

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

COURSE	:	1 ½ Year Diploma in	
	:	Food & Beverage Service / Housekeeping /	
	:	Front Office Operations	
SUBJECT	:	Business Communication	
TIME ALLOWED	:	02 HRS.	MAX. MARKS: 50

(Marks allotted to each question are given in brackets)

Q.1. With the help of a flow chart, explain the two-way communication model. Also explain the importance of communication in professional life. (6+4=10)

Q.2. An effective business letter is an art to write. Discuss the essential features of a business letter to be effective.

OR

Write a memo to the senior management team of your organisation asking them to prepare a comparative information sheet on the cost involved in purchasing of three coffee machines which the management is planning to purchase. (10)

Q.3. Differentiate between:

- (i) Oral and written communication (ii) Formal and informal communication (5+5=10)

OR

Suggest some steps to be taken for being an effective listener. Also explain the importance of being an effective listener. (6+4=10)

Q.4. Write short notes on any three:

- (a) Telephone etiquettes while making or receiving a call
(b) Bio Data
(c) Covering letter
(d) Body language
(e) 7 C's of effective communication (3x5=15)

Q.5. State True or False:

- (i) Making a pre-judgement about a speaker can lead to effective listening.
(ii) Effective speaking requires clarity.
(iii) Circular is an oral communication.
(iv) Body language is a part of verbal communication.
(v) Spreading of rumours through informal channels is grapevine communication. (5x1=5)

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

COURSE : Diploma in Food & Beverage Service
SUBJECT : F & B Control
TIME ALLOWED : 02 Hours

MAX. MARKS: 50

(Marks allotted to each question are given in brackets)

- Q.1. Explain briefly how to control beverage purchasing in five-star hotel. (10)
OR
Explain briefly how to issue beverages in a five-star hotel
- Q.2. Explain what is cost? Explain different types of costs. (10)
OR
What is advertising? Explain briefly objectives of advertising.
- Q.3. What is purchasing? Explain briefly different method and procedure of purchasing. (10)
OR
What is issuing? Explain briefly different methods of issuing.
- Q.4. Write short notes: (5x2=10)
(i) Fixed cost (ii) Receiving (iii) Storing
(iv) Merchandising (v) Sales promotion
- Q.5. State True or False: (10x1=10)
(i) FIFO is a method of storing.
(ii) LIFO is a method of issuing.
(iii) Wrong purchasing decreases the cost of material, stored equipment and finished goods.
(iv) A relatively new method of menu analysis and food pricing is called menu analysis.
(v) Variable costs can also be called direct costs.
(vi) Wages is a direct cost.
(vii) When all the purchasing is made by single purchase department is called centralised purchasing.
(viii) The term 'beverages' in this context is used to describe both alcoholic and non-alcoholic drinks.
(ix) Refrigerated area of 10° to 15°C is for the storage of white and sparkling wines.
(x) Area held at a temperature of 5°C for the storage of bottle beers and soft drinks.

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

COURSE : Diploma in Food & Beverage Service
SUBJECT : Beverage Service
TIME ALLOWED : 03 Hours

MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. Explain the manufacturing process of beer. Give six international beer brands. (7+3=10)
- Q.2. With the help of a chart, classify non-alcoholic beverages. Give suitable examples.
OR
Explain in detail the production of RUM. (10)
- Q.3. Write short notes:
(i) Coffee baristas (ii) Fortified wines (5+5=10)
OR
Enlist the stepwise service for white wine. (10)
- Q.4. List different types of bar frauds.
OR
Write opening and closing duties of a bar tender. (10)
- Q.5. Design a four course French classical menu and suggest an appropriate wine with each course. (10)
OR
Write the recipe of following cocktails:
(i) Whisky sour (ii) Martini (iii) Margrita
(iv) Mojito (v) Bloody Mary (5x2=10)
- Q.6. Give differences between the following:
(a) Scotch and Irish whisky
(b) Pubs and juice bars (5+5=10)
- Q.7. Answer the following:
(i) Write four red wine grape variety.
(ii) List names of four liqueurs with their flavour.
(iii) Write the names of four white wines.
(iv) Write the steps to be followed while serving non-alcoholic beverages.
(v) Write classification of wines. (5x2=10)
- Q.8. What are your duties as a responsible bar tender? (10)

Q.9. Match the following:

- | | | |
|---------------------|--------|----------------------|
| (a) Under pouring | (i) | Stimulating beverage |
| (b) FOH | (ii) | Garnish |
| (c) J&B Rare | (iii) | White wine |
| (d) Corkscrew | (iv) | Bar fraud |
| (e) Tea | (v) | Front of the house |
| (f) L5 | (vi) | Water from France |
| (g) Chardonnay | (vii) | Bar equipment |
| (h) Olive | (viii) | Refreshing beverage |
| (i) EVIAN | (ix) | Whisky |
| (j) Sparkling water | (x) | Bar license |

(10x1=

Q.10. Fill in the blanks:

- (i) Service temperature of white wine is _____.
- (ii) _____ imparts characteristic bitter flavour to beer.
- (iii) Tia Maria is a _____.
- (iv) Pina colada is a _____ based cocktail.
- (v) _____ wine is served with red meat.
- (vi) _____ is a stimulating beverage.
- (vii) _____ is the national drink of Ireland and Russia.
- (viii) Cointreau is an _____ flavoured liqueur.
- (ix) Fortified wines are strengthened by addition of _____.
- (x) Non-alcoholic beverages have alcohol which is less _____.

