



OEBA – 401

**IV Semester All U.G. Courses Examination, September/October 2023
(NEP-Freshers)**

**AVIATION
In Flight Service (Open Elective)**

Time : 2½ Hours

Max. Marks : 60

Instruction : Answers should be written in **English** only.

SECTION – A

1. Answer **any five** out of seven questions. **All** Answers carry **two** marks. **(5×2=10)**

- a) What are service equipments used in a Hotel ?
- b) Define Restaurant.
- c) Full form of F & B Manager.
- d) What is a sales budget ?
- e) What are non-Alcohol beverages ?
- f) What is “Work Tact” ?
- g) 1 Technique of serving demonstration.

SECTION – B

Answer **any three** out of 5 question. **Each** question carries **4** marks. **(3×4=12)**

2. Differentiate between a sales planning and sales budget.
3. Explain tools CRM.
4. What kinds of attitude is required by a waiter in a club ?
5. Explain the steps of preparation of service before a hotel starts.
6. Differentiate between inter personal and intra personal skills.

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SECTION – C

Answer **any 3** out of 5 questions. **Each** question carries **10** marks. **(3×10=30)**

- 7. Explain crisis management in the food industry.
- 8. Discuss about the types of Alcoholic drinks and method of serving each of them.
- 9. What is the leadership traits required for a hospitality manager ?
- 10. How does a waiter demonstrate his hospitality skills to the customer ?
- 11. Describe F and B Management in a “5 star hotel”.

SECTION – D

Answer **any one** out of 2 questions. The question carry **8** marks. **(1×8=8)**

- 12. a) Bring out the steps involved in the preparation of service before the “5 star restaurant”.
- b) Give an account of the storing of the service equipment after a function of 100 guests.