

Reg. No.:



Name:

University of Kerala

U8697

Second Semester FYUGP Degree Examination, April 2025

Discipline Specific Core Course

BMS HOTEL MANAGEMENT

UK2DSCBHM102 - Food & Beverage Restaurant Operations

Academic Level: 100-199

Time: 1 Hour 30 Minutes(90 Mins.)

Max. Marks: 42

Part A. 6 Marks.Time:6 Minutes.(Cognitive Level:Remember(RE)/Understand(UN)) Objective Type. 1 Mark Each.Answer all questions

Qn No.	Question	CL	CO
1	Explain Cafe simple Options : A)only coffee B)coffee with continental breakfast C)only Tea D)tea with continental breakfast	RE	1
2	Choose the option that is NOT a step in professional table service. Options : A)Greeting the guest B)Seating the guest C)Asking for payment before service D)Taking the food order	RE	2
3	Explain what a room service waiter should do first before entering a guest's room. Options : A)Knock and announce "Room Service" B)Enter quietly C)Call the guest D)Wait for the guest to open the door	UN	2
4	A continental breakfast usually includes items like bread, croissants, and -----	UN	1
5	Explain the purpose of curing tobacco. Options : A)To change its size B)To remove excess moisture C)To make it grow faster D)To make it edible	UN	4
6	Explain why green tea is considered healthier than black tea. Options : A)It contains more caffeine B)It is fermented	UN	3

Qn No.	Question	CL	CO
	C)It retains more antioxidants D)It has more sugar		

Part B.8 Marks.Time:24 Minutes.(Cognitive Level:Understand(UN)/Apply(AP))Short Answer. 2 marks each.Answer all questions

Qn No.	Question	CL	CO
7	Discuss the two main types of coffee beans	UN	3
8	Explain restaurant reservation system	UN	2
9	Identify examples of breakfast bread rolls	AP	1
10	Identify four tea brands	AP	3

Part C. 28 Marks.Time:60 Minutes (Cognitive Level:Apply(AP)/Analyse(AN)/Evaluate(EV)/Create(CR)) Long Answer.7 marks each.Answer all 4 Questions choosing among options * within each question

Qn No.	Question	CL	CO
11	A) Illustrate the differences between English and Indian breakfasts to a guest OR B) Illustrate the difference between continental and american breakfast	AP	1, 1
12	A) Explain the classification of processing of cocoa OR B) Distinguish the differences between cona coffee and filter coffee	AN	3, 3
13	A) Explain why should cigars be stored in a humidor rather than at room temperature OR B) Explain the most important factors for the selection of cigars	EV	4, 4
14	A) Create a check list for restaurant managers to ensure a smooth reservation process OR B) Create a script for answering reservation calls professionally	CR	3, 2