

**M. B. A. IN INTERNATIONAL
HOSPITALITY MANAGEMENT**

(MBA IHM)

Term-End Examination

June, 2019

MHY-004 : RESTAURANT MANAGEMENT

Time : 3 Hours

Maximum Marks : 100

*Note : Attempt any five questions. All questions
carry equal marks.*

1. Explain the various factors to be considered while planning a food and beverage outlet. 20
2. Draw Food and Beverage hierarchy chart of a 100 cover Indian speciality restaurant belonging to a 5 Star Hotel. 20
3. Illustrate traits and attributes required to be a successful Food and Beverage personnel. 20
4. Write notes on the following : 10 each
 - (i) Customer relations
 - (ii) Performance measures and training

5. What are the objectives of Beverage control ? Discuss methods for controlling beverage cost. 20
6. Prepare a duty roster for a 80 seater multicuisine restaurant which is open for Breakfast, Lunch and Dinner stating staff requirement. 20
7. Discuss the role of kitchen stewarding department in a Food and Beverage outlet. Explain operations of the same. 20
8. Classify Beverages. Write about different preparations of coffee. 20
9. Explain different types of Table wines along with their respective service. 20
10. Write a note on Industrial catering. Discuss in brief theme parties and corporate campaigns. 20