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

COURSE	:	Diploma in Food & Beverage Service	
SUBJECT	:	Food Service	
TIME ALLOWED	:	03 Hours	MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. Enlist the courses of French classical menu with English equivalent giving examples of each course. (10)
- OR
- Enumerate the attributes of food and beverage service personnel. What are the duties and responsibilities of a waiter? (5+5=10)
- Q.2. What do you understand by 'Glassware'? Mention the parts of a glass. With the help of a neat diagram, draw and explain uses of five types of glasses. (2+3+5=10)
- Q.3. Draw the layout of pantry. Discuss its significance in F&B department. (10)
- OR
- Explain the following silver cleaning methods:
(a) Plate powder method (b) Burnishing method (5+5=10)
- Q.4. What is Mise-en-place? What Mise-en-place needs to be done before opening restaurant for breakfast service? (2+8=10)
- OR
- Write short notes on:
(i) ODC (ii) Banquets (5+5=10)
- Q.5. What do you understand by the term 'QSR'? Name any six popular QSR in India. Discuss the features of QSRs. (2+3+5=10)
- Q.6. Discuss the importance of kitchen stewarding for smooth functioning of F&B department. (10)
- Q.7. Differentiate between:
(a) À la carte menu and table d'hôte menu.
(b) Coffee shop and speciality restaurant (5+5=10)
- Q.8. Explain the following in 2-3 lines (any five):
(a) Place mat (b) Hotplate (c) Cruet (d) Baize
(e) Room service (f) Sideboard (g) Bain Marie (h) Kiosk (5x2=10)
- Q.9. Enlist various types of breakfast. Suggest a menu for full English breakfast. (5+5=10)
- Q.10. A State True or False:
(i) Demerara is a type of proprietary sauce.
(ii) Still room is responsible for making coffee, tea, juices.
(iii) Cloche is used to cover food items.
(iv) In French, apprentice is known as Commis Débarrasseur.
(v) Castor sugar is the accompaniment for Chowders.
- B Fill in the blanks:
(i) Service from trolley is called _____ service.
(ii) _____ is a fixed menu.
(iii) _____ is the danger zone for food items.
(iv) _____ is used to hold butter cubes or curls and placed on table just before service.
(v) _____ and _____ are types of breakfast rolls. (5+5=10)

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

COURSE : Diploma in Food & Beverage Service
SUBJECT : F & B Service Part - I
TIME ALLOWED : 03 Hours

MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

- Q.1. Draw classification chart of catering establishment and explain welfare catering in detail. (10)
- OR
- Explain **any two** in detail:
 (a) Adventure tourism
 (b) Industrial catering
 (c) Theme restaurant (2x5=10)
- Q.2. Explain the importance of inter-departmental co-ordination, with examples of Food & Beverage Service department and kitchen. (10)
- Q.3. List and explain use of **any ten** special equipment used in restaurants. (10)
- OR
- List and describe **ten** common table sauces used in restaurants. (10)
- Q.4. Draw and explain **any one** of the equipment in details.
 (a) Side board (b) Dish washing machine (10)
- Q.5. Explain the linen exchange process. List five types of linen commonly used in restaurants. (10)
- Q.6. Define and write the steps involved in mise-en-place and mise-en-scene. (10)
- Q.7. Explain any two forms of service in detail. (10)
- Q.8. Differentiate between a la carte and table d'hôte menu. (10)
- Q.9. Explain the following silver cleaning methods (**any two**):
 (a) Polivit method
 (b) Plate polish method
 (c) Burnishing method (2x5=10)
- Q.10. Explain **eleven courses** of French classical menu. (10)
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NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA
 ACADEMIC YEAR – 2018-2019

COURSE : 1 ½ Year Diploma in
 : Food Production / Food & Beverage Service/ Housekeeping/Bakery & Confectionery
 SUBJECT : Hygiene & Sanitation
 TIME ALLOWED : 02 HRS. MAX. MARKS: 50

(Marks allotted to each question are given in brackets)

- Q.1. Define food microbiology. Explain the role of micro-organisms in food microbiology. (2+8=10)
- OR
- Explain the standard steps to be followed by a food handler to ensure the hygiene and safety environment. (10)
- Q.2. What is FSSAI? Explain the importance of FSSAI in hospitality industry. (4+6=10)
- OR
- Explain the importance of food microbiology in hospitality industry. (10)
- Q.3. Explain food poisoning. (5)
- Q.4. What is the importance of sanitary procedure followed during food handling?
 OR
 What do you mean by first aid? What steps will you take in case of cooking oil burn? (5)
- Q.5. Explain classification of food. (5)
- Q.6. Explain garbage disposal process in hospitality industry with one example of each category. (5)
- Q.7. Explain in one or two lines (any five):
 (a) HACCP
 (b) Sanitisation
 (c) Blast freezing
 (d) Dish cloth
 (e) Sterile
 (f) PPM (5x1=5)
- Q.8. State True or False:
 (a) Dumping is a method of garbage disposal.
 (b) Fresh food can be mixed with leftover food and can be served.
 (c) Cooked and raw food are usually stored together.
 (d) Management must ensure about proper disposal of all wastes.
 (e) To maintain good health, we need to do regular exercise and take nutritious and hygienic food. (5x1=5)
