

Printing Pages : 2

Paper Cod: MHMCT-105

(A) SVSU:2025-26/R

Enrollment No.

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Program Name: MHMCT

I Semester Examination

Subject Code: MHMCT-105

Subject Name: Managerial Communication

[Time : 03:00 Hours]

[Max. Marks : 70]

Note: Attempt all the questions as per given instructions.

1. Multiple Choice Questions (MCQs) [01×15=15]

- I** The 7Cs of communication were proposed for—
 (a) Personal letters (b) Effective communication
 (c) Reports only (d) Speeches only
- II** Semantic barriers arise due to—
 (a) Misinterpretation of words (b) Poor hearing
 (c) Technical noise (d) Emotions
- III** A good communicator must ensure—
 (a) Two-way communication (b) Fast talking
 (c) More jargon (d) Silence
- IV** Which of these is a function of business letters?
 (a) Record official communication
 (b) Maintain personal diary
 (c) Express emotion
 (d) Discuss politics
- V** A letter expressing regret for inconvenience is—
 (a) Apology letter (b) Request letter
 (c) Resignation letter (d) Complaint letter
- VI** Departmental communication includes—
 (a) Notice (b) Circular (c) Office order (d) All of these
- VII** A press release is written for—
 (a) The media/public (b) Internal staff
 (c) Friends (d) Students only
- VIII** "Vote of Thanks" is delivered—
 (a) At the end of an event (b) At the beginning
 (c) During lunch (d) Never

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Enrollment No.

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Program Name MHMCT

1stSemester / 1stYear Examination

Subject Name Food & Beverage Service Operations

[Time : 03:00 Hours]

[Max. Marks : 70]

Note: Attempt all the questions as per given instructions.

1. Multiple Choice Questions (MCQs)**[01×15=15]****I "QSR" stands for:**

- a) Quick Service Restaurant
- c) Quick Serving Room

- b) Quality Serving Room
- d) Quality Service Restaurant

II Personal hygiene of staff ensures:

- a) Fast service
- c) Decor maintenance

- b) Food safety
- d) Cost control

III "Mise-en-place" means:

- a) Laying the table
- c) Preparation before service

- b) Cleaning the restaurant
- d) Serving guests

IV In which service is food cooked and served at the table?

- a) Gueridon service
- c) Cafeteria service

- b) Buffet service
- d) Silver service

V Pre-plated service is also called:

- a) English service
- c) Russian service

- b) American service
- d) French service

VI "High Tea" is served:

- a) Early morning
- c) Midnight

- b) Late afternoon or evening
- d) Before lunch

VII The American term equivalent to "Chef de Rang" is:

- a) Server
- c) Captain

- b) Waiter
- d) Steward

VIII In large hotels, F&B operations are generally divided into:

- a) Service and production areas
- c) Rooms division and front office

- b) Kitchen and accounts
- d) Maintenance and security

IX A "banquet" service is mainly associated with:

- a) In-room dining
- c) Coffee shop meals

- b) Large events or gatherings
- d) Bar service

X Which of the following is a *cyclical menu*?

- a) Menu that changes daily
- b) Menu repeated after a specific period
- c) Menu with seasonal dishes
- d) Menu designed for parties only

- XI** Which meal is typically served between 12 noon and 2:30 PM?
- Breakfast
 - Lunch
 - High Tea
 - Supper
- XII** "Table d'hôte" menu offers:
- Extensive variety at varying prices
 - Few items at a fixed price
 - Snacks and beverages only
 - À la carte choices
- XIII** Crockery refers to:
- Silver items
 - Ceramic plates and cups
 - Glassware
 - Bar tools
- XIV** During silver service, food is served from:
- Left-hand side of the guest
 - Right-hand side of the guest
 - Any side convenient
 - Front of the guest
- XV** In American service, food is served from:
- Right side of guest
 - Left side of guest
 - Buffet counter
 - Gueridon trolley
- 2. Answer in long (any three) [10×3=30]**
- Draw classification of catering establishments & explain railway catering.
 - List the hierarchy of a restaurant in French terminology.
 - What are the duties and responsibilities of a Restaurant Manager?
 - Explain the different meals of a day.
 - Write five crockery names with their size and use.
- 3. Answer in short (any five) [5×5=25]**
- List various factors to be considered while planning a good menu.
 - Write short notes on the following:
 - Cafeteria service
 - Buffet service
 - Give the size / capacity of any five of the following:
 - Tea cup
 - Hi ball glass
 - Dinner plate
 - Round dining table
 - Soup Bowl
 - Beer goblet
 - Half plate
 - B&B plate.
 - List essential equipment required which are placed on dummy waiter.
 - What is transport catering? Name 2 Indian Luxury Tourist Trains.
 - Explain in detail Briefing & De-Briefing.
 - Write short notes on:
 - Cover
 - Maitre d' Hotel

Printing Pages : 1

Paper Cod: MHMCT-101

(B) SVSU:2025-26/R

Enrollment No.

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Program Name: MHMCT

1st Year/1st Semester Examination

Subject Name: Food Production Operations

[Time : 03:00 Hours]

[Max. Marks : 70]

Note: 1. Attempt all the questions as per given instructions.

1. State true or false:

[01×10=10]

- I Grilling is the dry method of cooking.
- II Steaming is the dry method of cooking.
- III Chef de partie is the head of kitchen department.
- IV Salt is a thickening agent.
- V Basil is a fine herb.
- VI Refined flour is not a raising agent.
- VII Hand wash is the part of personal hygiene.
- VIII Corn flour is a flavoring agent.
- IX Modern Cookery is not a Nouvelle cuisine.
- X An induction plate is the manual equipment of kitchen.

2. Fill in the blanks:

[01×05=05]

- I Refined flour is a agent.
- II Parsley is herb.
- III Roasting is the method of cooking.
- IV Boiling is the method of cooking.
- V chef is the supervisor of kitchen department.

3. Answer in long (any three)

[10×3=30]

- I Describe the kitchen equipments.
- II Define sauce and explain the six mother sauces.
- III Draw the kitchen organization chart of a large hotel and explain duties and responsibilities of Demi chef de partie .
- IV Explain the coordination of kitchen with other departments.

4. Answer in short (any five)

[5×5=25]

- I Discuss the attributes of kitchen staff in a professional kitchen.
- II Explain the various methods of cooking.
- III Explain duties and responsibilities of Sous chef.
- IV Classify fruits and vegetables in detail.
- V Write a short note on "Kitchen tools".
- VI Explain the effect of heat on vegetables.
- VII What are soup and its types? Explain it

[illegible]

Subject Name – ACCOMMODATION OPERATIONS

- How the under repair rooms are cleaned?
- Explain the cleaning procedure for VIP and vacated room.
- Discuss the procedure of turn down service.
- What is second service and spring cleaning?
- Write about environment friendly housekeeping.
- Why the pest control is important in the hotel?
- Describe the procedure for cleaning the occupied room.