

SUBJECT CODE: DFB-01

EXAM DATE: 23.05.2023

NATIONAL COUNCIL OF HOTEL, RESTAURANT & CATERING MANAGEMENT  
ACADEMIC YEAR 2022-2023

ROLL No.....

COURSE : Diploma in Food & Beverage Service  
SUBJECT : Food Service  
TIME ALLOWED : 03 Hours

MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. Discuss the history of the catering industry. In short explain various types of catering establishment.

OR

Define Menu. Explain any two types of menu. Also specify the functions of the menu.

(10)

Q.2. Draw the layout of a food and beverage pantry. State the functions of the pantry.

OR

Draw the organization chart of a food & beverage department in a five-star hotel. Discuss the duties and responsibilities of a Banquet Manager.

(10)

Q.3. Differentiate between Mise-en-place and Mise-en-scene. Write the basic rule of laying a table.

OR

Enlist the thirteen course French classical menu with one example of each.

(10)

Q.4. Draw a labeled diagram of a sideboard. Illustrate the significance of sideboard in a fine dining restaurant.

(10)

Q.5. Write short notes on (any four):

- |                      |                        |                     |
|----------------------|------------------------|---------------------|
| i) Room Service      | ii) Russian Service    | iii) Silver Service |
| iv) American Service | v) Buffet Service      | vi) Family Service  |
| vii) In-room service | viii) Gueridon Service |                     |

(4x2½=10)

Q.6. Draw the hierarchy of kitchen stewarding department in a 5-star hotel. Describe the duties and responsibilities of a kitchen steward. Enlist equipments used in kitchen stewarding.

(3+4+3=10)

Q.7. Define breakfast. Explain any four types of breakfast.

(2+8=10)

Q.8. Explain the following in 2-3 lines (**any five**):

- |                       |              |                 |                |
|-----------------------|--------------|-----------------|----------------|
| i) Banquets           | ii) Hotplate | iii) EPNS       | iv) Coffee cup |
| v) Ethnic restaurants | vi) Bar      | vii) Bain Marie | viii) Café     |
- (5x2=10)

Q.9. A. Write the full forms of the following:

- |        |         |          |         |       |
|--------|---------|----------|---------|-------|
| i) KOT | ii) BOT | iii) QSR | iv) ODC | v) FP |
|--------|---------|----------|---------|-------|

(5x1=5)

B. State True or False:

- |  |   |
|--|---|
| i) Chafing dish is an example of hollowware.                     | T |
| ii) Cyclic menus is used in school and college canteens.         | T |
| iii) Rectangular trays are known as 'salvers'.                   | F |
| iv) Institutional catering is an example of commercial catering. | T |
| v) Plat du jour is known as card of the day.                     | T |

(5x1=5)

Q.10. Match the following:

- |                        |                                    |
|------------------------|------------------------------------|
| i) Coffee              | a) Cutlery 4                       |
| ii) Side Board         | b) Glassware 6                     |
| iii) Slip Cloth        | c) Dessert 7                       |
| iv) Fish fork          | d) Bar equipment 8                 |
| v) Snail Dish          | e) Café 1                          |
| vi) Brandy Balloon     | f) Tray jack 2                     |
| vii) Crème Caramel     | g) Table linen 3                   |
| viii) Indian breakfast | h) Specialized service equipment 5 |
| ix) Muddler            | i) Silver cleaning 10              |
| x) Polvit              | j) Stuffed parathas 8              |

(10x1=10)

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**NATIONAL COUNCIL FOR HOTEL MANAGEMENT  
AND CATERING TECHNOLOGY, NOIDA  
ACADEMIC YEAR – 2022-2023**

COURSE	:	1 ½ Year Diploma in Food & Beverage Service / Housekeeping / Front Office Operations
SUBJECT	:	Business Communication/बिज़नेस कम्युनिकेशन
TIME ALLOWED	:	02 HRS. <span style="float: right;">MAX. MARKS: 50</span>

(Marks allotted to each question are given in brackets)  
(प्रत्येक प्रश्न के लिए आवंटित अंक कोष्ठक में दिए गए हैं)

Q.1. Define business communication. Explain various types of organizational communication.

व्यापार संचार को परिभाषित कीजिए। विभिन्न प्रकार के संगठनात्मक संचार की व्याख्या कीजिए।

**OR/या**

Explain the process of communication with the help of a diagram.

