GUJARAT TECHNOLOGICAL UNIVERSITY
BHMCT - SEMESTER–VII EXAMINATION – SUMMER 2022

Subject Code:173302   **Date:04-06-2022**

Subject Name:Food & Beverage Control - II

Time:02:30 PM TO 05:00 PM   **Total Marks: 70**

Instructions:
1. **Attempt all questions.**
2. **Make suitable assumptions wherever necessary.**
3. **Figures to the right indicate full marks.**
4. **Simple and non-programmable scientific calculators are allowed.**

MARKS

Q.1	**(a)**	Write a note on Catering Services offered by Indian Railways	**03**
	(b)	Write a brief note on Globalization of Fast Food.	**04**
	(c)	What are the guidelines for the approval of Standalone Air Catering Units?	**07**
Q.2	**(a)**	Explain Menu Engineering & its objectives	**03**
	(b)	What are different sources of Recruitment?	**04**
	(c)	List down different types of seating arrangements in Convention Centers	**07**

OR

	(c)	Explain the steps involved in Menu Costing	**07**
Q.3	**(a)**	Yield Management is very critical to F&B operations. Discuss.	**03**
	(b)	Write a brief note on Globalization of Fast Food.	**04**
	(c)	What are the guidelines for the approval of Standalone Air Catering Units?	**07**

OR

Q.3	**(a)**	Write a short note on Yield Management.	**03**
	(b)	Describe service standards in Convention Centre operations.	**04**
	(c)	What are latest trends in Airline Catering?	**07**
Q.4	**(a)**	Define "Human Resource Planning"	**03**
	(b)	List down the process in Financial Planning & Analysis	**04**
	(c)	Explain how restaurant Menu Engineering can increase profits?	**07**

OR

Q.4	**(a)**	Describe in brief "Convention Centre".	**03**
	(b)	Explain these terms "Stars", "Dogs", Horses" & "Puzzles".	**04**
	(c)	Explain the importance of Human Resource in service industry.	**07**
Q.5	**(a)**	Briefly describe the Essence of Customer Experience.	**03**
	(b)	Draw a sample Airline menu for in-flight catering operations.	**04**
	(c)	Discuss job responsibilities of Banquet Manager.	**07**

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OR

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Q.5	**(a)**	Explain in brief Railway Catering operations.	**03**
	(b)	Discuss few Service Standards in Banquets.	**04**
	(c)	Setting Targets can improve business performance. Explain.	**07**

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