

**MBA IN INTERNATIONAL HOSPITALITY
MANAGEMENT**

**Term-End Examination
December, 2012**

MHY-004 : RESTAURANT MANAGEMENT

Time : 3 hours

Maximum Marks : 100

Note : (i) Five questions to be attempted.

(ii) All questions carry equal marks.

1. What is food cost control ? How do you control food cost in a restaurant operations ? **10+10=20**
2. What are Cocktails and Mocktails ? Give recipes of any five ? **10+10=20**
3. Explain how you would improve the meal/drink experience of a guest visiting your hotel ? Mention atleast five attributes and discuss. **20**
4. Draw an organizational chart of an stand alone fine dining restaurant. Elaborate on the duties and responsibilities of the Restaurant Manager. **20**

5. As an F and B Manager of an Event Management company, elaborate on the key aspects that should be kept in mind while designing the Lunch and Hi-Tea menu for an International seminar of three days ? 20
6. Explain the procedure for indenting receiving and storing of non-alcoholic beverages in the dispense bar of a restaurant ? 20
7. Write a Short Note on *any four* : 4x5=20
- (a) LIFO
 - (b) FIFO
 - (c) BIN CARD
 - (d) PEST CONTROL
 - (e) WAITERS KIT
8. Differentiate between English Service and Wagon Service ? 20
9. Discuss in detail the safety and hygiene procedures to be followed in a five star category restaurant with examples ? 20
10. What are the desirable attributes of an Restaurant Manager for developing a good Food and Beverage team for a Coffee shop ? 20
-