

## MAHARASHTRA STATE BOARD OF SKILL DEVELOPMENT EXAMINATION, MUMBAI

Examination--July, 2020

CERTIFICATE COURSE IN HOTEL MANAGEMENT AND  
CATERING TECHNOLOGY

[१२५-3 १०००]

(BEHÉ MBE—100)

**JEEt +BEHÉ {EÉ ०EÉ (EIE+®03)**

- ०EÉE—(1) ०E ÉÇ |ÉxÉ ०EÉbÉ EÉÉa +ÉÉÉÉÉ +E½É.  
(2) +ÉÉÉÉÉ +०EÉ EÉÉa ०EÉÉ EÉÉ½ÉÉ M½ÉÉ VÉ®.  
(3) +ÉÉÉÉÉ +०EÉ EÉÉa +EÉbÉÉ EÉÉÉ.  
(4) =VÉÉÉÉbÉ +EÉ {EÉÉ MBE nEÉÉÉÉÉ.

MBE

1. (+) MEE½EÉ VEEÉÉ |E® (EÉÉÉÉ½) (ESE) :—

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- (1) <EÉÉÉÉ (EPNS) ½EÉÉÉ.....
- (2) +EÉ EÉ EÉ]É(A la Carte) ½EÉÉÉ.....
- (3) EÉ +EÉÉ EÉ (B and B) {EÉÉÉ +EÉÉÉ..... +EÉÉÉ
- (4) ०EÉ<b÷{EÉÉÉnE®EÉÉÉ..... +E½
- (5) EÉ. +EÉ JÉ. ½EÉÉÉ.....
- (6) +EÉÉÉ ०EÉ (American Service) ..... EÉÉÉÉÉÉÉ VÉÉÉÉ
- (7) bÉ. BÉ. bÉ. EÉÉÉ ½EÉÉÉ.....

(E) VEEÉÉ VEEÉÉ (EÉÉÉÉ½) (ESE) :—

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'+' ०EÉÉ

'E' ०EÉÉ

- |                             |                |
|-----------------------------|----------------|
| (1) EÉÉÉÉ (Coffee shop)     | (+) ०EÉ<b÷EÉÉÉ |
| (2) }EÉÉÉÉ (Flotel)         | (E) ½EÉÉ       |
| (3) ०E½EÉÉ (Serviette)      | (EÉ) 24 १EÉÉ   |
| (4) {EÉÉÉÉÉ (Parmesan)      | (b) GÉÉÉ EÉ<xÉ |
| (5) {EÉ<VÉÉ (Poisson)       | (<) ½EÉÉÉ      |
| (6) bÉÉ EÉÉÉ (Dummy Waiter) | (j) SÉÉÉ.      |

(E) JEE½EÉ EÉJÉÉ E½É (EÉÉÉÉ½) (ESE) :—

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- (1) B+EÉ<xÉ EÉ]É (Airline Catering)
- (2) EÉÉ (Buffet)
- (3) EÉ EÉÉ EÉÉÉÉ (Banquet Manager)
- (4) EÉÉ EÉ ०EÉ EÉÉ (Silver Service)
- (5) EÉÉÉÉÉ (Menu Card)
- (6) +EÉÉÉÉÉ (Accompaniments)
- (7) EÉÉ bÉÉÉ (Bell Desk)

2. JEE+FO+(EEO) EOHAI+EE%P nHE JEEXEEO =KE@ tE :-  
 (+) ½]OAE +E@JE E+vA+zE E {EAE EE;EEMESa aEEnoxE EaE +E/P °{E}o EO@.  
 (H) अन्न व पेय सेवा कर्मचाऱ्यांचे गुणधर्म लिहा.  
 (EO) ]AE+E bO ½]O "EASEO [E[E"]O-a E+E/%.  
 (b) °EE<b÷±Ea EO@aEESA ExE+E E+E/%.

3. JEE+FO+(EEO) EOHAI+EE%P nHE JEEXEEO =KE@ tE :-  
 (+) रेस्टॉरंटमध्ये वापरल्या जाणाऱ्या चार ग्लासवेअरची आकृती काढा आणि त्याचे xEE E E +EE@°°°EE.  
 (H) EEOSE E IO]O%BOE E E;EEMESEO EAeEaeE+E/%.  
 (EO) "EAEU {+EEENESa ½EU °EEME ;d<C/P EAaEC <BOaExE "EAU iEaEE@ EO@.  
 (b) ]AE+E EB]NESa ExE+E °EE.

