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Total No. of Pages : 02

Total No. of Questions : 09

B.Sc.(ATHM) (2013 to 2017) (Sem.-4)

HOSPITALITY MANAGEMENT

(Focus-F&B, Housekeeping)

Subject Code : BTA-23

Paper ID : [A2275]

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTION TO CANDIDATES :

1. SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
2. SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt ANY FOUR questions.
3. SECTION-C contains THREE questions carrying TEN marks each and students have to attempt ANY TWO questions.

SECTION - A**Q1 Write a short note on :**

- a) Commercial catering
- b) Silver service
- c) Amenity
- d) K.O.T.
- e) Kiosk
- f) Check out
- g) Deep cleaning
- h) Organization chart
- i) Bar
- j) Back of the house

SECTION - B

- Q2 Differentiate between Mis - en - place and Mis-en – scene.
- Q3 Differentiate between English service and American service.
- Q4 Explain the importance of a side board in Food & Beverage operations.
- Q5 What is the procedure for GRA to follow when entering a guest room?
- Q6 What are public areas in hotel? Why is their cleaning and maintenance important?

SECTION - C

- Q7 Explain in detail the coordination of Housekeeping department with engineering department.
- Q8 Explain in detail the attitude and attribute of housekeeping personnel.
- Q9 Draw the organizational chart of F&B Department in a large hotel. Explain the duties of each Member.