

**THIRD SEMESTER (CBCSS—UG) DEGREE EXAMINATION
NOVEMBER 2021**

B.T.H.M.

BTH 3C 03—MANAGEMENT PRINCIPLES AND PRACTICES

(2019—2020 Admissions)

Time : Two Hours and a Half

Maximum : 80 Marks

Section A

*Answer at least **ten** questions.*

Each question carries 3 marks.

All questions can be attended.

Overall Ceiling 30.

1. How do you identify alternatives in planning ?
2. What is group decision-making ?
3. What is the purpose of performance appraisal ?
4. Name any *two* criteria for an effective organisation.
5. What is chain of control ?
6. Why job design is created ?
7. What is the nature of work specialization ?
8. How will you determine alternatives to establish objective ?
9. How does certainty influence decision-making ?
10. Define the term "Self efficacy".
11. What is self-esteem ?
12. What is Trait ? Give examples.
13. Name any *two* characters of core value.
14. Define the term "Leadership continuum".
15. What is organisation culture ?

(10 × 3 = 30 marks)

Turn over

Section B

*Answer at least **five** questions.*

Each question carries 6 marks.

All questions can be attended.

Overall Ceiling 30.

16. Describe the term "Mission" in planning.
17. Explain the process of MBO.
18. Explain any *five* types of decision-making.
19. Explain the external environment that influences its operation.
20. Write short note on division of labour.
21. State the practical reasons for formulating plan.
22. How Delphi technique is used in decision-making process ?
23. Write the importance of communication in an organisation.

(5 × 6 = 30 marks)

Section C

*Answer any **two** questions.*

Each question carries 10 marks.

24. Highlight the benefits of MBO.
25. What are the controlling functions of management ?
26. Why control is needed ?
27. How to overcome barriers in communication ?

(2 × 10 = 20 marks)

**THIRD SEMESTER (CBCSS—UG) DEGREE EXAMINATION
NOVEMBER 2021**

B.T.H.M.

BTH 3B 09—BASICS OF FOOD AND BEVERAGE SERVICE

(2019—2020 Admissions)

Time : Two Hours

Maximum : 60 Marks

Section A (Short Answer Type)

*Answer at least **eight** questions.*

Each question carries 3 marks.

All questions can be attended.

Overall Ceiling 24.

1. Define the term “Back of the house”.
2. What is “Buffet service” ?
3. What does Indian breakfast consist of ?
4. Define the term “Menu”.
5. What is burnishing machine ?
6. Define the term “Echelon”.
7. What is Social skill of a waiter ?
8. What is Blended tea ?
9. What is Work schedule ?
10. What is Crumbing down ?
11. Define the term “Oeufs”.
12. What is Farineux ?

(8 × 3 = 24 marks)

Turn over

Section B (Paragraph/Problem Type)

Answer at least five questions.

Each question carries 5 marks.

All questions can be attended.

Overall Ceiling 25.

13. Write a note on 'Cafeteria service'.
14. Write the features of "Single point service".
15. Write the procedure for polishing cutlery and crockery.
16. Write a short note on "Poisson" course.
17. Mention any *five* gastronomic rules for menu planning.
18. Mention any *five* duties of a Captain.
19. What is the use of "Plate powder" in cleaning service equipment ?

(5 × 5 = 25 marks)

Section C (Essay Type)

Answer any one question.

The question carries 11 marks.

20. Describe the characteristics of "Robotic service".
21. Explain the basic principles of table layout.

(1 × 11 = 11 marks)

**THIRD SEMESTER (CBCSS—UG) DEGREE EXAMINATION
NOVEMBER 2021**

B.T.H.M.

BTH 3B 07—ADVANCED FOOD PRODUCTION PRINCIPLES

(2019—2020 Admissions)

Time : Two Hours and a Half

Maximum : 80 Marks

Section A

Answer at least ten questions.

Each question carries 3 marks.

All questions can be attended.

Overall Ceiling 30.

