Q.1. Answer the following question in 50-60 words:
(a) What is the role of communication in efficient management of business? What is the element of communications?
(b) Give the specimen of a letter head used for a formal communication.

(7+7=14)

Q.2. Write short notes:
(a) Office Order
(b) Two way communication
(c) Telegram

(3x5=15)

Q.3. Write in 2-3 lines:
(a) Oral communication
(b) Informal communication
(c) Circular
(d) Enclosure
(e) Internet
(f) Pattern of communication
(g) Rumour

(7x2=14)

Q.4. State True or False:
(a) A business letter is a written communication use for giving instructions clearly.
(b) Notice should be briefed precise and persuasive.
(c) Covering letter is a part of grapevine.
(d) Computer is the fastest mode of communication.
(e) Voice mail is a part of formal communication.
(f) Communication without feedback is incomplete.
(g) A D.O. letter is directly addressed to government official.

(7x1=7)
Q.1. Attempt any **four** questions:
(a) Compile a five course French menu with cutlery, crockery and glassware requirement.
(b) What are the information will you note down for taking banquet booking?
(c) Explain the co-ordination between the F&B with Food Production department with formats.
(d) Explain various types of catering establishments.
(e) What are the functions of kitchen stewarding department?

(4x7=28)

Q.2. Attempt any **six** questions:
(a) What do you understand by Ecotels?
(b) Differentiate between the waiter and the Dummy waiter.
(c) Explain Silver Dip method.
(d) What is Still Room?
(e) Give job description of Station Waiter.
(f) Write down the merits and demerits of Gueridon Service.
(g) Write down any **five** rules for waiting at the table.

(6x5=30)

Q.3. Define the following in **two to three** lines (any ten):
(a) Table d'hote
(b) Travel catering
(c) Hors d'oeuvres
(d) Buffet
(e) Welfare catering
(f) Personal hygiene
(g) Function prospectus
(h) Adventure tourism
(i) American service
(j) Dummy waiter
(k) Mise-en-place
(l) Cover

(10x2=20)
Q.4. Give the accompaniments of the following:
   (a) Tomato Juice
   (b) Caviar
   (c) Smoked salmon
   (d) Fried fish

   (4x2=8)

Q.5. Match the following:
   (a) Serviette       (i)  Main course
   (b) Coffee cup     (ii)  Condiment
   (c) Releve         (iii) Dummy waiter
   (d) Salt           (iv)  Napkin
   (e) Side board     (v)   Bain-marie
   (f) Double boiler  (vi)  Demitasse

   (6x1=6)

Q.6. State True or False:
   (a) Food should be served from the right hand side of guest.
   (b) Pantry is also known as service room.
   (c) Water goblet is placed at the tip of the large fork.
   (d) In silver service, food is served pre-plated.
   (e) In dessert, we serve sweet items.
   (f) À la carte is a fixed menu.
   (g) A Polivit is an aluminum metal sheet.
   (h) Consommé is unpassed thin soup.

   (8x1=8)

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Q.1. Explain briefly:
(a) Classify alcoholic beverages with examples in chart.
(b) Write the recipe of two rum based cocktails.
(c) Write the attributes of Food and Beverage Service Personnel.
(d) How will you judge quality of a cigar? Classify cigar on the basis of length.
(e) Explain English breakfast.
(f) Explain solera system.

(6x5=30)

Q.2. Explain in few lines:
(a) Doux (b) Buffet (c) X.O.
(d) Sekt (e) Proof (f) Hops
(g) Vintage (h) Aqua Vita (i) Refreshing beverages
(j) Must (k) K.O.T. (l) Sparkling wines
(m) Sommelier (n) Non-alcoholic beverages

(14x2=28)

Q.3. Answer in detail:
(a) Explain different methods of Order taking.
(b) Explain step by step procedure of service of Separate Tea to a room guest.
(c) Explain the patent still method with diagram.
(d) Explain the manufacturing of beer.

(4x7=28)

Q.4. Match the following:
(a) Gin (i) Beer
(b) Saccharomyces Carlsbergensis (ii) Juniper berries
(c) Bloody Mary (iv) Wine
(d) Finning (v) Vodka

(4x1=4)
Q.5. State True or False:
(a) Bouquet is a small torpedo shaped cigar.
(b) Tia Maria is a coffee based liqueur.
(c) Bordeaux is a French Wine producing region.
(d) Whisky is a neutral spirit.
(e) Beer is served at room temperature.

(5x1=5)

Q.6. Fill in the blanks:
(a) Pina Colada is a __________ based cocktail.
(b) Pinot Noir is a __________ grape.
(c) B.O.T. means ________.
(d) Service gear is a combination of _______ and _____________.

(5x1=5)
Q.1. Explain in two or three lines:
(a) Personal Hygiene
(b) General health
(c) Protective clothing
(d) Burns
(e) Manual dishwashing
(f) Chemical food poisoning
(g) Botulism

(7x2=14)

Q.2. Write short notes on any three:
(a) Food handling habits
(b) Efficient methods of garbage disposal
(c) Disinfection
(d) Types of bacteria
(e) Types of wound

(3x5=15)

Q.3. What are pest? How will you eradicate cockroaches and flies from Bakery?

(7)


(7)

Q.5. State True or False:
(a) Municipal health laws are relevant to setting up of a bakery unit.
(b) Wound should always be kept closed to avoid secondary infection.
(c) Continued wound is a superficial wound.
(d) Asphyxia is a form of suffocation.
(e) All food poisoning is due to bacterial growth.
(f) Dumping is a method of pest control.
(g) Bakery wall should be dark in colour.

(7x1=7)

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