

FIRST SEMESTER UG DEGREE EXAMINATION, NOVEMBER 2024
(CUFYUGP)

BHC1VN101 : INTRODUCTION TO CATERING SCIENCE

Maximum time: 2 hours
70

Maximum Marks: 70

Section A

Answer all . Each question carries 3 Marks (Ceiling: 24 marks)

1. Define duplex room.
2. What is meant by catering services?
3. What is a parlor room?
4. Define Downtown hotel.
5. What is meant by hazards?
6. What is meant by dietary?
7. Define the term food preservation.
8. What is meant by ingredients?
9. What do you understand by personalized service?
10. Define Nutrition.

Section B

Answer all. Each question carries 6 marks (ceiling 36 marks)

11. How building customer loyalty and repeat business is done in a catering establishment?
12. How do you handle feedback and complaints?
13. How will you apply the principles of food safety and hygiene in catering operations?
14. State your understanding towards the basics of catering science..
15. How will you develop and plan effective menu, considering nutrition?.
16. List out some of the high quality customer service in a catering establishment.
17. Explain the different types of rooms in a hotel.
18. Why is cost-effective ingredients sourcing essential for pricing strategies?

Section C

Answer any one. Each question carries 10 marks (1 x 10=10 marks)

19. Write the process of menu planning and its importance.
20. Give an Elaborate note on customer expectations and satisfactions in catering.