



# AJEENKYA

## D Y PATIL UNIVERSITY

### End Term Examinations (April / May 2019)

School: Hotel Management

Program: B SC H&HA

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 by three broad categories: \_\_\_\_\_, \_\_\_\_\_ & \_\_\_\_\_
- B. KOT stands for \_\_\_\_\_
- C. Cheese is 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?

Q.5 Answers in Brief (Any 2)

10 Marks

- 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?