

Roll No.

Total No. of Pages : 02

Total No. of Questions : 09

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

HOSPITALITY MANAGEMENT (Focus-F&B, Housekeeping)

Subject Code : BTA-23

Paper ID : [A2275]

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTION TO CANDIDATES :

1. **SECTION-A is COMPULSORY** consisting of **TEN** questions carrying **TWO** marks each. <http://www.punjabpapers.com>
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

Q1 Write a short note on :

- a) Commercial catering
- b) Silver service
- c) Amenity
- d) K.O.T.
- e) Kiosk
- f) Check out
- g) Deep cleaning
- h) Organization chart
- i) Bar
- j) Back of the house

SECTION - B

- Q2 Differentiate between Mis - en - place and Mis-en – scene.
- Q3 Differentiate between English service and American service.
- Q4 Explain the importance of a side board in Food & Beverage operations.
- Q5 What is the procedure for GRA to follow when entering a guest room?
- Q6 What are public areas in hotel? Why is their cleaning and maintenance important?

SECTION - C

- Q7 Explain in detail the coordination of Housekeeping department with engineering department. <http://www.punjabpapers.com>
- Q8 Explain in detail the attitude and attribute of housekeeping personnel.
- Q9 Draw the organizational chart of F&B Department in a large hotel. Explain the duties of each Member.