Dr. Babasaheb Ambedkar Open University
Term End Examination July - 2016

Course	**: BBAHT**	**Numeric Code:**	
Subject Code	**: BBAHT 204**	**Max. Marks**	**: 70**
Subject Name	**: Food & Beverage Services**	**Duration**	**: 3 Hours**
Date	**:**	**Time**	**:**

SAMPLE QUESTION PAPER

Section A

Answer the following (any three) **(30)**

1.a Compare **Commercial** and **Non-Commercial** food service operations. (5)

b Classify the food service operations in the given examples into commercial or non-commercial operations with your justification: (5)
Armed Forces; Clubs; Fast Food; Function Catering; Hospitals; Prisons; Public House; Schools; Travel Catering; Universities & Colleges

2.a State the grooming standards required of F&B Service Personnel. (5)

b Discuss the attributes of F&B Service Personnel with regard to: (5)
Attitude, Pride of Work, Courtesy, Sales Ability, Sense of Urgency

3. Table Service by the waiter can be performed using: ***English Service, Family Service, American Service, French Service, and Gueridon Service***
Briefly explain each of the above methods of service. (10)

4.a Define the term 'Cover'. (4)

b Compare A la carte and Table d'hote covers using illustrations. (6)

5.a Describe the points to be kept in mind while compiling a menu. (5)

b Identify the courses that the following dishes belong to and complete the table: (5)
Tropical Fruits, Sole Meuniere, Kebab Orientale, Decaf Coffee, Consomme Brunoise, Avocado

Course	**Dish Name**
Hors-d'oeuvre	
Potage	
Poisson	
Entrée	
Dessert	
Beverage	

Section B

Answer the following (any four) **(20)**

1. Suggest three immediate things a supervisor can do to acquire leadership qualities.
2. Explain Coffee Shop service.
3. List the items normally served in the lounge area.
4. Differentiate between a Take-Away and a Drive-Through.
5. Differentiate 'Mis-en-place' from 'Mis-en-scene'.
6. List any five types of glasses with their capacities

Section C

A. MCQ (2x5) **(10)**

1. Rules of personal behaviour in polite society is referred to as:
   a. Status b. Etiquette c. Personality

2. Provision of food and beverage service by means of automatic retailing is:
   a. Vending b. Selling c. Retailing

3. All tablecloths, napkins, dusters and tray cloths are referred to as:
   a. Fabric b. Laundry c. Linen

4. Amount of food allotted to a person is referred as:
   a. Quantity b. Cover c. Portion

5. To brush the tablecloth between courses thus removing all debris is termed as:
   a. Crumbing b. Dusting c. Brushing

B. State whether True or False. (2x5) **(10)**

1. A 'Sommelier' specializes in cocktails. (True/False)
2. Cooked in butter is termed 'au beurre' in French (True/False)
3. A non-alcoholic cocktail is termed 'Mocktail'. (True/False)
4. Waiter's Friend is the term for a sideboard. (True/False)
5. The term 'bill of fare' refers to the guest bill. (True/False)

SAMPLE QUESTION PAPER