4. JEE+FO+(EEO) EOHAI+EE%P nHE JEEXEEO =KE@ tE :-  
 (+) <AE+JE HEO;d°]O ½hEVa EAeE?  
 (H) EO;O]O°EE °EI'E°E@ BEO ]OE E+E/%.  
 (EO) +ZE E {EAE °EAE E E;EEMESa °E ExEaE ½=°EEOEEME E E;EEME°EAE "E/P EESA EA +°EIE?  
 (b) {E+EEO BE°EE °E@UEEZE@EO EOIEaE E+E/%.

5. °EH(EI E]OE E+E/% (EOHA+EE%P SE@) :-  
 (+) °ü'E °EO%PE (Room Service)  
 (H) ½hnEC (Hors d'oeuvres)  
 (EO) JE@a (Sorbet)  
 (b) jO+E +E}J@ME JO (Full Afternoon Tea)  
 (<) Bjo +Ea JO (FIT)

6. JEE+FO+(EEO) EOHAI+EE%P nHE JEEXEEO =KE@ tE :-  
 (+) ±EEP]O+b÷;d=b÷+EjO Ma]O +E]EO±°ESO {EuE °EH(EI °E-dEEI E+E/%.  
 (H) फ्रंट ऑफिस विभागांकडून देण्यात येणाऱ्या विविध प्रकारच्या सवलती सींगी.  
 (EO) EMJO +EjOE °]O;jO "E@aE EA EaE EO@Ta E EaE EOü xEa iEa E+E/%.  
 (b) SEEO +E]=O ü'E °ESUO EO@aESEO JEG°EE +xE@Ta E+E/%.

**(ENGLISH)**

[ TIME ALLOWED—3 HOURS ]

(MARKS—100)

**FOOD AND BEVERAGE SERVICES (THEORY-III)***Instructions:—* (1) All questions are *compulsory*.(2) Assume suitable additional data wherever *necessary*.

(3) Draw the diagram wherever necessary.

(4) Figures to the right indicate *full* marks.**Marks**1. (a) Fill in the blanks (any *five*) :—

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(i) EPNS Stands for what .....

(ii) A la carte means .....

(iii) ..... is the size of B and B Plate.

(iv) ..... is the another name of side plate.

(v) K. O. T. means .....

(vi) American service is served from ..... side.

(vii) D. N. D. Cards stands for .....

(b) Match the following (any *five*) :—

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## Section 'A'

## Section 'B'

(i) Coffee Shop

(a) Side Board

(ii) Flotel

(b) Fish

(iii) Serviette

(c) 24 Hours

(iv) Parmesan

(d) Cruise Line

(v) Poisson

(e) Napkin

(vi) Dummy Waiter

(f) Cheese.

(c) Define the following terms (any *five*) :—

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(i) Airline Catering

(ii) Buffet

(iii) Banquet Manager

(iv) Silver Service

(v) Menu Card

(vi) Accompaniments

(vii) Bell Desk.

2. Answer any *two* of the following :—

16

(a) What is the contribution of Food and Beverage Department in Hotel Operation? Explain.

(b) Write the attributes of Food and Beverage service staff members.

(c) Write the features of Table de hot menu.

(d) Write the rules of laying Side Board.

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**Marks**

3. Answer any *two* of the following :— 16
- (a) Draw the diagram of four glassware used in Restaurant and write its name and size.
  - (b) Write the functions of Kitchen Stewarding Department.
  - (c) Mention the principles of Menu Planning and Plan a Five Course Indian Menu.
  - (d) Write rules to be followed while waiting at the table.
4. Answer any *two* of the following :— 16
- (a) What is English breakfast ?
  - (b) Write a note on Cafeteria service.
  - (c) Why Co-ordination of Food and Beverage Service Department is important with Housekeeping Department ?
  - (d) Write the duties of Public area supervisor.
5. Write short notes ( any *four* ) :— 16
- (a) Room Service
  - (b) Hors d'oeuvres
  - (c) Sorbet
  - (d) Full Afternoon Tea
  - (e) FIT
6. Answer any *two* of the following :— 16
- (a) Write in brief procedures for lost and found of Guest Articles.
  - (b) Write the different types of discount offered by Front Office Departments.
  - (c) Write the Do's and Don'ts of Front Office Staff Members.
  - (d) Write in brief procedure for cleaning of check out Room.
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