Q.1. Classify catering establishment with suitable example under each category.  

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

OR 

Explain inter-departmental relationship of F&B service with kitchen, accounts, purchase and store. 

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. 

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

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. 

OR 

Name four hollowware and four flatware. Give specifications of one hollowware and one flatware. 

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

OR 

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

(8+2=10) 

(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)