



SCHOOL OF TOURISM, HOSPITALITY AND HOTEL ADMINISTRATION

UTTARAKHAND OPEN UNIVERSITY, HALDWANI (NAINITAL)

उत्तराखण्ड मुक्त विश्वविद्यालय, हल्द्वानी (नैनीताल)

**MASTER OF HOTEL MANAGEMENT
ASSIGNMENT**

Last Date of Submission: 15th May 2016

**Course Title: Food & Beverage Operations and Control
Year: 2015-16**

**Course Code: MHM - 203
Maximum Marks: 20**

SECTION A

This section contains 08 short answer type questions of 2^{1/2} marks each. Learners are required to answer any 04 questions only. Answers of short answer-type questions must be restricted to 250 words approximately.

Briefly discuss the following:

- 1. What are the general attributes of a 'good hospitality employee'?**
- 2. Make a chart of food and beverage brigade.**
- 3. What are the attributes of a good waiter?**
- 4. What is linen? What are the different types of linen used in a restaurant?**
- 5. What is the origin of menu?**
- 6. Define the service area and its work functions.**
- 7. What is food costing?**
- 8. Describe the mise-en-place of a bar.**

SECTION B

This section contains 04 long answer-type questions of 5 marks each. Learners are required to answer any 02 questions only. Answers of long answer-type questions must be restricted to 750 words approximately.

- 1. What do you understand by the word glassware? Give examples of different types of glassware.**
- 2. What is a bar controlling system? Explain with examples.**
- 3. What are four Ps? Explain each of them.**
- 4. Write a detailed note on 'Various types of catering services'.**