answer **any 10** from Part – A.
2) Answer **any 4** from Part – B.

PART – A

(10×2=20)

I. Answer **any 10**.

- A) Flambe
- B) Fork Buffet
- C) Polivit
- D) Speciality restaurant
- E) Promotions
- F) Forecasting Demand
- G) State Banquet
- H) Fondue
 - I) Job analysis
 - J) Serpent coffee
 - K) Sit down buffet
 - L) GHC format.

PART – B

(15×4=60)

- II. Draw the organisation chart of Banquet Department and Explain the duties and responsibilities of Banquet Manager. **15**
- III. Draw and explain any two trolleys used in a standard restaurant. **15**

P.T.O.



- IV. Draw and explain various seating arrangements used in Banquet. **15**
 - V. a) List out the factors to be considered while designing a menu card. **10**
b) Explain various merchandizing tools. **5**
 - VI. Explain various types of training conducted for F and B staff. **15**
 - VII. a) List out the points to be considered while handling guest complaints. **10**
b) How to deal guest with disabilities ? **5**
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