

Specialization in Food and Beverage Service Management - II (2008)

Item Text	Option Text 1	Option Text 2	Option Text 3	Option Text 4
General trends in eating out does not include	An increase in awareness of hygiene and cleanliness	A growing demand is organically produced fresh foods	An decrease in demand for spicy type food	An increase in demand for vegetarian food
Which factor is not affecting a customer's choice of meal experience are	Social	External façade	Convenience and time	Price and Menu
The actual service of food and beverages to the customer is described as	Indirect service	Direct service	Partial service	Room service
A series of events, both tangible and intangible that a customer experiences when eating out is called as	Stay experience	Events experience	Meal experience	Overall experience
Tangible aspects includes	Food and drink	Service	Atmosphere	Mood
A restaurant seat is a	Perishable product	Non perishable product	Semi perishable	unperishable
British Standards definition of Quality is	The totality of features and characteristics of a product or service that bear on its ability to satisfy a stated or implied need	fitness for intended use	Quality is the degree to which an object or entity (e.g., process, product, or service) satisfies a specified set of attributes or requirements	quality is a distinctive characteristic or trait
EFTPOS stands for	Electric Fund Transfer at Point of Sale	Electronic File Transfer at Point of Sale	Electronic Fund Transfer at Print of Sale	Electronic Fund Transfer at Point of Sale

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Which of the following is not the approach to the quality management	Quality Control	Quality Assurance	Ouality Inspection	HRM
Quality Control recognizes	The need for a detailed specification and quality checks	Waiting for mistakes to happen	Strives to design quality	improvement in quality
Menu engineering focuses on	Popularity and Profitability	Only Popularity	Only Profitability	Popularity, Profitability and Place
Matrix of menu engineering consists of these four squares	Star, Moon, Sun, Earth	Star, Cash cows, Questions, Dogs	Invest, Select, Divest	Star, Plow horses, Puzzles, Dogs
These are concerned with the assets and liabilities of an establishment	Operating budget	Capital budget	Master budget	Cash budget
This is an additional charge to a meal in restaurants to cover costs of items not priced on a menu	Service charge	Cover charge	Minimum Charge	Sales tax
Is a plan expressed usually in financial and /or quantitative terms for a particular trading period	Budgetory control	Budget	Master budget	Cash budget
In which sector, convenience food is used in high percentage?	Hotels and Restaurants	Welfare catering	Cruise catering	Fast food
Which one of the following is not a characteristic of fast food outlet?	Offers self service	Food is presented on a buffet	Menu centered around one or two main items	Percentage of fixed cost is less
Fast food industry recruits only	Men staff	Old staff	Moderately skilled staff	Women staff
In which of the following sector, staff to customer ratio is minimum	Hotels and Restaurants	Air catering	Fast food sector	Cruise catering
In fast food outlets décor is	Simple but elegant	Very lavish	No décor	Simple décor