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B.Sc.(ATHM) (2013 to 2017) (Sem.-4)

# HOSPITALITY MANAGEMENT (FOCUS - F&B, Housekeeping)

Subject Code: BTA-23 M.Code: 71055

Time: 3 Hrs. Max. Marks: 60

#### **INSTRUCTION TO CANDIDATES:**

- SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.
- 2. SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt ANY FOUR questions.
- 3. SECTION-C contains THREE questions carrying TEN marks each and students have to attempt ANY TWO questions.

### **SECTION-A**

#### 1. Write a short note on:

- a) Mis-en- place
- b) Speciality restaurant
- c) Quick service restaurant
- d) Mis-en-scene
- e) Front of the house
- f) Linen room
- g) Cleaning agents
- h) Sewing room
- i) DND
- j) Automats

1 | M-71055 (S2)-2248

## **SECTION-B**

- 2. List the duties and responsibilities of a Guest room attendant.
- 3. Differentiate between commercial and non-commercial catering establishments.
- 4. Draw organizational chart of Housekeeping department in a large Hotel.
- 5. Differentiate between American service and English service.
- 6. Give job description of a Housekeeping supervisor.

## **SECTION-C**

- 7. Discuss the Interdepartmental relationship of F&B service with other departments.
- 8. What are the personal attributes of Housekeeping personnel?
- 9. Explain the various types of F&B Outlets and their characteristics.

NOTE: Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.

2 | M-71055 (S2)-2248