संचार की प्रक्रिया को रेखाचित्र की सहायता से समझाइए।

(10)

Q.2. Sky High restaurant has advertised vacancies for the post of waiters. Design your CV along with covering letter to apply for the post.

स्काई हाई रेस्टोरेंट ने वेटर्स के पद के लिए रिक्तियों का विज्ञापन दिया है। पद के लिए आवेदन करने के लिए कवरींग लेटर के साथ अपना सीवी डिजाइन करें।

**OR/या**

What are the parts of a business letter? Explain with suitable examples.

एक व्यापार पत्र के भाग क्या हैं? उपयुक्त उदाहरणों के साथ समझाइए।

(10)

Q.3. Discuss the importance of body language.

बॉडी लैंग्वेज के महत्व पर चर्चा करें।

(5)

Q.4. Write a note on telephone etiquettes.

टेलीफोन शिष्टाचार पर टिप्पणी लिखिए।

(5)

Q.5. Discuss common speech difficulties and the ways to overcome them.

सामान्य भाषण कठिनाइयों और उन्हें दूर करने के तरीकों पर चर्चा करें।

(5)

Q.6. Differentiate between Official Letter and Demi Official Letter.

आधिकारिक पत्र और डेमी आधिकारिक पत्र के बीच अंतर लिखें।

(5)

Q.7. State True or False:

- i) Noise is not a barrier of communication.
- ii) Grapevine is an informal channel of communication.
- iii) Bio-data does not gives the details of an individual.
- iv) Memorandums are means of oral communication.
- v) Facial expression is non-verbal communication.

सही या गलत बताएं:

- i) शोर संचार में बाधक नहीं है।
- ii) ग्रेपवाइन संचार का एक अनौपचारिक माध्यम है।
- iii) बायोडाटा किसी व्यक्ति का विवरण नहीं देता है।
- iv) ज्ञापन मौखिक संचार के साधन हैं।
- v) चेहरे की अभिव्यक्ति गैर-मौखिक संचार है।

(5x1=5)

Q.8. Match the following:

- |                         |                       |
|-------------------------|-----------------------|
| i) Circular             | a) Delivery of Speech |
| ii) Notes taking        | b) Body language      |
| iii) Facial expressions | c) Rumors             |
| iv) Grapevine           | d) Improves listening |
| v) Audience analysis    | e) Formal letter      |

निम्नलिखित को मिलाएं:

- |                        |                            |
|------------------------|----------------------------|
| i) परिपत्र             | क) भाषण देना               |
| ii) नोट्स लेना         | ख) बॉडी लैंग्वेज           |
| iii) चेहरे के भाव      | ग) अफवाहें                 |
| iv) ग्रेपवाइन          | घ) सुनने में सुधार करता है |
| v) दर्शकों का विश्लेषण | ङ) औपचारिक पत्र            |

(5x1=5)

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NATIONAL COUNCIL FOR HOTEL MANAGEMENT  
AND CATERING TECHNOLOGY, NOIDA  
ACADEMIC YEAR 2022-2023

COURSE : Diploma In Food & Beverage Service  
SUBJECT : Beverage Service  
TIME ALLOWED : 03 Hours

MAX. MARKS: 100

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(Marks allotted to each question are given in brackets)

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Q.1. Explain different types of non-alcoholic beverages with the help of a chart. Name any six non-alcoholic beverages suitable for summers. (7+3=10)

OR

Define wine. Classify wines with suitable examples. (2+8=10)

Q.2. Name two international brands of following spirits with their country of origin. (2+8=10)

- i) Whisky
- ii) Rum
- iii) Gin
- iv) Vodka
- v) Tequila

OR

Define cocktails. In short explain any three methods of making cocktail. Name two classic cocktails with their base spirits. (5x2=10)

Q.3. Draw and label the bar layout. Discuss any four common bar frauds. (2+6+2=10)

OR

Write the opening and closing duties of a bar tender.

