



AJEENKYA

D Y PATIL UNIVERSITY

End Term Examinations (April 2019)

School: Hotel Management

Program: Bachelor of Hotel Management

Course: Food & Beverage Service - II

Course Code: HOM104

Semester: II

Max Marks: 50

Duration (mins): 120 Mins

Q 1. A Explain the term (ANY 5)

5 Marks

- A. Café Simple
- B. Room Service
- C. Duplicate KOT method
- D. Binder
- E. Dessert
- F. Mini-Bar

B. Fill in the blank

5 Marks

A. Non – alcoholic beverages get classified bt three broad categories: _____, _____
& _____

B.KOT stands for _____

C. Cheese in called in French _____

D. RSOT stands for _____

E. ODC stands for _____

Q.2 Answers in Brief (Any 2)

10 Marks

- A. Write down functions of a control system?
- B. List down 10 brands of Cigars and Cigarettes each?
- C.** Explain different types of KOT

Q.3 Draw Charts (Any 2)

10 Marks

- A. Draw KOT in details?
- B. Draw a classification chart of Non- alcoholic beverages?
- C. Draw room service order flow chart?

Q 4. Answer the following (Any 2)

10 Marks

- A. Define Room Service and explain types of Room Service?
- B. Explain Triplicate and Duplicate methods of order taking?
- C. Explain types of communication under interpersonal skills?

A. Draw Room Service organization structure and write duties and responsibilities of Room Service Manager?

B. Explain situation dealing with children and lost children?

C. Write down 17 course French classical menu sequence along with one example for each course?