

ROLL No.....

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

COURSE : 1<sup>st</sup> Semester of 3-year B.Sc. in H&HA  
SUBJECT : Foundation Course in Food & Beverage Service - 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. Classify catering establishment with suitable example under each category. (10)

Q.2. Draw the organization chart of the F&B service department of a 5-star hotel. List the French hierarchy of a restaurant. (5+5=10)

**OR**

Explain inter-departmental relationship of F&B service with kitchen, accounts, purchase and store. (4+3+3=10)

Q.3. Write duties and responsibilities of a F&B manager of a five-star hotel.

**OR**

Describe the important attributes of a good waiter. (10)

Q.4. Enlist and explain all the ancillary departments of F&B service. (10)

Q.5. What different crockery and cutlery items would you use to serve three-course continental menu. List all the points to be considered while purchasing crockery. (5+5=10)

**OR**

Name **four** hollowware and **four** flatware. Give specifications of one hollowware and one flatware. (8+2=10)

Q.6. Define and classify non-alcoholic beverages. Enlist examples of each type of non-alcoholic beverage.

(8+2=10)

**OR**

Explain manufacturing process of tea and enlist different types of tea.

(6+4=10)

Q.7. List the different food service areas of a five-star hotel. Give one-line description of each.

(5+5=10)

Q.8. Write short notes on **any two**:

- (a) Processing of coffee.
- (b) Five names of cocoa beverages.
- (c) Vending machine

(2x5=10)

Q.9. Explain the following term:

- (a) Baize
- (b) Breakfast door knob card
- (c) Welfare catering
- (d) Tableware
- (e) Espresso

(5x2=10)

Q.10. Fill in the blanks:

- (a) Height of the dining table from the ground is \_\_\_\_\_ inch.
- (b) Capacity of old fashioned glass is \_\_\_\_\_ ounce.
- (c) Glass used for service of champagne \_\_\_\_\_.
- (d) Service of beverages is from \_\_\_\_\_ side.
- (e) Scientific name of tea is \_\_\_\_\_.
- (f) Alternate name for side board is \_\_\_\_\_.
- (g) Creation of environment in restaurant before service is called \_\_\_\_\_.
- (h) Full form of EPNS.
- (i) Full form of IRCTC.
- (j) Standard size of cover is \_\_\_\_\_.

(10x1=10)

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