1. What is “Foaming”?
2. What is “Activated Dried Yeast”?
3. What is “Roulade”?
4. Define the term “Mousse”.
5. How do you store and serve pressed caviar?
6. What is “Poussin”?
7. What is “Prime grade mutton”?
8. Define the term “Dried pasta”.
10. What is “Conchiglie”?
11. Write the accompaniment for Boiled fresh beef.
12. Name any *two* kitchen hygiene principles.
13. What is Class C fire? How will you extinguish it?
14. What is Dry Chemical Powder type extinguisher?
15. What are the methods of making pastry?

(10 × 3 = 30 marks)

Turn over

Section B

*Answer at least **five** questions.*

Each question carries 6 marks.

All questions can be attended.

Overall Ceiling 30.

16. Write short notes on chemical leaveners.
17. Describe the term "Molded cookies"
18. Mention the responsibilities of Larder Chef.
19. Give the applications of "Gelatin" in cold foods.
20. Write the characteristics of good aspic jelly.
21. What is Caviar ? What are the types of caviar ?
22. What are the common elements of Mediterranean cuisine ?
23. Write the procedure for making stuffed pasta.

(5 × 6 = 30 marks)

Section C

*Answer any **two** questions.*

Each question carries 10 marks.

24. Specify the essentials of planning larder kitchen layout.
25. Enumerate the principles of refrigeration storage.
26. What are the important ingredients of Spanish cuisine ?
27. Explain different types of frosting.

(2 × 10 = 20 marks)

**THIRD SEMESTER (CUCBCSS-UG) DEGREE EXAMINATION
NOVEMBER 2021**

B.T.H.M.

BTHM 3B06—BASIC FOOD AND BEVERAGE SERVICES THEORY

(2017—2018 Admissions)

Time : Two Hours and a Half

Maximum : 60 Marks

I. Identify the answers from the option, each carries 1 mark :

- 1 English service is often referred as _____.
(a) Pre-plated service. (b) Quick service.
(c) Host Service. (d) Self-service.
- 2 The size of the cover is _____.
(a) 24 × 18 inches. (b) 20 × 18 inches.
(c) 24 × 24 cms. (d) 24 × 18 cms.
- 3 Dummy waiter is otherwise called as _____.
(a) Steward. (b) Senior waiter.
(c) Side board. (d) Lounge.
- 4 Who is responsible for hot plate section of the pantry ?
(a) Chef. (b) F and B Manager.
(c) Captain. (d) Aboyeur.

State True or False :

- 5 Mise-en-place is the preparation of the environment of the restaurant before starting the service session.
- 6 Pantry is a Food and Beverage service outlet.
- 7 Restaurant hostess is responsible for restaurant reservation and receiving them at the door.
- 8 Traditional English breakfast is heavier than Continental breakfast.

(8 × 1 = 8 marks)

Turn over

II. Write any *six* short answer questions in 2 or 3 sentences, each carries 2 marks :

- 9 What do you mean by Club Catering ?
- 10 Who is waiter in a hotel ?
- 11 Define "Discotheque".
- 12 Define flatware.
- 13 What is a silver room ?
- 14 What do you mean by continental breakfast ?
- 15 What is lounge service ?

(6 × 2 = 12 marks)

III. Write any *five* short essay questions in 150-200 words, each one carries 4 marks :

- 16 Explain the difference between on premises catering and off premises catering.
- 17 Write down the care and maintenance of gueridon trolley.
- 18 Bring out the characteristics of coffee shop.
- 19 What are the points to be considered while laying a restaurant table ?
- 20 Write down the different types of menu.
- 21 Bring out the functions of still room.
- 22 Explain the various dishes served at High Tea.

(5 × 4 = 20 marks)

IV. Write any *two* essays, each one carries 10 marks :

- 23 Discuss the various factors to consider in menu planning.
- 24 Explain the procedures for taking order in a restaurant.
- 25 Explain the different styles of food service.

(2 × 10 = 20 marks)