

**MBA IN INTERNATIONAL HOSPITALITY
MANAGEMENT**

Term-End Examination

June, 2012

MHY-004 : RESTAURANT MANAGEMENT

Time : 3 hours

Maximum Marks : 100

- Note :** (i) *Attempt any five questions.*
(ii) *All questions carry equal marks.*

1. What is beverage cost control ? How do you control beverage cost in a restaurant operations ? **10+10=20**

2. How would you classify and categorize different types of Beers ? Which category of beer is sold most in India and why ? **20**

3. Draw an organizational chart of a chain restaurant group. Elaborate on duties and responsibilities of an Area Business Manager ? **20**

4. Does effective sales promotion lead to better customer relations ? Suggest some appropriate decisions you would make as a Manager of a restaurant ? **10+10=20**

5. As an Industrial Catering Kitchen Manager, elaborate on the key aspects that would be kept in mind while designing the food menu. 20
6. Explain the procedure for Indenting, Receiving and Storing of alcoholic beverages in the dispenca bar of a restaurant ? 20
7. Differentiate between classical French service and Russian Service. 20
8. Why is Stewarding department considered the back bone of Restaurant Operations ? Cite the procedures and activities completed by the stewarding department during the Night Shift of an Restaurant. 10+10=20
9. What are the different hardware used to serve guest in a coffee shop ? How is the upkeep for the same in liason with the stewarding department ? 10+10=20
10. How would you make the Duty Roster and work allocation as per the levels of hierarchy in a star category restaurant ? Show details with a chart or a diagram and explain ? 10+10=20
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