

ROLL No.....

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA
ACADEMIC YEAR 2017-2018

COURSE : Diploma in Food & Beverage Service
SUBJECT : F & B Control
TIME ALLOWED : 02 Hours MAX. MARKS: 50

(Marks allotted to each question are given in brackets)

Q.1. Choose the correct option:

- (a) Staff meals is an example of:
- (i) Material/food cost
 - (ii) Labour cost
 - (iii) Overhead cost
 - (iv) None of the above
- (b) Which of the following is not an example of fixed cost?
- (i) Depreciation
 - (ii) Interest
 - (iii) Wages
 - (iv) Rent
- (c) Which of the following phases is included in the process of control?
- (i) Planning phase
 - (ii) Operating phase
 - (iii) Management phase
 - (iv) All of the above
- (d) The theory of 'sweet spots' and 'serial position effect' is related to:
- (i) Menu engineering
 - (ii) Control process
 - (iii) Beverage control
 - (iv) None of the above
- (e) 'Under pouring' and 'over pouring' are examples of:
- (i) Kitchen fraud
 - (ii) Bar fraud
 - (iii) Staff training methods
 - (iv) Control systems

(5x1=5)

Q.2. Explain the following cost concepts in 1-2 lines each:

- (a) Total cost (b) Marginal cost
(c) Standard cost (d) Conversion cost
(e) Direct cost

(5x1=5)

Q.3. Briefly explain the objectives of control.

(5)

Q.4. How would you calculate cost to sales ratio?

OR

Briefly explain 'cost-benefit ratio'.

(5)

Q.5. Explain the triplicate K.O.T. control method.

(7)

Q.6. Write short note on 'Electronic Cash Register' (ECR) and "P.O.S". (point-of-sale terminal).

(7)

Q.7. Explain the process of 'menu engineering' in details.

OR

Explain the salient features of 'beverage control'.

(8)

Q.8. Write detailed note on staff training and explain its importance.

(8)

OR

Write down the following formulas to calculate:

- (a) Average sales per day
(b) Sales mix of a dish
(c) Average sales per waiter per day
(d) Sales per cover per day
(e) Average sales per cover per day
(f) Average covers per hour
(g) Average covers per waiter
(h) Seat turnover per day

(8x1=8)
