# **OEBA** – 401

# IV Semester All U.G. Courses Examination, September/October 2023 (NEP-Freshers) AVIATION In Flight Service (Open Elective)

Time : 21/2 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. (5x2=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

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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 ISRW (b) "5 star restaurant".
  - b) Give an account of the storing of the service equipment after a function of 100 guests.

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3. Explain these 5

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