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Total No. of Pages : 02

Total No. of Questions : 18

BHMCT (Sem.-5)  
**FOOD & BEVERAGE SERVICE – V**  
Subject Code : BH-304  
M.Code : 14563

Time : 3 Hrs.

Max. Marks : 30

**INSTRUCTION TO CANDIDATES :**

1. SECTION-A is COMPULSORY consisting of TEN questions carrying ONE mark each.
2. SECTION-B contains FIVE questions carrying 2½ (Two and Half) marks each and students has to attempt any FOUR questions.
3. SECTION-C contains THREE questions carrying FIVE marks each and students have to attempt any TWO questions.

**SECTION-A**

Answer briefly :

- 1) What is Quality Management?
- 2) What is SOP?
- 3) What is Food cost?
- 4) What is Bar caddy?
- 5) What are free pourers?
- 6) What is Hospital tray service?
- 7) What are Cocktails?
- 8) Name 2 flambe dishes.
- 9) What is Lounge service?
- 10) What is Automated dispensing system?

### SECTION-B

- 11) How can a restaurant develop good customer relations? Explain.
- 12) Explain the ways to handle complaints and suggestions.
- 13) What are the items including in Bar display?
- 14) What do you understand by Human Resource Management?
- 15) What are the various Bar licenses?

### SECTION-C

- 16) Explain in detail the Beverage control system of the Bar.
- 17) Write down in detail the various Bar equipments.
- 18) What is Gueridon service? Explain with advantages and disadvantages.

NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.