Q.4. How will you serve the following (any two): (10)

- i) Red Wine
- ii) Beer
- iii) Tequila
- iv) Brandy

Q.5. Differentiate between (any two): (2x5=10)

- i) Old world wine and New world wine
- ii) Ale beer and Lager beer
- iii) Scotch whisky and Irish whisky
- iv) Cognac and Armagnac

(2x5=10)

Q.6. Define Liqueurs. Write flavor and base spirit of the following liqueurs:

- i) Cointreau
- ii) Drambuie
- iii) Kahlúa
- iv) Malibu

Q.7. Write short notes on:

(2+8=10)

- i) Alcohol and its effect on human body
- ii) Food and wine pairing

Q.8. Explain the following in one or two lines (any ten):

(2x5=10)

- |              |              |                 |              |
|--------------|--------------|-----------------|--------------|
| i) Remuage   | ii) Grappa   | iii) Phylloxera | iv) Sake     |
| v) Fenny     | vi) Racking  | vii) Squashes   | viii) Ageing |
| ix) Grey Rot | x) Rose Wine | xi) Vodka       | xii) Absinth |

Q.9. A. Fill in the blanks:

(10x1=10)

- i) \_\_\_\_\_ is a Jamaican coffee flavored liqueur.
- ii) \_\_\_\_\_ wine is served with red meat.
- iii) \_\_\_\_\_ is fermented sap of palm trees from India.
- iv) \_\_\_\_\_ flower is used in brewing beer.
- v) B.O.T means \_\_\_\_\_.

B. Expand the following:

- |       |          |         |         |       |
|-------|----------|---------|---------|-------|
| i) VO | ii) VSOP | iii) XO | iv) AOC | v) VS |
|-------|----------|---------|---------|-------|

Q.10. Match the following:

(5+5=10)

- |                      |                               |
|----------------------|-------------------------------|
| i) Tea               | a) Rye                        |
| ii) Jigger           | b) Juniper berries            |
| iii) Champagne       | c) Camellia Sinesis           |
| iv) Port             | d) Japan                      |
| v) Bock              | e) Peg measure                |
| vi) Sake             | f) Fruit brandy               |
| vii) Canadian whisky | g) Sparkling wine             |
| viii) Kirch          | h) Steeped with buffalo grass |
| ix) Żubrówka         | i) Portugal                   |
| x) Gin               | j) German beer                |

(10x1=10)

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NATIONAL COUNCIL FOR HOTEL MANAGEMENT  
AND CATERING TECHNOLOGY, NOIDA  
ACADEMIC YEAR 2022-2023

COURSE : Diploma in Food & Beverage Service  
SUBJECT : Food & Beverage Control  
TIME ALLOWED : 02 Hours

MAX. MARKS: 50

(Marks allotted to each question are given in brackets)

- Q.1. Discuss the objectives of food and beverage controls. In short describe various sales concepts.  
**OR**  
Training is an important managerial tool. Discuss the significance of staff training. Design job description of a restaurant manager. (10)
- Q.2. What do you understand by centralized Purchasing? Enlist the advantages and disadvantages of centralized purchase system in hotel.  
**OR**  
Receiving is an important part of control cycle. Elaborate how you will establish standard procedures for receiving. (5+5=10)
- Q.3. Write short notes on (any two):  
i) SOP                      ii) Menu Engineering                      iii) Beverage sales control                      iv) Elements of Cost (2x2½=5)
- Q.4. Draw the format of any one:  
i) Bin Card    ii) Requisition Slip (5)
- Q.5. Discuss purchase and issuing control of beverages. (5)
- Q.6. State true or false:  
i) Invoice is collected during receiving of ordered raw materials.  
ii) Purchase of cereals and pulses is an overhead cost.  
iii) Purchase of new machines and equipment is part of sales budget.  
iv) LIFO stands for Last In First Out.  
v) Stars are dishes which are popular and profitable. (5x1=5)
- Q.7. Fill in the blanks:  
i) FIFO stands for \_\_\_\_\_.  
ii) Meat and poultry are \_\_\_\_\_ food items.  
iii) \_\_\_\_\_ is raised for purchase of food items.  
iv) Counting every item in the stock is called \_\_\_\_\_ inventory.  
v) \_\_\_\_\_ ensure consistency in presentation and taste of a dish. (5x1=5)
- Q.8. Match the following:  
i) Store    a) All retail transactions  
ii) Break-even point                                      b) Expensive items  
iii) Meat tag    c) Pricing and performance of menu  
iv) Menu analysis                                      d) No profit-no loss  
v) POS    e) Issuing (5x1=5)
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