PG Even Semester Exam, May 2025

Hospitality & Tourism Management

2nd Semester

COURSE NO. HTM-558

[Food & Beverage Operation]

Full Marks : 70
Pass Marks : 28

Time : 3 hours

The figures in the margin indicate full marks for the questions

Answer all questions,

1. a. Discuss the growth of hotel industry in India over the years. 7

   b. Discuss the factors that have contributed to its expansion including tourism & Government policies. 7

Or

2. a. Define welfare catering and discuss its significance in industrial, institutional and transport sectors. 7

   b. Analyse how the target audience and service style vary between welfare catering and commercial catering. 7

To resolve this issue, the management decided to upgrade to computerized billing system integrated with digital KOT. Within a month, customer feedback improved with guest satisfaction. The restaurant also observed a reduction in revenue loss due to billing mistakes.

   a. What are the key differences between manual and computerized billing system? 7

   b. How does an efficient bill control system contribute to a better customer service and revenue management? 7

9. Explain the importance of kitchen stewarding in the Food & Beverage industry. 14

Or

10. Identify the common challenges faced by kitchen stewarding departments in maintaining hygiene standards during peak operational hours. 14

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3. a. Explain the organizational structure of the food & beverage department in a 5-star hotel. 7

   b. What essential attributes should F&B personnel possess to ensure excellent service and guest satisfaction? 7

Or

4. What are ancillary departments in the F&B sector and what roles do they play in overall operations? Discuss. 14

5. a. What do you understand by term Menu? 4

   b. Discuss the key objectives of Menu planning in a commercial food service establishment. 10

Or

6. a. What are the different types of meals served in hotel industry? 7

   b. Compare and contrast a la carte and table d'hote menu, providing examples of where each type is served. 7

7. A five star hotel in Mumbai is hosting a two-day International business convention. The event includes multiple sessions, net-working breaks and a dinner for 300 attendees. The hotel's F&B department is responsible for coffee breaks, buffet lunches and dinner.

   The team decides to use a mix of food service styles., pre plated for coffee breaks, buffet service for dinner. On the first day, a delay in food replenishment at the buffet station causes long waiting lines, frustrating the guest. Additional some foreign delegates have dietary restrictions that were not communicated, leading to complaints.

   The F&B manager Priya, quickly organizes additional kitchen staff to speed up the replenishment and arranges alternative meal options for the guest with special dietary needs. She also ensures that for the second day, better coordination is established between the service and kitchen teams to prevent delays.

   a. What could have been done during the planning phase to avoid the issues? 6

   b. Compare the advantages and disadvantages of buffet service handling large events. 4

   c. How hotels can effectively manage special dietary requests? 4

Or

8. Sunrise Cafe is a popular spot in a hotel, serving a variety of cuisine. The cafe recently experienced customer complaints about delays in bill processing and incorrect charges. The restaurant was using a manual KOT system, where waiters noted down orders and a separate billing staff prepared the final bill manually this process often led to errors, confusion and delays.