



V. M. SALGAOCAR INSTITUTE
of
INTERNATIONAL HOSPITALITY EDUCATION

B. Sc. International Hospitality Management

Type: Semester End Assessment (SEA)

Date: 17/11/2025

Batch and Semester: 2025-2028, and 1

Total Marks: 80

Time Duration: 2 Hours

Course Name: Food & Beverage Operations

Course Code: IHT-100

Faculty: Chef Sangita Fernandes & Ms.Cleona Pereira

This paper contains 05 pages in addition to the cover page.

Full Name of the Student: _____

Permanent Registration Number: _____ Class: _____

Marks Obtained: _____ Faculty Signature: _____ Invigilator Signature: _____

Main Answer sheet	Number of Supplements	Total number of Answer sheets
01		

- Carefully read each question at the outset of the paper. All queries must be addressed to the faculty within the first 10 minutes of the examination.
- Students are expected to maintain complete silence in the examination hall and should not interact or communicate with their peers.
- Students will carry only their essential stationery like pens, pencils, ruler and simple calculators into the examination hall.
- Bags, eatables, drinks, etc. will not be allowed inside the hall with the exception of a bottle of water.
- Cell phones, electronic data banks, scientific calculators and smart/beeping watches are prohibited in the examination hall.
- Students will answer the examination with only blue/ black ball point pens unless informed differently by faculty. Avoid usage of green or red ink pens on the answer sheet.
- Dictionaries will not be allowed into examination hall unless informed differently by faculty.



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SECTION A (Food & Beverage Service)

Q.1 ELABORATE THE FOLLOWING TERMS

(4 × 2 = 8 Marks)

- i. Mise en place
- ii. À la carte
- iii. Condiments
- iv. Gueridon service

Q.2.A. ANSWER ANY ONE QUESTION.

(03 Marks)

- i. Explain the importance of mise en scène in ensuring smooth restaurant operations.

OR

- ii. What does AACCS stand for? How does it work, and can you provide an example of its application in fine dining restaurant?

Q.2.B. ANSWER THE FOLLOWING QUESTION.

(03 Marks)

- i. Discuss the functions of any four ancillary areas commonly found in a restaurant.

Q.2.C. ANSWER THE FOLLOWING QUESTION.

(04 Marks)

- i. Describe the key differences between formal and informal dining service styles with suitable examples.

Q.3.A. ANSWER ANY ONE QUESTION.

(03 Marks)

- i. Identify and describe any four types of food and beverage outlets in a hotel and explain the type of service style used in each.

OR

- ii. Classify room service, banquet and coffee shop according to their service method and target guests.



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Q.3.B. ANSWER THE FOLLOWING QUESTION.

(03 Marks)

- i. Explain how you would greet and seat guests arriving at a fine dining restaurant.

Q.3.C. ANSWER THE FOLLOWING QUESTION.

(04 Marks)

- i. How does suggestive selling enhance the customer experience, and what role does it play in increasing restaurant sales?

Q.4.A. ANSWER ANY ONE QUESTION.

(03 Marks)

- i. Analyze how poor guest communication can lead to service errors and customer dissatisfaction.

OR

- ii. How does proper mise en place and mise en scène improve service speed and consistency?

Q.4.B. ANSWER THE FOLLOWING QUESTION.

(03 Marks)

- i. Explain the 2 potential advantages of pursuing a career in the food and beverage service industry.

Q.4. C. ANSWER THE FOLLOWING QUESTION.

(04 Marks)

- i. Explain the effectiveness of restaurant hierarchy in ensuring smooth coordination between kitchen and service team.

Q.5.A. ANSWER ANY ONE QUESTION.

(03 Marks)

- i. As a supervisor, demonstrate how you would organise mis en place for a 60-cover dinner service.

OR

- i. Imagine you are designing a 3 course French classical menu for a fine dining event. Provide one example of each dish.



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Q.5.B. ANSWER THE FOLLOWING QUESTION.

(03 Marks)

- i. Design a step-by-step service sequence for breakfast service in a hotel coffee shop, ensuring efficiency and guest comfort.

SECTION B (Kitchen)

Q.1. ANSWER ALL THE QUESTIONS.

(4X2 Marks =8 Marks)

- i. Name four derivative sauces of Hollandaise sauce.
- ii. Name the ingredients of "Bouquet garni".
- iii. Name the cuts of the chicken.
- iv. Name two international soups and their place of origin.

Q.2. A ANSWER ANY ONE QUESTION.

(03 Marks)

- i. Explain the term "Emulsification" and "Saut  ing"

OR

- ii. Explain the different wet methods of cooking with examples.

Q.2. B ANSWER THE FOLLOWING QUESTION.

(03 Marks)

- i. Discuss the importance of a requisition sheet in kitchen operations.

Q.3. A ANSWER ANY ONE QUESTION.

(03 Marks)

- i. Classify the different hierarchy with sections in the kitchen department of a 5-star hotel.

OR

- ii. The following recipe is for 2 Pax. Your Executive chef requests you to prepare the recipe for 50 Pax. Please write the material requirement for 50 pax and explain how you calculated the conversion factor.

Ingredients:

For Grilled Chicken:

- Chicken breasts – 0.300 gms



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- Olive oil – 9.6 ml
- Salt – 8 gms
- Black pepper – 2 gms

For Mashed Potatoes:

- Potatoes (medium) – 6 gms
- Butter – 0.06 gms
- Cream – 0.16 gms
- Salt – 4 gms

For Sautéed Vegetables:

- Carrot – 0.4 gms
- Bell peppers (red) – 48 gms
- Bell peppers (yellow) – 48 gms
- Zucchini (green) – 40 gms
- Zucchini (yellow) – 40 gms
- Salt - 2 gms
- Pepper – 1.2 gms
- Vegetable oil – 28 ml

Q.3. B ANSWER THE FOLLOWING QUESTION.

(03 Marks)

- i. Illustrate how do you clarify a consommé.

Q.4. A ANSWER ANY ONE QUESTION.

(03 Marks)

- i. You are working as a chef during a busy service and receive an order for three portions of Grilled Fish with Lemon Butter Sauce. However, you discover that only two portions are prepped and ready, while the third portion is still frozen. How would you handle this situation to ensure the



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guests are satisfied and service continues smoothly?

OR

- ii. Compare the use of Operational and Capital Equipment.

Q.4. B ANSWER THE FOLLOWING QUESTION.

(03 Marks)

- i. Compare the method of cooking for Hollandaise Sauce and Mayonnaise Sauce.

Q.5. A ANSWER ANY ONE QUESTION.

(03 Marks)

- i. List the different hazards found in kitchen and site example of each.

OR

- ii. Identify and explain any three kinds of breakfast egg preparations.

Q.5. B ANSWER THE FOLLOWING QUESTION.

(03 Marks)

- i. What are different ways of rectifying a curdled mayonnaise sauce? Justify your answer.

Q.5. C. ANSWER THE FOLLOWING QUESTION.

(04 Marks)

- i. Prepare a list of all food items you will need to prepare a Seafood Chowder.