

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT  
AND CATERING TECHNOLOGY, NOIDA  
**ACADEMIC YEAR – 2018-2019**

COURSE : 5<sup>th</sup> Semester of 3-year B.Sc. in H&HA  
SUBJECT : Advance Food & Beverage Operations-I  
TIME ALLOWED : 03 Hours MAX. MARKS: 100

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(Marks allotted to each question are given in brackets)

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Q.1. Study the following case carefully and answer:

Rahul and Simran decided on their 'big day' that they wanted to have a wedding reception that everyone would remember. They had decided on a "Treasure Island" theme for the reception and wanted their menu to reflect the theme. Money was no constraint and variety of seafood like oyster, lobster and champagne would feature. When they approached Derek, the hotel banqueting Manager, he assured them that in their resort they would find everything they needed and his staff will make sure that the event was a success. The couple had identified a small island about 10 miles away from the resort and wanted to hold the main reception there. Although Derek and his team had never catered outside the resort, Derek decided that he could not let this function slip through his hands. With 200 guests and an average expenditure of Rs.1,800/- per cover he decided he would cater for this function at all costs. Getting the F&B to the island proved to be a difficult task but with the help of his staff Derek and his team were ready for the event. Although Derek was slightly worried that he did not have the right equipment to keep all the food at the correct temperature. Nevertheless, the reception proved to be a success and the couple were overjoyed. However, two days after the event, 46 of the guests fell ill with food poisoning. It was suspected that the oysters were the cause and the hotel is getting a lot of bad publicity.

- (a) If you were Derek, what would you have done prior to the event to ensure no risks were taken?
- (b) Now that the resort is getting bad publicity, what would you advise Derek to do?

(5+5=10)

Q.2. What is the hierarchy for kitchen stewarding department? How can kitchen stewarding manager motivate his subordinate to work efficiently, since there is lot of physical labour involved with not much of recognition.

**OR**

What are the points one needs to consider while selecting and purchasing equipment for a restaurant? Explain with examples.

(10)

Q.3. What do you mean by gueridon service? Discuss the challenges one may face in introducing this concept in a standard restaurant.

**OR**

Explain in detail different types of trolleys used for gueridon service.

(10)

Q.4. What factors are taken into account while planning a menu for a restaurant? Who are the principal contributors in menu planning? Explain in detail.

(6+4=10)

Q.5. Draw a banquet layout for a function catering – dinner for total 110 persons, 15 persons on the head table, four spring arrangement, length of the hall – 60 feet, breadth of the hall – 36 feet. Do provide the breakup of the dimensions as per the standard space calculations, as well as provide number of tables required for the setup, if the tables available with the department are 6 feet long and 2.5 feet wide.

(10)

Q.6. Explain in detail the toast procedure for the state banquet and the role of Toast Master.

**OR**

Explain in detail Banquet policies drafted by hotels before entering into sales. What role do Sales & Marketing team play for the function caterings at the hotel?

(10)

Q.7. What are the various types of buffet found in a five-star hotel? What are the factors one would consider while setting up a buffet for morning breakfast at a restaurant?

(10)

Q.8. Draw a format of Function Prospectus. Explain in detail how Function Prospectus is very useful for banquet operations.

(10)

Q.9. Write short notes on **any two**:

- (a) Crepe Suzette
- (b) Business Plan for a restaurant
- (c) Teppanyaki
- (d) Informal banquets

(2x5=10)

Q.10. Explain the following in one or two lines (**any ten**):

- (a) Scullery
- (b) Job description
- (c) Rostrum
- (d) Convention centre
- (e) Hollow block
- (f) Crescent arrangement
- (g) ODC
- (h) Cold buffet
- (i) Aisle
- (j) Smorgasbord
- (k) Protocol
- (l) EPNS

(10x1=10)

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